



# नगर निगम ग्रेटर जयपुर

क्रमांक :- 846

दिनांक :- 22/12/2022

## संशोधित निविदा सूचना संख्या 02/2022-23

इस कार्यालय द्वारा जारी निविदा संख्या 02/2022-23 दिनांक 07.12.2022 ई-गवर्नेन्स प्राजेक्ट निविदा की प्री-बिड मीटिंग दिनांक 15.12.2022 को आयोजित की गई थी । मीटिंग में संलग्नानुसार फर्मा द्वारा उक्त निविदा के संबंध में दिये गये सुझावों पर निर्णय लिया गया एवं लिये गये निर्णयानुसार निविदा के संबंध में अडेण्डम संलग्न जारी किया जा रहा है । शेष शर्तें यथावत रहेगी ।


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## Nagar Nigam Greater Jaipur

### Addendum

(RFP Nib No. 02/2022-23) of the Development, Implementation, Commissioning and Operations & Maintenance of e-Governance Project

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Changes
1	Page No.3	Point No.5	The Bidder shall to submit a valid GST clearance certificate from the concerned commercial taxes officer and PAN issued by Income Tax Dept. along with their technical proposal.	The bidder may provide undertaking on it's letterhead from the authorized signatory.
2	Page No. 5	Section C, Point No.9, Point No. ii	Power of Attorney;	To be read as: Power of Attorney/ Board Resolution;
3	Page No. 5	Section C, Point No.11, Para 2	Bid Prices: 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.	Bidders shall give a breakdown of the prices in the manner and detail called for in the Schedules of Prices including all taxes. GST will be paid separately as per prevailing rates.
4	Page No.7	Point No.13	Bid Security: The bid security may be in the form of Demand Draft or Bank Guarantee e-grass Challan from Nationalized or Scheduled bank	To be read as: The bid security may be in the form of Demand Draft or Bank Guarantee from any Nationalized or Scheduled bank in India.  EMD Amount: - 2% of Project Cost as mentioned on page 2.


  
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				- 0.5 % for Small Scale Industries of Rajasthan (provided the asked services are mentioned in the scope of certificate).
5	Page No. 11	Section 2	Cloud Server shall be arranged by the successful bidder for the entire period of the contract.	<p>To be read as:</p> <p>Cloud Server shall be arranged by the successful bidder for the entire period of the contract.</p> <p>The specifications of the Cloud Server required is to be envisaged by the bidder. The bidder should make sure that the Cloud Server specifications is in line with the following:</p> <ul style="list-style-type: none"> <li>- Solution Architecture proposed</li> <li>- Sufficient Database &amp; file storage required by the Nigam (related to this project for the entire duration)</li> <li>- Processing requirement to make sure that the proposed system runs smoothly as per the requirement</li> <li>- Provisions for Back up &amp; DR</li> <li>- Any licence if required, needs to be procured by Bidder</li> </ul>
6	Page No. 12	Section 3, sub point 7	Total Facility Management (O&M) for <b>Five Years.</b>	To be read as: Total Facility Management (O&M) for <b>Four Years &amp; 6 Months.</b>
7	Page No. 12	Point No. 5	-	Scope of Work & Tasks:

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Changes
				Any other hardware, except those mentioned in the document (Cloud Server, Desktop, Printer, UPS) Will be provided by Nigam if required for this project.
8	Page No. 14	Section II, 12	Consumables will be arranged by the Agency.	Per Month 2-3 RIMs of A4/Legal size paper (min. 70 GSM) and toner sufficient for printing the same. Any pre-printed stationery if required – will be provided by Nigam.
9	Page No. 14	Technology to be used	<ul style="list-style-type: none"> <li>• Asp.net and c# for coding and development</li> <li>• Ms-SQL for database</li> <li>• Microsoft Power Bi for Analytics</li> <li>• SQL Server Reporting Services (SSRS) for Reporting</li> <li>• Angular JS and bootstrap for Frontend design</li> </ul>	<b>Technology to be used</b> <ul style="list-style-type: none"> <li>• Asp.net/ c# / Python/ Java/ PHP for coding and development</li> <li>• Ms-SQL/ Oracle for database</li> <li>• SQL Server Reporting Services (SSRS) or equivalent standard packages for Reporting</li> </ul> <b>Or as directed by nigam</b>
10	Page No.30	Section II, 12. Phase1 stage4 Indicative staff to be deployed by the Agency	{List} Indicative staff to be deployed by the Agency	Inserted Sr. No. 3.1  Database Administrator (DBA) – Qty. 1
11	Page No. 39	Point No. 7, 7.1	Personnel- Engagement of Personnel: 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 Labour Department which will not be	Personnel- Engagement of Personnel: The rate offered by the bidder in the bid is the minimum wage (highly skilled labour) rate of Rs.333/-per day + EPF@13% + ESI@3.25%+ Bonus @ 8.33% etc. by the Labour Department which

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Changes
			less than  Rs.9,038/- per month per machine. (The rates of EPF and ESI will be subject to the latest orders.)	will not be less than  Rs.10,786/- per month per operator. (The rates of EPF and ESI will be subject to the latest orders.)
12	Page No.47	Section III, 12.2 Termination	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 Performance Security. The Agency shall then deliver all System Documents, and other documents made by or for him, to 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.	Then the Nigam may, after having given 30 Days notice to the Agency, terminate the Agency's employment under the Contract and expel him from the Site and forfeit the Performance Security. The Agency shall then deliver all System Documents, and other documents made by or for him, to 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.
13	Page No. 54	Section IV, PRE-QUALIFICATION CRITERIA	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	To be read as:  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


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			registered under Indian Partnership Act, 1932.	under Indian Partnership Act, 1932  In case of Joint Venture please refer guidelines for Joint Venture.
14	Page No. 54	Section IV, 12. PRE-QUALIFICATION CRITERIA PQ2. Turn over	Bidder's average annual turnover of at least Rs 10 crores from IT/ITES during the last three financial years (FY 2018 -19, 2019-20, 2020-21) or during FY's 2019-20, 2020-21, 2021-22) as per last audited balance sheets or statements	Bidder's average annual turnover of at least Rs 10 crores from IT/ITES during the last three financial years (FY 2019-20, 2020-21, 2021-22) as per last audited balance sheets or statements
15	Page No. 54	Sr. No. PQ4	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 government Agency/PSU or any Recognized registered Private Company.  A. One project development, Deployment, implementation, and O&M of web Portal/Application based Software Application having value of 60% of Project Cost. Or	To be read as:  The Bidder should have been engaged and completed or in O&M Phase (Portal/Application status should be on Production and live) for at least following numbers of Projects for government Agency/PSU.  A. One project development, Deployment, implementation, and O&M of web Portal/Application based Software Application having value of 50% of Project Cost. Or

