Nagar Nigam Jaipur Greater

(Pandit Deendayal Upadhayays Bhawan, LalKothi, Tonk Road, Jaipur-302015, Rajasthan)

Request for Proposal (RFP)

For

Phase I: Creation of computerized database (S) and development Implementations and Commissioning of software modules.
Phase II: Module wise Operation and Maintenance after completion of respective Phase I.

(Lump Sum Contract)

NIB NO.....02...../2022-23

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Nagar Nigam Greater Jaipur

(Pandit Deendayal Upadhayays Bhawan, LalKothi, Tonk Road, Jaipur-302015, Rajasthan)

S. No. 835 Date: 7/12/2022

Invitation for Bids

Notice Inviting Request for Proposal (RFP)

NIB NO. -...02/..2022-23

Development, Implementation, Commissioning and Operations & Maintenance of e-Governance Project for Nagar Nigam Greater Jaipur (Rajasthan)

- The Commissioner, Nagar Nigam Greater jaipur invites online bids from eligible and experienced firm/ companies for the above referred project on turnkey basis.

Sr. No.	Contract Package No.	Name of the project	Project Cost (Rs.)	Bid Security Amt. (Rs.)
1.	e-Governance Project	As referred above	31,92,49,000/-	Rs 63,84,980/-

The bidder, who meets the eligibility criteria mentioned in RFP document and evaluated as the most preferred bidder as per the RFP document, shall be considered for award of contract.

Important timelines of the bidding process:-

Sr. No.	Particulars	Date & Time
1.	Start date/ Online publication of RFP document.	07-12-2022 & 5:00 PM
2.	Pre-bid Meeting to be held at Nagar Nigam Greater jaipur Office	15-12-2022 & 11:00 AM
3.	Online Bid Submission Start Date	22-12-2022 & 4:00 PM
4.	Online Bid Submission End Date	28-12-2022 & 6:00 PM
5.	Date and time for physical submission of original EMD,DD,Bank Guarantee submitted at Room No, 239 Nagar Nigam Greater jaipur office If EMD pay online on www.jaipurmc.org no need to submit physical receipt.	30-12-2022 & 5:00 PM
6.	Date & Time for Opening of Technical Bids	02-01-2023 & 11:00 AM

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7.	Date & Time for Submit Technical Presentation at Nagar Nigam Greater jaipur (Soft& Hard copy)	04-01-2023 & 11:00 AM
8.	Date & Time for Opening of Financial Bids	shall be informed separately to technical qualified bidders
9.	Bid validity period	120 days from Opening of Technical Bid.

- The Interested bidders may download the complete bidding document available online on www.jaipurmc.org, sppp.rajasthan.gov.in and eproc.rajasthan.gov.in. Submit there proposal online along with non refundable tender fees of Rs 5,000 (Rupees Five Thousand) towards cost of document of Tender Document and RISL Processing Fees Rs.1000/- (Rupees One Thousand Only) and EMD Amount Rs 63,84,980/- (Rupees Sixty Three lac eight four thousand nine hundred eighty) Pay Online in the www.jaipurmc.org before submission date and time . The Scan Copy of receipt of online payment will be uploaded on website eproc.rajasthan.gov.in. If EMD not deposit online upload scan copy of DD& Bank Guarantee.

- Interested bidders may obtain further information during pre-bid meeting or from the Office of Commissioner, Nagar Nigam Greater jaipur.

- All bids must be accompanied by a bid security and must be submitted online & physically on or before the due date & time as mentioned in the bid document.

- In case of the any bidder fails to upload copy of receipt of submitted tender fee and processing fee & Bid Security (EMD); the bid of the respective bidder shall not be accepted.

- The Bidders shall have to submit a valid 'GST' clearance Certificate from the concerned commercial Taxes Officer and 'PAN' issued by Income Tax Department along with their technical proposal.

- The "Rajasthan Transparency in Procurement Act 2012& Rule 2013 & provisions of PWF & AR shall be applicable.

- Nagar Nigam Jaipur Greater reserves the right to accept any bid, or reject any or all bids, without assigning any reason there of and without incurring any liability, what so ever in favor of the Bidder(s).

Commissioner
Nagar Nigam Jaipur Greater

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e-Governance Project

SECTION - I

Instructions to Bidders

A. GENERAL

1. Scope of Bid

The Nagar Nigam Greater Jaipur Rajasthan, represented by the commissioner hereinafter referred to as "Nigam"), wishes to receive bids from prospective bidder for the Services mentioned in Scope of Work, for Development and Implementation of Integrated Computerized System for Efficient Services Delivery to Citizens, Proper Management of Municipal Functions, Revenue Improvement and Capacity Building of Municipal Personnel in Use & Maintenance of such System through a Agency as defined in this bidding documents (hereinafter referred to as the "Services").

The successful bidder will be required to design, install and commission the System within **six months** from the date of commencement of the Services under Phase 1 of the Services. The successful bidder will also be required to carry out operation & maintenance of the system, along with Services as mentioned in the contract (Scope of Work), **for five years** from the date of commissioning of the System under Phase 2 of the Services. On successful implementation & operations of the project, Nigam may extend the period of Phase 2 for further **two years** on mutually agreed terms & conditions. Certain operations may continue simultaneously.

2. Eligible Bidders

This Invitation to Bid is open to all bidders who satisfy the eligibility criteria which are set out in this document.

Bidders shall provide such evidence of their eligibility satisfactory to Nigam, as Nigam shall reasonably request.

3. Eligible Materials, Equipment and Services

"Services" means the works and all project-related services. The materials and services to be supplied under the Contract shall comply provision and use of such materials and services shall not infringe or violate any industrial property or intellectual property rights or claims of any third party.

- joint venture is allowed (joint venture decision depend of the firms level).
- Biding firm should have experience of five years software developments and supply of man with machine/ computer operator or technical expert any government of state/central/PSUs or any company registered under the company act.
- The bid, and in case of a successful bid, the Form of Contract Agreement, shall be signed so as to be legally binding on all partners;
- The Authorized person by the company shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the Company.

4. One Bid per Bidder

Each bidder shall submit only.

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5. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid and Nigam will in no case be responsible or liable for those costs.

6. Visits to Municipal Corporations/Councils

The bidder is advised to visit Nagar Nigam Greater Jaipur and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract. The costs of visiting the Sites shall be at the bidder's own expense.

The bidder and any of its personnel or legally authorized agents will be granted permission by Nigam to enter upon its premises of Nagar Nigam Greater Jaipur .

B. Bidding Documents

7. Clarification of Bidding Documents

A prospective bidder requiring any clarification of the bidding documents may notify Nigam in writing or by email (hereinafter the term "email" is deemed to include electronic transmission) at Nigam's address indicated in the Invitation for Bids. Nigam will respond to any request for clarification which it receives at least 4 days prior to the pre bid meeting. Copies of Nigam's response, including a description of the enquiry, will be forwarded to all purchasers of the bidding documents.

8. Amendment of Bidding Document

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

Any addendum thus issued shall be part of the bidding documents. It shall be communicated in writing or by email to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by email to Nigam.

To afford prospective bidders reasonable time in which to take an addendum into account in preparing their Bids, Nigam may extend the deadline of submission of Bid.

C. Preparation of Bids

9. Documents Comprising the Bid

The bid submitted by the bidder shall comprise two portions to be submitted simultaneously, one containing only the technical proposal and the other the price proposal.

A separate envelop comprising of the bid security should reach on or before the last date and time as per timelines given in this document.

The **technical proposal** shall comprise of scanned copy of Bid security, Technical Proposal and fully completed Schedules for Qualification, and the Schedule of Compliance with the Bidding

Documents. Without limiting the generality of the foregoing, the Technical proposal shall contain the following:

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- Form of Technical Proposal (Complete bidding document other than Price Proposal);
- Power of Attorney;
- Schedule of Compliance with the Bidding Documents; and
- Any other materials required to be completed and submitted by bidders in accordance with these instructions to Bidders.
- The price proposal shall be comprised of the fully completed, without limiting the generality of the foregoing, the price proposal shall contain the following:
- Prices in **Price Proposal**

10. Bid Form and Price Schedules

The Bidder shall complete the Bid Forms and schedules furnished in the bidding documents.

11. Bid Prices

Unless specified otherwise in Nigam's Requirements, Bidders shall quote for the entire facilities on a "single responsibility" basis so that the total bid price covers all the obligations of the Agency mentioned in or to be reasonably inferred from the bidding documents.

Bidders shall give a breakdown of the prices in the manner and detail called for in the Schedules of Prices, GST and any other taxes should be shown separately.

12. Bid Validity

Bids shall remain valid for a period of 120 days after the date of bid opening.

In exceptional circumstances, prior to expiry of the original bid validity period, Nigam may request that the bidders extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting its bid security. A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of its bid security for the period of the extension.

13. Bid Security

The bid security will be submitted online to Nigam.

The bid security may be in the form of Demand Draft or Bank Guarantee e-grass Challan from Nationalized or Scheduled bank.

Any bid not accompanied by an acceptable bid security shall be rejected by Nigam as non-responsive.

The bid security of the unsuccessful bidder will be returned as promptly as possible, after the work order is issued to successful bidder.

The bid security of the successful bidder will be returned when the bidder has signed the Contract Agreement and furnished the required performance security.

The Bid security taken from a bidder shall be forfeited in the following cases, namely:-

A. when the bidder withdraws or modifies its bid after opening of bids;
B. when the bidder does not execute the agreement, if any, after placement of supply / work order within the specified period;

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C. when the bidder fails to commence the supply of the goods or service or execute work as per supply / work order within the time specified;
D. when the bidder does not deposit the performance security within specified period after the supply / work order is placed; and
E. if the bidder breaches any provision of code of integrity prescribed for bidders specified in the RTTP Act 2013 and Chapter VI of these rules.

14. Pre-Bid Meeting (as per RTTP Act 2012 Section-22)

The bidder or its official representative is invited to attend a pre-bid meeting which will take place at the office of Nagar Nigam Greater jaipur, Jaipur on the date notified.

The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

Minutes of the meeting, including the text of the questions raised and the responses given, will be transmitted without delay on the portal. Any modification of the bidding documents will be communicated along with minutes of the meeting.

D. Submission of Bid

15. Deadline for Submission of Bid (as per Rule 51 of RTTP Rule 2013)

The technical proposal and price bid should be submitted online while bid security should be online submitted to Nigam on or before the date & time as per timelines given in this document.

16. Late Bids (as per Rule 52 of RTTP Rule 2013)

Any bid received by Nigam after the deadline will be rejected and returned unopened to the bidder.

E. OPENING AND EVALUATION OF TECHNICAL PROPOSAL

17. Opening of Technical Proposal

Nigam will open only those technical bids where bid security received is in order. Date and time of online opening of technical bid is shown in timelines given in this document or if changed, the same will be communicated through website to all bidders.

The price proposals will remain unopened until evaluation of technical bid and presentation is submitted in writing by qualified bidders. The time and date of opening of the price proposals will be communicated to those bidders whose technical proposal and presentation have obtained minimum qualification marks.

18. Examination of Technical Proposals

Financial proposal will open only who qualify as per minimum technical criteria given. Nigam will carry out a detailed evaluation of the bids in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents.

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F. Opening and evaluation of price proposals.

19. Opening of Price Proposals

The Price Proposal will be opened online. Date and time will be communicated separately.

20. Process to be Confidential

Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence Nigam's processing of bids or award decisions may result in the rejection of the bidder's bid.

21. Clarification of Price Proposals

To assist in the examination, evaluation and comparison of price proposals, Nigam may, at its discretion, ask successful bidder for clarification of its bid price. The lowest financial proposal shall be consider for further evolution as per RTTP act and rules.

G. AWARD OF CONTRACT

22. Award

Nigam will award the Contract to the bidder whose bids have been determined to be substantially responsive to the bidding documents and who has bid price considered to lowest.

23. Nigam's Right to accept any Bid and to reject any or all Bids

Notwithstanding anything, Nigam reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Nigam's action.

24. Notification of Award

Prior to expiration of the period of bid validity prescribed by Nigam, Nigam will notify the successful bidder. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") shall name the successful bidder and the total sum which Nigam will pay to the Agency in consideration of the execution, completion and maintenance of the Services by the Agency as prescribed by the Contract.

The notification of award will constitute the formation of the Contract.

Upon furnishing by the successful bidder of a performance security, Nigam will promptly notify the other bidders that their bids have been unsuccessful.

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25. Signing of Contract Agreement

At the same time that Nigam notifies the successful bidder that its bid has been accepted, the Nigam will provide the successful bidder, the form of contract agreement provided in the bidding documents, incorporating all agreements between the parties.

Within 14 days of receipt of the Forms of Agreement, the successful bidder shall sign the Forms and return them to Nigam.

26. Performance Security

As per GF&AR and RTTP Rules.

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SECTION - II

Scope of Work

INTRODUCTION AND BACKGROUND

1. The existing systems for administration and financial management in Nagar Nigam Greater jaipur are maintained through a computerized system developed about a decade back. There is an identified need to upgrade these systems to help the municipality improve its administration, revenue improvement, financial planning, and financial management functions. It is very much desired that new system should provide exhaustive facilities to the citizen for maintaining total transparency and least manual handling of money and documents. It is intended that the proposed network system will be used by Nagar Nigam Greater jaipur for capacity building in the areas of:

   - Effective Revenue Collection from Urban lease, trade licenses, shop rents etc. through development of common Data Base for urban land and properties.
   - Better office administration through development of Management Information System, Personnel Management System and Computerization of all activities of Municipal Corporation.
   - Efficient accounting by incorporating Accrual based Double Entry Accounting System. The system should be GST compliant.
   - Issue of Birth & Death Certificates, Marriage Certificates and Trade Licenses.
   - Establishing information flow system between zones, central office & citizen.
   - Improved Citizen Services by imparting information through web site & improved online collection mechanism.

2. The work will be performed in two phases. In the first phase, Creation of Computerized Database(s) and Development, Implementation and Commissioning of software Modules, creating database(s) and developing and commissioning of the System(s) is to be completed in **six** months. In the second phase (O&M of the systems and Services), the work of delivery of the Services is to be carried out for a period of **five years** from the date of commissioning of the System. Nevertheless, delivery of the Phase-2 Services can commence as and when a module or modules have been successfully tested and commissioned prior to the expiry of time for Phase-I.

   The required networking, furnished Air Conditioned working place etc. will be provided by Nigam.

   Cloud Server shall be arranged by the successful bidder for the entire period of contract. Cloud server to given should be of cloud service provider as approved by meity (MeghRaj).

3. These objectives are proposed to be achieved through successive steps of:

   - Conducting a detailed needs and opportunities assessment study and preparation of SRS for Nagar Nigam Greater jaipur .
   - Updating existing data for Urban Assessment/Lease, Rents, Trade Licenses etc.
   - Developing a detailed implementation plan, recommending on procedural changes, appropriate institutional arrangements for operation and maintenance of the new system(s).
   - Developing, installing, operationalizing , testing, and commissioning the application software systems by the successful bidder.

