Request for Proposal

For

Selection of System Integrator for the Design, Development, Implementation and Maintenance of ERP Solution (e_office) for Mussoorie Dehradun Development Authority, Dehradun, Uttarakhand

Office Address-

Mussoorie Dehradun Development Authority

Transport Nagar, Saharanpur Road, Near ISBT, Dehradun-248001

(Uttarakhand) India.

Phone No-0135-6603150

Email- info@mddaonline.in

Website- http://mddaonline.in

Disclaimer

This RFP is not an offer by Mussoorie Dehradun Development Authority (MDDA), but an invitation to receive BID from interested eligible bidders for selection of System Integrator for the design, development, implementation and maintenance of ERP Solution (e_office) for MDDA.

No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed between Mussoorie Dehradun Development Authority and the System Integrator.

This RFP is being issued with no financial commitment and MDDA reserves the right to withdraw the RFP and change or vary any part thereof or foreclose the same at any stage.

Contents

INTRODUCTION

About Mussoorie Dehradun Development Authority (MDDA)

In Pursuance of the provisions of Clause (3) of Article 348 of the Constitution of India, the Governor is pleased to order the publication of the following English translation of "The Utarakhand Urban and Country Planning and Development (Amendment) Act, 2013" (Adhiniyam Sankhya 25, of 2013)

As Promulgated by the Governor of Uttarakhand and assented on 04 April, 2013.

Act – further to amend the Uttar Pradesh Urban Planning and Development Act, 1973 (U.P. Act No. 11 of 1973) (as applicable in the State of Uttarakhand) to the context of State of Uttarakhand.

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Be it enacted in the Sixty-fourth Year of the Republic of India by the Uttarakhand Legislative Assembly as follows: -

Short title and Commencement –

The Act may be called the Uttarakhand Urban and Country Planning and Development (Amendment) Act, 2013.

It Shall come into force at once. The "Development Authority or the Authority" in relation to the whole of the State Area shall be 'The Uttarakhand housing and Urban Development Authority' (hereinafter referred to as the State Authority) and in relation to any development area shall be the Local Development Authority (hereinafter referred to as the Local Authority) constituted and notified under section 4 of the Act : Provided wherever in this Act the word "Authority" appears, it shall be construed as the Local Authority until and unless expressly provided as the State Authority : Provided further that the Urban Local Bodies and Village Panchayats will also be construed as Local Development Authority/Local Authority under this Act if so declared by the State Government bu issuing Notification under sub-section (1-A) of section 4 of this Act defining the extent of their development area(s). Concerned Officer/ person of such Urban Local Bodies and Village panchayats shall exercise powers as determined by the State Government by the Gazette Notification under sub-section (1-A) of section 4 of this Act."

Organizational Structure of MDDA

The organizational Structure of MDDA is described below:

Chairman
Vice Chairman
Secretary
Joint Secretary
Chief Finance Officer

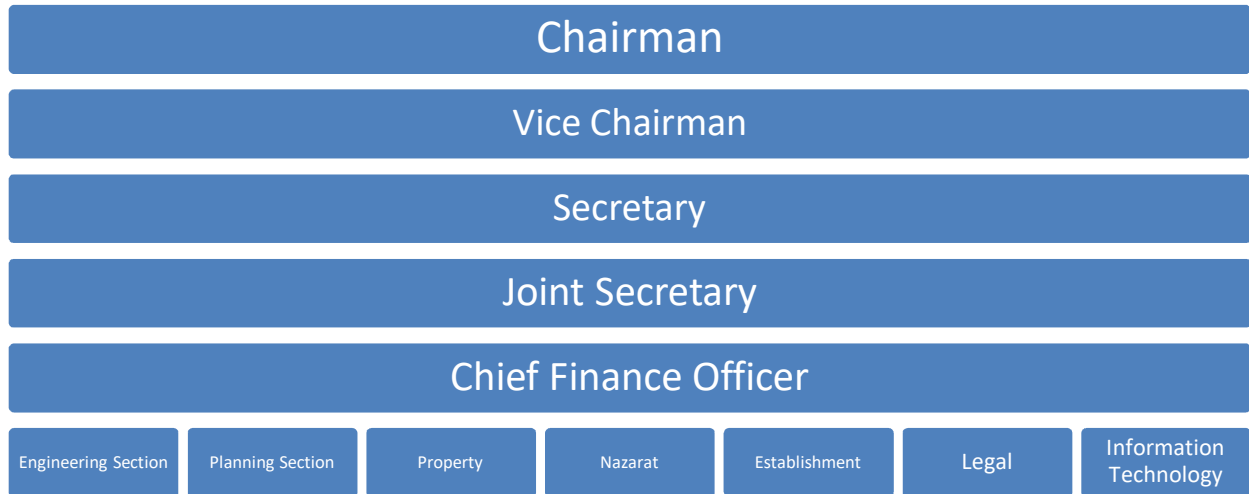| Engineering Section	Planning Section	Property	Nazarat	Establishment	Legal	Information Technology

Figure 1. Organizational Structure of MDDA

MDDA is headed by Vice Chairman, who is in turn may be supported by Secretary, a Joint Secretary, a Finance Controller. All of whom are officers on deputation from the Government of Uttarakhand. These officers form the top of the organizational ladder; under them are a number of officers who head MDDA's Divisions and manage the teams working therein. The Authority employs a standard cadre structure, which is organized as follows:

Officer 1	→	Officer 2	→	Officer 3	→	Officer 4	→	Officer 5	→	Officer 6	→	Officer 7

Figure 2. Broad Cadre Structure of MDDA

This reporting hierarchy exists broadly across all Divisions, with a provision for various Division-specific variations. For example, in the context of Projects Division, all levels below Superintending Engineer (i.e. Executive Engineer and below) operate within a unit known as a sector, handling project development and works for a particular area. In some Divisions, the presence of multiple work streams means that multiple Senior Officials- and Senior-level resources are required; for example, in Planning, where work is primarily divided between units dedicated to Planning and Architecture, those units are currently headed by the Senior Town Planner.

Flexibility is required in observation of this cadre structure. There will not always necessarily be a Chief Engineer or Superintending Engineer or Executive Engineer level resource available to head a Division, due to the finite availability of Level 1 government employees, as well as the deputation and internal transfer policies implemented within the Authority. Therefore, we can classify a parallel category of resource: Head of Department (HOD). The HOD will be the senior-most active member(s) of the Division, and will act as the internal approving authority for any work done, proposal prepared, tender written, etc or as the powers may be delegated by the head of the institution.

Currently, the organization has regular staff with few another under deputation. There are also quite a many contractual staff hired by MDDA. The breakup of the regular and under-deputation staff, as per class, is as given in the Establishment Structure approved by Government of Uttarakhand (**ANNEXURE-A**):

Divisions (Department)

Division	Description
Planning Division	The Planning Division is responsible for the overall visualization of the city as a whole and for formulating master and sector-wise layout plans accordingly. A project shall be initiated by the Planning Division, and subsequently named and allocated to a designated Officer (Landscaping/Horticulture) by the Planning Department. The Division is responsible for town planning, including plotting, designation of land. use and planning for hard/soft infrastructure, building plan approval, landscaping, building designs, occupancy certification and signage. The Division's functions stem primarily from the formulation of a Master Plan; based on the inputs derived from the Plan, the Division identifies and selects the land for the purpose of acquisition and allotment. Once the land is identified and selected, planning Division commences more detailed layout planning and facilitation of building plan approval, post which an occupancy certificate is awarded to the contractor or Allottee.
Unauthorised Construction Management Division	This section is responsible for enforcement. To take actions against illegal constructions by stopping it, registering the case, sealing and demolition of the construction as per the requirement and prevailing law.
Land Division	The Land Division takes care of land acquisition and resumption on behalf of the Authority. The Division is also responsible for verification of identified land, taking physical possession of acquired land, and the distribution of the land parcels. The Land Division must liaise with district-level, state-level and Revenue authorities on a regular basis. The function of land acquisition may be undertaken via a proposal submitted to the aforementioned authorities, or by directly engaging with farmers for acquisition of land.
Property Division	Division given above is responsible for property allotment and management of Allottees under its assigned vertical(s). Each Division executes a similar set of functions, albeit within the scope of an individual property vertical. A broad overview of those functions is as follows: a. Formulation of schemes for allotment of property, and

	allotment of property in line with those schemes.
	b. Registration, allotment, recovery of amounts due against each property, as well as all correspondence with Allottees
	c. Registration of plots and execution of Lease Deeds in line with scheme terms & conditions
	d. Provision and management of post-allotment services, such as transfer, succession, change in constitution (CIC), mutation.
	collection of fees and dues in line with prescribed payment plans for each scheme/allotment
	f. Coordinating with Customer Relations Cell, providing information and speedy redressal of cases referred
Project Division (Engineering Section)	A project shall be initiated by the Project Division based on either budget provisions for the year, an advice from Planning Division or an advice from Village Infrastructure Development (a sub-Division of Social Development Division). The project shall be named and allocated to a designated Work Circle. Each Circle than then shall be responsible for planning, Tendering and execution of the Projects. The Project Division is responsible for completing engineering functions including detailed estimates, time scheduling, construction, bills verification, appointment and monitoring of contractors and development of properties and infrastructure under schemes. Apart from execution of Projects, maintenance of all authority's assets including those of Urban Services also fall within the purview of the works Division. The works Division also undertakes landscape and horticulture Planning and execution works.
	The Tender Cell exists under the umbrella of the Projects Division, and is responsible for management of the tender process, from the receipt of Administrative Sanction/Expenditure Approval from the relevant authority Through to the award of a project/contract to a work circle or third-party entity. Tenders may be issued for the contracting of services during various stages of
Horticulture Division	The Horticulture Division is responsible for horticulture development and
	maintenance within the City, primarily with respect to activities such as Greening and creating habitable environment with attractive amenities. The Division also consults with the Planning Division on formulation of various
	Layout plans, particularly with respect to designated green areas.

Finance Division	The Division of MDDA are, on their own, not to handle funds intended for Disbursement to external or internal entities. The Finance Division, on advisement from the respective Division within MDDA and receipt of approval form the requisite authority, disburses funds to these entities – e.g. refunds issued to unsuccessful allotment applicants, compensation disbursed to Farmers for land, etc. All activity in context of fund mobilization, payments, budget formulation, accounting and book keeping are taken care of by this Division. The Division also consults on key processes, including but not limited to tendering and the issuance of administrative sanctions and expenditure Approvals.
Human Resources Division	The Human Resources is responsible for management of all personnel involved Internally with the authority. This responsibility extends to regular employees, Contractual staff, employees on deputation and any agencies or entities. The Division handles standard human resource management functions, including payroll processing, cadre development (i.e. promotion and training), employee Welfare and benefits, and employee sanctions. The CEO, MDDA, is the appointing authority to whom all matters pertaining to human resources are Forwarded for approval.
Purchase & Store	The Assets (Purchase & Store) Division is responsible for the procurement of all categories of assets including consumables (IT consumables, RO water, and tea), dead stock and fixed assets (furniture), as well as maintenance of those Assets. The Division's functions span the entire procurement value chain, from requirement gathering and budgeting, to procurement of assets to recording of store and fixed assets and generation of MIS as required
IT Department	The Systems Division is responsible for establishing, monitoring and maintaining the IT systems used by the Authority, as well as its external Stakeholders. This involves hardware tasks, such as procurement, maintenance, upgrading, as well as software-related tasks, such as software development, management of data back up
Legal Department	The Law Division caters to the Legal aspects of the Organization. It supports the organization in terms of Legal framework and gives it the necessary support by lodging or attending the legal cases either by lodging the cases or Responding to the cases lodged against the

	Organization. The Division Maintains a panel of lawyers and advocates to address individual cases.
RTI Division	The Right to Information (RTI) Cell operates as a nodal office for RTI queries Received for response by MDDA and its constituent divisions. The Cell is responsible for initial receipt of the queries, and for delegation of those Queries to the concerned department for appropriate response.
Dispatch Section	Responsible for receiving and dispatching all internal and external daaks
Common Function	The Authority handles a variety of functions that are not owned by any one Division. These functions may be undertaken by any one or more Division(s) on an as-is-where-is basis; the process for doing so remains the same regardless of stakeholders involved: A-Online Grievance Redressal (Online Grievance Portal) B-Tender Management C-Contract Management

Concerns

- Urban Development cannot be at the cost of green landscape.
- No settlement of rivers rain lands.
- Stricter policy on land transfers.
- Decongestion of business and transport canters.
- Earthquake proof vertical urban expansion.
- Encourage micro level non-conventional energy generation methods.
- Prevent encroachments.
- Priorities corrective actions in MDDA plan, include rehabilitation plans where needed.
- Zonation concept should be finalized only after identifying land capability classes and conduction environmental impact assessment for various options.
- Plan provisions must be enforced.
- Plan economic, transport and industrial development within the limits of acts for conservation of natural resources and environment.
- Emphasis on non-consumptive use of forests in Uttarakhand.
- List permissible economic development activities in Uttarakhand and assign priorities.
- Develop new industries outside the main area to avoid further threat to environment.