  
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			<p>B. Two projects of Development, deployment, implementation, and O&amp;M of Web Portal/ Application based software Application having value of 40% each two project.</p> <p>On going project 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.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. The Completion date of a project or go live of the project should be in last 3 financial years.</li> <li>2. The Cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria.</li> <li>3. The work order related to the third-party software or sale licensed cost base product is not considered.</li> </ol>	<p>B. Two projects of Development, deployment, implementation, and O&amp;M of Web Portal/Application based software Application having value of cost not less than 30% of each of the project cost.</p> <p>Or</p> <p>C. Three projects of Development, deployment, implementation, and O&amp;M of Web Portal/Application based software Application having value of Cost not less than 20% of each of the project cost.</p> <p>On-going project will be considered if value of completed phase as per A, B, C Mention Above. Bidder should have an experience of Manpower Services/ Computer Operator/man with machine/ Project management unit as per following Criteria.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. The Completion date of a project or go live of the project should be in last 3 financial years.</li> <li>2. The Cost of supply, installation and maintenance of hardware components will not be considered in project cost under</li> </ol>

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Changes
				these criteria. 3. The work order related to the third-party software or sale licensed cost base product is not considered. 4. Completion and work satisfaction Certificate from the client
16	Page No.40	Point No.5	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 Labour Department, the difference amount may be paid to the extent of the increased minimum wage by the procuring institution.	To be read as: 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 Labour Department, the difference amount may be paid to the extent of the increased minimum wage by the procuring institution. This difference in wages will be paid only if the amount quoted becomes less than the prevailing minimum wages anytime during the project.
17	Page No. 56	Technical Evaluation Criteria TQ1	Average annual turnover based on audited balance sheets from the last 3 financial years (2018-19, 2019-20 & 2020-21). Above Rs 20 Cr. : Marks - 30 >= Rs 15 Cr. and < Rs 20 cr. : Marks - 20 >= Rs 10 Cr. and < Rs 15 cr.: Marks – 15	To be read as: Average annual turnover based on audited balance sheets from the last 3 financial years (2019-20, 2020-21 & 2021-22) Above Rs 15 Cr. : Marks - 30 >= Rs 10 Cr. and < Rs 15 cr.: Marks – 20

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Changes
18	BOQ - Price Bid		Bonus + Gratuity	Refer New BOQ
19	BOQ - Price Bid		5 <sup>th</sup> Year – formula to be changed to 6	Refer New BOQ
20			<p>Workshop and Garage Management</p> <p>Nigam maintains a fleet of vehicles for the collection of garbage from garbage collection points 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 visits to the garage, type of repairs, driver affiliated, and bill of material issued for each repair. The system should also retain records of fuel consumption.</p>	<p>Workshop and Garage Management</p> <p>Nigam maintains a fleet of vehicles for the collection of garbage from garbage collection points 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 to collect the data of each vehicle regarding visits to the garage, type of repairs, driver affiliated, and bill of material issued for each repair. The system should also retain records of fuel consumption and compile the same as requirement of nagar nigam jaipur greater</p>
21	2	Important timelines of the bidding process	Online Bid Submission End Date 28-12-2022 & 6:00.PM	Online Bid Submission End Date 09-01-2023 & 6:00.PM


  
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Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Changes
22	2	Important timelines of the bidding process	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 <a href="http://www.jaipurmc.org">www.jaipurmc.org</a> no need to submit physical receipt. 30-12-2022 & 5:00 PM	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 <a href="http://www.jaipurmc.org">www.jaipurmc.org</a> no need to submit physical receipt. <b>11.01.2023 &amp; 5.00 PM</b>
23	2	Important timelines of the bidding process	Date & Time for Opening of Technical Bids 02-01-2023 & 11:00 AM	Date & Time for Opening of Technical Bids <b>12.01.2023 &amp; 11.00 AM</b>
24	3	Important timelines of the bidding process	Date & Time for Submit Technical Presentation at Nagar Nigam Greater jaipur (Soft& Hard copy) 04-01-2023 & 11:00 AM	Date & Time for Submit Technical Presentation at Nagar Nigam Greater jaipur (Soft& Hard copy) <b>16.01.2023 &amp; 11.00 AM</b>

  
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## Guidelines for Joint Venture

- A member of JV shall not be permitted to participate either in individual capacity or as a member of another JV/ Consortium in the same tender.
- One of the members of the JV shall be its Lead Member who shall have a majority (at least 51% share of interest in the JV).
- Pre-Qualification criteria's(PQ 1, PQ 3, PQ 5 & PQ 7 shall be applicable to all members of JV. Lead Bidder has to meet all the Pre-Qualification criteria's (PQ 1 to PQ 7 as per latest amendment) on his own.
- A copy of Memorandum of Understanding (MOU) executed by the JV members shall be submitted along with the tender. The complete details of the members of the JV, their share and responsibility in the JV etc. particularly with reference to financial, technical and other obligations shall be furnished in the MOU. Format for MOU for JV is placed at Annexure POA for Authorised Signatory , POA For Lead Bidder & JV-1
- Once the tender is submitted, the MOU shall not be modified/altered/terminated during the validity of the tender. In case the tenderer fails to observe/comply with this stipulation, the full Earnest Money Deposit(EMD) shall be liable to be forfeited.
- Joint and Several Liability: Members of the JV firm to which the contract is awarded, shall be jointly and severally liable for execution of the project in accordance with conditions of the Contract. The JV members shall also be liable jointly and severally for the loss, damages caused to Nigam during the course of execution of the contract or due to non-execution of the contract or part thereof.
- Governing Laws: The Joint Venture Agreement shall in all respect be governed by and interpreted in accordance with Indian Laws.
- Authorised Member: Joint venture members shall authorize one of the members on behalf of the Joint Venture to deal with the tender, sign the agreement or enter into contract in respect of the said tender, to receive payment and similar such action in respect of the said tender/contract. All notices/correspondences with respect to the contract would be sent only to this authorised member of the JV. This JV member shall be the Lead Bidder.
- No member of the Joint Venture shall have the right to assign or transfer the interest right or liability in the contract without the written consent of the other members and that of the Nigam in respect of the said tender/contract .
- Documents to be enclosed for JV should Notary Certified.