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- Deploying the required number of professional/ staff as mentioned in this document.

- Imparting training, periodic system updating and trouble shooting for long-term sustenance of the System.

- Total Facility Management (O&M) for **Five years** and transferring the Systems to Nagar Nigam Greater jaipur for their subsequent operations.
- System software licenses shall be the responsibility of agency.

4. In order to achieve these objectives, Nagar Nigam Greater jaipur intends to recruit a qualified firm which possesses requisite relevant experience and expertise to develop and operationalize the proposed System. The agency will be required to field a balanced team of system analysts, financial analysts, software developers, and experienced administrators for effectively carrying out this assignment.

SCOPE OF WORK AND TASKS:

5. The broad scope of the work that the Agency will be required to undertake is to assist Nagar Nigam Greater jaipur to upgrade their capabilities by:

   - Carrying out a Systems Study of Nagar Nigam Greater jaipur for implementation of proposed Project;
   - Recommending the most appropriate methods of connecting the zonal offices and other remote terminal points with the municipal headquarter to ensure fast response and uninterrupted connectivity. The cost of networking will be borne by Nigam.
   - Recommending on appropriate institutional arrangements and controlling staff during operations and maintenance of the new systems;
   - Developing MIS for Nigam;
   - Training the required number of personnel of Nigam on the use of applications;

   As a part of the Services, the Agency will also be required to enter data already available in Nigam into the newly developed systems, and provide training, supervision and guidance to the municipal personnel.

6. In order to facilitate carrying out the work, Agency will be provided with available database. The Agency will be responsible to ascertain the accuracy and completeness of the information made available, and to inform the Nigam in a timely manner if it requires any additional data that may be required for carrying out the services so as to satisfactorily comply with the requirements of the proposed Scope of Work.
7. Each module to be developed under the program shall be designed so that it is capable of being used as a "stand-alone" module in case of any failure or problems with the other modules. However, Agency is directed to the fact that there are several areas where the information contained in one module needs to be incorporated into another separate but related module e.g. for the financial accounting module, methods of integrating payments made to employees under the establishment and payroll module, etc., will need to be incorporated). Therefore, the Agency will be responsible to ascertain the hierarchy of shared information, and to develop the application software in such a manner that any discrete data or information will only need to be entered one time into one of the modules, and will then be automatically replicated throughout the system into the other modules, as appropriate.

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Phased Implementation of the Project

8. It is expected that the Project will be implemented in stages which are being described below for facilitating preparation of SRS and submission of Bid. Phase 1 will cover the first 6 months of the Services, and will include creation of computerized database(s) and development, implementation and commissioning of the facilities and modules. Phase 2 will cover the subsequent five years during which the Agency will be responsible for total facility management of the entire system (operations and maintenance) including training of the municipal personnel and handing over of the facilities upon completion.

9. In the following sections, the Nigam has attempted to provide as comprehensive a description as possible while describing the work that is proposed to be carried out under these Services. Nevertheless, the Agency will be required to carry out any additional work which may need to be carried out during the conduct of the Services which is required to meet the broad objectives stated above, and which can be reasonably inferred from the descriptions given, as a part of the Services without any additional cost or time implications.

Phase 1: Creation of Computerized Database(s) and Development, Implementation and Commissioning of Modules (First 6 Months)

Phase 1, Stage 1: Needs and Opportunities Assessment

10. The Agency will conduct a needs and opportunities assessment study for the office of the Nagar Nigam Greater jaipur , covering:

    - assessment of the existing procedures and inventory of the existing soft data;
    - assessing the needs, opportunities and feasibility for developing and implementing a new system;

Phase 1, Stage 2: Develop SRS and Recommendations

11. Based on the findings of Stage 1, Agency shall develop a detailed SRS for completing the tasks assigned hereunder:

    - Schedules for migration of existing data;
    - Developing modules and work schedule for updating existing data;
    - Developing and conducting training and motivation programs for the municipal staff to effectively use, the new systems. Consideration shall be given to training programs, along with periodic refresher courses.
    - Developing a long-term program of periodic system updating and trouble shooting for long-term sustenance of the modules and system.

Phase 1, Stage 3: Implementation and Commissioning of the systems

12. Following approval of the SRS, the agency will undertake implementation of different identified activities in the following sequence:

    - Nagar Nigam Greater jaipur will provide appropriate space for working at centralized location as well as at different locations where terminals are placed. These spaces will have proper power points, furniture, air conditioning etc.
    - Mobilization of staff and other resources should be taken up simultaneously. subject to the condition that the minimum personnel to be deployed are as indicated in this document.

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- The equipment to be install by agency after approval of the system and before start of phase 2 of that module.
- The system software licenses will be obtained by agency.
- Local Area Networking in Head Office and Zonal Offices will be completed by Nigam.
- Consumables will be arranged by the Agency.
- Development of software modules with a focus on the key applications including the following:
    - Development of application software by agency;
    - Software implementation, maintenance and changes as per requirement by Nigam;
    - Availability of cloud server to be made available by Agency as per requirement.
    - Testing, commissioning and demonstrating the satisfactory operation and performance of all modules that have been developed by agency;
    - Ensuring availability of adequate manpower for system installation, supervision and maintenance by agency;
    - Preparing detailed operating manuals for all applications by agency.

Phase 1 Stage 4: Technology to be used

- **Asp.net and c#** for coding and development
- **Ms-sql** for database
- **Microsoft power Bi** for Analytics
- **SQL server Reporting Services (SSRS)** for Reporting
- **AngularJS and bootstrap** for Frontend design

Modules to be developed by Agency

1) Urban Assessment/Lease, Billing and Collection

The agency will be responsible for developing an urban assessment/lease database and computerized billing system for all properties which fall under the jurisdiction of Nagar Nigam Greater jaipur . The broad scope of work to be included under this head will be as below:

- Preparation of Master File With Zone and Ward
- Bill of arrear amount and regular bills
- Various notices for defaulters as per law
- Lease renewal and increment
- Managing of data based ledger on website
- All MIS to be generated.
- All Urban Assessment Lease Order Upload on Website

2) e-Auction

To bring the transparency into the system, Nigam wants to enable e-Auction System. This will be a work flow based system. The system will have following features:

- Provision for online registration of the bidders for e-Auction.
- Issue of registration number after verification by the concerned officer.
- Creations of auctions and setting of all parameters.
- Creation of different users for multiple officers and bidders.

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- Provision to participate in the bid and payment of Earnest Money Deposit and other fees online.
- Provision for the bidder to place bids in the fixed **denominations.**
- Bids should be completed within defined timeframe.
- Winning bidder to be automatic chosen and informed.

Output

- e-Auction registers.
- e-Auction Notice.
- Bidder register
- Letter to successful bidder
- MIS

3) Dairy Booth

The master entry to be performed for all existing dairy booths. Each booth is charged on quarterly basis in advance. If payments are not made then interest is charged at a fixed rate. Payment option shall be available online also in addition to Head Office or Zonal Cash Collection Counters. The system shall generate

a) Allotment Register and MIS
b) Due rent register
c) Zone wise/ Ward wise/ Category wise MIS.
d) Amendment procedure.
e) Online Application Received From Website and Issue NOC Online as per Order State Government 22.10.201

4) Municipal Accounting Based on Double Entry System (GST Compliant):

The agency shall have to develop a municipal accounting system as per present Master Chart of Accounts used in Nagar Nigam Greater jaipur , National accounting Manual and Rajasthan accounting manual. Presently accounts are being prepared on accrual based double entry accounting system. In the new system it will be the responsibility of agency to provide all information to the CA firm appointed by Nagar Nigam Greater jaipur for audit. The agency will be responsible to develop and recommend a common Master Chart of Accounts based on NAM. The recommended Master Chart of Accounts is to be approved by the Directorate of Local Bodies before incorporating this as a part of the municipal accounting system.

The system shall incorporate time series expenditure data incurred under each accounting head, budget versus income & expenditure reports, and shall produce summary income & expenditure reports on demand at the end of each month and/or accounting period. This module will preferably be developed on commercially available RDBMS software that is capable of addressing random queries and generating summary reports.

The agency shall develop a suitable module for Grant, Cost center wise accounting and budgeting for assessing the nature and type (classification) of revenues and expenditures that will help the Nigam to determine the cost of delivering services and efficiencies in collecting revenues, and develop accurate budget estimates.

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Data Migration

- Define all the specifications that are needed to populate the data
- Develop the Data Migration Templates / Forms / Format to facilitate the migration of identified data elements into the ABDEAS Application
- Train the staff of Nigam in all relevant matters and aspects of the ABDEAS Application so that they can understand the data migration activity.
- Provide all handholding support to the Nigam staff so that they can undertake data migration activity.

The application software modules required to be developed should be for cloud based IT infrastructure and shall have following:

a. Module A-1: Income and expenditure

1. Accounts Receivable

    a. Receipts against daily collection
    b. Receipts against Grants
    c. Offline utility for collection

2. Accounts/ Bills Payable

    a. Invoicing (RA/ Final Bill)
    b. Liability entry
    c. Bill booking
    d. Liability Booking

b. Module A-2: Deposit Slip Entries

1. Cash deposit entry
2. Cheque deposit entry
3. Cheque dishonour entry
4. Reconciliation

c. Module A-3: Ledgers/Registers

1. Cash Book /Bank Book
2. Classification Register
3. Ledger Generation
4. Vendor wise register
5. Income/ expenditure account head wise register

d. Module A-4: Budget management Modules

e. Module A-5: Grants Management

f. Module A-6: Advance Management

g. Module A-7: Third party Integration with:

- Urban Development Tax
- Payroll System
- Other collection modules
- Other payment's related applications
- Other applications module.

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System Reports:

- Analysis Reports (Revenue, Expenditure, Fixed Assets, etc)
- Charts of accounts listing
- Preparation of yearly budget
- General ledger
- Journal Register
- Trial balance
- Cash book
- Bank reconciliation
- Facility to maintain master data of all suppliers, contractors and vendors
- Facility to calculate GST and TDS, etc
- Entries using double entry accrual based accounting principles
- Disburse payments
- Employee database
- Payment Reports:
- Stopped payment report
- Accounts payable
- Posted invoice register
- Posted payment register
- Budget variance report
- Trial Balance
- Profit & Loss Account
- Balance Sheet
- NAM Reports
- Cost Centre wise ledger and reports

All these reports should be in accordance with standard accounting principles and input and output documents should be approved by Nagar Nigam Greater jaipur .

Indicative Functional Requirement Specification

Masters	
•	System should have the facility for Account Grouping and Sub-Grouping
•	System should have the ability to maintain Bank Account Details of all vendors, suppliers and customers
•	System should have the ability to manage Vendor Details (Name, Address etc.)
•	System should have the ability to provide access for employees in the Accounts department with log in and password
Department Process	
•	Budget Preparation, Distribution and Management System
•	System should have the ability to prepare budget
•	Ability to create department-wise estimated provision, revision for income and expenditure
•	System should have the ability to prepare Budget Appropriation between different budget heads through approval process

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•	System should have the ability to generate budget approval and rejection report
•	System should have the ability to generate report on comparison between actual and estimated cost/ expenditures
•	System should have the ability to display warning messages in case the budgetary limits are exceeded
•	System should be able to generate receipts through Internet / CFCs / KIOSKs, If any
•	System should have the ability to generate receipts of collections (property tax, water tax, rent, grants, security money and earnest money, etc.) - Counter wise collection details and Summary reports
•	System should have the ability to enter and update citizens identification number, name and address
•	System should have the ability to manage Cheque/ Cash Deposit Slips into Bank
Payment Management	
•	System should have the facility for maintenance of master database of all suppliers, contractors and vendors
•	System should have the facility for calculation of GST, tax deducted at source etc.
•	System should allow disbursement of payments (salary, contractors/suppliers, administrative expenses, PF, profession tax, etc.)
•	System should facilitate collection of Security Deposit / Earnest Money Deposit Management
Loans Management	
•	System should have the ability to maintain Loan Details
•	System should have the ability to send alerts for Loan Instalment Payments
•	System should have the ability to facilitate Loan Instalment Payments
Grants Management	
•	System should have the ability to maintain Grant Details
•	System should have the ability to maintain Utilisation Details
•	System should have the ability to maintain Utilisation Certificates
Others and Reports	
•	System should facilitate Bank Reconciliation
•	Receipts and payment account – showing the receipts and payments of cash major head wise along with schedules

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•	Cash Flow – Showing the receipts and payments of cash bifurcated into operating, investing and other financing activities
•	System should maintain Bank Account wise balances
•	System should integrate Ledger A/c with ECS Payment
•	System should generate Final Account after completion of Financial year
•	Reports and Registers to be generated/ maintained
•	System should have the ability to maintain Balance Sheet
•	System should have the ability to maintain Bill Register
•	System should have the ability to maintain Journals
•	System should have the ability to maintain Advance Ledger
•	System should maintain Deposit Ledger
•	System should have the ability to maintain Stop Payment Register
•	System should have the ability to maintain Payment Register
•	System should maintain Outstanding Bill Register
•	System should maintain Cash Book (Detailed & Summary)
•	System should maintain Bank Reconciliation Statement
•	System should maintain Opening balance
•	System should maintain Day Closing balance
•	System should maintain Budget Variance Reports
•	System should maintain Works Details (Contractor-wise bill and payment details)
•	System should maintain Party-wise deductions (Rebates, penalties) Register
•	System should maintain Security Deposit Register
•	System should maintain Grants Register
•	System should maintain Loans Register
•	System should maintain Advance Register
•	System should maintain Trial Balance, Income & Expenditure Statement
•	System should maintain Cost Centred Accounting Reports
•	System should maintain Accounts analysis reports (revenue, expenditure, fixed assets etc)

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5) Asset Management System

A computerized database shall be generated for all municipal fixed assets, i.e., properties, vehicles, and equipment owned by the Nigam. This database shall contain age, condition and initial costs of the assets, O&M expenditures incurred for the assets, details of rent and lease revenues for the municipal properties, and details of rental / lease agreements (if any) for municipal equipment.

Accounting System should be able to maintain the Fixed Asset register. Details like asset number, location and person responsible pertaining to the asset should be captured in the register. It should be ensured that all Fixed Assets are correctly entered in the Fixed Assets Register.

During purchase of any fixed asset, the account code selected will hit the General Ledger. Other details entered in the voucher will only be reflected in the Fixed Asset Register of Accounting System.

During sale of any fixed asset, the account code selected for the specific asset along with profit/ loss on sale of the asset shall be posted in the General Ledger. Other details entered in the voucher will only be reflected in the Fixed Asset Register of Accounting System.

Accounting System should be able to calculate the Depreciation of Assets, based on useful life calculation and straight line method.

Accounting System should have the provision of revaluation, scrap, write-off and sale of assets.