BRIEF SCOPE

The brief Scope of the Project includes, inter alia, the following Services: -

1-FILE & DAAK MOVEMENT SYSTEM

2-HR Management

3-Finance / Accounts Management

4-Project Management

5-Purchase / Inventory Management

6-Public Grievance Redressal System

7-Right to Information Management System

8-Planning Section Management including NAZOOL and Land Management

9-Legal Case Management

10-Construction Enforcement Management System

11-Property & Land Management System

12-MIS, Access Control, System Replication

13-Online CAD Based Building Approval Management System

14-Data Migration & seamless integration with other line departments.

15. Integration with external departments wherever required

16. Integration with single window system of Government of Uttarakhand

17. One common dashboard and separate dashboard for all other modules to keep track of all the activities

DURATION OF CONTRACT

- Rates will be firm and fixed during the contract period as described below
- The duration of contract shall be three (03) years from the date of award. Development, implementation of the proposed platform shall be completed within 1 years from the date of award and maintenance will be offered up till 2 years from date of UAT sign-off as per delivery schedule.

BID VALIDITY

Bids shall remain valid for the period of 180 days, as specified in NIT, after the bid submission deadline date prescribed by the tendering authority or valid for the period of 90 days after the opening of price bid, whichever is later.

BIDDING PROCEDURE

Mussoorie Dehradun Development Authority invites electronic bid (e-Bid) proposals through uktenders.gov.in (e tendering portal of Govt of Uttarakhand) from reputed, competent and professional Information Technology (IT) Firms, who meet the minimum eligibility criteria and successfully qualifies on technical evaluation parameters as specified in this RFP document, for the Design, Development, Implementation and Maintenance of ERP (e_Office) Solution.

A bidder would be selected on the basis of two bid system wherein a technically qualified bidder with lowest commercial bid would be selected for the implementation of the project.

Bidder (authorised signatory) shall submit Fees & EMD with other technical documents in hard copy also at MDDA office before the due date & time.

Please note that a **Pre-Bid meeting** of the prospective bidders, is scheduled as per the details specified in this NIT. The objective of this meeting is to address the queries of the prospective bidders related to the Project and/ or tender/ bidding document.

Any **Corrigendum/Addendum** arising from the Pre-Bid meeting or any other queries, will be **directly published** on e-Procurement portal and **no additional Press advertisements** will be done for the same, all prospective bidders are requested to kindly keep monitoring & visiting the e-Portal for any such updates prior to submission of bids.

No contractual obligation whatsoever shall arise from the RFP/ bidding process unless and until a formal contract is signed and executed between MDDA and Vendor.

DETAILS OF BID DOCUMENT

Mussoorie Dehradun Development Authority invites bids / proposals from eligible bidders for Selection of System Integrator for Design, Development, Implementation and Maintenance of General Services Management System.

Mussoorie Dehradun Development Authority	Transport Nagar, Saharanpur Road, Near ISBT, Dehradun-248001(Uttarakhand) India. Phone No-0135-6603150
BID Fee	INR 5,900.00, (Rs. Five Thousand Nine Hundred Only) inclusive of GST
Earnest Money Deposit (EMD)	INR 6,00,000.00 (Rs. Six Lacs Only)
Date of Publishing	Date: 31-Jan-2019, Time: 04:00 PM
Last Date of Submission of Pre-Bid Queries	Date: 05-Feb-2019, Time: 04:00 PM
Date, Time & Venue of Pre-Bid Meeting	Date: 06-Feb-2019, Time: 11:00 AM, MDDA Office
Bid Submission Start Date and Time	Date: 10-Feb-2019, Time: 10:00 AM
Bid Submission End Date and Time	Date: 20-Feb-2019, Time: 02:00 PM
Technical Bid Opening for eligible bidders'	Date: 21-Feb-2019, Time: 03:00 PM
Financial Bid Opening	To be communicated to the technically qualified bidders after technical scrutiny
Website for tendering process	Website: http://uktenders.gov.in/
Contact Details	**Mussoorie Dehradun Development Authority.** Transport Nagar, Saharanpur Road, Near ISBT, Dehradun-248001(Uttarakhand) India. Phone No-0135-6603150 E-mail Id: info@mddaonline.in
Bid Validity	180 Days from the bid submission end date

Note: Bidders are requested to submit Bid fee (DD ONLY) and EMD in form of DD/FD to MDDA office by Date: 20-Feb-2019, Time: 02:00 PM in one envelop and Hardcopy of technical bid as submitted online in another sealed envelop . **In case, bidder fails to submit the Bid Fee and EMD in hard copy (as prescribed above) with technical proposal of bid, the bid of the bidder shall be treated as non-responsive and shall be rejected.**

PART I – TECHNICAL BID

Technical bid must be completed with all technical details along with all other required documents as defined in ITB.

Bidder shall clearly mark the documents submitted to meet the Bid Eligibility Criteria.

PART II – PRICED BID

The price bid has to be submitted in the prescribed BOQ sheet only online.

Entire bid offer shall be properly arranged.

BID SECURITY

Every bidder, if not exempted, participating in the bidding process must furnish the required EMD, as specified in the Notice Inviting Tender (NIT), without which tenders/ bids will not be considered. The amount should be deposited in either of the following forms in favour of "Secretary, Mussoorie Dehradun Development Authority" payable at "Dehradun".

• Bank Drafts/ Fixed Deposit Receipts of the scheduled Bank.

Refund of earnest money: The earnest money of unsuccessful bidder shall be refunded soon after final acceptance of tender/ bid.

The earnest money/ security deposit lying with the department/office in respect of other tenders/ bids awaiting approval or rejected or on account of contracts being completed will not be adjusted towards earnest money/ security money for the fresh tenders/ bids. The earnest money may however, be taken into consideration in case tenders/ bids are re-invited.

Forfeiture of earnest money: The earnest money will be forfeited in the following cases: -

•When bidder withdraws or modified the offer after opening of tender/ bid but before acceptance of tender/ bid.
•When bidder does not execute the agreement if any, prescribed within the specified time.
•When the bidder does not deposit the security money after the supply order is given.

PRE-BID MEETING

The bidder (s) or their designated representatives, who intend to bid are invited to attend the pre- bid meeting. Bidder(s) queries if any, must reach Purchaser office as per the schedule mentioned above. The venue of pre-bid meeting is **"Meeting Hall, MDDA office at 1st Floor, Transport Nagar, Saharanpur Road, Dehradun"**. Any change in venue shall be indicated on the website.

Non-attendance of the pre-bid meeting will not be a cause for disqualification of a bidder. Corrigendum / addendum, if any, to the tender document, shall be hosted on the website subsequent to the pre-bid meeting. Maximum 02 persons are allowed per bidder at the time of Pre-Bid meeting.

BIDDERS ELEGIBILITY CRITERIA

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	• The bidder should be an individual company/ firm. • The bidder should be a company registered under Indian Companies Act, 1956 or a partnership firm registered under Indian Partnership Act, 1932 or a Proprietorship firm registered under the Shops & Commercial Establishments Act, 1958 or a similar Act of the country/ State/ Union. • The company/ firm should be in existence for at least last five years from the date of this issuance of this tender	- Copy of Certificates of incorporation -Copy of Registration Certificates
2	Turnover from IT/ ITeS	The bidder shall have an positive net worth and Average Annual Turnover / Professional Income of INR 5 Crores for the financial year 15-16, 16-17, 17-18	Audited report with CA's Registration Number/ Seal
3	Technical Capability	• The Bidder should have one work order of value 3 Crore & above for software development and support from Govt/PSUs in India or abroad.	Per project reference And Work Completion Certificates from the client; Work Order + Development Phase Completion Certificate from the client
4	Certification	The bidder should have valid ISO 9001:2015 (Quality Management System),ISO 27001:2013 (Information Security) and CMMi Level 3 & above certification.	Valid certificate to be submitted or else blacklisting of the firm will be done
5	Tax registration and clearance	The bidder should have a registered number of • Income Tax / Pan Number. • Valid GST Certificate • Proof of Office location In North India	Copies of relevant certificates of registration
6	Blacklisting	The Bidder is not eligible to participate in this project, if the firms are black-listed/ debarred in participating in any procurement activities by any State or Central Government or UT in India.	A Notarized Affidavit to be submitted on INR 100 Non-Judicial Stamp

EVALUATION OF BIDS

The evaluation of technical and commercial bids shall be held under the two bid system

The evaluation committee shall evaluate the Technical Proposal of all eligible bidders on the basis of responsiveness to the terms of reference, applying the evaluation criterion, sub criteria, and point system specified in the tender. Each responsive proposal shall be given a Technical Score . The bidders are required to score 80 technical points to qualify for opening of financial proposal

Likewise, Financial proposal shall be evaluated by the evaluation committee based on the commercial parameter (price bid) and Lowest (L1) bidder will be adjudicated for award of the Project

GENERAL INFORMATION

Purchaser reserves the right to increase or decrease the scope of work of bidders before or after award of work.

Bid document fee shall be submitted by the bidder as defined in tender document.

- If the bid Fees & EMD is received after bid due time / date in hard copy at MDDA office, it shall be rejected.
- Bids received through Fax / E-mail shall not be accepted.
- Purchaser will not be responsible for cost incurred in preparation and delivery of bids.
- Purchaser reserve the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.

Contact details of Purchaser is given below:

Department: Mussoorie Dehradun Development Authority,
Address: Transport Nagar, Saharanpur Road, Near ISBT, Dehradun-248001(Uttarakhand) India.
Phone No+91-0135-6603150
Tele-Fax no: +91-135-6603103
Email: info@mddaonline.inMDDA.org.in
Website: http://mddaonline.in
E-Tendering Portal: http://uktenders.gov.in

SECTION II – INSTRUCTIONS TO BIDDERS (ITB)

SCOPE OF BID

The Purchaser invites sealed bids for **Selection of System Integrator for Design, Development, Implementation and Maintenance of ERP (E_OFFICE) SOLUTION as mentioned in the tender documents.**

The Solution should be designed in such an way that any new office/division should be allowed to be set it live with minimum of setup configurations, i.e. we are looking for a dynamic solution.

The bidding document specifies the contractor scope of work, terms and conditions.

All terms, conditions and specifications of the bidding document shall be construed as applicable in general, unless specifically indicated to the contrary.

Bidders shall quote in the manner as specified in the bidding document. Purchaser reserves the right to evaluate and accept bids at their sole discretion. The provisions of this clause shall supersede any contrary provisions expressly stated or implied anywhere else in the bidding document.

ELIGIBLE GOODS AND SERVICES

All goods and related services to be supplied under the contract shall have their origin only in source countries, which are not prohibited to trade with by any law or rules made there under having the force of law of the Union of India or any state Government of India.

For purposes of this clause, "Origin" means the place where the goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

The origin of goods and services need not be from the home country of the Bidder.

ONE BID ONE BIDDER

Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will be disqualified. If bid of companies which is managed & controlled by same group of individuals (common owners / proprietor, common partner/ common directors), the participation in a particular tender by more than one such bidder will not be allowed and bids will be disqualified.

COST OF BIDDING

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

THE BID DOCUMENTS

The Solution required, bidding procedures, and contract terms are prescribed in the bid documents. In addition to the Invitation for Bids (IFB), the bid document includes:

Volume I Commercial Section consisting of:

Section I- Invitation for Bids (IFB)

Section II - Instructions to Bidders (ITB)

Section III - General Conditions of Contracts (GCC)

Section IV - Special Conditions of Contracts (SCC)

Section V – Scope of work

Section VI - Forms & Formats

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

CLARIFICATION ON BIDS

A prospective Bidder requiring any clarification of the bid documents may notify the Purchaser as the case may be, in writing or by cable (hereinafter, the term „cable" is deemed to include electronic mail and facsimile) at the address indicated in the tender. The Purchaser will respond in writing to any request for clarification of the bid documents which it receives after issue of the bid documents but prior to at least one (01) working days before the pre-bid meeting date. All such clarifications issued shall deem to form a part and parcel of the Bid documents.

AMMENDMENTS OF BID DOCUMENT

At any time prior to the deadline for submission of bids, the Purchaser, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bid documents by issuing addenda and or Corrigendum.