  
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FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED SIGNATORY OF JOINT VENTURE (JV) PARTNERS

POWER OF ATTORNEY\*

(To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant stamp Act.

The stamp paper to be in the name of the company who is issuing the Power of Attorney.)

Know all men by these present, we ..... do hereby constitute, appoint and authorize Mr/Ms.....who is presently employed with us and 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 to our bid for the work of including signing and submission of all documents and providing information/ responses to **Nagar Nigam Greater Jaipur representing us in all matters, dealing with Nagar Nigam Greater Jaipur** in all matters in connection with our Tender for the said project. 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.....20...

(Signature of authorized signatory)

Signature of the attorney is attested  
(by the authorised signatory of the company)

.....  
(Signature and Name in Block letters of Signatory) Seal of Company

Witness:

Witness 1:

Name :

Address :

Occupation :

Witness 2:


Name :

Address :

Occupation :

Notes:

- i) To be executed by all the partners individually, in case of a Joint Venture.
- ii) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- iii) In case of incorporated companies, the common seal of the company has to be embossed on all pages.

  
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FORMAT FOR POWER OF ATTORNEY TO LEAD BIDDER OF JOINT VENTURE (JV)

(To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant stamp Act.

The stamp paper to be in the name of the company who is issuing the Power of Attorney)

POWER OF ATTORNEY

Whereas **Nagar Nigam Greater Jaipur** has invited Tender for the work of (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.)

Whereas, the members of the Joint Venture comprising of M/s.....and M/s....., are interested in submission of bid for the work .....(insert name of work..... in accordance with the terms and conditions contained in the bidding documents.

Whereas, it is necessary for the members of the Joint Venture to designate one of them as the Lead Bidder, with all necessary power and authority to do, for and on behalf of the Joint Venture, all acts, deeds and things as may be necessary in connection with the Joint Venture's bid for the project, as may be necessary in connection the Joint Venture's bid for the project.


NOW THIS POWER OF ATTORNEY WITNESSETH THAT:

We, M/s....., hereby designate M/s....., being one of the partners of the Joint Venture, as the lead Bidder of the Joint Venture, to do on behalf of the Joint Venture, all or any of the acts, deeds or things necessary or incidental to the Joint Venture's Tender for the contract, including submission of Tender, participating in conferences, responding to queries, submission of information/documents and generally to represent the Joint Venture in all its dealings with Nigam or any other Government Agency or any person, in connection with the contract for the said work until culmination of the process of Tendering till the contract agreement is entered into with **Nagar Nigam Greater Jaipur** and thereafter till the expiry of the maintenance period.

We hereby agree to ratify all acts, deeds and things lawfully done by lead member, 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/ Joint Venture.

Dated this the .....day of.....20...

Signature of the attorney is attested

  
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(Signature of authorized signatory)

(by the authorised signatory of the company)

.....  
(Signature and Name in Block letters of Signatory) Seal of Company

Notes:

- i) To be executed by all the partners individually, in case of a Joint Venture.
- ii) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- iii) In case of incorporated companies, the common seal of the company has to be embossed on all pages.

.....  
(Name in Block letters of Executants)  
Seal of Company

Witness:

Witness 1:

Name :

Address :


Occupation :

Witness 2:

Name :

Address :

Occupation :

  
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DRAFT MEMORANDUM OF UNDERSTANDING (MOU) FOR  
JOINT VENTURE PARTICIPATION  
BETWEEN

M/s.....having its registered office at..... (hereafter referred to as ..... ) acting as the Lead Bidder of the first part. And M/s.....having its registered office at.....(hereafter referred to as '.....') in the capacity of a Joint Partner of the other part.

The expressions of.....and .....shall whatever the context admits, mean and include their respective legal representatives, successors-in-interest and assigns and shall collectively be referred to as "the Parties" and individually as "the Party"

WHEREAS; Nagar Nigam Greater Jaipur (hereinafter referred to as "Client") has invited bids for.....(insert name of work)....."

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as an integral part of this MOU.


- i) Notice for bid, and
- ii) Tender document
- iii) Any Addendum / Corrigendum issued by (Nagar Nigam Greater Jaipur)
- iv) The Tender submitted on our behalf jointly by the Lead Bidder.

2. The 'Parties' have studied the documents and have agreed to participate in submitting a 'Tender' jointly.

3. M/s..... shall be the lead member of the JV for all indents and purpose and shall represent the Joint Venture in its dealing with Client. For the purpose of submission of Tender proposals, the parties agree to nominate ..... as the leader duly authorized to sign and submit all documents and subsequent clarifications, if any, to the Client. However, M/s..... shall not submit any such proposals, clarifications or commitments before securing the written clearance of the other partner which shall be expeditiously given by M/s..... to M/s.....

4. M/s..... is lead member have a share at least 51%

5. The 'Parties' have resolved that the distribution of share and responsibilities is as under:

  
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a) Lead Bidder share.....%;

Responsibilities .

i).....

ii).....

iii).....

b) Joint Venture Partner's share.....% Name.....

Responsibilities

i).....

ii).....

iii).....

#### 6. JOINT AND SEVERAL RESPONSIBILITY

The Parties undertake that they shall be jointly and severally liable to the client in the discharge of all the obligations and liabilities as per the contract with the client and for the performance of contract awarded to their JV.

#### 7. ASSIGNMENT AND THIRD PARTIES

The parties shall co-operate throughout the entire period of this MOU on the basis of exclusively and neither of the parties shall make arrangement or enter into agreement either directly or indirectly with any other party or group of parties on matters relating to the Project except with prior written consent of the other party.