Indicative Functional Requirement Specification

	Classification of Assets
1	System should be able to register all immovable assets such as
	o Land
	o Building
	o Roads, Footpaths
	o Bridges, Culverts, Flyovers, Subways & causeways
	o Drains including underground drains
	o Water Works Distribution
	o Public Lighting System
	o Lakes and Ponds
	o Capital Work-in Progress
2	System should be able to register movable assets
	o Plant and Machinery – including machinery of Water Works & Drainage, Road department machinery
	o Vehicles
	o Furniture & Fixtures System
	o Office Equipment
	o Other Equipment
3	System should be able to capture asset details
	o Ownership

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	○ Cost (purchase/ transfer/ construction)
	○ Depreciation principle

Assets Transactions	
•	System should be able to register purchase of new asset
•	System should be able to register acquisition of land
•	System should be able to register Asset sale
•	System should be able to maintain Insurance details
•	System should be able to register Insurance claim related information capture
•	System should allow users to record asset lifecycle plan
•	System should allow user to manage acquisition and transfer of asset by recording ownership transfer and other legal data
•	System should be able to record, review, and approve handover plan and acceptance criteria
•	System should register every asset with a code and description
MIS	
•	System should be able to generate reports related to assets in different categories

6) Cash Collection System

The cash collection module should enable collection at cash, cheques and drafts on a daily basis and prepare a Daily Collection Register at the end of the day. Cash collection System should be able to do multi-point collection and prepare point-wise Collection Register, which shall be linked to the Cash Book. The point-wise Collection Register needs to be consolidated at the HQ level and a consolidated Daily Collection Register shall be prepared. The Daily Collection Register once verified by the Accountant should then get consolidated as the Cash Book and post itself in the General Ledger. The cash collection module should also be able to track the deposit and dishonor of cheques. The module should also be able to connect with the revenue modules and collect the amount against bills issued. Cash collection should also be able to connect for other municipal functions e.g. sale of forms, tender fees etc. and on-account from debtors.

Receipt of payment in books are pre-defined virtual account number. The amount received should be linked to the respective demands.

Auto reconciliation with RTGS/NEFT entries.

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Mode of Cash collection:

- Counter at head office – payment shall be collected at different counters at head office through online & offline mode against demand.
- Counter at ward/zone – These counters should be linked with head office for daily collection summary. Payment shall be collected at zonal /ward counters through online & offline mode against demand.
- Bank counters –System / server should be linked with bank server through API (Application Program Interface) for real time posting of receipt in municipal server.
- Online cash collection – Provision should be given on municipal web portal for generation of demand & collection of payment through third party integration.
- Field cashier – Field cashier should collect payment through Tax collection machine or through manual receipt book & will enter issue receipt entry in the system. The manual receipt should also be reconciled for cancel receipt & for missing receipt through system

Collection through demand only:

- All collection should be received against demand only. Whether demand is related to
    - Revenue heads like Dairy booth, Lease , Fire NOC etc or
    - General heads like Birth & Death registration fees, Copy fees, Advertisement fees etc.

Cheque Return:

- Cheque return received through bank should be entered timely in cash collection system.
- Relevant entries should be created in Revenue System & in Accounting system.

Pay in slip

- Pay in slip should be generated through system for cash / cheque /demand draft collected on counters (Head office / Ward)
- Every pay in slip should have unique no so that bank can mention pay in slip in reference field in bank statement for bank reconciliation.

Recording of RTGS/ NEFT

- Receipt of payments in banks from RTGS/NEFT should be linked to respective demand through virtual accounts. This will help in reconciliation and to avoid unidentified credits in the books.

Generation of control entries

- System should have features to generate control entries for head wise collection in General account of financial accounting system & in relevant revenue system.

7) Project Monitoring Information System (PMIS)

The monitoring of the projects right from the day of conceptualization to completion, the complete channel needs to be monitored. There are many departments like engineering, technical and financial etc. are involved. PMIS should have following features:

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- Creation of various masters like engineer, financial officers, technical etc.
- Creation of masters of new projects with all details
- Provision to record technical sanction, financial sanction, remarks if any.
- Provision to record G-Schedule
- Recording of complete details of successful bidder and tender proceedings like EMD, Security deposit.
- Provision to record different bid rates BSR, CSR.
- Recording name of associated Parshad, JEN, AEN etc.
- Linkage with website of Nagar Nigam Greater jaipur .

Output

- A&F Sanction Letter
- A&F Register
- ARC work sanction Letter
- ARC Register
- Work Order Letter
- Work order register
- Budget wise work order MIS and register
- Budget wise A&F MIS and register
- A&F Against Nit MIS and Register
- A&F Against Work order MIS and Register
- Zone and ward wise A&F MIS and register
- Zone and ward wise work order register
- Zone Wise ARC Register
- Bidder firm wise register
- Work status (completed, pending) wise reports
- MIS

8) Stores Inventory , Workshop and Garage Management System

Stores Inventory

The agency shall develop a Stores Inventory System which will consist of a computerized data base of the central stores inventory, including records of receipts and issues, stock-in-hand, minimum and maximum level monitoring, ABC analysis, etc.

Stores, Inventory and Workshop module consist of complete process of stores, inventory as collecting indent/requisition from different stores/departments and then issuing item as per requirement if stock is available, if not available then recommendation to purchase committee for purchase approval and then purchase order. Thereafter, goods receipt note, material inspection report and technical inspection report, if approved then entry in stock register otherwise goods rejection note is generated. For that purpose Nigam maintains workshops. Some jobs are done in these workshops, and jobs which are not possible in house then these jobs will be completed by outsourcing. For job work there may also be need of items which are again issued by stores and job which is done outside raises service bills from party, which is part of bill passing.

The following main reports are to be generated from the system:

- Master File (Item Master)
- A, B, C category statement
- Goods received note register.
- Goods Rejection Memo.

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- Bill passing & inspection of material.
- Pending bills register.
- Indent and Material issue entry.
- Location wise Goods transfer register
- Store's ledger along with valuation.
- Goods returnable register.
- Statement of item wise consumption.
- Statement of section wise consumption.
- Analysis of items on A, B & C categories and ordering items on breakdown/urgent and normal requirement.
- Category wise and location wise stores inventory sheet.
- Any other related reports.

Workshop and Garage Management

Nigam maintains a fleet of vehicles for collection of garbage from garbage collection point to dumping / processing sites. Each vehicle makes multiple rounds. Besides this, vehicles are used for revenue collection and administrative work. The work of maintaining vehicles is done by garages maintained by Nigam or outsourced. If maintained by Nigam then a system is required which will track each vehicle regarding visit to garage, type of repairs, driver affiliated and bill of material issued for each repair. The system should also maintain records of fuel consumption.

System Reports

- Vehicle Require Register
- Vehicle Gate Register for Require
- Vehicle Gate Register For Daily Vehicle
- Vehicle Master List
- Driver Master List
- Spare Driver Register
- Spare Vehicle Register
- Driver Attendance Register
- Vehicle Wise Fuel Consumption Register
- Vehicle wise number of trips per day
- Daily number of vehicles visiting workshop
- Frequency of workshop visit by each vehicle
- Number of days each vehicle has been out of use.
- Number of repairs carried out during warranty / insurance period
- Vehicle wise cost of repair during specific period

9) Lok Seva Guarantee Act

This is one of the most important systems as it directly deals with the public. Efficiency and transparency at the Single Window helps in creating image of Nigam in front of citizens. Service and response at the Single Window should be quick and hassle free. The software required to manage them should be able to cover following activities:

- Inward of all applications.
- Automatic marking of the applications and inwards to the concerned department.
- Stamping of inwards with proper timeline and linkages with Lok Seva Guarantee Act.

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- Query terminals integrated with the backend system to provide the details on demand, outstanding ledgers, taxes etc.
- Providing of any information required by citizen with respect to Nigam.
- Inward of any grievances / complaints from the residents.
- SMS and emails alters wherever required.

Output

- Inward Register
- Date wise, subject wise, department wise list of all application and their current status.
- Deposit register
- All MIS as desired
- Acknowledgment of inwards wherever desired.

10) Letter Monitoring System

There are thousands of letters received by Nagar Nigam Greater jaipur with high frequency. Keeping manual track of all of them is virtually impossible. That is why there is a need for robust IT system to control and keep the track of all of them. IT system should be able to perform the following activities:

- Feeding of all letters with metadata details in the system.
- Indication of letters pertaining to Rajasthan Lok Seva Guarantees Act
- Generation of Unique Number to all letters.
- Provision for forwarding all letters to various departments.
- Provision for remarks and desired timeline.
- Maintaining inward and outward register of all letters.
- Creation of department wise, authority wise linkage.
- Provision to mark the letter to record room.
- Provision Letter Priority
- Scanning of letters at the time of entry and issue of acknowledgment slip.
- Provision Mark One Letter More Then One Officer

Output

- Inward Outward register department wise
- Department wise registers
- MIS
- Generation of time variance report
- Letter movement statements (provision of attaching note sheets if required)
- All reports required as per Rajasthan Lok Seva Guarantee Act
- Priority Wise Report and MIS
- MIS

11) File Tracking System

Nigam has various departments with various OICs (Section – Sub-section Officers). There are thousands of files which move from one officer to another continuously. It is very important to know when and where file was created, what is current location and complete movement history of the file. The IT system is required to control the same and should be able to perform the following activities:

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- Creation of file master (with all metadata like file name, subject, file number, OIC etc. and generation of unique code.
- This data needs to be prepared both in English/Hindi
- Simple but efficient user interface for all users. Users should be able to mark the file to another users.
- Provision to accept files with mark to the user.
- Provision to mark files with remarks and expected time of return and priority.
- Provision to send alert in case of delays.
- Provision to mark the completed files to the record room.
- Provision to link scanned images of the files to the file master, which later on can be displayed wherever required.
- Provision to create various users.
- Provision Purpose of file
- Provision to mark files to departments outside Nigam.

Output

- Compete file movement register
- Peon book
- Inward Outward register
- Printing of stickers or bar code on the files.
- Provision of searching files by different parameters used at the time of file creation. .
- Officer wise, subject wise file register
- Purpose Wise Pending MIS and Report
- MIS reports

12) Mobile App

The Mobile App have following features:

- Important information about Nigam.
- Recording of complaints and generation of unique number
- Sending all intimation of compliances to the residents as well as the concerned department and the contractor.
- Provision to display various notices, circulars and other information as issued by Nigam.
- Provision for payments through Mobile App.
- Provision to upload grievances/ complaints by the citizen along with photograph and Geo coordinates.
- Display of status of previous complaints.
- Integration with other data as desired by Nigam from time to time using API/ Web Services.

13) Grievance & Redrassal System (Call Centre)

For any organization, handling of grievances and its redrassal in time bound manner is very big activity. People from all kind of backgrounds approach Nigam with various grievances which are needed to be recorded and redressed. For management of the same, IT platform is able to perform following features:

- Recording of new complaints with complete data of resident and other important informations like location with landmark and Geo coordinates.

- Input can be from various sources like front office counter, telephone call, SMS, Whatsapp, Email. Website, Mobile Application, letter etc.

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- Marking of grievances to the concerned officers/ contractors.
- Provision to take feedback from the concerned officers and update the same in the system.
- Sending of various communication/ status alert to residents and officers.
- In case of delay, provision to escalate the complaint to the next level officer in the hierarchy.
- Provision for display of status of complaints.

Output

- Grievance register with various filters.
- Officer wise, contractor wise pending status of grievances.
- Various MIS.

14) Website

A mobile friendly website with modern graphics based interface for Nagar Nigam has developed by the Government. It will have all relevant information's. Agency will have to feed upgraded information every now and then as required. It will have linkage to various other pages of government of Rajasthan.

15) Shelltterless Animal Management System

The following features are required for the system:

- Creation of contractor master along with allocation of wards, types of animals etc.
- Mobile application to be used by the contractor as well as officer to take photograph of the animal, enter tag number, capture geo location etc.
- Provision to enter inward and outward of the animals, recording of deaths and another associated details at animal shelter.

Output

- Contractor wise, animal wise and ward wise details of animal caught and deposited in the animal shelter.
- Report also reflects geo locations and should be dynamic in nature.
- Various register and records of inward and outward of animals at animal shelter.
- All MIS

Modules only for Operations & Maintenance

Following are some of the modules/ system which have already been developed by Govt. of India/ Govt. of Rajasthan. No software development work is required to be done for these modules. However, these modules have to be implemented and its regular operations to be performed. As on today, these modules are

1) Birth & Death Registration and Certificate printing

This task will include computerizing birth and death information database. The system will take care of normal and delayed registration from the hospital, home, jail etc. Agency will have to work on existing Pehchan Portal of the Government. A periodic report of all births and deaths in the municipality shall also be generated by the system. The system will also generate analysis and MIS reports.

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2) **Marriage registration & Certificate printing**

For this module also Agency will use Pehchan Portal of the government. The system will take care of normal and delayed registration. All reports should be generated similar tool Birth & Death Registration.

3) **Establishment and Payroll**

A module developed by the State Government named PRI Pay Manager Module. The following jobs to be performed

- Complete salary of all employees
- Salary register on monthly basis
- DA arrears to be calculated
- Bonus calculation
- Salary arrears calculation
- Encashment of surrender leave
- Encashment of leaves at the time of retirement
- MIS reports
- Any other report as provided in government portal.

4) **e-Procurement System**

This module is to be run on State Government e-Procurement Portal. The system will have following features:

- Provision of online submission of tender fee, tender processing fee and EMD via website of Nagar Nigam
- Technical and Commercial bid evaluation of tenders
- Tender Committee proceeding shall be developed.
- Generation of MIS

IT Solution:

- Software solution required should be as customized application.
- The application should be web enabled and should comfortably run on internet, intranet or cloud.
- Application should be compatible with most commonly known browsers i.e. Internet Explorer, Google Chrome, Firefox and Safari.
- Hindi fonts wherever used must be compatible with unique code.
- Application should have responsive design.
- Application should be easy to migrate from one Web Server or Cloud to another Cloud.
- Application is required to support all users desired by Nagar Nigam without requirement of any other licenses.

Data Migration and Data Preparation:

Currently, there are many IT systems already running in Nagar Nigam Greater jaipur . These are mainly in VB6, .Net along with MS SQL database. Agency will need to migrate the data into new system on its own. The latest backup of the database will be provided by Nagar Nigam Greater jaipur . Wherever soft data is not available, agency will need to prepare data of the same from physical records available.

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Key Characteristics of Project Town

Sr. No.	Particular	Greater
1.	Area in Sq. Km.	400
2.	No. of Zones	7
3.	No. of Wards	150
4.	Population	24 lakhs
5.	No. of households	6 lakhs
7.	No. of dairy booth	1000
8.	No. of licenses	15000
9.	Birth/ Death Certificates per year	4 lakhs
10.	Leased out properties	45000
12.	No. of employees	4500
13.	Marriage Certificate per year	10000
14.	Stores	
	a. No. of Items	4200
	b. No. of Receipts	1000
	c. No. of Issues	46000
15.	No. of Cash/ Bank/ Online Receipts per year	2 lakhs
16.	No. of persons approaching Single Window System per year	1 lakh
17.	No. of complaints received per year	1.50 lakh

Note: The above figures are indicative only. They are for the purpose of estimating the quantum of work to be carried out.