Bidders desirous to submit its bid have to take into consideration of all the addendum(s)/ corrigendum (s)/ clarifications to bidder query through online e-tendering portal before submitting the bid.

In order to allow prospective bidders reasonable time to take care of the addendum/ corrigendum into account in preparing their bids, the Purchaser, at its discretion, may extend the deadline for the submission of bids.

There will be **no separate Press Advertisement** for any addendum(s)/ corrigendum (s)/ clarifications and same can be found on e-portal only by visiting online before submitting the bid.

PREPARATION OF BIDS

LANGUAGE OF BID

The Bid prepared by the bidder, all correspondences and documents relating to the bid exchanged by the bidder and the Purchaser, shall be written in the English language. Any printed literature furnished by the bidder may be written in another language, provided that this literature is accompanied by an English translation, in which case, for purpose of interpretation of the Bid, the English translation shall govern.

In the event of submission of any document/ certificate by the bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder along with the bid.

DOCUMENT CONSTITUTING THE BID

The bid prepared by the Bidder shall comprise the following components:

i). Techno-commercial bid along with the Bid Forms completed in accordance with the tender documents. BEC documents shall be uploaded in the technical bid section (part of un-priced bid offer) and bidder shall indicate the documents based on which their bid offer meets the BEC. Complete set of bid document duly signed and stamped on each page shall be uploaded in the technical bid section.

ii) Price Bid having BOQ (XLS) filled up in accordance with tender documents as available on e-tender portal.

iii) Documentary evidence established in accordance with ITB that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;

iv) Documentary evidence established in accordance with ITB that the goods and ancillary services to be supplied by the Bidder are eligible goods and services and conform to the bid documents; and

v) Bid security furnished in accordance with Proforma given in this bid documents.

Note: Unless highlighted by bidder, content of bid document will prevail over any typed content of bid document submitted in bid offer but not as per bid document

BID PRICES

Unless stated otherwise in the Bidding Document, the Contract shall be for the whole works based on the Prices submitted in BOQ sheet by the Bidder. The Bidder shall fill Prices in BOQ sheet in the Uploaded Document as asked, as upload the same to the E-Tendering portal:

All charges towards services & AMC to be inclusive of the following:

(a) Cost of all services required as per scope of work. Unit rates shall not include all taxes & duties excluding Goods & Service Tax (GST), all taxes & liabilities to be mentioned separately of unit price.
(b) Goods & Service Tax (GST): Bidder shall be responsible for payment of Goods & Service Tax to Government Authorities. However, if applicable, GST of foreign bidders will be paid by Purchaser directly to concerned authority. Foreign bidders need not to mention GST in SOR unless they are registered with authorities in India.

- All taxes, duties, other statutory levies and rate thereof as applicable as of 30 days prior to due date of submission of Bid shall be included in the quoted prices.
- All taxes, duties, other statutory levies and rate thereof shall be included in the quoted prices.
- Bidder shall make available GST input credit (as per GST rules) to Purchaser and in case of failure amount of tax shall be deducted from bills of contractor.
- It is presumed that bidder has already complied to GST regulations.

RATES AND PRICE VARIATION

- Rates will be firm and fixed during the contract period as described below
- It is no price variation contract.

CURRENCIES OF BID & PAYMENT

Bidders have to submit bid in Indian currency and receive payment in Indian currency only. However, currency will not be allowed to be changed.

Foreign Bidders may also submit bid in the INR only.

Purchaser shall not be compensating for any exchange rate fluctuation if the bidder desires to take payment related to foreign currency in Indian Rupees.

PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for the period specified in the ITB after the date of bid submission prescribed by the Purchaser and will reject the bid having shorter validity period as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidder for an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under ITB shall also be

suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request for extension of its bid validity will not be required nor permitted to modify its bid.

FORMAT AND SIGNING OF BID

As per online tendering portal (http://uktenders.gov.in)

DEVIATIONS

Purchaser will appreciate submission of offer based on the terms and conditions in the enclosed GCC, SCC, ITB, Scope of Work, Technical Specification etc. to avoid delay seeking clarifications on technical/ commercial aspect of the offer.

Notwithstanding to the above, bids with the deviation(s) to the bid conditions shall be summarily rejected without any post bid reference to the bidder. However, Purchaser reserves the right to take the final decision in this regard, without assigning any reason.

PREPARATION OF SUBMISSION OF BIDS

1	Envelope I Superscribing "BID FEES & EMD" (To be submitted physically before the last date and time at MDDA office) (a) Part – I - Bid shall contain the following: (Also be submitted in hard copy(except commercial bid) to the MDDA office before the date and time)
a	Covering Letter (to be uploaded online)
b	Bidder's General Information Form F-1 (to be uploaded online)
c	Tender fee if not submitted earlier and Bid security as per Form F-2(to be submitted at MDDA office)
d	Annual turnover Form F-3A (to be uploaded online)
e	Financial Status Form F -3B (to be uploaded online)
f	Check List for agreed terms and conditions as per Form F-4 A & F-4 B (to be uploaded online)
g	Technical compliance sheet. (to be uploaded online)
h	Copies of documents defining the constitution or legal status, place of registration and principal place of business of the Company or firm or partnership. (to be uploaded online)
i	GST registration Certificate (to be uploaded online)
j	Letter of authority in favour of any one or two of Bidder's executives having authority to attend the un-priced and price bid opening as per Form (to be uploaded online)
k	The Bidder should not be on holiday list/ blacklisted by any government (national, state or local governments), PSU, PSU-JV, government ministry and/ or other government entities, CGD Company in India as per format (to be uploaded online)
l	Information regarding any current litigation in which the bidder is involved in Form (to be uploaded online)

m	Details of similar work executed in last 5 years as per Form (to be uploaded online)
n	Power of attorney of the signatory to the bid document. (to be uploaded online)
o	Schedule of Rates (SOR) / In Price column should be mentioned as "Quoted". (to be uploaded online)
	1 complete set of bid documents along with addendum/corrigendum no. ……. duly signed and sealed on each page, in token of confirmation that Bid Documents are considered in full while preparing the bid and in case of award, work will be executed in accordance with the provisions detailed in Bid Documents. Note: All pages of the bid to be signed and sealed by an authorised representative of the bidder.
2	(To be uploaded online)
a	Part – II Price Bid (BOQ to be uploaded online)

SEALING AND MARKING OF BIDS

BID to be submitted online through e-tendering portal as per the above mentioned terms & conditions.

DEADLINE OF SUBMISSION OF BIDS

Bids Fees & EMD must be received by the Purchaser at the address specified under ITB, not later than the time and date specified in the tender documents.

The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the bid documents in accordance with ITB, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

LATE BIDS

Any bid Fees & EMD received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser will be rejected and returned unopened to the Bidder.

MODIFICATION AND WITHDRAWL OF BIDS

The Bidder may modify or withdraw its bid as per the provisions & guidelines of e-tendering portal.

OPENING OF BIDS BY THE PURCHASER

The Purchaser will open all bids in the presence of Bidders" representatives who choose to attend, at the time, on the date (as specified in IFB), and at the place specified in the Tender. The Bidders" representatives, who are present, shall sign a register evidencing their attendance, if so required by the Purchaser.

The Bidders" names, bid modifications or withdrawals, and the presence or absence of requisite bid security and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be later returned unopened to the concerned Bidder.

Bids (and modifications) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Bidder's specific attention is drawn to this stipulation to enable the

representative of the Bidder at the bid opening time to bring out to the attention for the Purchaser any documents pertaining to its bid is not being acknowledged and relevant portions read out.

The Purchaser will prepare a bid opening statement to be signed by all representatives present during bid opening.

CLAIFICATION OF BIDS

During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification (shall be sent to e-mail ID) and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

REJECTION CRITERIA

Bids not complying the Bid Evaluation Criteria shall not be evaluated further.

BEC qualified bids shall be evaluated as per the terms & conditions, clauses and provisions of the tender document.

Any deviation/unconformity on following conditions will result in summarily rejection of the bid:

- Bid document fee
- Bid security (EMD) i.e. non-submission along with bid offer or bid security (EMD) not complying with the bid requirements.
- Submission of contract performance bank guarantee as per tender.
- Period of validity of bid.
- Firm & fixed prices throughout execution of contract
- Offer for complete scope of work
- Warranty and guarantee for work executed
- Resolution of dispute/ arbitration clause.
- Payment terms.
- Prices as per schedule of rates.
- Price Reduction Schedule provisions.
- Penalty provisions.
- Documents pertaining to GST registration
- Force Majeure
- Applicable law
- Scope of work
- Any modification in SOR in the submitted bid offer
- Any other condition specifically mentioned in the tender documents elsewhere that non-compliance of the clause lead to rejection of the bid
- Disclosure of Price in Un-priced Bid.

OPENING OF PRICE BID

The Bidders whose bids are found substantially responsive and qualified on Evaluation criteria shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance.

The bid prices and discounts, if any stated in the price schedules will be announced during price bid opening.

The price bids will be checked for arithmetical errors and such errors if any, will be rectified on the following basis

(i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;

(ii) If there is a discrepancy between words and figures, the amount in words will prevail;

(iii) In cases where a different summary price schedule and separate individual price schedules are provided to be filled in and if there is a discrepancy between the amount in the summary schedule and the summation arrived at by adding the individual schedules the higher of the two will be taken for the purposes of bid evaluation, while the lower of the two will be taken for the award if selected. If the Bidder does not accept the provisions of this clause, its bid will be rejected, and its bid security shall be forfeited.

EVALUATION AND COMPARISION OF PRICES

Evaluation

The Purchaser will evaluate and compare the bids previously determined to be substantially responsive. In evaluating bids, the Purchaser will determine evaluated total quoted Price for complete bid by adjusting total quoted Price as follows:

If bidder has quoted NIL or Zero or left Blank for any SOR item, his bid price will be evaluated with the highest quote received from qualified bidders for that item. If bidder is awarded, bidder has to execute that SOR item at NIL or ZERO price. However, If MDDA feels that bid offer is indeterminate on this account, bid offer is liable for rejection and MDDA decision will be final and binding on bidder.

Adding GST as applicable.

Deviations from terms and conditions of the bid document stipulated by the bidder, if found acceptable, shall be evaluated and loaded to the total evaluated price as mentioned at point "a" above. MDDA decision in this regard will be full and final and binding on the bidder if deviation exists.

Other Conditions Related To Bid Evaluation

- Canvassing in any form will make the bid liable for rejection.
- Unsolicited clarifications to the offer and/or change in prices during its validity period would render the bid liable for outright rejection.
- Bidders are advised to ensure that their bids are complete in all respects and conform to our terms, conditions and Bid Evaluation criteria of bid. Bids not complying with Purchaser's requirement may be rejected without seeking any clarifications.
- Bidder's will not be able to revise their price/bid for any subsequent clarification, compliance to bid conditions after submission of bid.
- Bid should be complete covering the individual item wise total scope of work indicated in the Bid documents.
- Price bid will be evaluated as per applicable taxes and duties as on date of Priced bid opening.

Bid Evaluation Method
Technical qualification criteria

Minimum Technical qualifying mark is 80 % (percentage). Commercial Bid of those bidders will be opened only which are Qualified in the technical evaluation. All other commercial bids will be ignored**.**

Commercial Bid evaluation Criteria
Commercial Bid evaluation Criteria

- The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- The financial bid will be evaluated as per the BOQ.
- The quoted price shall be in Indian Rupees.
- Any conditional financial bid would be summarily rejected.
- The bidder shall ensure that all prices are filled in the price schedule. No overwriting shall be allowed. All entry shall be in English language only.

CONTACTING THE PURCHASER

From the time of bid opening to the time of contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bid, it should do so in writing.

Any effort by a Bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

A. AWARD OF CONTRACT

POST QUALIFICATION

The Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the responsive bid, is qualified to perform the Contract satisfactorily, in accordance with the eligibility criteria mentioned in the bid.

The contract agreement would be prepared for award & signing by the competent authority, MDDA and successful bidder.

The successful bidder shall furnish Bank guarantee in accordance with contractual terms or as may be decided by MDDA.

Failure of the successful bidder to accept the correction of the errors as specified herein OR to sign the contract OR wilful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event MDDA may choose to award the work to the next highest scoring bidder or call for fresh bids

PURCHASERS RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

The Purchaser reserves the right to accept or reject any bid in full or part, to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders. Purchaser also reserves the right not to accept lowest rates quoted by the bidder.

NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing by Fax of Intent (FOI/NOTIFICATION OF AWARD) or registered letter or by e-mail that its bid has been accepted.