#### 8. EXECUTIVE AUTHORITY

The said Joint Venture through its authorized representative shall receive instructions, payments from the client. The management structure for the project shall be prepared by mutual consultations to enable completion of project to quality requirements within permitted cost and time.

#### 9. GUARANTEES AND BONDS

Till the award of the work, the lead bidder shall furnish Earnest Money and all other bonds/guarantees to the Client on behalf of the Joint Venture, which shall be legally binding on all the partners of the Joint Venture.

#### 10. INDEMNITY

Each party hereto agrees to indemnify the other party against its respective parts in case of breach / default of the respective party of the contract works of any liabilities sustained by the Joint Venture.

11. For the execution of the respective portions of works, the parties shall make their own arrangements to bring the required finance, plants and equipment, materials, manpower and other resources.

#### 12. DOCUMENTS & CONFIDENTIALITY

Each party shall maintain in confidence and not use for any purpose related to the Project all commercial and technical information received or generated in the course of preparation and submission of the bid.

#### 13. ARBITRATION

Any dispute, controversy or claim arising out of or relating to this agreement shall be settled in the first instance amicably between the parties. If an amicable settlement cannot be reached as above, the Settlement of disputes in connection with the contract will be dealt with and governed by Conditions of this Tender as amended up to date. The Venue of the arbitration shall be Jaipur.

#### 14. VALIDITY

This MOU/ JV Agreement shall remain in force till the occurrence of the earliest to occur of the following unless by mutual consent, the parties agree in writing to extend the validity for a further period.

- a. The Tender submitted by the joint venture is declared unsuccessful, or
- b. Cancellation / shelving of the project by the client for any reasons prior to award of work.
- c. Execution of detailed JV agreement by the parties, setting out detailed terms after award of work by the client.

15. This MOU is drawn in.....number of copies with equal legal strength and status. One copy is held by M/s..... and the other by M/s..... and a copy submitted with the proposal.

16. This MOU shall be construed under the laws of India.

#### 17. NOTICES

Notices shall be given in writing by email, by registered mail or commercial courier to the following email addresses and postal addresses.

Lead Bidder

.....  
.....

(Name and Address)


Fax no:

Other Partner

.....  
.....

(Name and Address)

Fax no.

  
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उपायुक्त मुख्यालय  
नगर विभाग ग्रेटर जयपुर  
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IN WITNESS WHERE OF THE PARTES, have executed this MOU the day, month and year first before written.

M/s.....

.....

(Seal)


M/s.....

..... (Seal)

Witness:

1..... (Name & Address)

2..... (Name & Address)

  
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नगर निगम ग्रेटर जयपुर

**Nagar Nigam Greater Jaipur**

**All Queries (RFP Nib No. 02/2022-23) of the Development, Implementation, Commissioning and Operations & Maintenance of e-Governance Project**

Firm Name: ABM Knowledgeware Limited

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response
1	5	Section I, 3.	joint venture is allowed (Joint venture decision depends on the firm's level).	This is an e-Governance project for mainly covering implementation of software, data migration, post implementation services and handling operations by deputing data entry operators. All these can be accomplished by a single bidding entity. Local work like supply/installation of hardware and maintenance can be outsourced to a sub-contractor. Hence, we do not see a need for allowing consortium in this tender. Work like deputing data entry operators and installation/ maintenance of client side computers printers can be allowed to be done under sub-contracting by the Sole bidder.	Refer Corrigendum
2	9	Section I, 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 a bid price considered to. the lowest.	The RFP has mentioned in Technical Qualification Criteria that minimum 70% to be scored in overall technical and thereafter commercial evaluation is on L1 method. But we understand that this is very important project including various citizen centric services and departmental work flow. Hence, we suggest that method of selection should be QCBS 70:30 which ensure the quality of the solution as well as bidder.	As per RFP
3	11	Section II, 2	Cloud Server shall be arranged by the successful bidder for the entire period of the contract. The cloud server to be given should be of the cloud service provider as approved by meity (MeghRaj).	The department should allow the any MeitY empanelled agency Cloud Service Provider. RFP has mentioned MeghRaj which is name of the Cloud by NIC. Many CSPs are currently empanelled under MeitY and we understand any of such CSP can be proposed by the bidder.	Cloud Server should be from any of the Cloud Service Providers empanelled by MeitY. For current list refer:  <a href="https://www.meity.gov.in/content/gi-cloud-meghraj">https://www.meity.gov.in/content/gi-cloud-meghraj</a>
4	11	Section II, 3.	Updating existing data for Urban Assessment/Lease, Rents, Trade Licenses, etc	We understand that the existing data that is available in the software shall be migrated to the new system. The data that is available in physical form will be entered in the system by data entry operators. RFP does not give details about the quantum of data to be migrated. We request details of the same – modules, no of records, language and font in which the data currently exists in the software. Further for data that is not in electronic format, either RFP needs to give the quantum of data to be manually entered or there should be a provision wherein the Nigam and bidder would jointly decide the quantum during SRS phase and then decide the no. of data entry operators required for the duration. Payment for these data entry operators would be made as per actual deployment. Currently the CAPEX to be quoted by the bidder expects lump-sum quote but does not give details on the quantum of data entry which makes it difficult for the bidder to estimate. The suggested approach would be win-win for both Nigam and bidder. Hence, we request you to amend the RFP conditions accordingly and also relook at the "Indicative staff deployment" RFP page no . 30 where it is mentioned that the Data Entry Operators will be deployed in during Phase 2.	Current modules can be seen VB 6.0 & MS-SQL.
5	12	Section II, 5	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.		No extra payment shall be made.
6	28	Section II, 12. Phase1 stage4 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 the 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, the agency will need to prepare data of the same from physical records available.		