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Indicative staff to be deployed by the Agency

Sr. No.	Particular	Greater
1.	Project Manager	1
2.	System Analyst	1
3.	Business Analyst (CA)	1
4.	Project Support Manager/ Programmer/	3
5.	Hardware / Network Maintenance Engineer	4
5.6.	Operation Supervisor	12
6.	Data Entry Operator/ Help Desk Support/ Physical Data Handling etc. **(Details given below)**	225

Staff for Data Entry Operator / Help Desk Support/ Physical Data handling

Sr. No.	Particular	Greater
1.	Head Office, Helpline	15
2.	Registrar Office	5
3.	Zonal Offices	(10x7=70)
4.	Call Centre 2 shift (8 AM to 10 PM)	25
5.	Letter Monitoring / File Tracking	75
6.	e-Governance Centre	35
		225

Note: The staff to be deployed as shown above is mainly required during Phase 2. While for Phase 1, the agency may require more software developers and probably less number of operators. The decision of deploying the staff during Phase 1 will be taken by agency in the best interest to complete the Phase 1 within the time schedule.

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Module wise staff for Data Entry Operator / Help Desk Support/ Physical Data Handling

Sr. No.	Name of Module	No. of Operators to Be Deployed
1	Urban Assessment /Lease, Billing and Collection	2
2	Municipal Accounting based on Double Entry System with GST Compliant	10
3	Asset Management System	2
4	Stores Inventory and Workshop Management System	9
5	Cash Collection System	11
6	Single Window System (Lok Seva), Mutation Application and Sewer Connection Application	10
7	Letter Monitoring System	45
8	File Tracking System	45
9	Mobile App	2
10	Grievance & Redressal System(Call Center)	25
11	e-Auction	2
12	Stray Animal	1
13	Project Monitoring System (PMIS)	1
14	Dairy Booth	1
15	Website	2
Modules only for operations		
16.	Birth & Death Registration and Certificate printing	40
17.	Marriage registration & certificate printing	8
18.	Salary system (1000 to 2000 employees)	6
19.	e-Procurement System	3
	Total	**225**

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SECTION – III

Conditions of Contract

1. Definitions

In the Contract (as defined below) the words and expressions defined below shall have the meanings assigned to them, except where the context requires otherwise:

1.1 Documents

"Contract" means these Conditions of Contract, the Nigam's Requirements, the Bid, the Agency's Proposal, the Letter of Acceptance, the Contract Agreement, and such further documents as may be expressly incorporated in the Letter of Acceptance or Contract Agreement (if completed).

"Scope of Work" means the description of the scope, standard, and program of work, as included in the Contract, and any alterations and modifications there to in accordance with the Contract.

"Bid" means the agency's price offer to the Nigam for the Services, as accepted by the Letter of Acceptance.

Phase 1 will mean Creation of computerized database(s), and Development, Implementation and commissioning of software modules.

Phase 2 means module wise Operation and maintenance after completion of respective phase 1.

Letter of Acceptance" means the formal acceptance of the bid (Technically & Financial) by the Nigam.

1.2 Persons

"Nigam's Nodal Officer" means the person or persons appointed by the Nigam as Nodal Officer for the purposes of the Contract and named as such in the contract agreement, or other person appointed from time to time by the Nigam.

Agency's representative means the person appointed by the agency as Nodal Officer for the purpose of Contract.

Arbitrator" means the person or persons named as such in the Contract, or other person or persons appointed from time to time.

1.3 Dates, Times and Periods

"Effective Date" means the date on which the Contract entered into legal force and effect.

"Commencement Date" means the date on which the agency receives the notice to commence issued by the Nigam.

"Time for Completion" means the time for completing the System or a Phase/ Section / module (as the case may be), calculated from the Commencement Date.

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"Contract Period" means the period from the Commencement Date to the date of complete taking over of the System and records.

1.4 Completion

"Taking-Over Certificate" means a certificate issued by Nigam. It is issued when agency have completed the project as per contract.

"Performance Certificate" means the certificate issued by the Nigam. It is issued separately for Phase – 1 and Phase – 2 on completion of the part project as per contract.

1.5 Money and Payments

"Contract Price" means the sum stated in the Letter of Acceptance as payable to the agency for the services in accordance with the provisions of the Contract.

1.6 Other Definitions

"System Documents" means SRS, Operations manuals, maintenance manuals, and other manuals and information of a similar nature.

"Variation" means any alteration and/or modification to the Nigam's Requirements, which is instructed by the Nigam's Nodal Officer or approved as a variation by the Nigam's Nodal Officer.

"System" means computerized Application software as defined elsewhere in the contract.

"Services" means total solutions provided by the agency in connection with the System(s) and outputs required in accordance with the contract.

1.7 Communications

All communications will be made at the Nagar Nigam Greater jaipur and at agency's registered/Head office.

1.8 Confidential Details

Except with the prior written consent of the Nigam, the agency and his personnel shall not at any time communicate any person or entity any confidential information disclosed to them for the purpose of the Services or discovered by them in the course of the Services, nor shall the agency or the Personnel make public any information as to the recommendations formulated in the course of or as a result of the Services.

2. NAGAR NIGAM GREATER JAIPUR

2.1 General Obligations

The Nigam shall provide the Site and shall pay the Agency in accordance with Schedule of Prices.

2.2 Access to and Possession of the Site

The Nigam shall grant the Agency right of access to, and possession of, the Site.

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2.3 Nigam's Entitlement to Terminate

The Nigam shall be entitled to terminate the Contract, at the Nigam's convenience, at any time after giving 60 days' prior notice to the Agency. Performance Security will be refunded in such a case.

3. THE NIGAM'S NODAL OFFICER

3.1 Nodal Officer's Duties and Authority

The Nigam's Nodal Officer shall be a suitably qualified engineer or other appropriate professional, having the experience and capability necessary for ensuring compliance of the contract, or shall employ such suitably qualified engineer or other professional and make them available for the Contract. He will be required to coordinate with various departments regarding implementation of systems and related payments.

3.2 Nigam's Nodal Officer's Instructions

Unless it is legally or physically impossible, the Agency shall comply with instructions given by the Nigam's Nodal Officer in accordance with the Contract.

4. THE AGENCY

4.1 General Obligations

The Services as completed by the Agency shall be wholly in accordance with the Contract and suitable for the purposes for which they are intended, as defined in the Contract. The Services shall include any work which is necessary to satisfy the Nigam's Requirements, Agency's Proposal and Schedules, or is implied by the Contract, or arises from any obligation of the Agency, and all Systems not mentioned in the Contract but which may be inferred to be necessary for stability or completion or the safe, reliable and efficient operation of the Services.

Before preparing software applications, the Agency shall satisfy himself regarding the Scope of Work (including formats and procedures, if any). The Agency shall give information to the Nigam's Nodal Officer of any error, fault or other defect in the Nigam's Requirements or such items of reference.

4.2 Performance Security

The Agency shall obtain, at his cost, a performance security or securities from a third party, in the amounts specified in the Bid, and deliver it to the Nigam within 14 days of the letter of acceptance. The performance security or securities shall be provided by an entity approved by the Nigam and shall be in the form annexed, or in another form approved by the Nigam.

The performance security or securities shall be valid until the Agency has executed and completed the Services + 3 months as indicated in the Bid. It shall be returned to the Agency within 14 days of the issue of the Performance Certificate. Prior to making a claim under the performance security or securities, the Nigam shall, in every case, notify the Agency stating the nature of the default for which the claim is to be made.

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4.3 Agency's Representative

Unless the Agency's Representative is named in the Contract, the Agency shall, within 14 days of the Effective Date, submit to the Nigam's Nodal Officer for consent of the name and particulars of the person the Agency proposes to appoint. The Agency shall not revoke the appointment of the Agency's Representative without the prior consent of the Nigam's Nodal Officer.

The Agency's Representative shall give his whole time to directing the preparation of the System Documents and the performance of Services. Except as otherwise stated in the Contract, the Agency's Representative shall receive (on behalf of the Agency) all notices, instructions, consents, approvals, certificates, determinations and other communications under the Contract. Whenever the Agency's Representative is absent from the Site for more than 7 days, a suitable replacement person shall be appointed, and the Nigam's Nodal Officer shall be notified accordingly.

4.4 Co-ordination of the Services

The Agency shall be responsible for the co-ordination and proper performance of the Services including co-ordination with other agencies to the extent specified in the Scope of Work. The Agency shall, as specified in the Services, afford all reasonable opportunities for carrying out their work to:

- any other agency employed by the Nigam and their employees,
- the employees of the Nigam, and
- the employees of any legally constituted public authorities who may be employed in the execution on or near the Site of any work not included in the Contract, which the Nigam may require.

4.5 Sub Contractor

Subcontracting is not allowed.

4.6 Matters Affecting the Performance of Services of the System

The Agency shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price. Unless otherwise stated in the Contract, the Contract Price shall cover all his obligations under the Contract and all things necessary for the Services to be given.

4.7 Program

The Agency shall submit a detailed report and SRS to the Nigam's Nodal Officer, for information, within the reasonable time. The program shall include the following:

- the order in which the Agency proposes to carry out the Services,
- the sequence of all modules specified in the Contract.

The Agency shall, whenever required by the Nigam's Nodal Officer for information, provide in writing, a general description of the arrangements and methods which the Agency proposes to adopt for the performance of Services. No significant alteration to the program, or to such arrangements and methods, shall be made without informing to the Nigam's Nodal Officer. If the progress of the Services do not conform to the program, the Nigam's

Nodal Officer may instruct the Agency to revise the program, showing the modifications necessary to achieve completion within the Time for Completion.

4.8 Progress Reports

During Phase1, Monthly progress reports shall be prepared by the Agency and submitted to the Nigam's Nodal Officer for comparisons of actual and planned progress, with details of any aspects which may jeopardize the completion in accordance with the Contract, and the measures being (or to be) adopted to overcome such aspects.

During Phase – 2, Quarterly reports shall be prepared by the agency and submitted to the Nigam's Nodal Officer with details of regular completion of O & M work and also deficiencies if any of either side.

4.9 Electricity, Water, Telephone and Internet

The Agency shall be entitled to use for the purposes of the Services such supplies of electricity, water, telephone and internet connections and other services as may be available to be provided on the Site and of which details are given in the Scope of Work.

4.10 Clearance of Site

During the execution of the Services, the Agency shall keep the Site free from all unnecessary obstruction, and shall store or dispose off any Equipment or surplus materials.

4.11 Security of the Site

Unless otherwise stated;

- the Agency shall be responsible for keeping unauthorized persons off the Site, and
- Authorized persons shall be limited to the employees of the Agency, persons authorized by the Nigam or the Nigam's Nodal Officer.

4.12 Agency's Operations on Site

The Agency shall confine his operations to the Site, and to any additional areas which may be provided by the Nigam's Nodal Officer as working areas. The Agency shall take all necessary precautions to keep his personnel and equipment within the Site and such additional areas.

5. SYSTEM DESIGN

5.1 General Obligations

The Agency shall carry out, and be responsible for, the design and installation of the System and performing services up to contract period. System shall be designed & installed by professionals who comply with the criteria (if any) stated in the Nigam's Requirements. For each part of the Services, the prior consent of the Nigam's Nodal Officer shall be obtained for deploying the professionals, if they are not named as such in the Contract. Nothing contained in the Contract shall create any contractual relationship or professional obligations between any professionals, and the Nigam.

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The Agency holds himself responsible for his professionals as having the experience and capability necessary for the application development & installation of Systems. The Agency undertakes that the designers shall be available to attend discussions with the Nigam's Nodal Officer at all reasonable times during the Contract Period.

5.2 System Documents

The Agency shall prepare System Documents in sufficient detail to satisfy all required services. The Nigam's Nodal Officer shall have the right to review and inspect the preparation of System Documents.

For each part of the Services, and except to the extent that the prior consent of the Nigam's Nodal Officer shall have been obtained:

- Work shall not commence prior to the expiry of the review periods for the System Documents;
- Work shall be in accordance with such Documents; and

If the Nigam's Nodal Officer instructs that further Documents are necessary for carrying out the Services, the Agency shall upon receiving instructions of the Nigam's Nodal Officer, prepare such Documents.

Errors, omissions, ambiguities, inconsistencies, inadequacies and other modifications shall be rectified by the Agency at his cost.

5.3 Agency's Undertaking

The Agency undertakes that application software developed will be in accordance with the following, in order of priority:

- the law in the Country, and
- the documents forming the Contract, as altered or modified by Variations.

5.4 Technical Standards and Regulations

The design, the installation of System, the performance of the Services shall comply with the Country's national specifications, technical standards, regulations applicable to the product, and the standards specified in the Nigam's Requirements, applicable to the Agency's Proposal, or defined by law. References in the Contract to such specifications and other matters shall be understood to be references to the edition applicable on

the Base Date, unless stated otherwise. If substantially changed or new applicable national specifications, technical standards or regulations come into force after the Base Date, the Agency shall submit proposals for compliance to the Nigam's Nodal Officer. In the event that the Nigam's Nodal Officer determines that such proposals constitute a variation, he shall then initiate a Variation.

5.5 Operation and Maintenance Manuals

Prior to commissioning of the System, the Agency shall prepare, and submit to the Nigam's Nodal Officer, operation and maintenance manuals in accordance with the Nigam's Requirements and in sufficient detail for the Nigam to operate and maintain the System. The

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System shall not be considered to be completed for the purposes of taking-over until such operation and maintenance manuals have been submitted to the Nigam's Nodal Officer.

5.6 Patent Rights

The Agency shall indemnify the Nigam against all claims of infringement of any patent, registered design, copyright, trade mark or trade name, or other intellectual property right, if:

- the claim or proceedings arise out of the application software development;
- the infringement (or allegation of infringement) was not the result of part (or all) of the Works being used for a purpose other than that indicated by, or reasonably to be inferred from, the Contract; and
- the infringement (or allegation of infringement) was not the unavoidable result of the Agency's compliance with the Nigam's Requirements.

The Agency shall be promptly notified of any claim under this Sub-Clause made against the Nigam. The Agency may, at his cost, conduct negotiations for the settlement of such claim, and any litigation or arbitration that may arise from it. The Nigam or the Nigam's Nodal

Officer shall not make any admission which might be prejudicial to the Agency, unless the Agency has failed to take over the conduct of the negotiations, litigation or arbitration within a reasonable time after having been so requested.

Except to the extent that the Nigam agrees otherwise, the Agency shall not make any admission which might be prejudicial to the Nigam, until the Agency as given the Nigam such reasonable security as the Nigam may require. The security shall be for an amount which is an assessment of the compensation, damages, charges and costs for which the Nigam may become liable, and to which the indemnity applies.

The Nigam shall, at the request and cost of the Agency, assist him in contesting any such claim or action.

6. Equipment/ Hardware:-

Computer:- The equipment to installed by agency for operators should be of the following standers.