The date of fax of intent for notification of award will be effective date of start of contract.

The bidder shall promptly, but not later than ten (10) days of notification of award shall furnish its acceptance of notification of award and submit the Contract-Cum-Equipment Performance Bank guarantee pursuant to ITB Clause.

The Purchaser will discharge the bid security of unsuccessful Bidders as early as possible.

PERFORMANCE BANK GUARANTEE

Bidder shall furnish the Contract Cum Equipment Performance Bank Guarantee (CPBG) in accordance **(as per the prevailing Procurement Rules within the state)** with the bid document, in the Format provided in the bid document. The bank guarantee shall be in the same currency of Letter of award / Contract.

Bidder shall be required to submit Contract-Cum-Equipment Performance Bank Guarantee (CPBG), issued by a nationalized bank or a scheduled Indian bank or by the branch of a reputable international bank located in India or by an international reputed bank from abroad provided in that case, the guarantee is confirmed through any bank as above located in India.

GENERAL CONDITIONS OF CONTRACT (GCC)

DEFINATIONS

Abbreviation	Definition
Application	Web Based ERP (E_OFFICE) Application for MDDA
MDDA	Mussoorie Dehradun Development Authority
GOI	Government of India
RFP	Request for Proposal
NIT	Notice Inviting Tender
IT	Information Technology
ITeS	Information Technology enabled Services
External User	User Except MDDA Officials & Staff i.e Citizen , Builder & Developer
DMS	Document Management System
CMS	Content Management System
BOQ	Bill of Quantity
COTS	Commercial Off the Shelf
CMMi	Capability Maturity Model Integration
ISO	International Organization for Standardisation
BG	Bank Guarantee
CPBG	Performance Bank Guarantee
EMD	Earnest Money Deposit
CV	Curriculum Vitae
FAQ	Frequently Asked Question
GST	Goods & Service Tax
INR	Indian National Rupees
ICT	Information & Communication Technology
HO	Head Office
LD	Liquidated Damage
LOA	Letter Of Acceptance
LOI	Letter of Intent
MAF	Manufacture's Authorization Form

MIS	Management Information System
OEM	Original Equipment Manufacture
POA	Power of Attorney
PSU	Public Sector Undertaking
SLA	Service Level Agreement
Solution	ERP (E_OFFICE) Application & Web Portal for MDDA
SRS	System Requirement Study
SDLC	Software Development Life Cycle
SSL	Secure Socket Layer
System	ERP (E_OFFICE) Application & Web portal for MDDA
UAT	User Acceptance Testing
AMC	Annual Maintenance Contract

INTERPRETATION OF CONTRACTOR DOCUMENTS

Notwithstanding the sub-divisions of the contract documents into separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.

Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract then, unless a different intention appears the provisions of the Special Conditions of Contract shall be deemed to over ride the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

CONFIDENTIALITY

The Supplier cannot, without agreement of the Purchaser, disclose nor enable third parties to benefit from the documents drawn up in the course of his obligations under the Agreement or information received from the Purchaser / Engineer/ Inspector.

Further, Supplier is not allowed to publish copy or transmit to third parties the documents that are transmitted to him by Purchaser or Engineer or Inspector. The Purchaser retains the right to claim damages from the supplier in the case where these documents have been used without such written consent.

However, these obligations do not apply to documents for which it can be demonstrated that Such documents were already public before these were communicated to the other party, or have become public since without any fault or negligence of the party concerned, or

• Such documents were already in its possession without having obtained them directly or indirectly from the other party, or

• Such documents were obtained from an independent source that had neither direct nor indirect secrecy commitment to the other party.

Regarding the application of this clause, the experts appointed by the Purchaser/ Engineer are not considered as third parties, and for this reason they have to respect, towards the Supplier, the same obligations as the Purchaser in these matters.

Any document, other than the Agreement itself, enumerated in GCC Clause 1.1 a) shall remain the property of the Purchaser and shall be returned (all copies) to the Purchaser on completion of the Supplier"s obligations under the Agreement, if so required by the Purchaser.

CHANGE REQUEST

Any change arising during the delivery & maintenance period of the project will have to be delivered by the SI and no additional charges will be paid for the work done. For any payments arising to any third party during any requisite integration will be borne by the purchaser subject to prior approval of all the required technical & financial obligations.

CONTRACT AMMENDMENTS

ASSIGNMENT

The Supplier shall not assign, in whole or in part, any of its obligations to be performed under this Agreement to any third party, except with MDDA prior written consent.

FORCE MAJEURE

The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

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

If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the Mussoorie Dehradun Development Authority in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by Mussoorie Dehradun Development Authority, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.

If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.

In case a Force Majeure situation occurs with the Mussoorie Dehradun Development Authority, the Mussoorie Dehradun Development Authority may take the case with the supplier/ selected bidder on similar lines.

SETTLEMENT OF DISPUTES / TERMINATION

Termination for Default

The tender sanctioning authority of Mussoorie Dehradun Development Authority may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -

- If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by Mussoorie Dehradun Development Authority; or
- If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- If the supplier/ selected bidder, in the judgment of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- If the supplier/selected bidder commits breach of any condition of the contract
- If Mussoorie Dehradun Development Authority terminates the contract in whole or in part, amount of PSD may be forfeited.
- Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

Termination for Insolvency

Mussoorie Dehradun Development Authority may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to Mussoorie Dehradun Development Authority.

Termination for Convenience

- Mussoorie Dehradun Development Authority, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
- To have any portion completed and delivered at the Contract terms and prices; and/or
- To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

The rules of procedure for arbitration proceedings shall be as per Indian Arbitration and Conciliation Act 1996 or as amended.

If any dispute or difference arising between the Parties in respect of or concerning or connected with the interpretation or implementation of this Agreement or otherwise arising out of this Agreement, the parties hereto shall promptly and in good faith negotiate with a view to bring out and amicable resolution and settlement.

If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

The dispute resolution mechanism to be applied shall be follows:

In case of dispute or difference arising between the Purchaser and Contractor relating to any matter arising out of or connected with this agreement, such dispute or difference shall be referred to the award of two Arbitrators, one Arbitrator to be nominated by the Purchaser and the other to be nominated by the Contractor or in the case of the said Arbitrators not agreeing, the Purchaser shall suggest a panel of three names and the Contractor shall select anyone of them to act as third arbitrator. In case the Purchaser fails to suggest the panel of three arbitrators, within 30 days of the communication of the disagreement, then the third arbitrator may be nominated by the Arbitration Committee of the Indian Council of Arbitration or International Center for Alternative Disputes Resolution (ICADR). The award of the arbitrators shall be final and binding on the Parties.

The Indian Arbitration and Conciliation Act, 1996, the rules thereunder and any statutory modification or re-enactment thereof, shall apply to the arbitration proceedings.

The Arbitration proceedings shall be held in Dehradun and shall be conducted in English Language. The decision of such arbitration shall be binding and conclusive upon the Parties. The Parties to the arbitration shall equally share the costs and expenses of any such arbitration.

It is hereby clarified that the Courts at Uttrakhand alone shall have jurisdiction to try and entertain any and all suits or other proceedings in respect of, relating to or otherwise arising out of this Agreement.

LIMITATION OF LIABILITY

Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Supplier to pay Price Reduction to the Purchaser and the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

GOVERNING LANGUAGE

The Agreement shall be written in English language unless specified otherwise in the SCC. All correspondence and other documents pertaining to the Agreement which are exchanged by the parties shall be written in the same language. In case, any document/brochure etc. is written in any other language then its English translation shall govern.

TAX DUTIES AND LEVIES IN INDIA

The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the payment of any and all Taxes, Duties now in force and hereafter increased, imposed or modified from time to time in respect of WORKS and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Government authorities which are imposed with respect to or covered by the wages, salaries, or other compensations paid to the persons employed by the CONTRACTOR and the CONTRACTOR shall be responsible for the compliance with all obligations and restrictions imposed by the Labour Law or any other law affecting employer-employee relationship. CONTRACTOR further agrees to defend, indemnify and hold PURCHASER harmless from any liability or penalty which may be imposed by the Central, State or Local authorities by reason of any violation by CONTRACTOR of such laws, regulations or requirements and also from all claims, suits or proceedings that may be brought against the PURCHASER arising under, growing out of, or by reason of the work provided for by this CONTRACT, by third parties, or by Central or State Government authority or any administrative sub-division thereof.

Purchaser shall directly pay the GST to concerned Authorities if applicable in case of foreign bidders.

Purchaser shall make from contractor's bills such tax deductions as are required as per rules and regulations in force from time to time.

Statutory Variation on the rates of Taxes and Duties of Purchaser's country, included in the contract price Imposition of any fresh statutory levy/tax shall be considered by Purchaser against documentary evidence upto the contractual completion period only on finished products.

CONTRACTORS OFFICE AT SITE

In case of a foreign bidder, it is necessary to have an office in north India or an established agent duly approved by Purchaser to undertake comprehensive maintenance of the application as per scope defined elsewhere in the bid document.

The CONTRACTOR shall provide and maintain an office at the client location at the space provided by client within their premises or any space hired by the contractor and such office shall be operational at all reasonable hours to receive instructions, notice or other communications from the client.

UAT CERTIFICATE

Within one month of the delivery of the MODULE in all respects, the CONTRACTOR shall has to undergo the User Acceptance Testing (to be initiated by CONTRACTOR) and then be furnished with a certificate by the OFFICIER-IN-CHARGE of such completion, but neither UAT CERTIFICATE shall be given nor shall the WORK be deemed to have been completed until all scaffolding, surplus changes and deliverables are delivered in complete. The WORK will not be considered as complete and taken over by the OFFICIER-IN-CHARGE, until all the UAT findings & changes, etc. are removed and MODULE is developed to the satisfaction of the OFFICIER-IN-CHARGE.

SECTION III - SPECIAL CONDITIONS OF CONTRACT (SCC)

MARKING CRITERIA

SI No	Criteria	Max Mark	Documents to be furnished/Requirements	Scale	Score
1	Financial Capability of Bidder or any member of the Consortium bidder	**10**	Audited Financial statement/ Auditor's certificate.	Up to ₹ 5 Cr.	5
1.1	Financial Capability of Bidder for last 5 (five) Financial Years (2013-14, 2014-15,2015-16, 2016-17 & 2017-18)	**10**	Average Turn Over	Above ₹5 Cr. (one mark each for each crore , eg Rs 6 Cr will get 6 marks, Rs. 7 Crore will get 7 Marks) , Maximum 10 marks	**10**
2	Experience of Proposed Solution	**20**			
2.1	The bidder should have Implemented Multiple Integrated Modules in E-Governance software solutions in Govt. / PSUs in India or abroad in last 7 (Seven) years.	**10**	Work Order and completion certificates	<= 2 projects	**3**
				>2 and <=5 Projects	**5**
				6 Projects and above	**10**
2.2	The similar type of solution should have been operational in Govt. / PSUs in India or abroad	**10**	Bidder should provide links of URL where similar online system is operational with contact details of key person.	1	**3**
				2	**5**
				3 and above	**10**
3	Office & Man Power Strength of Bidder	**10**			
3.2	On Site Project Manager during implementation 1. Qualification – B. E / B.Tech / MCA 2. Relevant years of Experience - 10 years or more 3. Project Manager should have managed the implementation of the product / similar solution in India or Abroad.	**4**	CVs & Experience certificates.	Relevant Qualification	**1**
				Minimum 10 years of experience	**1**
				Project management in implementation of the product/solution in 2 Govt / PSUs in India or Abroad.	**2**
3.3	Onsite Senior Developer during implementation 1. Qualification – B. E / B.Tech / MCA 2. Relevant years of Experience - 10 years or more 3. Development experience of 3 or more projects in	**3**	C.Vs & Experience certificates	Relevant Qualification	**1**
				Minimum 10 years of experience	**1**
				Development experience	**1**

	Government / PSU project				
3.4	Onsite Business Analyst during implementation 1. Qualification – BCA /B. E / B.Tech / MCA 2. Experience - 5 years or more 3. Business Analysis experience of 1 or more projects in Government / PSU project	3	C.Vs & Experience certificates	Relevant Qualification	1
				Minimum 5 years of experience	1
				Business Analysis experience	1
4	Certification	10	Certification of Bidder (All certificate should be valid or the bidder will be black listed/ debarred in the department	ISO 9001-2015, 27001-2013 and CMMi Level-4 & above	10
				ISO 9001-2015, 27001-2013 and CMMi level 3	8
5	Capability of the Proposed Solution	50			
5.1	Presentation on Strategy & Approach Methodology to manage the work.	15	Implementation approach & methodology, Detail project plan (Road map with Gantt Chart) to carry out the work within timelines		5
			Work Plan		8
			Identification of risks & mitigation strategy in compliance to past work experiences		5
5.2	Presentation & Demonstration of features of the Proposed solution	35	Proposed Solution		5
			Configurable Workflow including creation, deletion and modification without coding through admin Panel.		8
			Reporting features		2
			Content Management Features		3
			External Agency Interfacing		3
			Development of application enabling usage of Tablet / Phone by field Inspector		2
			Security and authentication features		2
			Creation, Deletion and modification in the functionality, attributes of application from Admin panel without coding and without structural changes in the database		8
			Audit Trail		2
Total Max Score					100

REGISTERATION OF CONTRACT

Within 10 days of execution of the contract agreement, the contractor shall register themselves and the contract at their own cost with the Reserve Bank of India, Income Tax, Sales Tax and such other statutory authorities, as may be required under the rules and regulations governing in India. The Contract price shall be deemed to include all costs towards the same. A copy of all documents related to all such registration shall be submitted to Owner for record.