7	14	Section II, 12	Consumables will be arranged by the Agency.	We request to the department to share the list of consumable items with its required quantity & rate on yearly basis. This will help us to do the proper costing and volume of deliverables. Some of the items can be stationary, printer cartridge etc. We request list of such items and avg. quantity consumed by the Nigam in last 3 years. It would be a better approach to keep this out of the scope of the bidder and let bidder focus on its main work i.e. e-Governance project.	Refer Corrigendum
8	14	Section II, 12. Phase1 stage4	Technology to be used <ul style="list-style-type: none"> <li>• Asp.net and c# for coding and development</li> <li>• Ms-SQL for database</li> <li>• Microsoft Power BI for Analytics</li> <li>• SQL Server Reporting Services (SSRS) for Reporting</li> <li>• AngularJS and bootstrap for Frontend design</li> </ul>	As per our understanding, Govt. of Rajasthan has signed MoU with NIUA (MoUD) for implementation of UPYOG at the state which is on open source platform. Also, Digital India & MeitY guidelines prescribed that the e-Gov solution should be on Open Source platform. Hence the technology stack of the solution should not be restricted to the limited languages, tools & databases. The department should allow the bidder to offer the best solution which will ensure that the features & functionalities are available as per department's requirement.	Refer Corrigendum
9	16	Section II, 12. Phase1 stage4 4) Municipal Accounting Based on Double Entry System (GST.Compliant): g. Module A-7:	Third-party Integration with: <ul style="list-style-type: none"> <li>• Urban Development Tax</li> <li>• Payroll System</li> <li>• Other collection modules</li> <li>• Other payment-related applications</li> <li>• Other applications module.</li> </ul>	We understand that bidder's scope is only integration with the existing system and APIs will be arranged by Nigam from existing vendors. There are some open-ended integrations mentioned like {Other collection modules, Other payment related applications, and other application modules. Please mention the name/modules of those systems with the expected functionalities to be integrated. This will help us to understand the volume and no. of integrations. Hence, we can do proper effort estimation and cost is also dependent on it.	As per requirement more integration required should be provided by bidder as directed by nigam
10	22	Section II, 12. Phase1 stage4 6) Cash Collection System	Mode of Cash collection: Bank counters -The system/server should be linked with the bank server through API (Application Program Interface) for the real-time posting of receipts in the municipal server.	We understand that the Bank API shall be provided by Nigam and the bidder's scope will be integration only. Please confirm	Bank API will be provided by nigam.
11	22	Section II, 12. Phase1 stage4 6) Cash Collection System	Mode of Cash collection: Online cash collection - Provision should be given on the municipal web portal for the generation of demand & collection of payment through third-party integration.	We understand that the Payment Gateway shall be procured by Nigam and API will be shared with the bidder for integration only. Please confirm.	Payment gateway provided by bank, nagar nigam greater jaipur shall assist for the same
12	22	Section II, 12. Phase1 stage4 6) Cash Collection System	Mode of Cash collection: Field cashier – The field cashier should collect payment through the Tax collection machine or through a manual receipt book & will enter the issue receipt entry in the system. The manual receipt should also be reconciled for cancelled receipts & for missing receipts through a system	We understand that the cash collection application will be provided by the bidder. However, Printer, Handheld devices or PoS will be provided by the department. Please confirm if our understanding is correct.	As per RFP
13	24	Section II, 12. Phase1 stage4 Stores Inventory, Workshop, and Garage Management System	Workshop and Garage Management Nigam maintains a fleet of vehicles for the collection of garbage from garbage collection points 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 visits to the garage, type of repairs, driver affiliated, and bill of material issued for each repair. The system should also m retain records of fuel consumption.	We understand that there is no requirement of a GPS-based vehicle tracking system. If so then, is Nigam going to procure GPS system and the bidder's scope will be only limited to the integration. Please confirm.	As per Corrigendum
14	26	Section II, 12. Phase1 stage4 12) Mobile App	Mobile App Provision for payments through Mobile App.	We understand that the required APIs for the Mobile App shall be provided by Nigam and the bidder's scope will be integration only. Please confirm	Nagar Nigam Greater Shall Provide API for Payment Gateway

15	26	Section II, 12. Phase1 stage4 12) Mobile App	Mobile App Integration with other data as desired by Nigam from time to time using API/ Web Services.	We understand that bidder's scope is only integration with the existing system and APIs will be arranged by Nigam from existing vendors. This is very open ended scope. We request department to mention the name/modules of those systems with the expected functionalities to be integrated. This will help us to understand the volume and no. of integrations. Hence, we can do proper effort estimation and cost is also dependent on it.	As per RFP
16	26	Section II, 12. Phase1 stage4 13) Grievance & Redressal System (Call Centre)	Recording of new complaints with complete data of residents and. other important information like location with landmarks and Geo-coordinates.	To record the location with landmark and geo coordinates, the need for "Geo-tagging" integration will be done by the bidder. We understand that API will be shared by Nigam	Bidder shall develop application in which there should be a feature of GEO Tagging. No API will be provided by Nigam.
17	27	Section II, 12. Phase1 stage4 15) Shelterless Animal Management System	Mobile application to be used by the contractor as well as an officer to take photographs of the animal, enter tag number, capture geolocation, etc.	We understand that the "Tags & Geo- Tagging" Integration will be provided by the Nigam, please confirm	No
18	27	Section II 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 2) Marriage registration & Certificate printing 3) Establishment and Payroll 4) e-Procurement System	We understand that the bidder's scope will be only integration with the existing systems. The department will arrange such APIs for integration. The functionalities & output shall be delivered from the respective systems and maintained by the existing vendors only. Please confirm	As per RFP
19	30	Section II, 12. Phase1 stage4 Indicative staff to be deployed by the Agency	{List} Indicative staff to be deployed by the Agency	1. DBA is mentioned in BoQ but not here in the indicative list. Please confirm whether DBA is required onsite during O&M or not. 2. In sr. no. 3, "Business Analyst (CA)" is only asked for this project. However we understand that Business Analyst should be required for other modules as well who has expertise and domain knowledge. This should not be restricted to CA only, it should be removed and kept as "Business Analyst" only.	1. Refer Corrigendum 2. As per RFP.
20	30	BOQ – BoQ2	Computer terminal with Printer and UPS (Service Charge Included)	A computer terminal with Printer and UPS is mentioned in the BoQ2. We understand that these computer peripherals will be provided by the department and not part of bidder's scope. Please confirm	All hardware to be provided by the bidder.
21	47	Section III, 12.2 Termination	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 Performance Security. The Agency shall then deliver all System Documents, and other documents made by or for him, to 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.	We suggest that it should be 30 days' notice period instead of 14 days.	Refer Corrigendum
22	48	Section III, 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.	We understand that there should be an upper limit for such extra costs. Please mention the same	As per RFP