- Intel core i5 processor or higher
- 4 GB or higher RAM
- 1 TB HDD or higher
- 18 inches (46.99 cm) or higher monitor
- USB keyboard, mouse
- I/O Ports: min 6 USB ports, Headphone, Microphone, VGA/DP port, HDMI
- Network feature: 10/100/1000 on board integrated network port
- OS: windows 7 or latest
- Microsoft Office
- Antivirus pre installed
- Responsibility of software license will be borne by the Contractor/firm.

Printer:- Black & white laser printer with speed 15 ppm or more for specific Needs, DOT Matrix/ inkjet printer may be taken in lieu of laser printer.

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UPS:- Online/ Offline UPS for above Computer and Printer with 30 minutes battery backup.

7. PERSONNEL

7.1 Engagement of Personnel

- The Agency shall make his own arrangements for the engagement of all personnel including their payment, housing, feeding and transport. All persons engaged by the Agency will remain as Employees of the Agency, and under no circumstances will the Nigam or his Nodal Officers be liable for such personnel. The Agency will be solely responsible and liable for such personnel. No rights of any kind of appointment shall be attributed to the Nigam for the act/appointment of any personnel provided for carrying out the Services by the Agency.
- The rate offered by the bidder in the bid is the minimum wage (skilled labour) rate of Rs.299/- per day + EPF@13% + ESI@3.25 etc. by the Labor Department which will not be less than
- Rs.9,038/- per month per operator. (The rates of EPF and ESI will be subject to the latest orders.)
- The orders issued by the Finance Department from time to time will be applicable to this bid.
- According to the latest rates of the State/Central Government, the contractor will get the EPF of all his workers as per the rules. and ESI It will have to be deposited, which will include deduction from the wage amount of the employed workers and the contribution of the contractor. The EPF of the workers of the previous month along with the bill of the next month by the contractor. and E.S.I. The bill/bills of the coming month will be paid to the contractor only after production of the copy of the concerned challan in confirmation of the amount of contribution being deposited as per rules.
- Bank scrolls and E.P.F./E.S.I. The bill/bills of the coming month will be paid to the contractor only after the copy of the relevant challan is presented in confirmation of the transfer of the full amount of contribution in the relevant accounts.
- Minor persons will not be employed by the service agency and it will be mandatory for the employed computer operator to be given the prescribed minimum wages (remuneration/salary) amount of skilled labor under the Labor Act, the rates will have to be submitted accordingly. No bid will be accepted at a rate less than the minimum wage.
- It will be mandatory for the bidder to make payment to the operators through RTGS/NEFT as per Section 5(4) of The Payment of Wages Act, 1936.
- It will be the responsibility of the service agency to secure all the records to be kept under various provisions of labor law.
- The bidding agency should not be blacklisted by any Department/ Institution/ Board/ Corporation of the State Government.
- If the contract workers die due to any reason or become accident/injured/disabled in any other form, then all the responsibility and the burden of compensation/compensation etc. will be borne by the service agency. No burden will be borne by this office for this.
- The persons provided at the level of the service supply organization should have good conduct and the service agency will have full responsibility in respect of them.
- After installation of the computer unit, it will be inspected by the ACP/Programmer to ensure that the computer system conforms to the approved specification. If the system is not found conforming to the level of the prescribed specification, then the concerned firm will have to install the computer unit as per the prescribed specification in two days. Failure to do so will attract a penalty of Rs 2000/- per day.
- It shall be the sole responsibility of the bidder to maintain and maintain the computer system in proper working condition. No extra payment will be made for this. If there is a need for

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repairs etc., it will be the responsibility of the bidder to make repairs in a reasonable time by giving notice in writing. If the repair is expected to take more than a day, then the bidder will have to make arrangements for the installation of other equipment by then. Otherwise a penalty of Rs.1000/- per day will be levied.

- If the computer system does not work as per the satisfaction of the concerned department, the bidder will be asked to get it rectified by giving intimation in writing. If it is not rectified within the stipulated period, the contract of the firm will be canceled by giving fifteen days notice.
- If the equipment is stolen or any other type of damage occurs, then the concerned department will not be responsible for that. Hence, the bidder can get the equipments insured, if he so desires.
- Municipal Corporation Greater Jaipur will have the right to cancel the contract of the bidder if the same operator is employed by the bidder at more than one place.
- The workers employed by the contractor will be compulsorily paid wages through RTGS/NEFT/ONLINE in their bank accounts. The details of the amount deposited by the concerned contractor in the bank account of the workers employed along with the list of payment of the workers concerned will be compulsorily presented to the procurement institution along with the monthly bill for the coming month. The bill for the coming month will be paid to the contractor only after the procurement organization is satisfied about the details of the amount deposited in the bank accounts of the workers.
- In order to ensure the payment of the prescribed minimum wages to the workers, during the contract period, if the minimum wage rate is increased from time to time by the notification of the Labor Department, the difference amount will be paid to the extent of the increased minimum wage by the procuring institution.
- If the procuring organization receives a complaint about non-payment of minimum wages as per the rules by the contractor, then the procuring institution will compulsorily inform the labor department in this regard and if necessary as per the rules, will take action to debar the contractor.
- The list of computer operators to be appointed by the contractor along with the educational and experience certificates will have to be presented in the office before being placed on the job, along with their police verification will also have to be submitted.
- The operator will have a maximum of 26 working days per month. According to the labor rules, weekly leave will be admissible to the personnel, which will be payable on the days fixed by the administration.

7.2 Persons in the Service of Others

The Agency shall not recruit, or attempt to recruit, personnel from amongst persons in the service of the Nigam or the Nigam's Nodal Officer.

7.3 Manpower:- The computer operator to be provided should be of the following qualification

The person should be graduated and should have knowledge to operate computer in windows environment, good knowledge of MS- office word Processor, Internet operations and should have sufficient speed of typing in Hindi 25 w/m and English 30 w/m.

7.4 Laws

The Agency shall comply with all the relevant laws applying to his employees, and shall duly pay and afford to them all their legal rights The Agency shall require all such employees to obey all applicable laws and regulations.

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7.5 Working Hours

No work shall be carried out on the Site outside the normal working hours, or on the locally recognized days of rest, unless:

- the Contract so provides,
- the work is unavoidable, or necessary for the safety of the System, in which case the Agency shall immediately inform the Nigam's Nodal Officer, and/or
- the Nigam's Nodal Officer gives his consent.

7.6 Facilities for Personnel

The Agency shall provide and maintain all necessary welfare facilities for his personnel.

7.7 Agency's Personnel

The Agency shall employ (or cause to be employed) only persons who are careful and appropriately qualified, skilled and experienced in their respective trades or occupations. The Nigam's Nodal Officer may require the Agency to remove (or cause to be removed) any person employed on the Site, including the Agency's officers, who in the opinion of the Nigam's Nodal Officer:

- persists in any misconduct,
- is incompetent or negligent in the performance of his duties,
- fails to conform with any provisions of the Contract, or
- persists in any conduct which is prejudicial to safety.

If appropriate, the Agency shall then appoint (or cause to be appointed) a suitable person as replacement.

7.8 Disorderly Conduct

The Agency shall at all times take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst his Personnel.

8. COMMENCEMENT, DELAYS AND SUSPENSION

8.1 Time for Completion

The whole of the Services, and the System, shall be completed within the Time for Completion for the Services or such System (as the case may be) as mentioned in the Scope of Work.

8.2 Extension of Time for Completion

The Agency may apply for an extension of the Time for Completion, either before or after the Time for Completion, giving a notice of at least 28 days, due to any of the following causes:

- a Variation,
- a force majeure event,
- a cause of delay giving an entitlement to extension of time.,
- any delay, impediment or prevention by the Nigam.

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The Nigam's Nodal Officer shall determine either prospectively or retrospectively such extension of the Time for Completion as may be due. The Nigam's Nodal Officer shall notify the Agency accordingly. When determining each extension of time, the Nigam's Nodal Officer shall review his previous determinations and may revise, but shall not decrease, the total extension of time.

8.3 Delays Caused by Authorities

If the following conditions apply, namely:

- the Agency has diligently followed the procedures laid down by the relevant legally constituted public authorities in the Country,
- such authorities delay, impede or prevent the Agency, and
- the resulting delay to the System was not (by the Base Date) foreseeable by an experienced Agency,

8.4 Rate of Progress

If, at any time, the Agency's actual progress falls behind the program or it becomes apparent that it will so fall behind, the Agency shall submit to the Nigam's Nodal Officer a revised program taking into account the prevailing circumstances. The Agency shall, at the same time, notify the Nigam's Nodal Officer of the steps being taken to expedite progress, so as to achieve completion within the Time for Completion.

If any steps taken by the Agency in meeting his obligations incur additional costs to Nigam, such costs shall be recoverable from the Agency by the Nigam, and may be deducted by the Nigam from any monies due, or to become due, to the Agency.

8.5 Periodical Review of Performance and Liquidated Damages for Delay

For both the Phase 1 and Phase 2 Services, the performance of the Agency, will be reviewed at the end of each quarter to ensure that the progress is commensurate with the requirements of the Contract and in accordance with the time schedule set out in the agreed plan. In case the Agency fails to comply with the Contractual requirements with regards to timely completion of the respective Services, the Agency shall pay to the Nigam, as liquidated damages for delay, a sum equivalent to 2.0% of the relevant Contract Price for the particular quarter for which the performance has been found to be unsatisfactory, subject to the condition that the maximum amount of damages shall not exceed the 10% amount of Liquidated Damages of contract price. In case the Agency makes up the delay in progress during subsequent quarters, any payment of such damages for delay will be refunded to the Agency.

At any time after the Nigam has become entitled to liquidated damages, the Nigam's Nodal Officer may give notice to the Agency to terminate the services within the specified time.

8.6 Suspension of Services

The Nigam's Nodal Officer may at any time instruct the Agency to suspend part or all of the Services. During suspension, the Agency shall protect, store and secure such part or all of the Services against any deterioration, loss or damage.

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8.7 Resumption of Services

After receipt of permission to proceed, the agency shall, after notice to the Nigam's Nodal Officer examine the system affected by the suspension, make good any deterioration or defect or loss of systems. The agency shall be compensated suitably.

9. NIGAM'S TAKING OVER

9.1 Taking-Over Certificate

The System(s) shall be taken over by the Nigam or his designated Nodal Officer when they have been completed in accordance with the Contract.

The Agency may apply by notice to the Nigam's Nodal Officer for a Taking-Over Certificate not earlier than 14 days before the System and Services, in the Agency's opinion, will be complete and ready for taking over. The Nigam's Nodal Officer shall, within 28 days after the receipt of the Agency's application:

a. Issue the Taking-Over Certificate to the Agency, stating the date on which the System or Phase/ Section / Module were completed in accordance with the Contract (except for minor outstanding work that does not affect the use of the System or Phase/ Section / Module for their intended purpose); or
b. Reject the application, giving his reasons and specifying the work required to be done by the Agency to enable the Taking-Over Certificate to be issued: the Agency shall then complete such work before issuing a further notice.

If the Nigam's Nodal Officer fails either to issue the Taking-Over Certificate or to reject the Agency's application within the period of 28 days, and if the System or Phase/ Section / Module (as the case may be) are substantially in accordance with the Contract, the Taking-Over Certificate shall be deemed to have been issued on the last day of that period.

9.2 Performance certificate

The Contract shall not be considered to be completed until the Performance Certificate has been signed by the Nigam's Nodal Officer and delivered to the Agency, stating the date on which the Agency completed his obligations to the Nigam's Nodal Officer's satisfaction.

Separate Performance Certificates will be issued with respect to completion of the works and/or Services provided by the Agency under Phase 1 and Phase 2 of the Contract. The Performance Certificate(s) shall be given by the Nigam's Nodal Officer(s) by the date 28 days after the expiry of the Contract Period, or as soon after such date as the Agency has satisfactorily completed the works and Services required under the Contract and provided all the System Documents.

10. CONTRACT PRICE AND PAYMENT

10.1 The Contract Price

Unless otherwise stated:

- payment for the Services shall be made on the basis of the Schedule of Prices;

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- the Contract Price shall not be adjusted for changes in the rate of personnel, or other matters;
- the Agency shall pay all the duties and taxes in consequence of his obligations under the Contract, and the Contract Price shall not be adjusted for such costs;
- any quantities which may be set out in a Schedule are only estimated quantities and are not to be taken as the actual and correct quantities of the work to be executed by the Agency in fulfillment of his obligations under the Contract; and
- any quantities, prices or rates of payments per unit quantity which may be set out in a Schedule are only to be used for the purposes stated in such Schedule.

- If any part of the System is to be paid according to quantity of work done, the provisions for measurement and valuation shall be as stated in the Schedule of Prices.

10.2 Advance Payments

Nigam will not make any advance payments.

10.3 Application for Interim Payment Certificates

The Agency shall submit a statement in three copies to the Nigam's Nodal Officer after the end of each month, in a form approved by the Nigam's Nodal Officer, showing the amounts to which the Agency considers himself to be entitled, together with supporting documents which shall include the detailed report on the progress during the month. The statement shall include the following items, as applicable, in the sequence listed:

- the estimated contract value of the System and Services produced and the work executed up to the end of the month;
- any amounts to be added and deducted for changes in legislation;

10.4 Issue of Interim Payment Certificates

During Phase 1, the payment will be made as per payment terms after each module is developed and commissioned and performance certificate is issued by the competent authority incharge of that module.

No amount will be certified or paid until the Nigam has received, and approved, the performance certificate. Thereafter, the Nigam's Nodal Officer shall, within 28 days of receiving a statement and supporting documents, deliver to the Nigam with a copy to the Agency an Interim Payment Certificate showing the amount which the Nigam's Nodal Officer considers to be due; if no payment is considered to be due, the Nigam's Nodal Officer shall promptly notify the Agency accordingly.

An Interim Payment Certificate shall not be withheld on account of:

- Defects: If anything supplied or services rendered by the Agency is not in accordance with the Contract, the cost of rectification or replacement shall be deducted by the Nigam's Nodal Officers from any amount otherwise due;
- Part (only) of the payment applied for being disputed: in such case, a payment certificate shall be issued for the undisputed amount.

The Nigam's Nodal Officer may in any payment certificate make any correction or modification that should properly be made to any previous certificate.

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10.5 Payment

Unless otherwise stated,

- the Nigam shall pay the amount certified in each Interim Payment Certificate within 28 days from the date on which the Nigam's Nodal Officer received the Agency's statement and supporting documents; and
- the Nigam shall pay the amount certified in the Final Payment Certificate within 28 days from the date of issue of the Certificate.

Payments shall be made into a bank account, nominated by the Agency.

10.6 Application for Final Payment Certificate

Not later than 56 days after the issue of the Performance Certificate, the Agency shall submit to the Nigam's Nodal Officer three copies of a draft final statement with supporting documents showing in detail, in a form approved by the Nigam's Nodal Officer:

- the value of all work done in accordance with the Contract, and
- any further sums which the Agency considers to be due to him under the Contract or otherwise.