TERMS OF PAYMENT

Payment schedule - Payments to the bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under:-

Phase & Delivery TimeLine in days	Deliverables	Payment Milestone
System Requirement Study (T)= 45 days	Finalized FRS, Connectivity (Bandwidth) Requirement report & SRS Software Requirement Specifications (SRS) (Approved SRS Document), H/w & S/w requirement report And setting up of Staging/Testing Environment at client side with Manual	5% of total project cost (development /implementation part) .
1st Phase(T1) =T+45 days Development and Deployment of 2 Modules Selected by MDDA at the time of Study	• Application development (Two Modules) • Testing Methodology, Test Plan, Test Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Security audit report • Source code	15% of total project cost (development /implementation part)after go live & UAT of 1st and 2nd Module
2nd Phase(T2) =T1+45 days Development and Deployment of 2 Modules Selected by MDDA at the time of Study	• Application Development (Two Modules). • Testing Methodology, Test Plan, Test Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Source code	15% of total project cost(development /implementation part) after go live & UAT of 3rd and 4th Module
3rd Phase(T3) =T2+45 days Development and Deployment of 2 Modules Selected by MDDA at the time of Study	• Application Development (Two Modules). • Testing Methodology, Test Plan, Test Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Source code	15% of total project cost (development /implementation part)after go live & UAT of 5th and 6th Module
4th Phase(T4) =T3+45 days Development and	• Application Development (Two Modules). • Testing Methodology, Test Plan, Test	15% of total project cost (development /implementation part)after go live & UAT of 7th

Deployment of 2 Modules Selected by MDDA at the time of Study	Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Source code	and 8th Module
5th Phase(T5) =T4+45 days Development and Deployment of 2 Modules Selected by MDDA at the time of Study	• Application Development (Two Modules). • Testing Methodology, Test Plan, Test Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Source code	15% of total project cost(development /implementation part) after go live & UAT of 9th and 10th Module
6th Phase(T6) =T5+45 days Development and Deployment of 2 Modules Selected by MDDA at the time of Study	• Application Development (Two Modules). • Testing Methodology, Test Plan, Test Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Source code	10% of total project cost(development /implementation part) after go live & UAT of 11th and 12th Module
7th Phase(T7)=T6+45 days Development and Deployment of 2 Modules Selected by MDDA at the time of Study	• Application Development (Two Modules). • Testing Methodology, Test Plan, Test Cases • UAT with Manuals • Go-Live Sign-Off • User Manual and training • Source code • Security Audit Report	10% of total project cost(development /implementation part) after go live & UAT of 13th and 14th Module
Maintenance & Warranty (T7+735 days) **After** Successful Completion of Running System, for 2 Year from Go-Live of 1st Phase.	Support & Maintenance of 14 Modules	12.5 % of the total maintenance cost (srno 2 of boq) will be paid after completion of each quarter.

The supplier's/ selected bidder's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.

Due payments shall be made promptly by the Purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the Purchaser has accepted it.

The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.

All remittance charges will be borne by the supplier/ selected bidder.

In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.

Payment in case of those modules which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specifications.

Advance Payments will not be made.

Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

Taxes as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

ACCEPTANCE TESTING AND CERTIFICATION

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional Requirements
- Infrastructure (Hardware and Network) Compliance Review
- Availability of the project Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System
- Project Documentation (Design, development, configuration, training and administration manuals etc.)
- Data Quality Review

THIRD PARTY AUDIT (TPA)

a) A third-party auditor may be appointed by Mussoorie Dehradun Development Authority at its own cost. The TPA would be selected separately by Mussoorie Dehradun Development Authority

b) The audit may cover one or more of the following aspects of the project: -

- Functional requirement Review
- Infrastructure Compliance Review
- Penetration testing of the systems and networks (External and Internal)
- Application Security Assessment
- System Performance Testing/ Monitoring
- Review and Assessment of Security Policies
- Data Quality Review

The SI shall be required to share the testing documents and standards with the designated third party wherever applicable/ required.

The purchaser may appoint the TPA for the entire project period including the Operation and maintenance period. The TPA may conduct biannual or annual audits as per the decision of Mussoorie Dehradun Development Authority

Based on the audit reports submitted by the TPA, the selected bidder shall make the required changes to the website/ application and incorporate the suggestions of the auditor at no extra cost. The purchaser shall recover costs from the pending payments or performance security on failure of the bidder to make the required changes.

SECTION IV - SCOPE OF WORK

Scope of work

MDDA need a ERP (E_OFFICE) System which provides an integrated view of core business processes, often in real-time, using common databases maintained by a database management system. ERP (E_OFFICE) system will have all modules and functionality defined under brief scope section (Total 17 – but not limited to).

The applications that make up the system share data across various departments (Finance, HR, Project, Map, Legal etc.) that provide the data. ERP (E_OFFICE) will facilitate information flow between all business functions, and manages connections to outside stakeholders.

The solutions should offer a high level of scalability offering to resize any new office or division without any new coding to be done. The system should be robust and configurable at admin console to adapt to any new process changes acceptable to the business process with ease and without hassle.

Integrates all sections of MDDA office (Redundancy of information is prevented)

- Reduce the time in file movement (desk to desk)
- Easy accessibility / monitoring to all files and data (information)
- Ensure transparency in the functioning
- Get rid of enormous papers and their storage
- Improve time less / space less office concept
- MIS on almost every aspect
- **The developed application should adhere to National IT Policy & Website Guidelines, along with Uttarakhand State IT Policy**

 ERP (E_OFFICE) : Utility & Features

- Preservation of files in electronic format
- Online Document submission for map approval / RTI / Public Grievance / Property/ license / Compounding etc.
- Online Delivery of Sanctioned building plans / RTI information / Grievance status/ Licenses etc. to the applicant
- Paper-less
- Easy monitoring & progress evaluation of all sections
- Tracking & verification to prevent data manipulation
- Accessibility to applicant to submit & view progress from comfort of their home or office
- 24 Hrs working for employees as ERP (E_OFFICE) is accessible globally over internet.

The envisioned ERP (E_OFFICE) SOLUTION for MDDA proposes to digitize the complete gamut of functions, services and actions that are offered/ undertaken by its various sections, leading to increased integration, transparency, user-centricity and overall efficiency improvement within the organization. As mentioned above, MDDA's functions can be broadly categorised into the three categories i.e. Land development (acquisition, planning, allotment, etc.), Support functions (Finance, HR, System etc.) and Common processes (tendering, complaints etc.).

The external users will interact with the ERP (E_OFFICE) application through the web portal at the front (citizen interface of the application) and internal users through direct login page of the ERP (E_OFFICE) application at the back respectively through their unique user names and passwords.

Required Interface for External Users:

The external user interface (web portal) would allow the various external users (Builders/ Developers, Allottees, technical personnel, vendors, architects etc.) to interact with the system through their own profiles. These profiles will be accessed through a User ID and password, received upon approval from the MDDA and would allow the users to avail all MDDA services relevant to them. In addition to services offered, the interface would allow them to submit feedback and grievances, verify details w.r.t other external users as well as view all notifications. Although the interface would be customised for each stakeholder, an illustrative sample of the interface is shown below:

Required Interface for Internal Users:

The internal user interface ERP (E_OFFICE) application portal would allow the various internal users (all MDDA sections) to interact with the database through their own profiles. These profiles will be accessed by authorized personnel through an Employee ID and password and would allow them to view all applications submitted to them for approval, proposals, complaints , grievances etc., as applicable for subsequent action. Besides the function of giving approvals, the interface would allow the users to generate MIS reports, verify details for the various external users and view all notifications etc. The interface would be customised for each stakeholder. Mobile App also need to be developed for various purposes like e_mb and other services.

Required Technical Specifications

Technical Architecture

Description

The system should adapt and display accordingly on various form factors - desktop/ mobile/tablet
The system should provide the ability to schedule automatic job scheduling (i.e., batch jobs, billing, etc.)
The system should provide the ability to accommodate background (batch) jobs concurrently with online updates
The system should provide the ability to support copy and paste rich text from external applications
The system should support mass changes to definable groupings of transactions
The system should support effective dating for transactions and table updates, including both future and retroactive changes and date/time of data entry
The system should provide the ability to drill down from a transaction view to the respective and supporting source record view regardless of module source
The system should include configuration and support software that includes, but is not limited to:
- Application development tool kit (e.g., debugger, screen generator).
- Stress testing tools. : MDDA expects the vendor to provide MDDA with existing stress test scripts that can be modified for MDDA purposes.
- Regression testing tools. : MDDA expects the vendor to provide MDDA with existing Regression test scripts that can be modified for MDDA purposes.
- Automated Scheduling tools
- Utilities and tools to monitor resource utilization
- Web development tool kit
- Toolkit manuals
- Requirement templates

- Report generation scripts
- Audit and system logging
- Migration/Change Control tools
- Report distribution tools
The system should allow database information exchange using current commonly accepted industry formats (e.g. XML)
The system should support common database connectivity protocols such as ODBC
The system should provide data import functionality to receive standard format data from external parties?
The system should provide data export functionality that creates common export file format (e.g. comma delimited, tab delimited, space delimited, quotation delimited, etc.)
The system should provide the ability to support multiple environments (e.g., application development, testing, training, staging, reporting, and production, etc.)
The system should provide the ability to utilize naming conventions and standards for data elements, entities and tables, programs, report names etc
The system should provide the ability for online graphical data modeling, entity relationship diagram (ERD), data definition and data dictionary components, including but not limited to business definitions and technical definitions for data elements
The system should provide standard data extraction Application Program Interface (API) to allow import and export of data
The system should provide the ability to define event triggers with an escalation path to be forwarded to a user-defined communication method, including but not limited to email notifications.
Provide setup and configuration of a Dev, Test, UAT, and production environment.
Provide scripts and/or procedures to migrate data and code through each environment? For data purposes these scripts must work in any direction for any environment.
Provide detailed documentation on all technical aspects of the application and its implementation This includes, data models, data flow diagrams, interface diagram, module diagrams, Network Diagrams, etc.
The application should be configurable such that only specified pieces of the application will be accessible via public internet while the rest of the application is only accessible via internal network
The application should be configured on at least 2 load balanced servers.
The system should provide the ability for stored data to be securely exported to external Agency applications or batch processes
The system should support "event driven" data pushes.
The system should provide web services that expose the application functionality through API, including developer guides / integration documents
The system should provide the ability to support LDAP authentication
The system should provide the ability to import user accounts from an external system
The system should provide the ability to report user roles, access, privileges and access details in a business friendly fashion

Solution Architecture

Description
The system should maintain the integrity of the data during implementation of changes

The system should provide user access to all modules/functions within the system (single sign on) as per the roles
The system should provide the ability for remote access by organization field staff (i.e. VPN access)
The system should support to be integrated with social media tools & applications
The system should disallow audit records to be physically deleted or altered, except as part of a system auditing and archival process
The system should provide the ability to support audit-tracking reports for user access, usage logs, and key organization data structures
The system should provide on-line access to archived data
The system shoul have work flow engine for all modules wherever required (dynamic)

System Scalability

The system should support load balancing requests across various application server nodes
The system should leverages standard database, network and application server monitoring tools.
Solution should support load balancing and session replication
Solution should support adding further capacity post-implementation as needed
The system should, in the event of a critical error, maintain user session data so it is not lost
The system should provide real time failover ability in the case of a single server failure

Database Performance

The solution should provide the ability to store in a database (RDBMS like Oracle or MS-SQL, etc) preferably open source. External data, such as attachments, configuration files, etc can be saved in the State SAN, NAS, etc as needed for shared storage
The solution should provide load balancing and failover for database redundancy and performance
The solution should provide secure remote monitoring of the application authorized user.
The SI should provide basic system requirements for disk space, CPU's, memory, application server, database server, etc.
The solution should have the ability to run in a dual hosted environment, or a clustered environment
The solution should have the ability to run on a shared server or it have to reside on its own server
The solution should provide for an Application Program Interface (API) that allows for custom integration points. It should be SOAP(Simple Object Access Protocol)-based API that allows for custom integration points. The integration module should be used for this purpose.