23	54	Section IV, 12. PRE-QUALIFICATION CRITERIA PQ2. Turn over	Bidder's average annual turnover of at least Rs 10 crores from IT/ITES during the last three financial years (FY 2018 -19, 2019-20, 2020-21) or during FY's 2019-20, 2020-21, 2021-22) as per last audited balance sheets or statements	We request to change in the average annual turnover of the bidder which should be at least Rs 30 Crores. As per the model RFP and MeITY guidelines, turnover should be 5 times. As the project cost mentioned in the RFP is approx. 31.9 Cr., for total 5.5 years project duration. Thus, the per year average will be 5- 6 Cr. and as per the procurement guidelines the bidder's yearly turnover should be a minimum of 5 times of the yearly Project cost which comes around 30 Cr.	Refer Corrigendum
24	54	Section IV, 12. PRE-QUALIFICATION CRITERIA PQ4	The Bidder should have been engaged and completed or in FMS phase (Portal/Application status should be in production and live) for at least the following numbers of projects for any Government Department/ Government Agency/PSU or any Recognized registered Private from the client. company.	We suggest that the department should consider only bidder's experience in ULB Projects and not in any other Govt/Private/PSU or any Private client. The same is also mentioned in The Rajasthan Procurement guidelines. The reference is mentioned below: "THE RAJASTHAN TRANSPARENCY IN PUBLIC PROCUREMENT RULES, 2013" Page no. 56, Clause no.79N, 1. ii Eligibility criteria for the project proponent are mentioned below [the person or lead member, or any other member of the joint venture or consortium, shall have experience] in handling at least one project in that Sector in which the proposal is being submitted, costing not less than 100% of the total project cost over the last 10 years, in the such project(s) where the contract has been awarded and work has been completed. (Work order and completion certificate from the client shall be provided)Project would be at a great risk if the bidder with no past relevant experience of Urban Local Body is onboarded. We are sure that Nigam would not want to put the project at such a risk and hence this suggestion may be considered.	Refer Corrigendum
25	54	Section IV, Technical Qualification Criteria	CMMi Level Certification	We suggest to the department to consider the SEI CMMi Level certification for marking criteria. While SEI CMMi Level 3 and above should be considered. The marking criteria also should be dependent on the CMMi Level. Higher certification should get higher marks i.e. SEI CMMi Level 5	As per RFP
26	54	Section IV, 12. PRE-QUALIFICATION CRITERIA – PQ4	The Bidder should have been Work Completion Capability engaged and completed or in FMS Certificates from the p ase (Portal/Application status client; should be on production and OR live) for at least following num_bers of Work Order+ Self projects for any Government Department I Government Agency I PSU or any Certific;ate of Completion+ Completion Certificate Recognized registered Private from the client. 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 B. Two projects of development, deployment, implementation, and O&M of Web-Portal/ Application based Software Application having value of 40% each two project.	This is an Egovernance project for Municipal Corporation having 20+ Lacs of population. As per the MeITY model RFP guidelines, relevant similar experience should be asked to evaluate the technical capabilities of the bidder. Current criterion allows any web portal or web application development project. The scope of this RFP involved 15+ software modules that are related to Municipality and hence the criterion should mandate similar experience where project includes at least 5 of such 15 software modules in the scope in each project. Else the current criterion allows any vendor who has not worked on similar software modules qualify which is a risk and Nigam can become a platform for a bidder to experiment by attempting to implement these modules for the first time. We are sure, that is not expected and hence these changes must be considered in the interest of onboarding capable bidder.	Refer Corrigendum

27	55	Section IV, 12. PRE-QUALIFICATION CRITERIA – PQ4	<p>Note:</p> <ol style="list-style-type: none"> <li>1. The Completion date of a project or go live of the project should be in- last 3 financial years.</li> <li>2. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria.</li> <li>3. The work order related to the third party software or sale licensed cost base product is not considered.</li> </ol>	<p>Regarding Point No. 1: We request to the department to consider the projects in last 10 years as the e-Governance implementation initiatives has started in India many years back.</p> <p>The RFP is mentioned that the Jaipur urban population is 24 lacs. Hence, we suggest that the department should consider the projects where the bidder has implemented &amp; supported at 10 lac and above population ULBs. This will ensure the success of the project.</p>	As per RFP
28	55	Section IV, 12. PRE-QUALIFICATION CRITERIA PQ.6	The bidder must possess, at the time of bidding, a valid CMMI Level- 3 certification.	<p>Validation of the CMMI certificate from:</p> <p>CMMI was originally developed at Carnegie Mellon University in the US and CMMI Institute is the official body to appraise organizations for CMMI. We have observed many organizations acquire CMMI from other bodies. Hence it is required that the validity of CMMI is verified from its official website.</p> <p>We request to amend the criteria as below:</p> <p>The bidder should have at least SEI CMM/CMMI level 5 valid certification and company name should be validated at <a href="https://cmmiinstitute.com/">https://cmmiinstitute.com/</a>.</p>	<a href="https://cmmiinstitute.com/learning/appraisals/results">https://cmmiinstitute.com/learning/appraisals/results</a> shall be referred for verification of CMMI Certification. Rest As per RFP.
29	56	TECHNICAL QUALIFICATION CRITERIA TQ1	Average annual turnover based on audited balance sheets from the last 3 financial years (2018-19, 2019-20 & 2020-21, as per the below criteria:	<p>Allocating 30/100 marks just for the turnover may not be required. Maximum marks should be given to similar project experience of the bidder.</p> <p>Further, as explained above, minimum turnover for qualifying should be INR 30 Cr and maximum marks can be kept for Turnover about 50 Cr.</p> <p>This criterion should be given maximum 10 marks. Balance 20 marks should be allocated to criteria which will enable onboarding the bidder with most similar experience – explained later in these queries.</p>	As per RFP
30	56	TECHNICAL QUALIFICATION CRITERIA TQ 2		<p>This criterion has been allocated 30 marks. As mentioned earlier, maximum marks should be given to similar experience of the bidder. This criterion should be given maximum 10 marks. Balance 20 marks should be allocated to criteria which will enable onboarding the bidder with most similar experience – explained later in these queries.</p> <p>Further, this criterion should consider no. of years of experience in IT for Govt/PSU not just IT field. That would make it more relevant.</p>	As per RFP
31	56	TECHNICAL QUALIFICATION CRITERIA	Additional Criteria for evaluation	<p>As suggested earlier marks from Turnover and IT Experience to be made 10 each and thus, 40 additional marks should be given to similar experience.</p> <p>Based on the scope of this project, below are some parameters for similar project</p> <ol style="list-style-type: none"> <li>1. E-Municipality project of a Municipal Corporation in India</li> <li>2. ULB with population of at least 10+ Lacs population</li> <li>3. No of modules- at least 5 of the 15 modules in scope of this project</li> <li>4. Long term O&amp;M – i.e. 5+ years of Operation and Maintenance for e- Municipality projects</li> <li>5. Project value - at least 10 Cr or more project for e-Municipality</li> <li>6. Projects involving no. of locations – 100+ locations</li> <li>7. Project involving deployment of technical manpower – 100+ manpower</li> <li>8. Project involving cloud based deployment for e-Governance</li> </ol>	As per RFP