If the Nigam's Nodal Officer disagrees with or cannot verify any part of the draft final statement, the Agency shall submit such further information as the Nigam's Nodal Officer may reasonably require and shall make such changes in the draft as may be agreed between them. The Agency shall then prepare and submit to the Nigam's Nodal Officer the final statement as agreed (for the purposes of these Conditions referred to as the "Final Statement").

If, following discussions between the Nigam's Nodal Officer and the Agency and any changes to the draft final statement which may be agreed between them, it becomes evident that a dispute exists, the Nigam's Nodal Officer shall deliver to the Nigam (with a copy to the Agency) an Interim Payment Certificate for those parts of the draft final statement which are not in dispute. The dispute may then be resolved, in which case the Agency shall then prepare and submit to the Nigam (with a copy to the Nigam's Nodal Officer) a Final Statement in accordance with the outcome of the dispute.

10.7 Discharge

When submitting the Final Statement, the Agency shall submit a written discharge which confirms that the total of the Final Statement represents full and final settlement of all monies due to the Agency under the Contract. Such discharge may state that it shall become effective only after payment due under the Final Payment Certificate has been made and the performance security has been returned to the Agency.

10.8 Issue of Final Payment Certificate

The Nigam's Nodal Officer shall issue to the Nigam, with a copy to the Agency, the Final Payment Certificate within 28 days after receiving the Final Statement and written discharge:

- the amount which is finally due, and

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- after giving credit to the Nigam for all amounts previously paid by the Nigam and for all sums to which the Nigam is entitled, the balance, if any, due from the Nigam to the Agency or from the Agency to the Nigam as the case may be.

If the Agency has not applied for a Final Payment Certificate, the Nigam's Nodal Officer shall request the Agency to do so. If the Agency fails to make such an application within a period of 28 days, the Nigam's Nodal Officer shall issue the Final Payment Certificate for such amount as he considers being due.

10.9 Cessation of Nigam's Liability

The Nigam shall not be liable to the Agency for any matter or thing arising out of (or in connection with) the Contract or performance of Services, unless the Agency shall have included a claim for it in his Final Statement and (expect for matters or things arising after the issue of the Taking-Over Certificate for the System) in the statement at completion.

10.10 Changes in Legislation

The Contract Price shall be adjusted to take account of any increase or decrease in Cost resulting from changes in legislation of the Country, made after the Base Date. Such legislation means any law, order, regulation or by-law having the force of law, including currency restrictions, which affects the Agency in the performance of his obligations.

If the Agency suffers (or will suffer) delay and/or incurs (or will incur) additional Cost resulting from such changes in legislation, made after the Base Date, the Agency shall give notice to the Nigam's Nodal Officer. After receipt of such notice the Nigam's Nodal Officer shall proceed to agree or determine the amount of such Cost, which shall be added to the Contract Price, and shall notify the Agency accordingly.

11. VARIATIONS

11.1 Right to Vary

Variations may be initiated by the Nigam's Nodal Officer at any time during the Contract Period, either by instruction or by a request for the Agency to submit a proposal. If the Nigam's Nodal Officer requests the Agency to submit a proposal and subsequently decides not to proceed with the change, the Agency shall be reimbursed for the Cost incurred, including design services. The Agency shall not make any alteration and/or modification of the System & Services, unless and until the Nigam's Nodal Officer instructs or approves a Variation.

If any alteration and/or modification arises out of works or Services which are not in accordance with the Contract, the rectification shall not constitute a Variation.

11.2 Value Engineering

The Agency may, at any time, submit to the Nigam's Nodal Officer a written proposal which, in the Agency's opinion, will reduce the cost of maintaining or operating the System, or improve the efficiency or value to the Nigam of the completed System, or otherwise be of benefit to the Nigam. Any such proposal shall be prepared at the cost of the Agency.

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11.3 Variation Procedure

If the Nigam's Nodal Officer requests a proposal, prior to instructing a Variation, the Agency shall submit as soon as practicable:

- a description of the proposed design and/or work to be performed and a program for its execution,
- the Agency's proposal for any necessary modifications to the program, and
- the Agency's proposal for adjustment to the Contract Price, Time for Completion and/or modifications to the Contract.

The Nigam's Nodal Officer shall, as soon as practicable after receipt of such proposals, respond with approval, rejection or comments.

If the Nigam's Nodal Officer instructs or approves a Variation, he shall proceed to agree or determine adjustments to the Contract Price, Time for Completion and Schedule of Payments. Adjustment of the Contract Price shall include reasonable profit, and shall take account of the Agency's submissions.

12. DEFAULT OF AGENCY

12.1 Notice to Correct

If the Agency fails to carry out any of his obligations, or if the Agency is not performing the Services in accordance with the Contract, the Nigam's Nodal Officer may give notice to the Agency requiring him to make good such failure and remedy the same within a specified reasonable time.

12.2 Termination

If the Agency :

a) fails to comply with a notice,
b) abandons or repudiates the Contract,
c) without reasonable excuse fails:

- to commence the Services,
- to proceed with the Services or
- to demonstrate that sufficient design capability is employed in the installation of the System and performance of Services to achieve completion within the Time for completion or

d) it becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors, or if any act is done or event occurs which (under any applicable law) has a similar effect to any of these acts or events or
e) assigns the Contract or subcontracts the System without the required consent or
f) in the judgment of the Nigam has engaged in corrupt and fraudulent practices in competing or in executing the contract,

then the Nigam may, after having given 14 days' notice to the Agency, terminate the Agency's employment under the Contract and expel him from the Site and forfeit the

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Performance Security. The Agency shall then deliver all System Documents, and other documents made by or for him, to the Nigam's Nodal Officer. The Agency shall not be released from any of his obligations or liabilities under the Contract. The rights and authorities conferred on the Nigam and the Nigam's Nodal Officer by the Contract shall not be affected.

The Nigam may upon such termination complete the System himself and / or by any other Agency. The Nigam or such other Agency may use for such completion so much of the System Documents, other documents, equipment and materials made by or on behalf of the Agency, as he or they may think proper. Upon completion of the work in process, or at such earlier date as the Nigam's Nodal Officer thinks appropriate, the Nigam's Nodal Officer shall give notice that the Agency's Equipment will be released to him at or near the Site.

The Agency shall remove or arrange removal of the same from such place without delay and at his cost.

12.3 Valuation at Date of Termination

The Nigam's Nodal Officer shall, as soon as possible after termination determine and advise the Agency of the value of the System Documents, Equipment and Services performed and all sums then due to him as at the date of termination.

12.4 Payment after Termination

The Nigam shall be entitled to recover from the Agency the extra costs, if any, of completing the System and Services, from the sum due to the Agency. If there are no such extra costs, the Nigam shall pay any balance to the Agency.

12.5 Bribes

If the Agency, or any of his Sub Contractors, agents or servants gives or offers to give to any person any bribe, gift, gratuity or commission as an inducement or reward:

- for doing or forbearing to do any action in relation to the Contract or any other contract with the Nigam, or
- for showing or forbearing to show favor or disfavor to any person in relation to the Contract or to any other contract with the Nigam,

then the Nigam may, after having given 14 day's notice to the Agency, terminate the Agency's employment under the Contract and expel him from the Site, and the provisions of this Clause shall apply as if such termination and expulsion had been made.

13. DEFAULT OF NIGAM

13.1 Agency's Entitlement to Suspend Work

If the Nigam or his Nodal Officer fails to pay the Agency the amount due under any certificate of the Nigam's Nodal Officer, and fails to explain why the Agency is not entitled to such amount, within 21 days after the expiry of the time within which payment is to be made, except for any deduction that the Nigam or his Nodal Officer is entitled to make under the Contract, the Agency may suspend work or reduce the rate of work after giving

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not less than 7 days' prior notice to the Nigam (with a copy to the Nigam's Nodal Officer). Such action shall not prejudice the Agency's entitlements to payment and to terminate.

If the Agency suspends work or reduces the rate of work, and the Nigam subsequently pays the amount due, the Agency's entitlement shall lapse in respect of such delayed payment, unless notice of termination has already been given, and the Agency shall resume normal working as soon as is reasonably possible.

If the Agency suffers delay and/or incurs Cost as a result of suspending work or reducing the rate of work, the Agency shall give notice to the Nigam's Nodal Officer. After receipt of such notice, the Nigam's Nodal Officer shall proceed to agree or determine:

- any extension of time to which the Agency is entitled, and
- the amount of such Cost plus reasonable profit, which shall be added to the Contract Price, and shall notify the Agency accordingly.

13.2 Termination

If the Nigam:

- fails to pay the Agency the amount due under any certificate of the Nigam's Nodal Officer within 42 days after the expiry of the time within which payment is to be made (except for any deduction that the Nigam is entitled to make under the Contract),
- becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors, or if any act is done or event occurs which (under any applicable law) has a similar effect to any of these acts or events,
- consistently fails to meet the Nigam's obligations under the Contract, or
- assigns the Contract without the Agency's consent,
- or, if a prolonged suspension affects the whole of the work,

then the Agency may terminate his employment under the Contract by giving notice to the Nigam, with a copy to the Nigam's Nodal Officer. Such notice shall take effect 14 days after giving of the notice.

13.3 Cessation of Work and Removal of Agency's Equipment

After termination, the Agency shall:

- cease all further work, except for such work as may be necessary and instructed by the Nigam's Nodal Officer for the purpose of making safe or protecting those parts of the System already executed, and any work required to leave the Site in a safe condition,
- hand over all System(s), System Documents, records, etc., for which the Agency has received payment,
- hand over those other parts of the System(s) executed by the Agency up to the date of termination, and
- remove all Agency's Equipment which is on the site, and other equipment for which the nigam and the Agency might mutually agree, and repatriate all his staff and labour from the Site.

Any such termination shall be without prejudice to any other right of the Agency under the Contract.

13.4 Payment on Termination

After termination, the Nigam shall return the performance security, and shall pay the Agency an amount calculated and certified plus the amount of any loss or damage, including loss of profit, which the Agency may have suffered in consequence of termination.

14. RISK AND RESPONSIBILITIES

14.1 Indemnity

The Agency shall indemnify and hold harmless the Nigam, the Nigam's Nodal Officer, their Agency's agents and employees from and again all claims, damages, losses and expenses arising out of or resulting from the System, including professional services provided by the Agency.

These indemnification obligations shall be limited to claims, damages, losses and expenses which are attributable to bodily injury, sickness, disease or death, or to injury to or destruction of physical property (other than the System), including consequential loss of use. Such obligations shall also be limited to the extent that such claims, damages, losses or expenses are caused in whole or in part by a breach of a duty of care, imposed by law on the Agency or anyone directly or indirectly employed by the Agency.

14.2 Agency's Care of the System and Services

The Agency shall take full responsibility for the care of the System and Services from the Commencement Date until the date of issue of the Taking-Over Certificate, when responsibility shall pass to the Nigam. If the Nigam's Nodal Officer issues a Taking-Over Certificate for any Phase/ Section or part of the work, the Agency shall cease to be responsible for the care of that Section or part from the date of issue of such Taking-Over Certificate, when responsibility shall pass to the Nigam.

The Agency shall take responsibility for the care of any outstanding work which is required to be completed prior to the expiry of the Contract Period, until the Nigam's Nodal Officer confirms in writing that such outstanding work has been completed.

If any loss or damage happens to the System, arising from any cause other than the Nigam's risks during the period for which the Agency is responsible, the Agency shall rectify such loss or damage, at his cost. The Agency shall also be liable for any loss or damage to the System caused by any operations carried out by the Agency after the date of issue of the Taking-Over Certificate.

14.3 Nigam's Risks

The Nigam's risks are:

- war, hostilities (whether war be declared or not), invasion, act of foreign enemies,
- rebellion, revolution, insurrection, or military power, or civil war,
- ionizing radiation, or contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other

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hazardous properties of any explosive nuclear assembly or nuclear component of such assembly,

- pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds,
- riot, commotion or disorder, unless solely restricted to employees of the Agency or of his Sub Contractors and arising from the conduct of the Services,
- loss or damage due to the use or occupation by the Nigam of any Section or part of the System, except as may be provided for in the Contract, and
- any operation of the forces of nature against which the Agency could not reasonably have been expected to take precautions.

14.4 Consequences of Nigam's Risks

The Agency shall give notice, to the Nigam's Nodal Officer, of Nigam's risk upon it being foreseen by, or becoming known to, the Agency. If Nigam's risk results in loss or damage, the Agency shall rectify such loss or damage to the extent required by the Nigam's Nodal Officer. If the Agency suffers delay and/or incurs Cost as a result of Nigam's risk, the Agency shall give further notice to the Nigam's Nodal Officer. After receipt of such further notice the Nigam's Nodal Officer shall proceed to agree or determine:

- any extension of time to which the Agency is entitled, and
- the amount of such Cost, which shall be added to the Contract Price, and shall notify the Agency accordingly.

14.5 Agency's Risks

The Agency's risks are all risks other than the Nigam's risks

14.6 Limitation of Liability

The Agency shall in no event be liable to the Nigam, by way of indemnity or by reason of any breach of the Contract or in tort or otherwise, for loss of use of any part (or all) of the System or for loss of production, loss of profit or loss of any contract or for any indirect special or consequential loss or damage which may be suffered by the Nigam in connection with the Contract. The total liability of the Agency to the Nigam under the Contract shall not exceed the value of Performance Security. Except that this Sub-Clause shall not limit the liability of the Agency:

- under any other provisions of the Contract which expressly impose a greater liability,
- in cases of fraud, willful misconduct or illegal or unlawful acts, or
- in cases of acts or omissions of the Agency which are contrary to the most elementary rules of diligence which a conscientious Agency would have followed in similar circumstances.

15. INSURANCE for System and Equipment

- The Agency shall take out and maintain adequate professional liability insurance as well as adequate insurance against third party liability and loss of or damage to equipment purchased in whole or in part at their own cost.
- The Nigam undertakes no responsibility in respect of any life, health, accident, travel and other insurance which may be necessary or desirable for the Personnel of the agency or sub-contractors and specialists associated with the Agency for the purposes of the Services, nor for any members of any family of any such person.

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16. FORCE MAJEURE

- If either party is temporarily unable by reason of force majeure or the laws or regulations of Rajasthan to meet any of its obligations under the Contract, and if such party gives to the other party written notice of the event within fourteen (14) days after its occurrence, such obligations of the party as it is unable to perform by reason of the event shall be suspended for as long as the inability continues.
- Neither party shall be liable to the other party for loss or damage sustained by such other party arising from any event referred to in clause (a) above or delays arising from such event.
- The term "force majeure" as employed herein shall mean acts of God, strikes, lock-outs or other industrial disturbances, acts of the public enemy, wars, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms, lightning, floods, washouts, civil disturbances, explosions, and any other similar events, not within the control of either party and which by the exercise of due diligence neither party is able to overcome.

17. CLAIMS, DISPUTES AND ARBITRATION

17.1 Procedure for Claims

If the Agency intends to claim any additional payment under any Clause of these Conditions or otherwise, the Agency shall give notice to the Nigam's Nodal Officer as soon as possible and in any event within 28 days of the start of the event giving rise to the claim.