The solution should provide process transactions in batch or real time, OnLine Transaction Processing System (OLTP), and as such virtually all transactions should be processed in real time. The solution Scheduling component and its DataMart component, should process transactions in batch mode.
The solution should provide product update support.
The solution should have the ability to run on any OORDBMS including open source.
The solution should provide database error checking and all SQL related errors and warning are stored in solution system log files
The solution should provide record database errors, warnings, and any processing result status? If so please explain how.
The solution should provide efficiently handle a minimum volume of 300 public user transactions per hour in addition to back office processing
The solution should provide require DBA or administrative rights to run normal system processes
The solution should provide separate the data owner account and the configuration management account
The solution should provide have database space requirements for a typical configuration.
The solution should allow with stored procedures. Dynamically create, drop, or alter tables, except 'temporary' tables which might be used to facilitate batch data transfers.
The solution should provide manage database access roles either within the application or with database level roles. The data access role within the application should be such that user data integrity is maintained. It should not maintain the database schema level roles.
The solution should provide allow additional table indexes to be created appropriately to support specific performance requirements.
The solution should provide for repeatable data conversion process in all environments (i.e. test, staging, prod)
The solution should provide support being hosted on a production cluster with other existing systems
The solution should provide support a minimum of 200 concurrent internal users and 500 + concurrent external users for licensing and transaction needs.
The solution should provide save user login passwords in a database
The solution should provide / use combination of cryptographic algorithms to store passwords and deny attacks.

The solution should provide include support for the state in the development of a security plan that includes:

a) authorized and secured internal & external system boundaries;

b) documented data flows, including protocol information and network diagram(s);

c) the operational environment for the system;

d) a security configuration baseline for the system including firewall port configurations;

e) an overview of how the system will be monitored for ongoing security compliance;

f) an overview of how existing and future security controls will provide adequate risk mitigation;

g) audit/logging parameters including records of authentication (attempts, access time, access duration, actions executed and responsible individual/source address);

h) data storage, backup procedures and encryption protocols;

i) application partitioning;

j) clearing cached data;

k) password construction/constraints (complexity, length and lifetime);

l) login security procedures (unsuccessful login attempts, screen locks, system banners, inactivity timeouts, session timeouts, etc.);

m) account management (service account, roles and assignments) and

n) secure application development procedures (session management, input validation rules, least privilege, testing procedures).

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the system should provide the ability to allow for data replication including, but not limited to, copying an instance of any database to other organization specified locations (e.g. SAN)

Should provide DB user accounts with the appropriate level of access for the following roles: Report Writer, IT Support Issue researcher, IT developer, IT BA, IT security?

Must provide performance benchmarks for supported databases on recommended hardware configurations

Internal Audit and Interfacing

The solution should provide a historical audit of who changed data and what the changes were
The solution should provide to identify the user who last entered or updated any transaction as well as the date and time of the modification?
The solution should provide support system logs and in what format are they provided? (ie, text files, database)
The solution should provide capture auditable events, which include authentication attempts, authenticated individual, access time, source of access, duration of access and actions executed
The solution should provide keep audit records for at least 5 years
The solution should provide alerts based on user defined business rules
The solution should be able to produce audit records that contain sufficient information to, at a minimum , establish what type of event occurred, when (date and time) the event occurred, where the event occurred, the source of the event, the outcome (success or failure) of the event and the identity of an user/subject associated with the event
The solution should provide maintain an audit trail of any transaction review and approval that occurs during an

automated workflow
The solution should provide enable storing and tracking follow up actions taken in response to a failed audit
The solution should provide produce a report for user access listing that defines who has what kind of access in the system
The solution should provide for history for the quarterly review showing that the audit (for system access) has occurred and who performed the audit
The solution should provide the ability to view audit trails for data changes (investigative side of audit)
The solution should provide enable processing of user-configured mass e-mailings
The solution should provide maintain a complete history of all batch jobs
The solution should provide enable the scheduling, manual initiation, and control of all batch processes
The solution should provide the capability to support concurrent batch and on-line transactions
The solution should provide report batch processing results (success, failure) for each batch job
The solution should have the ability to interface with a human resources database that includes employee information
The solution should provide authorized users to view audit trails by various selection criteria.

Module and System Requirements in Detail (Envisioned)

Privilege for Admin:

1-To manage User Hierarchy, Accounts.

2-Filter Report Generation.

3-User Login Activity Report.

4- Provision to auto-assign and manually re-assign service requests.

5-Provision to add comments.

6-Report of all master data.

File and Daak Management System.

All communication in the form of files/letters etc received or dispatched from the dispatch section. Need to be computerised. If some File/letter is lost or misplaced there is no way to track it. A new file is reconstructed by taking some documents from the applicant. Some files have already been scanned. There should be a Centralized Digital Library (Archival) with High speed Computer Servers with storage of appropriate Tera bytes storage; file and daak movement retrieval software; scanning and archiving of all files and important documents are in the system. Files can be easily constructed with already scanned files and made available through Online FDMS System.

Some of the challenges faced today at MDDA:

- Misplacing the file, attaching a wrong letter to wrong file
- Unable to trace some of the communication as there are multiple entry points for communication e.g. Email communication, in-Person, Post/Mail
- Searching from old communication records
- Parallel reviewing of letter/communication

- There is no correct prioritization system, No receiver confirmation

Expected Features

Cloud Access

These days, practically everything in business takes place online. Because employees need to upload and download documents at any time and any place, cloud access is a must. While web-based document management systems are quickly becoming the standard in the industry, there are still a number of options out there that don't feature web integration . and these options should be avoided.

Intelligent Organization

Juggling many documents can quickly become problematic. This is especially true for growing businesses and Government Organisations. The larger an organization gets, the more likely it is there will be more and more documents to organize. Organizational hierarchy is one of the most important features to take into consideration when choosing a file and daak management system. Categorization, tagging, and rating will help to find the files/daak needed as quickly as possible.

An Attractive User Interface

The staff is going to use FDMS on a daily basis, so to make sure that the software features an attractive UI, or user interface. This is what everyone will see when log-in, which is understandably one of the most important pieces of the puzzle. If FDMS is hard on the eyes, no one will want to make the transition. It should be preferable in dashboard form.

A Robust Search Feature – must

Versioning

The best FDMS save every version of a document when it's uploaded, allowing to go back in its history, before crucial changes were made, and save what might otherwise become a useless document.

Permissions

Allow administrators to set specific permissions for every employee, helping to keep control and protect important documents from being altered.

Universal Format Support

Anyone who has watched technology progress over the past few decades knows that file formats are constantly changing. Today, common extensions such as .pdf and .docx may dominate the professional world, but that doesn't mean there aren't other regularly used file formats and there will always be new file formats popping-up in the future. The more formats FDMS can support, the better. This will ensure that we won't run into any issues down the road.

Human Resource Management System

MDDA is looking for a human resource management module as part of the ERP (E_OFFICE) and it should have Salary Approval process, Stop/ Re-pay salary, Arrears (DA, Pay, Promotional arrears), Tax deductions, Form 16, PF/GPF/EPF management, Bonus, Income tax, Bank Transfer, Recurring Deposits, Salary certificates etc. Some of the required HRMS features are mentioned below:

Benefits Management	**Accounting**
Benefits Administration	Budgeting & Forecasting
Wellness	AP/AR Automation

Employee Information Management
Employee Lifecycle Records
Employee Self-Service Portal
Financial Management
Compensation & Salary Administration
Payroll
Time & Attendance Management
Workforce Scheduling
Time Tracking
Absence Management
Learning & Professional Development
Learning Course Administration
Professional Certification Management

Technical Features
Compliance Management
Mobile Applications
Deployment Environments
Security
User Support
Maintenance
Vendor Qualification
Vendor Information
Past Performance

Human Resource Management System (HRMS)

- Recruitment to Retirement management
- Loan and Advance Management
- Skill Management
- Leave Management
- Employee Management (promotion / transfer etc.)
- No-Dues , employee grievance Management
- Salary , funds, service book management
- Organization Structure etc.
- Connected to finance, online salary and other payments
- Approval flow (every process has an file for approval etc)

Finance / Account Management

Here are some of the required features of accounting management system:

Accounting – General ledger, fixed assets, accounts payable & receivable, bank reconciliation, PL accounts, Balance Sheet . These are, of course, the basic and most important ones, while advanced systems have much more bells and whistles to offer to their users.

Billing & Invoicing - Automate mundane collections, adjust operations to new and effective payment methods and industry standards, and prepare accurate and in-time invoices for their clients.

Budgeting and Forecasting – Prepare their estimates, and set up feasible and optimistic Income/ expenses targets.

Management of fixed asset – features such as audit history, cost records, depreciation calculation, resource allocation and many more.

Project accounting – To estimate and handle overheads and costs related to labor, material, and equipment, in line with all other features frequently met in accounting systems.

Fund accounting – Include tracking sponsorship/donation expenditures, grant management, GASB (governmental accounting standards board) regulations, and a special suite of financial reports.

Inventory management – To control the availability and movement of your products, and avoid all sorts of delivery issues such as overstocking or understocking.

Asset and Liability Management

Transaction management

All type of receipt management

All type of payments and bill passing procedure

Automatic Accounts Reconciliation

Income Expenditure Statement

On Line payment / Receipts

Security. Financial data is the company's most valuable information and must be prevented from falling into the wrong hands or getting lost by mistake. That's exactly what accounting & finance systems should do. Prevent accounting from being jeopardized in any way and keeping an extra copy in case you need to retrieve them.

Project Management System

The best project management programs have certain tools and features in common – these are the indispensable features that help the PM save time and facilitate team communication.

- Planning tools – Gantt charts, calendars, task inter-dependencies
- Resource management – task management, task inter-dependencies
- Time management – hourly billing, weekly timesheet reviews
- Collaboration – Online chat/conference tools, file sharing, tiered access, CCTV footage integration
- ROI calculator.
- Managing new proposal & approval
- Estimating only proposal which are approved for action
- Monitoring Tender process & Managing Contractor's details & quotes
- Maintaining SOR sheets for different places & chapters
- Updating MB into system & generating bills for contractor payments
- Approving bills & raising contractor cheques
- Monitoring project progress & penalty for not obeying bond conditions.
- Mandatory tracking & approval on work amendments & extra works or date extension
- File movement for all approvals
- Contracting etc
- Progress related payments
- Integration with e_tendering portal
- Order management
- File movement

Purchase / Inventory Management System

Some key features required.

- Order Management
- Service Management
- Asset Tracking
- Inventory Optimization" is also an important feature provided by such systems. Fully automated demand forecasting to attain inventory optimization metrics including recorder point (threshold point of number of units that should trigger a replenishment order), order quantity (number of units in the inventory that should be recorded), lead demand (lead time selling of units), stock cover (number of days before the inventory gets out of stock), and expected accuracy of the forecasts.
- New purchase indent
- Tender / Quotation based on single bid or double bid
- Vendor Response capturing & analysis
- Purchase / Work order award

- Goods Receipt & Physical Verification
- Vendor invoice capturing & payments
- Stock/Inventory register
- Employee / department requisition
- Stores issue & return
- Dead Stock disposal/Auction
- File movement for all process (purchase approval / Payment approval)

Online Grievance Redressal System

In order to provide better services to the citizen, MDDA wants to use an online geotagged mobile and web enabled application software for grievance Redressal and monitoring. The Public Grievances department basically deals with all types of MDDA related general public Grievances. The Primary work of the department is to collect the Grievances and send it to concerned department and monitor the status of its resolutions.