32	71	SECTION -V 13. Payment Terms:	Payment Terms	<p>We request to the department to revisit the payment terms. This should be based on different phases of Software Development Life Cycle.</p> <p>We suggest that the payment terms should be as below:</p> <p>20% after SRS finalization for each module</p> <p>30% after Go-Live for each module</p> <p>Last 20% of complete Phase-1</p>	As per RFP
33	71	SECTION -V 13. Payment Terms:	Payment Terms	<p>The current payment terms are such that first payment to the bidder would be made at the end of 4<sup>th</sup> month or later when software modules are ready and tested.</p> <p>Payment terms should be linked to various milestones and as the project progresses. The first milestone can be Inception Report followed by SRS finalization, UAT sign-off, Training, Data Migration and Go-Live.</p> <p>Payments must be released on pro-rata basis upon completion of these milestones for different modules.</p> <ul style="list-style-type: none"> <li>• 10% on Submission of Inception Report</li> <li>• 20% on Sign-off of SRS</li> <li>• 25% on UAT of the software module/s</li> <li>• 25% on Data Migration (where applicable) and Training</li> <li>• 20% on Go Live</li> <li>• O&amp;M – on monthly basis.</li> </ul> <p>It should be noted that the project covers multiple modules. There would be a scenario where implementation of one/ some of the modules is not completed or one/some of the modules are not progressing for reasons not fully attributable to the bidder. In such scenarios, it would become very difficult if the payments are stuck. To avoid such a situation, RFP should provide for pro-rata payments based on no. of modules for respective milestones like Migration, rollout, stabilization etc.</p>	As per RFP
34	71	SECTION -V 13. Payment Terms:	Payment Terms	<p>As mentioned earlier that the Data Entry Operators during the implementation stage for one time master data entry may be deployed after SRS finalization in Phase 1 after mutually discussed with the department. Payment for the same is made as per actual deployment on monthly basis.</p>	As per RFP
35	71	SECTION -V 13. Payment Terms:	Payment Terms	<p>The payment for Cloud – we understand that this would be paid on monthly basis. The payment for computer, printer and UPS currently seems to be merged with the monthly manpower payment. Please appreciate that these are one-time cost and the OEMs expect up-front payment before delivery. Further ATS is to be paid to OEM at the start of each year. Bidder may not be expected to invest its own money and hence payment terms for computer, printer, UPS etc. should be 90% on delivery and 10% on installation. ATS should be paid at the start of each year.</p>	As per RFP

36	50 and 51	Section III Clause 14.1 Indemnity And Clause 14.6 Limitation of Liability	14.1 Indemnity the Agency shall indemnify and hold harmless the Nigam, the. Nigari'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 And 14.6 Limitation of Liability • under any other provisions of the Contract which expressly impose greater liability, • in cases of fraud, wilful 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. 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:	Clause 14.6 Limitation of Liability and Clause 14.1 Indemnity seems to be in contradiction. We request the department to study the same. The overall liability for the bidder need not be kept open ended. This will attract fair competition.	As per RFP
37	2	Important timelines of the bidding process	4. Online Bid Submission End Date 28-12-2022 & 6:00.PM	We request to the department to give at least 3 weeks of time for bid preparation after publishing of Prebid response.	Refer Corrigendum

Firm Name: Oasys Cybernetics Pvt. Ltd

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response
1	16	Data Migration	Define all the specifications that are needed to populate the data. • Develop the Data Migration Templates I 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 handhold,ig support to th~ Nigam staff so that they can undertake data migration activity.	a) How much data is there for Migration ? (Historical Data) B) Will migration involve data cleansing ?	(a) as per RFP.  (b) Yes  All activities in both the phases are to be carried out by bidder only. Nigam or its staff will not be involved.
2	25	10) Letter Monitoring System	There are thousands of let~rs received by Nagar Nigam Greater jaipur with high frequency. Keeping manual track of all of them is virtually impossible. That i_s 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.	a) How will the physical letters be linked in the system ? Either by scanning the letters or will it be tagging the letters ? B) How much Metadat will be required to be linked ? Those recorded after system is put in place ?	as per RFP.  System should have provision for both. The operations have to be managed by bidder's staff deployed in O & M Phase keeping in the view that the data volume is dynamic.