The Agency shall keep such contemporary records as may be necessary to substantiate any claim, either on the Site or at another location acceptable to the Nigam's Nodal Officer. Without admitting the Nigam's liability, the Nigam's Nodal Officer shall, on receipt of such notice, inspect such records and may instruct the Agency to keep further contemporary records. The Agency shall permit the Nigam's Nodal Officer to inspect all such records, and shall (if instructed) submit copies to the Nigam's Nodal Officer.

Within 28 days of such notice, or such other time as may be agreed by the Nigam's Nodal Officer, the Agency shall send to the Nigam's Nodal Officer an account, giving detailed particulars of the amount and basis of the claim. Where the event giving rise to the claim has a continuing effect, such account shall be considered as interim. The Agency shall then, at such intervals as the Nigam's Nodal Officer may reasonably require, send further interim accounts giving the accumulated amount of the claim and any further particulars. Where interim accounts are sent to the Nigam's Nodal Officer, the Agency shall send a final account within 28 days of the end of the effects resulting from the event

If the Agency fails to comply with this Sub-Clause, he shall not be entitled to additional payment.

17.2 Payment of Claims

The Agency shall be entitled to have included in any Interim Payment Certificate such amount for any claim as the Nigam's Nodal Officer considers due. If the particulars supplied are insufficient to substantiate the whole of the claim, the Agency shall be entitled to payment for such part of the claim as has been substantiated.

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17.3 Arbitration

Any dispute or difference arising out of the Contract which cannot be amicably settled between the parties shall be finally settled under the " Arbitration & Conciliation Act 1996" (with all amendments) by one or more arbitrators appointed there under. The arbitration shall take place in Jaipur, Rajasthan, India. The resulting award shall be final and binding on the parties and shall be in lieu of any other remedy.

The Nigam and the Agency shall each pay one-half of the Arbitrator's remuneration in accordance with its terms of remuneration. If, at anytime, either party shall fail to pay its due proportion of such remuneration, the other party shall be entitled to make payment on his behalf and recover it from the party in default.

Arbitrator's appointment may be terminated only by mutual agreement of the Nigam and the Agency.

18. PAYMENT OF COMMISSION, GRATUITIES, REBATES, GIFTS

The Agency undertakes that no fees, gratuities, rebates, gifts, commissions or other payments, other than those shown in the Bid, have been given or received in connection with the procurement process or in the contract execution.

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Section IV

1. PRE-QUALIFICATION CRITERIA

The proposal failing to meet all of the below pre-qualification eligibility criteria shall be disqualified and will not be considered for technical evaluation process.

S. No	Basic Requirement	Specific Requirement	Documents Required
PQ 1	Legal Entity	The bidder should be a Proprietorship firm duly registered either under the Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement OR A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932.	Copy of valid Registration Certificates
PQ 2	Turnover	Bidder's average annual turnover of at least Rs 10 crores from IT/ITES during thelast three financial years (FY's 2018 -19, 2019-20, 2020-21) or during FY's 2019-20, 2020-21, 2021-22) as per last audited balance sheets or statements	CA Certificate with CA's Registration Number/ Sealand UDIN
PQ 3	Net worth	The net worth of the bidder should be positive during last five year.	CA Certificate with CA's Registration Number/ Seal
PQ 4	Technical Capability	The Bidder should have been engaged and completed or in FMS phase (Portal/Application status should be on production and live) for at least following numbers of projects for any Government Department / Government Agency / PSU or any Recognized registered Private company. A. One Project of development, deployment, implementation, and O&M of Web-Portal/ Application based Software Application having value of 60% of project cost. Or	Work Completion Certificatesfrom the client; OR Work Order + Self Certificate of Completion+ Completion Certificate from the client.

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		B. Two projects of development, deployment, implementation, and O&M of Web-Portal/ Application based Software Application having value of 40% each two project. On going projects will be considered if value of completed phase is as desired. Bidder should have a experience of Manpower Services /computer operator/man with machine/Project management unit as per following criteria. Note: 1. The Completion date of a project or go live of the project should be in last 3 financial years. 2. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria. 3. The work order related to the third party software or sale licensed cost base product is not considered.	Work Completion Certificates from the client
PQ 5	Tax registration	The bidder should have registered Documents. i.) Income Tax / Pan number ii.) GST iii.) ESIC iv.) EPF	Copy of PAN Card and Copy of all valid certificates
PQ 6	Certification	The bidder must possess, at the time of bidding, a valid CMMI Level-3 certification.	Copy of a valid certification
PQ 7	Blacklisting	As on date of submission of the proposal, the Bidder should not have been blacklisted/ Terminated by Central/State Government/PSU entity in India or similar agencies globally for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices, in past 8 (eight) years.	Undertaking by the authorizedsignatory on Stamp of Rs. 100.

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TECHNICAL QUALIFICATION CRITERIA

Important: Qualification criteria for technical evaluation and progression to commercial evaluation stage.

Minimum 70% (70 marks) of the overall (total) Technical Score.

N.B. – Authority (or a nominated party) reserves the right to check / validatethe authenticity of the information provided in the Pre-Qualification and Technical Evaluation criteria and the requisite support must be provided by the Bidder.

The following sections explain how the Bidders shall be evaluated on each of the evaluation criteria.

S No	Technical Evaluation Criteria		Points
TQ 1	Average annual turnover based on audited balance sheets from thelast 3 financial years (2018-19, 2019-20 & 2020-21, as per below criteria:		30
	Above Rs 20 Cr	(Marks -30)	
	>= Rs 15 Cr and < Rs 20 Cr	(Marks -20)	
	> =Rs 10 and <15 Cr.	(Marks-15)	
TQ2	Capability Statement- Years of Existence		30
	Experience of >15 years in the field of IT	(Marks- 30)	
	Experience of 10-15 years in the field of IT	(Marks- 20)	
TQ3	Bidder should have on roll resources working in their firm. (provide ECR list) For above250 Manpower (30 Marks) For 150-200 Manpower (20 marks) For minimum 150 Manpower (15 marks)		30
TQ4.0	**Technical Presentation is submitted in writing:** Approach and Work plan Methodology		10
	Approach and work plan.	(Marks- 5)	
	Methodology for implementation (should cover solution Architecture, and the detailed project execution of plan for completing it on time).	(Marks- 5)	

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Note: Technical Presentation and Hard Copy of an authenticated document detailingthe criteria mentioned above shall be submitted by the bidder at the time of presentation.

a) Scoring shall be done by the technical evaluation committee on the technical presentation and document submitted for the above-mentioned Technical Qualification Criteria.

b) Marking for a given criteria may be given based upon sufficient proof towards said criteria on based on demonstration of the same in the presentation.

c) Each technical bid will be assigned a technical score out of a minimum of 100 marks as per the aforesaid Technical evaluation criteria table. Bidders who score a technical score of 70% and above will qualify for the financial bid opening and evaluation.

AWARD OF CONTRACT

- **Notification of award**

Bidder achieving the **maximum mark (L-1)**, as per clause no ....., will be considered to be the successful bidder and will be issued the Letter of Acceptance (LoA).

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Proforma 1

On Non-judicial Stamp Paper of Rs. ..... duly notarized

Power of Attorney

Know all men by these presents, I, ... of ..... having its Registered Office at ..... do hereby constitute, appoint and authorize ..... who is also holding the position of ..... as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental submission of documents as required in the bid for the "**Subject .....**" including signing and submission of all documents and providing information/responses to Portal Tender No. Reference No.: ..... floated by **Commissioner, Nagar Nigam Greater jaipur,** ..... Representing us in all matters, in connection with our bid for the said project and we hereby declare that if an order is placed to us then we will execute the work in time. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the ..... day of ....., ...

_____

(Signature of Attorney)

_____

Signature of Head, Bidder's Organization

Witness

Witness 1:

Name:

Address:

Witness 2:

Name:

Address:

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Proforma 2

OFFICE OF COMMISSIONER

Nagar Nigam Greater jaipur, Jaipur (Raj.)

Tel. No.: Email:

No. Dated

To,

M/s. .....

.....

.....

Tel. No.: .....

Subject : Development, Implementation, Commissioning and Operations & Maintenance of e-Governance Project for Nagar Nigam Greater jaipur, Jaipur (Raj.)

Ref. : Your Technical Bid opened on xx-xx-xxxx and Price bid opened on xx-xx-xxxx

Letter of Acceptance

Dear Sir,

This is to notify you that your above referred bid has been accepted by Nigam for the negotiated Contract Price of Rs..... (.....) for Phase 1 and Rs..... ( ) for Phase 2.

We request you to provide the following within 14 days of the date of this Letter of Acceptance.

1. Provide the following separate Performance Bank Guarantees:

   a. For Phase 1 of the Services in favour of Commissioner, Nagar Nigam Greater jaipur in the amount of 10% (Ten Percent) of the Contract Price of the Phase 1 services valid for 6 months + 1 year grace period.

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b. For Phase 2 of the services in favour of Commissioner, Nagar Nigam Greater jaipur in the amount of 10% (Ten Percent) of the 1st year total value of Contract Price of Phase 2 valid for 1 year + 1 year grace period. This bank guarantee will be renewed every year till the Phase 2 services continue.

2. Prepare the Form of Agreement for Phase 1 & Phase 2 separately on government stamp paper and meet the undersigned on any working day to sign the said agreement.

One copy of signed agreement will be provided to you while original + 1 copy will remain with us.

Your's Sincerely,

Commissioner,

Nagar Nigam Greater jaipur

Dated:

Copy to

1.

2.

3.

4.

5.

6.

.....

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Proforma 3

SAMPLE OF BANK GUARANTEE FOR BID SECURITY

In consideration of the Commissioner, Nagar Nigam Greater jaipur, ... Jaipur (Rajasthan) having agreed for ..... (hereinafter called "Bidder") under the terms and conditions of Bidding for "Development, Implementation, Commissioning and Operation & Maintenance of e-governance Project for Nagar Nigam Greater jaipur, Jaipur (Rajasthan)" to deposit the security deposit for the due fulfillment by the said Bidder of the terms and conditions contained in the said Bidding for the above work , on production of a Bank Guarantee for Rs. Rs 63,84,980/- (Rupees Sixty three Lac eighty four thousand nine hundred eighty only), we, ... (hereinafter referred to as 'the Bank') at the request of ..... [Bidder)] do hereby undertake to pay to Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) the amount not exceeding Rs 63,84,980/- (Rupees Sixty three Lac eighty four thousand nine hundred eighty only). Against any loss or damage caused to or suffered or would be caused to or suffered by the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) by reason of any breach by the Bidder of any of the terms or conditions contained in the said bid document.

2. We, ... (Bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) by reason of breach by the said Bidder (s) of any of the terms and conditions contained in the said Bid for Tender No..... or by reason of the Bidder (s) failure to perform the said Bid. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. Rs 63,84,980/- (Rupees Sixty three Lac eighty four thousand nine hundred eighty only).

3. We, ... (Bank) undertake to pay to the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) any money so demanded notwithstanding any dispute or disputes raised by the Bidder (s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Bidder (s) shall have no claim against us for making such payment.

4. We, ... (Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Bid and that it shall continue to be enforceable till all the dues of the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) under or by virtue of the said Bid have been fully paid and its claims satisfied or discharged or till Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) certifies that the terms and conditions of the said Bid have been fully and properly carried out by the said Bidder (s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the ..... (including claim period of 12 months). We shall be discharged from all liabilities under this guarantee thereafter.

5. We, ... (Bank) further agree that the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) 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 Bid or to extend time of performance by the said Bidder (s) from time to time or to postpone for any time of any of the powers exercisable by the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) against the said Bidder (s), and to bear or enforce any of the terms and conditions relating to the said Bid and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder (s) or for any forbearance act or omission on the part of the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) or any indulgence by the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) to the said Bidder (s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

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7. We, ... (Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) in writing.

"Not –withstanding anything contained herein"

(a) Our liability under this Bank Guarantee shall not exceed Rs. Rs 63,84,980/- (Rupees Sixty three Lac eighty four thousand nine hundred eighty only).
(b) this Bank Guarantee shall be valid upto .....(including claim period of 12 months); and
(c) we are liable to pay the guaranteed amount or any part thereof under the Bank Guarantee only and only if you serve upon us a written claim or demand on or before ..... (including claim period of 12 months).

For ..... (Bank)

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Proforma 4

SAMPLE FORM

PERFORMANCE BANK GUARANTEE (PHASE 1 OF THE CONTRACT)

To :

The Commissioner,

Nagar Nigam Greater jaipur,

.....

Jaipur (Rajasthan)

WHEREAS _____[name and address of Selected Bidder] (hereinafter called the Agency) has undertaken, in pursuance of Contract No. _____ dated _____ to execute "Development, Implementation, Commissioning and Operation & Maintenance of e-governance Project for Nagar Nigam Greater jaipur, Jaipur (Rajasthan)" (hereinafter called the Contract);

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

AND WHEREAS we have agreed to give a Bank Guarantee to you as instructed by the Agency;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Agency, up to a total of Rs. _____ *[amount of Guarantee]* _____ *[in words]*, such sum being payable in Indian Rupees in which the contract price of Phase 1 is payable, and we undertake to pay you, upon your first written demand and without cavil or argument any sum or sums within the limits of _____*[amount of Guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed thereunder or of any of the Contract documents

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which may be made between you and the Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The guarantee shall be valid until the Contract Period of Phase 1 (6 months) with a grace period of further 12 months).

Notwithstanding anything herein contained, our liability under this guarantee is restricted to Rs._____ (_____) and our guarantee will remain in force until _____ unless an action to enforce the claim under the guarantee in writing is received by us on or before _____ all the rights under this guarantee shall be revoked and we shall be relieved and discharged from all liabilities there under.

SIGNATURE AND SEAL OF THE GUARANTOR :

NAME OF BANK :

ADDRESS :

DATE :

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Proforma 5

SAMPLE FORM

PERFORMANCE BANK GUARANTEE (PHASE 2 OF THE CONTRACT)

To :

The Commissioner,

Nagar Nigam Greater jaipur,

.....

Jaipur (Rajasthan)

WHEREAS _____[name and address of Selected Bidder] (hereinafter called the Agency) has undertaken, in pursuance of Contract No. _____ dated _____ to execute "Development, Implementation, Commissioning and Operation & Maintenance of e-governance Project for Nagar Nigam Greater jaipur, Jaipur (Rajasthan)" (hereinafter called the Contract);

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

AND WHEREAS we have agreed to give a Bank Guarantee to you as instructed by the Agency;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Agency, up to a total of Rs. _____ *[amount of Guarantee]* _____ *[in words]*, such sum being payable in Indian Rupees in which the contract price of 1st year of Phase 2 is payable, and we undertake to pay you, upon your first written demand and without cavil or argument any sum or sums within the limits of _____*[amount of Guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

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

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We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed thereunder or of any of the Contract documents

which may be made between you and the Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The guarantee shall be valid until 1st year of Phase 2 (12 months from the agreement date) with a further grace period of 12 months.