Requirement Specifications

- The system should provide open channels of communication allowing the public to lodge geo-tagged complaints along with the facility to upload photos.
- The system should be able to generate an acknowledgement having a unique reference number against Grievance
- The system shall be able to forward grievance to concerned Level one officer. System should also have the facility to direct a grievance to multiple departments (designated departmental officers).
- If grievance pertains to the concerned Department, the officer resolves or notes the redressal steps in the system. If grievance does not pertain to his/her department, he/she forwards grievance to concerned department/Departments Level 1 officer.
- The system should make a provision to allow the Level1 officer to forward the case to highest level officers for resolution.
- System at all the stages will provide the details of status of Grievance. The real time status of complaint resolution will be notified to the complainants, who could also give their comments/feedback on it.
- The system should maintain records of updated status of grievance/query and generate a trail of responses by MDDA officers
- The system shall maintain the details of work/application that has not been addressed within the prescribed time, number of days of delay of the grievances registered in the MDDA office
- The system should maintain a list of disposals made by departments.
- System should have reminder facilities for pending / prioritized grievances.
- System should have a facility to communicate with more than one department for solution of any grievance.
- The system shall be able to prioritize/categorize the grievances depending upon the source.
- The system should also have following provisions: -
- To submit the location of the site, selfie along with a brief description of the issue being dealt by Officers/Officials who are required to go to field inspections.
- System should allow such Officers/Officials to save the draft in case of no/slow internet connectivity for uploading the same later on.

- Reports submitted by field inspecting Officers are made available to be seen by themselves and the officers to whom they are reporting and other Officers who have been given privilege to view their reports.
- Update the leave status by a particular Officer and during that period, automatic assignment of references to the linked Officers. (integrated with HR Management System)
- Write a note on the concerned reference for view by the senior Officers.
- Track/view the references disposed/on hold/where no action is required/does not pertain to MDDA/pending depending on various parameters.
- Provision to bulk update specific issues
- Email alerts to all concerned.
- Status updates of grievances across all channels.
- System shall provide dashboard at each login users.
- Use of Google or any open platform map to show walking path while on inspection.
- App should be bilingual (English/Hindi), responsive, dynamic, online support on mobile phones and tablets with Android Operating System.
- The system shall generate various reports including MIS reports as desired by the MDDA department:
  - 1-Based on the channel of grievance, source of grievance, type of grievance, Deptt. To which grievances pertain, Period from and to during which grievances have been received, Grievances marked to Officers, Grievances marked by Officers Status of the grievances (closed/replied/pending/On hold/any other during a particular period, any other parameter.
  - 2-Print trail of Responses.
  - 3-Excel or CSV reports auto-emailed to admin(s).

Right to Information Management System

Right to Information Act 2005 mandates timely response to citizen requests for government information. It is an initiative taken by Department of Personnel and Training, Ministry of Personnel, Public Grievances and Pensions to provide a– RTI Portal Gateway to the citizens for quick search of information on the details of first Appellate Authorities, PIOs etc. amongst others, besides access to RTI related information / disclosures published on the web by various Public Authorities under the government of India as well as the State Governments

The basic object of the Right to Information Act is to empower the citizens, promote transparency and accountability in the working of the Government, contain corruption, and make our democracy work for the people in real sense. It goes without saying that an informed citizen is better equipped to keep necessary vigil on the instruments of governance and make the government more accountable to the governed. The Act is a big step towards making the citizens informed about the activities of the Government.

MDDA is looking for a system to receive the RTI application online, citizen can track the application status, can make online payment, give online response etc. and RTI record history, category wise search and period MIS can be generated.

Process Flow:
- Applicant can file RTI's online through the MDDA portal or can submit the RTI at office which can be further entered into the system.
- All RTI's submitted online/offline are verified and forwarded to concerned PIO for further action.
- Once the query is answered the applicant is notified of any response charges (if applicable) that he needs to pay,
- The fee can be paid online and as soon as the payment is made
- The RTI response is delivered to him online on his mail and portal.

Planning Section Management

- Land Use Application / Scrutiny / Certificate
- Surveyor/Engineer License issuance and renewal
- Development Planning Proposal / Approval
- Master Plan /Zonal Development Plan approval Process
- Public Objection/Suggestion
- Plan Amendments
- Online free hold process
- All financial management (collection etc)
- Status is informed to applicant through mail / sms / portal
- All MIS related to applicant and land management
- Management of Land Records
- Management Of Nazool Land
- Nazool Land Free Hold Process
- Nazool land Details with ownership tree

Legal Case Management System

MDDA need a system which will capture the advocate details, case details, status tracking of case and updation of hearing, periodic and category wise reporting system.

- Advocate details
- Legal Cases (Court Wise/Advocate wise/Nature wise)
- Case Tracking
- Types of cases

This system will also facilitate Officials to effectively manage the cases and complaints. As per Legal case system different sections which are stated below

- Registration Module
- Filling / Updating Legal Case Module
- Listing Module
- Judicial Module
- Type/ Issue Module
- Master Module
- Video Conferencing Module
  - Point to Point
  - Point to Multi-point
  - Session Recording Feature for Future Reference
- Reports Module
  - Case status reports
  - Cause list reports
  - Case progress reports

o Case details reports
o Order/Decision reports
o Bench wise case handled reports
o Bench wise case status reports
o Daily cause list report
o Notice list repots

Construction Enforcement Module

MDDA is looking for a solution that ensures the law enforcement for constriction site/projects. A system is required to manage enterprise transactions for office staff, mobile inspectors, third-party agencies and government services on the web.

- Online cause register
- Monitoring case register date and hearing dates.
- FIR registration with site photographs
- Challan and notice generation using Hand Held Device
    - Android OS
- SMS alerts and emails for case status (hearing date etc.)
- Review case status and pendency
- Check for case current status & past event actions.
- Review sector wise case registration ratio.
- Review of case closing turn around ratio.
- Monitor case events and updates.
- In-build Compounding process (map approval)
- Online hearing process
- Linked to map approval system in case some compounding is applied and approved/rejected/pending
- Different MIS report
- Individual performance report (JE/AE)

Property Management System

MDDA needs a system which meets following requirements for Property Management System:
- New Scheme Launch
- New Property Registration (Online)
- Property Allotment
- Property Sale / Rent amount collection details
- Account management of all property holders
- Regular updates through mail & SMS to applicant
- Individual details available to applicant on MDDA portal
- A Drag and Drop Calendar
- Rate Plan Management
- Integrated Channel Manager
- Reporting
- Shared Inventory

- Direct Booking Support
- Customer Data Base
- Point of Sale
- Pricing Intelligence
- Track Other Revenue Services
- Default Report
- Other MIS reports
- Bi-Lingual

Cad Based Online Building Plan Approval Management System

MDDA Needs a centralized online building plan approval management system which meets the following requirement.

a- Online Architect registration
b- Online application submission and processing for Licensee Engineers.
c- Online submission of cad drawing including online payment only if confirms the Bye laws(checked through Automated scrutiny) , in case of any permitted deviation , it can be submitted after due approval from MDDA.
d- Automated System based scrutiny of drawing and system generated reports
e- Joint site inspection
f- Integration with all internal & external agency's applications for NOCs
g- Mobile Application
h- CTE and CTO Process
i- Inspection Process
j- Completion Certificate Issuance by 3rd Party
k- Completion Certificate Issuance
l- All EoDB guidelines as mentioned in the BRAP released by DIPP.
m- Connected to proposed digital master plan for land use
n- Connected to Dev bhoomi software for ownership
o- Dynamic workflow
p- Digital signature integration

MIS, Access Control, System Replication

MIS is envisaged as a highly interoperable model where over a period of time most of the systems can participate in information sharing and data exchange to provide centralised dashboard and MIS reports which can be accessible to all stakeholders anytime and anywhere.

- MIS should have the capability to exchange data and records between multiple systems that can be managed and maintained by department.
- Maintain Complete Access Audit Trail for complete ERP (E_OFFICE) System
- The proposed system should be scalable enough to get replicated in similar public bodies
- Dashboard for all modules to be provided

Reporting is essential component of ERP (E_OFFICE) System. There are many different types of reports that an ERP (E_OFFICE) System should run every night.

Generally, we separate reports into three categories:

Performance Reports: Individual performance report , section performance report, Project progress report etc

Financial Reports: Financial reports are just what they sound like. They're the nitty gritty numbers that report revenue, taxes, commissions, net income, etc. These reports will help understand what money is coming in and going out.

Daily Activity Reports: Daily activities reports to keep management and staff on the same page every day.

SMS Gateway Integration
Proposed App Server platform offers rich user interaction capabilities, allowing to setup user notification at various points of the automated workflow. Proposed App Server supports various types of integration with SMS gateway. The most common approach is to use a Web Services API which is offered by the majority of SMS gateways. This type of integration is typically handled by Enterprise Application Integration adapter – EAI.

Email Gateway Integration
Proposed Application platform provides extensive capabilities in terms of using e-mail service for user notification and collaboration. Platform provides rich capabilities in terms of interacting with public users (citizens) as well as back-office users (clerks) by sending e-mail notification messages. Proposed application allows to setup business rules to send e-mail when certain trigger conditions are met.
In terms of integration, the platform is using standard SMTP protocol to deliver e-mail to an SMTP relay server which takes care of message routing and delivery.

Secure Socket Layer (SSL) Certificate Availability & Integration
Proposed Application platform should be hosted on a securely configured & commissioned environment with deployment of SSL certificate and other required technologies towards proper functioning of the application and application server.

Digital Signature Certificate (DSC) Integration
Proposed Application platform should provide integration with DSC, it will be used in all the letter generated through the proposed system.

Payment Gateway Integration
Proposed Application platform should provide integration with Payment Gateways for accepting payment through various modes like e-Wallet, net banking, Debit / Credit Card etc.

Integration with Other Government Agencies and Their Applications
Proposed Application platform should provide integration with applications available with other government department and MDDA. Scope for this would be freeze during SRS stage.

Bi-Lingual Support
The Proposed system should provide support for Hindi, and English. User should be able to key-in the values/information/comments in Hindi/English. The reports should be generated in the selected language.

Mobile App

Mobile app for all the application as suitable required to be developed

Single Widow system integration

Scope of Services during Implementation Phase

Broad Scope of services are mentioned below
- System Study and Design
- Application software development including web portal
- Installation and commissioning of applications/tools and any other required software' s towards application deployment (Any Hardware and Software other than application software will be provided by the Purchaser.)
- Data Digitization and Migration
- Training and Capacity Building at Dehradun Office.
- System Integration and Commissioning, including application security & SSL certificates (Go-Live)
- Operation & Maintenance (O&M)

Project dependencies (if any and that could affect the deliverables & timelines of the project)

- ➢ Availability of IT Infrastructure for Project Deployment
- ➢ Connectivity required for the implementation of Project
- ➢ Training and Capacity Building of the Users

Schedule or Rates

1) Price Schedule for Application Development – (Will only be considered for evaluation)

2) Price Schedule for Operation and Maintenance

Sno	Item Description	Quantity	Units	Basic Rate in Rs.	Total Amount Without Taxes in Rs.
1	Design , Develop , Implementation , Training, Manuals and onsite manpower	1	Nos		
2	AMC Charges (During the AMC , at least one person should be deployed onsite)	2	Year		

Note: For the financial evaluation the total of section 1 and 2 will be considered.

➢ **AMC charges are taken for 2 Year, but the AMC can be extended upto 5 Yrs on pro rata basis. During the AMC period one person should be available at site.**

SECTION IV: FORMS AND FORMATS

Bidders Information

1) Addressed to:

Name of the Tendering Authority	Mussoorie Dehradun Development Authority
Address	Transport Nagar, Saharanpur Road, Dehradun, Dehradun
Telephone	+91-135-6603150
Tele Fax	+91-135-6603103
Email	info@mddaonline.in
Website	http://mddaonline.in

2) Firm Details:

Name of Firm				
Name of Contact Person with Designation				
Registered Office Address				
Address of the Firm				
Year of Establishment				
Type of Firm Put Tick(☑) mark	Public Limited	Private Limited	Partnership	Proprietary
Telephone Number(s)				
Email Address/ Web Site	Email:		Web-Site:	
Fax No.				
Mobile Number	Mobile:			
Certification/Accreditation/Affiliation, if Any				

3) The requisite tender fee amounting to Rs._____/- (Rupees <in words>) has been deposited vide receipt no._____dated_____.

4) The requisite EMD amounting to Rs.____/- (Rupees <in words>) has been deposited vide FDR/ DD No. _____dated_____.

5) We agree to abide by all the terms and conditions mentioned in this form issued by the Empanelment Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).
Date: _____

Name & Seal of the firm: _____

Authorized Signatory: _____

BIDDER'S AUTHORIZATION CERTIFICATE

To,

      The Vice Chairman,
      Mussoorie Dehradun Development Authority.
      Dehradun

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____dated____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the   Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -   Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: ___

Place: ___

SELF-DECLARATION – NO BLACKLISTING

To,

      The Vice Chairman,
      Mussoorie Dehradun Development Authority.
      Dehradun

In response to the Tender/ NIT Ref. No._____dated_____for {Project Title}, as an Owner/ Partner/ Director of_____, I/ We hereby declare that presently our Company/ firm , at the time of bidding, is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

CERTIFICATE OF CONFORMITY/ NO DEVIATION

To,

       The Vice Chairman,
       Mussoorie Dehradun Development Authority.
       Dehradun

<u>CERTIFICATE</u>

This is to certify that, the specifications of Hardware & Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the Tender/ bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the Tender/ bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

DECLARATION BY BIDDER

I/ We declare that I am/we are bonafide Solution Integrator / Whole Sellers/ Sole distributor/ Authorised dealer/ dealers/ sole selling/ Marketing agent/ reseller of the goods/ stores/ equipment/ Solution for which I/ We have tendered.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender, if any, to the extent accepted may be cancelled.

Signature of the Bidder

Form
ANNUAL TURNOVER

Bidder must fill in this form

Annual Turnover data for the last 5 years:
For Indian Bidder:

Year		Amount (in INR)
Year 1:	2017-18	
Year 2:	2016-17	
Year 3:	2015-16	
Year 4:	2014-15	
Year 5:	2013-14	

1.   The information supplied should be the Annual Turnover of the bidder
2.   A brief note should be appended describing thereby details of turnover as per audited results.

SEAL AND SIGNATURE OF THE BIDDER

Form
FINANCIAL STATUS

Bidder must fill this form

FINANCIAL DATA FOR LAST AUDITED FINANCIAL YEAR

Description	For the year of 2017-18 (For Indian Bidder)
	Amount (in INR)
1. Current assets	
2. Current Liabilities (including secured and un-secured short term loans & working capital loans)	
3. Working Capital (Current Assets-Current liabilities)	
4. Net Worth Owners funds (Paid up share capital and Free Reserves & Surplus) (NW)	

1.   Attached are copies of the audited balance sheets, including all related notes and income statement for the last Audited Financial year, as indicated above, complying with the following conditions.

- All such documents reflect the financial situation of the bidder
- Historic financial statements must be audited by a certified accountant.
- Historic financial statements must be complete, including all notes to the financial statements.
- Historic financial statements must correspond to accounting periods already completed and audited (no statement for partial periods shall be requested or accepted)

CHECK LIST FOR AGREED TERMS AND CONDITIONS

For Bidders

S.No.	DESCRIPTION	BIDDER'S CONFIRMATION
1.	Price Basis	Site (MDDA)
2.	Firm & Fixed Prices	
3.	Supply as per scope defined in the Tender documents	
4.	Delivery period (As per Tender document)	
5.	Guarantee/ Warranty Clause	
6.	Price Reduction Schedule as per Tender document	
7.	Term of Payments (As per Tender document)	
8.	Performance Bank Guarantee to be submitted as per tender document	
9.	Firm Price (during the entire duration of contact)	
10.	Validity of bid & bid security	
11.	Bid Security (EMD) Details of EMD: DD/ BG No. _____ Dated_____ For Rs. _____ Bank Name:	
12.	Bid Document fee DD No. & date: _____ Bank Name : _____ Amount Rs. _____	
13.	Deviation / exception Form	
14.	GST @ ....%	
15.	General & Special Conditions of Contract & Technical terms and conditions of the Tender	

Name of the Bidder   :   M/s

Signature   :

Name   :

Designation   :

Date   seal:

FINANCIAL BID FORMAT

To,

      The Vice Chairman,
      Mussoorie Dehradun Development Authority.
      Dehradun

      Reference: NIT No. :   Dated:

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work.

I / We undertake, if our bid is accepted, to deliver the solution in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of 180 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information

contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:_____

Authorized Signatory Name:_____

Designation:_____

BID BOND PROFORMA / PROFORMA FOR EMD

Bank Guarantee No.:

Date:

To
The Vice Chairman,
Mussoorie Dehradun Development Authority.
Dehradun

TENDER   NO.   _____   FOR   CARRYING   OUT
_____

WHEREAS………………………………….. (HEREINAFTER CALLED 'THE Bidder' has submitted his Bid dated……………. for carrying out of ………………………………… (Herein after called 'The Bid') KNOW ALL MEN by these presents that WE ………………………………….. (hereinafter called 'The Bank') are bound unto Mussoorie Dehradun Development Authority, Transport Nagar, Saharanpur Road, Dehradun (herein after called 'MDDA ') in the sum of …………………………….. for which payment well and truly made to MDDA, the BANK binds itself its successor and assigns by these presents. Sealed with the Common Seal of the said BANK this ……….. day of …………2019
THE CONDITIONS of this obligation are:

If the Bidder withdraws his Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of his bid by MDDA during the period of bid validity

Fails or refuses to execute the Contract Form, if required: or
Fails or refuses to furnish the PERFORMANCE SECURITY in accordance with the Instructions to the Bidder.

We undertake to pay MDDA up to the above amount upon receipt of its first written demand, without MDDA having to substantiate its demand, provided that in its demand MDDA will note the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions specifying the occurred condition or conditions.

The Guarantee will remain in force up to and including 60 days after the period of bid validity and any demand in respect thereof should reach the BANK not later than the above date.

(Signature of the BANK)
(Signature of the Witness)
Name & address of Witness:
Date:

PERFORMANCE BANK GUARANTEE
BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Uttarakhand State only and to be issued by a Nationalised/ Scheduled bank having its branch at Dehradun and payable at par at Dehradun, Uttarakhand)

To,

       The Vice Chairman,
       Mussoorie Dehradun Development Authority.
       Dehradun

1.   In consideration of the MDDA (hereinafter called "Mussoorie Dehradun Development Authority") having agreed to exempt M/s ....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.................................dated

....................made between the Mussoorie Dehradun Development Authority through …………………… and ....(Contractor) for the work ....(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs...................(rupees ....only), we ....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of ....Contractor(s) do hereby undertake to pay to the Mussoorie Dehradun Development Authority an amount not exceeding Rs...................(Rupees..................................only) on demand.

2.   We……………… (Indicate the name of Bank), do hereby undertake to pay Rs....................(Rupees...........................only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the Mussoorie Dehradun Development Authority. Any such demand made on the bank by the Mussoorie Dehradun Development Authority shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the Mussoorie Dehradun Development Authority and We....................... (Indicate the name of Bank), bound ourselves with all directions given by Mussoorie Dehradun Development Authority regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..................... (Rupees...................only).

3.   We.......................(indicate the name of Bank), undertake to pay to the Mussoorie Dehradun Development Authority any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.

4.   We.....................(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of Mussoorie Dehradun Development Authority under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the Mussoorie Dehradun Development Authority certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5.   We ....(indicate the name of Bank) further agree with the Mussoorie Dehradun Development Authority that the Mussoorie Dehradun Development Authority shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Mussoorie Dehradun Development Authority against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the

Mussoorie Dehradun Development Authority or any indulgence by the Mussoorie Dehradun Development Authority to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

6.   The liability of us .... (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

7.   We .... (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the Mussoorie Dehradun Development Authority in writing.

8.   This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the Mussoorie Dehradun Development Authority. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs........................... (Rupees.............................only).

9.   It shall not be necessary for the Mussoorie Dehradun Development Authority to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the Mussoorie Dehradun Development Authority may have obtained or obtain from the contractor.

10.   We .... (indicate the name of Bank) verify that we have a branch at Dehradun. We undertake that this Bank Guarantee shall be payable at any of its branch at Dehradun. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.

11.   We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.........................day of....................For and on behalf of the <Bank> (indicate the Bank)

Signature (Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the Mussoorie Dehradun Development Authority For and on behalf of the Mussoorie Dehradun Development Authority

Signature

DRAFT AGREEMENT FORMAT

An agreement made this (enter date of Agreement) between (enter your firm's name & address) (hereinafter called "the approved supplier", which expression shall, where the context so admits, be deemed to include his heirs, successors, executors and administrators of the one part and the {TENDERING AUTHORITY} which expression shall, where the context so admits, be deemed to include his successors in office and assigns of the other part.

Whereas the approved supplier has agreed with the {tendering authority} to supply to the {tendering authority name and address} on behalf of Mussoorie Dehradun Development Authority to its various Offices as well as at its branch offices throughout Uttarakhand, all those articles set forth in Our Work Order No._____Dated_____appended hereto in the manner set forth in the conditions of the bidding document and contract appended herewith and at the rates set forth in the said order.

And whereas the approved supplier has deposited a sum of Rs._   in the form of: -

a)   Bank Draft No./ Banker Cheque/ Bank Guarantee No.dated.   valid upto   _.

b)   Post Officer Savings Bank Pass Book duly hypothecated to the Departmental authority.

c)   National Savings Certificates / Defence Savings Certificates / Kisan Vikas Patras or any other script / instrument under National Saving Schemes for promotion of Small Savings, if the same can be pledged under the relevant rule. (The certificates being accepted at surrender value) as security for the due performance of the aforesaid agreement which has been formally transferred to Mussoorie Dehradun Development Authority.

Now these Presents witness:

1)   In consideration of the payment to be made by the {tendering authority} through cheque/ DD at the rates set forth in the Work Order hereto appended the approved supplier will duly supply the said articles   set   forth in Our Work Order No.   dated   / _/20   thereof in the manner set forth in the NIT, Tender Form, Instructions to Bidders, Terms of Reference, General and Special Conditions of the Tender and Contract, Technical Bid and Financial Bid along with their enclosures.

2)   The NIT, Tender Form, Instructions to Bidders, Terms of Reference, General and Special Conditions of the Tender and Contract, Technical Bid and Financial Bid along with their enclosures enclosed with the Tender Notice No.   dated. / /20   and also appended to this agreement will be deemed to be taken as part of this agreement and are binding on the parties executing this agreement.

3)   Letter Nos._   dated   received   from   {bidder   name}   and   letter   Nos._____ Dated_____   issued by the {tendering authority} and appended to this agreement shall also form part of this agreement.

4)   The {tendering authority} do hereby agree that if the approved supplier shall duly supply the said articles in the manner aforesaid observe and keep the said terms and conditions, the {tendering authority} will through cheque/ DD pay or cause to be paid to the approved supplier at the time and the manner set forth in the said conditions, the amount payable for each and every consignment.

The delivery including installation, commissioning, testing and acceptance shall be effected and completed within the period as specified in the Supply Order.

In case of extension in the delivery and/ or installation period with liquidated damages, the recovery shall be made on the basis of percentages of value of stores/ works (as mentioned in the bidding document) which the bidder has failed to supply and complete the work.

Warranty shall be provided by vendor as mentioned in the bidding document.

All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by the {tendering authority} and the decision of the {tendering authority} shall be final.

In witness whereof the parties hereto have set their hands on the   day of_   (Year).

Signature of the Approved supplier/ bidder   Signature for and on behalf of tendering authority

Designation: Designation:

Date: Date:

Witness No.1   Witness No.1

Witness No.2   Witness No.2

FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within country:	Project Duration:
Name of Customer:	Total No. of staff-months of the assignment:
Contact person with address, phone, fax and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year): Completion date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company:	

Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference

MINIMUM QUALIFICATION CRITERIA FOR THE KEY PROFILES

Note-The Below manpower is required to be deployed onsite during the implementation phase

S. No.	Key Profile	Minimum Requirement
1.	Project Manager (On Site)	The person suggested should have minimum technical qualification like BE/ B. Tech/ MCA or equivalent and MBA. The person should have an overall experience of minimum 8 years and above working in projects related to implementation of IT with an experience of 5 years or more in at least 02 (two) software implementation projects in project management
2.	Team Leader (On Site)	Should possess a minimum educational qualification of BE / B. Tech (in Computer Science/ IT) or MCA should have an overall experience of minimum 7 years in software development and customization out of which past 3 years should be as working in lead roles exclusively for at least 02 (two) turnkey software application development projects
3.	Business Analyst (On Site)	Should have minimum qualification of MBA or MCA Should have an overall experience minimum 5 years or above in the field of IT & ICT project implementation within which at least the last 2 years should have been spent exclusively in performing requirements analysis role
4.	Database Administrator (On Site)	Should have a minimum educational qualification like BE / BTECH (in Computer Science/ Information Technology/ Electronics & Communications) / MCA or equivalent Should have an overall experience of minimum 5 years or above in database administrators' role in at least 02 (two) software application development projects
5.	Software Developer (On Site)	Should possess a minimum educational qualification of BE / B. Tech (in Computer Science/ IT) or MCA Should have an overall experience of minimum 3 years in software development and customization Should have experience of at least 02 (two) projects involving software application development and implementation

TEAM COMPOSITION AND TASK ASSIGNED

Details of the manpower to be deployed onsite during implementation phase.

Professional Staff				
Name of Staff	**Firm**	**Area of Expertise**	**Position Assigned**	**Task Assigned**