Notwithstanding anything herein contained, our liability under this guarantee is restricted to Rs._____ (_____) and our guarantee will remain in force until _____ unless an action to enforce the claim under the guarantee in writing is received by us on or before _____ all the rights under this guarantee shall be revoked and we shall be relieved and discharged from all liabilities there under.

SIGNATURE AND SEAL OF THE GUARANTOR :

NAME OF BANK :

ADDRESS :

DATE :

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Proforma 6

Sample Form of Agreement

This agreement made this ..... day of ..... between the Commissioner, Nagar Nigam Greater jaipur, Jaipur (Rajasthan) represented by the word "Nigam" of the one part and ..... of the second part represented by the word "Agency of the second part.

Whereas the Nigam is desirous that certain services should be provided by the Agency viz. "Development, Implementation, Commissioning and Operation & Maintenance of e-governance Project for Nagar Nigam Greater jaipur, Jaipur (Rajasthan)"

Now this Agreement Withnesseth as follows:

1. In this agreement words and expression shall have the same meaning as are respectively assigned to them in the condition of contract hereinafter referred to.

2. The following documents shall be deemed to form and be read and construed as part of the Agreement viz.:

   a. The Letter of Acceptance
   b. Instructions to Bidder
   c. Scope of Work
   d. Conditions of contract
   e. Pre Qualification & Eligibility Criteria
   f. Schedule of Prices
   g. The Addenda No. ..... to .....
   h. The schedules of Supplementary Information

3. In consideration of the payments to be made by the Nigam to the Agency as hereinafter mentioned, the Agency hereby covenants with the Nigam to execute and complete the services and remedy any defects therein in conformity in all respects with the provisions of the contract

4. The Nigam hereby covenants to pay the Agency in consideration of the execution and completion of the services and the remedying of defects therein the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

In Witness whereof the parties hereto have caused this Agreement to be executed the day and year first before written.

1. Agency's Name & Address

Signed by

2. Nigam's Name & Address

Signed by

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Proforma 7

Particulars of the bidder

1.	Name & Address of the Bidder	
2.	Incorporation Status	
3.	Year of Establishment	xx_xx_xxxx
4.	ROC Reference No.	
5.	Details of Registration with GST	
6.	PAN Card No.	
7.	PF Registration No.	
8.	Email Address	
9.	General Phone No.	
10.	Name & Mobile No. of Contact Person	
11.	Address of Jaipur Office if exists	
12.	Jaipur Office Tel. No.	

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SECTION - V

SCHEDULE OF PRICES

PART 1 - PREAMBLE

1. Schedule of Prices, is comprised of the following parts which, taken together, shall be considered as a complete description of the cost of the Works and Services which the Bidder will be required to undertake to satisfy the requirements of the contract, as further described under Scope of Work:

2. As indicated, the Schedule of Prices has been prepared in Four (4) separate parts. The first and second parts are comprised of this Preamble and the Abstract of Prices, respectively. The third part is for the Phase 1 Services covering the initial six month period for development of modules, implementing, upgrading and commissioning of the various modules. The fourth part is for the Phase 2 Services for total facilities management, training of personnel and long term support for a five year period after completion of Phase 1. The Bidder should note that the entire Services described herein will be treated as a single contract for the purposes of evaluation and award of Contract, and that the whole contract will be awarded to a single Agency.

3. However, as described in the Conditions of the Contract, separate agreements will be executed with the successful Bidder for the Phase 1 & Phase 2 of the Services to be supplied.

4. The Bidder should particularly note that the Nigam is under no obligation to carry out all of the Works that are described under Phase 2 of the Schedules of Prices, and that Nigam will be at liberty to revise the scope of the Works as per the actual requirements of the Corporation. The scope of the Works may be either increased or decreased, and in such cases the Nigam will only be required to make payment against the corresponding items of the Schedule of Prices in accordance with the work which is actually required to be performed. **The Bidder should therefore take great care to ensure that the rates and prices which are quoted against each individual item in the following Schedules of Prices accurately reflect the costs which the bidder will incur in performing the Services.** If any of the module is not operationalized due to non-availability of data or not desired to be run by Nigam or being run by some other agency under some other contract agreement then variable rate will not be paid and agency will be free to remove the manpower assigned to that module. Variable rate is due to the cost of number of persons directly deployed for that module and consumables used for running that module. Therefore, if any of the modules is not run by Nigam and its related operational staff will be removed by Agency.

5. The Bidder will be required to quote his rates against all items in the Schedules of Prices for the Phase 1 and Phase 2 Services.

6. The rates quoted for the Services for operating and maintaining the various Modules (total facilities management) shall include all costs related to the routine operations, including items such as: hardware; personnel costs; rental for Cloud Server; communication charges; supply of all kinds of consumables such as pre-printed and general purpose computer stationery, printer cartridges and ribbons, and magnetic media, maintenance and repair of installed equipment, etc.; de-bugging of software and minor changes to developed

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programs; and all other things that may be reasonably required for total management of the Services. are to be borne by the Agency.

7. The Bidder should note that no additional costs will be paid for escalation of prices due to inflation or any other causes during the conduct of the Services. Accordingly, the Bidder will be responsible to take any such factors into account while quoting its rates and prices for both Phase 1 and Phase 2 of the Services.

8. Any customized application software which is developed by the Agency during delivery of the Services shall be the property of Nigam. The Agency is required to hand over the complete source code of the customized application software, along with operating instructions and manuals to Nigam upon completion of Phase 1 of the contract period, and to provide any updates to such information upon completion of Phase 2 of the Services.

9. All applicable taxes (i.e. income tax, etc.) for providing the Services shall be deducted as per Government rules, and the Bidder should quote his rates accordingly. The GST or any other tax levied by Central or State Government at later date will be paid extra as per prevailing rate.

10. The staff to be provided by the Agency may differ from time to time depending on the actual requirements of the work. However:

    - In quoting the rates and prices for the Phase 2 Services, **the Bidder shall assume that it will have the complete responsibility to successfully operate and maintain the agreed Modules and systems in accordance with the requirements of the Contract without interruption for five years including providing all operating personnel**, and will be wholly responsible to provide any additional staff or facilities that may be required for satisfactory provision of the agreed Services upon the request of the Nigam. For additional manpower or additional services, the payments will be made as per agreed schedule of prices.

    - In case the Nigam desires to take responsibility for providing personnel for operation and maintenance of any Module before expiry of the Service period under Phase II of the Contract, the Agency will be required to withdraw the personnel associated with such work..

    - In case additional Work or Services are required to be done which are outside the scope of the work described under the Contract, the cost of such additional work or Services will be paid in accordance with the rates agreed under the Contract.

11. The Agency will be responsible for training and motivating the staff of the Nigam. The training locations and facilities will be provided by the Nigam.

12. If any of the Modules that are proposed to be executed during the Phase 2 Service period for Total Facilities Management (operations and maintenance) are advanced and commenced during the Phase 1 Service period for development and commissioning of the systems (initial 6 months), the rates for such items shall be paid as per the agreed rates for the same item in the first year of the Services Agency will be paid rates of that module (as per agreed rate of Phase-2 services).

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13. **Payment Terms:**

- 50% payment of each software module will be made on completion of development of software and testing the same with the live data.
- Remaining 25% payment of each software module will be made on completion of Phase 1 of the contract i.e. after development and commissioning of all the modules.
- Last 25% payment of complete Phase 1 will be made after 6 months of starting of Phase 2.
- If the module is developed, commissioned and operationalized with live data on regular basis in that case the O & M payment of such module will be given during Phase 1 also. The rate of O & M of that module during Phase 1 will be same as of rate of 1st year of O & M (Phase 2) period.
- The payment of O & M (Phase 2) will be made on monthly basis for all the modules which are in operation.
- If any additional modules or major changes are required to be developed during the duration of the project, the efforts in terms of manpower required will be judged by the agency as well as by Nigam. Accordingly, it's development cost and O & M cost will be finalized. Lumpsum payment will be made for development of additional module. The payment for O & M of additional module will be made on monthly basis based on the staff required from the Agency.
- The minimum number of staff required during successful module in Phase 1 & Phase 2 to be deployed for the project by the Agency is given in a chart in Chapter 2 (Scope of Work).
- If any additional staff and/or additional terminal is required from the agency, the same will be demanded by Nagar Nigam Greater jaipur and will be paid on monthly basis as per the rates quoted and finalized in the agreement.

All payments will be made by Nigam within 28 days of presentation of bills to Nigam.

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Item Rate BoQ

Tender Inviting Authority: Commissioner Nagar Nigam Greater Jaipur

Name of Work: E-Goverenance Project

Contract No: Commissioner/NNGJ/2022-23/

Name of the Bidder/ Bidding Firm / Company :	

PRICE SCHEDULE (Phase 1 (Sotware Development, Data Preparation & Commissioning of Modules)

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	3	4	5	6
1	Urban Assessment /Lease, Billing and Collection (Complete task)	Lumpsum		0.00	INR Zero Only
2	Municipal Accounting based on Double Entry System with GST compliant (Complete task)	Lumpsum		0.00	INR Zero Only
3	Asset Management System (Complete task)	Lumpsum		0.00	INR Zero Only
4	Stores Inventory and Workshop Management System (Complete task)	Lumpsum		0.00	INR Zero Only
5	Cash Collection System (Complete task)	Lumpsum		0.00	INR Zero Only
6	Lok Seva Guarantee Act (Complete task)	Lumpsum		0.00	INR Zero Only

7	Letter Monitoring System (Complete task)	Lumpsum		**0.00**	INR Zero Only
8	File Tracking System (Complete task)	Lumpsum		**0.00**	INR Zero Only
9	Mobile App (Complete task)	Lumpsum		**0.00**	INR Zero Only
10	Grievance & Redressal System (Complete task)	Lumpsum		**0.00**	INR Zero Only
11	e-Auction (Complete task)	Lumpsum		**0.00**	INR Zero Only
12	Shelterless Animal Management System (Complete task)	Lumpsum		**0.00**	INR Zero Only
13	Project Monitoring Information System (PMIS) (Complete task)	Lumpsum		**0.00**	INR Zero Only
14	Dairy Booth Rent (Complete task)	Lumpsum		**0.00**	INR Zero Only
15	Website (Complete task)	Lumpsum		**0.00**	INR Zero Only
16	**Price to be Quote Without GST. Any kind of taxes will be charge extra**				
Total in Figures				**0.00**	INR Zero Only
Quoted Rate in Words			**INR Zero Only**		

Validate Print Help

Item Rate BoQ

Tender Inviting Authority: Commissioner Nagar Nigam Greater Jaipur

Name of Work: E-Goverenance Project

Contract No: Commissioner/NNGJ/2022-23/

Name of the Bidder/ Bidding Firm / Company :	

PRICE SCHEDULE (Phase-2 Schedule of Prices (staff / Additional Operator,terminal if required)

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Yearly	TOTAL AMOUNT Yearly In Words
1	2	4	3	4	5	6
1	**Project Manager with Computer terminal**					
2	1st year of Phase 2	1.000	Per Month		0.00	INR Zero Only
3	2nd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
4	3rd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
5	4th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
6	5th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
7	**System Analyst with Computer terminal**					
8	1st year of Phase 2	1.000	Per Month		0.00	INR Zero Only
9	2nd year of Phase 2	1.000	Per Month		0.00	INR Zero Only

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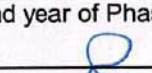
10	3rd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
11	4th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
12	5th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
13	**Database administrator with Computer terminal**					
14	1st year of Phase 2	1.000	Per Month		0.00	INR Zero Only
15	2nd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
16	3rd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
17	4th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
18	5th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
19	**Business Analyst (CA) with Computer terminal**					
20	1st year of Phase 2	1.000	Per Month		0.00	INR Zero Only
21	2nd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
22	3rd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
23	4th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
24	5th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
25	**Project Support Manager/ software developer with Computer terminal**					
26	1st year of Phase 2	3.000	Per Month		0.00	INR Zero Only
27	2nd year of Phase 2	3.000	Per Month		0.00	INR Zero Only



28	3rd year of Phase 2	3.000	Per Month		0.00	INR Zero Only
29	4th year of Phase 2	3.000	Per Month		0.00	INR Zero Only
30	5th year of Phase 2	3.000	Per Month		0.00	INR Zero Only
31	**Hardware / Network Maintenance Engineer with Computer terminal**					
32	1st year of Phase 2	4.000	Per Month		0.00	INR Zero Only
33	2nd year of Phase 2	4.000	Per Month		0.00	INR Zero Only
34	3rd year of Phase 2	4.000	Per Month		0.00	INR Zero Only
35	4th year of Phase 2	4.000	Per Month		0.00	INR Zero Only
36	5th year of Phase 2	4.000	Per Month		0.00	INR Zero Only
37	**Supervisor with Computer terminal**					
38	1st year of Phase 2	12.000	Per Month		0.00	INR Zero Only
39	2nd year of Phase 2	12.000	Per Month		0.00	INR Zero Only
40	3rd year of Phase 2	12.000	Per Month		0.00	INR Zero Only
41	4th year of Phase 2	12.000	Per Month		0.00	INR Zero Only
42	5th year of Phase 2	12.000	Per Month		0.00	INR Zero Only
43	**Cloud Rent**					
44	1st year of Phase 2	1.000	Per Month		0.00	INR Zero Only
45	2nd year of Phase 2	1.000	Per Month		0.00	INR Zero Only

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46	3rd year of Phase 2	1.000	Per Month		0.00	INR Zero Only
47	4th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
48	5th year of Phase 2	1.000	Per Month		0.00	INR Zero Only
49	**Data entry operator**					
50	1st year of Phase 2	225.000	Per Month		0.00	INR Zero Only
51	2nd year of Phase 2	225.000	Per Month		0.00	INR Zero Only
52	3rd year of Phase 2	225.000	Per Month		0.00	INR Zero Only
53	4th year of Phase 2	225.000	Per Month		0.00	INR Zero Only
54	5th year of Phase 2	225.000	Per Month		0.00	INR Zero Only
55	**Computer terminal with printer, ups(service charge included)**					
56	1st year of Phase 2	225.000	Per Month		0.00	INR Zero Only
57	2nd year of Phase 2	225.000	Per Month		0.00	INR Zero Only
58	3rd year of Phase 2	225.000	Per Month		0.00	INR Zero Only
59	4th year of Phase 2	225.000	Per Month		0.00	INR Zero Only
60	5th year of Phase 2	225.000	Per Month		0.00	INR Zero Only
61	**Cost of consumables**					
62	1st year of Phase 2	225.000	Per Month		0.00	INR Zero Only
63	2nd year of Phase 2	225.000	Per Month		0.00	INR Zero Only

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64	3rd year of Phase 2	225.000	Per Month		0.00	INR Zero Only
65	4th year of Phase 2	225.000	Per Month		0.00	INR Zero Only
66	5th year of Phase 2	225.000	Per Month		0.00	INR Zero Only
67	**Note :- Rate per month including PF, ESIC/Medical, Bonus, Gratuity etc.)**					
68	**Price to be Quote Without GST. Any kind of taxes will be charge extra**					
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words		**INR Zero Only**				

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