3	26	12) Mobile App	<p>The Mobile App have following features:</p> <ul style="list-style-type: none"> <li>• Important information about Nigam.</li> <li>• Recording of complaints and generation of unique number</li> <li>• Sending all intimation of compliances to the residents as well as the concerned department and the contractor.</li> <li>• Provision to display various notices, circulars and other information as issued by Nigam.</li> <li>• Provision for payments through Mobile App.</li> <li>• Provision to upload grievances/ complaints by the citizen along with photograph and Geo coordinates.</li> <li>• Display of status of previous complaints.</li> <li>• Integration with other data as desired by Nigam from time to time using API/ Web Services.</li> </ul>	Mobile apps are required on which platforms ?	Android & IOS Mobile APP are required
4	26	13) Grievance & Redressal System (Call Centre)	<p>For any organization, handling of grievances and its redressal 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:</p> <ul style="list-style-type: none"> <li>• Recording of new complaints with complete data of resident and other important informations like location with landmark and Geo coordinates.</li> <li>• Input can be from various sources like front office counter, telephone call, SMS, Whatsapp, Email. Website, Mobile Application, letter etc.</li> <li>• Marking of grievances to the concerned officers/ contractors.</li> <li>• Provision to take feedback from the concerned officers and update the same in the system.</li> <li>• Sending of various communication/ status alert to residents and officers.</li> <li>• In case of delay, provision to escalate the complaint to the next level officer in the hierarchy.</li> <li>• Provision for display of status of complaints.</li> </ul>	<p>a) How many people would be required to manage the grievance cell ?</p> <p>B) What are the working hours of the Grievance cell ?</p>	As per RFP
5	28	Data Migration and Data Preparation:	<p>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.</p> <p>6. Data Entry Operator/ Help Desk 225 Support/ Physical Data Handling etc. (Details given below)</p>	<p>The number of data entry operators are to be specified from the required number of 225.</p> <p>If the department staffs are trained to do data entry, then will they be able to contribute for data entry operations ?</p>	No
6		General	Need Consortium to be allowed		As per RFP JV allowed
7		General	Application Architecture		To be proposed by Bidder
8		General	Deployment Architecture		To be proposed by Bidder
9		General	No of Concurrent Users		1500+
10		General	Max Transaction per Day		To be envisaged by bidder
11		General	Max Size of Write /Transaction year		To be envisaged by bidder
12		General	Any Document Upload Permitted		Yes

13		General	Max Size of File in MB		To be decided at the time of SRS preparation
14		General	Max Files per User		To be decided at the time of SRS preparation
15		General	Database Backup Policy		To be proposed by Bidder
16		General	Database Retention Policy		To be proposed by Bidder
17		General	DC - DR Policy		To be proposed by Bidder
18		General	RPO -- Recovery Point of Object		To be proposed by Bidder
19		General	RTO -- Recovery Time of Object		To be proposed by Bidder
20		General	Data Archival Policy		To be proposed by Bidder
21		General	What is Project Budget ?		As per RFP

Firm Name: Uneecops Technologies Limited

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response
1	5	Section A/ Sub Section 3	Joint venture is allowed (joint venture decision depend of the firms level).	<p>In case of Joint Ventures, the level of expertise of all the JV partners is not equal and as desired.</p> <p>JV only complicates the matter, as the responsibility is not focused on a single party, which makes it difficult for Nigam to during project execution stage.</p> <p>We thus request you to not allow Joint Ventures.</p>	Refer Corrigendum
2	54	Section 1/ Sub Section PQ2	Bidder's Average Turnover	For project of such a scale, the average turnover asked should be at least Rs.20.00 Crores in last 3 years.	As per RFP
3	54	Section 1/ Sub Section PQ4	The Bidder should have been engaged and completed or in FMSphase 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.	We request you that only "Similar" projects should be considered. This will ensure that bidders with expertise in relevant domain only participate. Thus, experience of working with private companies should not be considered. However, relevant experience in ULBs across India may be asked.	Refer Corrigendum
4	54	Section 1/ Sub Section PQ4	<p>1 Project of 60% project value Or</p> <p>2 Projects of 40% project value</p>	<p>As per MODEL RFP FOR SELECTION OF IMPLEMENTATION AGENCIES – eGovernance projects issued by Meity – GOI, the Project experience should be as under:</p> <p>a) <b>One project</b> of similar nature costing not less than the amount equal to 80 – 100% of the estimated valueof assignment to be awarded</p> <p>b) <b>Two projects</b> of similar nature costing not less than the amount equal to 50 – 60%% of the estimated valueof assignment to be awarded</p> <p>c) <b>Three projects</b> of similar nature costing not less than the amount equal to 40-50% of the estimated valueof assignment to be awarded</p>	Refer Corrigendum

5	-	-	-	Seeing the size (including no. of resources involved & time period) of the project, the estimated budget of the project seems to be less. We request you to please re-evaluate the same.	As per RFP
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Firm Name: Atishay

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response
1	54	Pre- Qualification Criteria/Section - IV	<p>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.</p> <p>A. One project of development, deployment, implementation, and O&amp;M of Web- Portal/Application based Software Application based Software Application having value of 60 % of project cost. or</p> <p>B. Two Projects of development, deployment, implementation, and O&amp;M of Web- Portal/Application based Software Application having value of 40% each two project.</p> <p>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:</p> <p>1. The completion date of a project or go live of the project should be in last 3 financial years.</p> <p>2. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria.</p> <p>3. The work order related to the third party software or sale licensed cost base product is not considered.</p>	<p>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.</p> <p>A. One project of development, deployment, implementation, and O&amp;M of Web-Portal/Application based Software Application based Software Application having value of 60 % of project cost.</p> <p>or</p> <p>B. Two Projects of development, deployment, implementation, and O&amp;M of Web-Portal/Application based Software Application having value of 2 Crore each project.</p> <p>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.</p> <p>Note:</p> <p>1. The completion date of a project or go live of the project should be in last 3 financial years.</p> <p>2. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria.</p> <p>3. The work order related to the third party software or sale licensed cost base product is not considered.</p>	Refer Corrigendum

Firm Name: Virtual Galaxy Infotech PVT. LTD.

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response
1	3	Point No. 5	The Bidder 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.	We have applied for GST clearance certificate and yet to receive the same, so we request to relax the criteria against the submission of GST clearance certificate	Refer Corrigendum
2	5	3. Eligible Materials, Equipment and Services Point No. 1	Joint venture is allowed (joint venture decision depend of the firms level).	Request to allow consortium of companies for the submission of this RFP	As per RFP
3	7	13. Bid Security Point No. 2 & 3	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.	Request to allow MSME/ NSIC registered bidders for exemption in submitting the bid security.	Refer Corrigendum
4	35	4.5 Sub- Contractor	Subcontracting is not allowed.	Request to relax the criteria and allow sub-contracting for provision of manpower.	As per RFP

5	55	Section IV PQ 4, Note 1	The completion date of a project or go live of the project should be in last 3 financial years.	Request to relax the criteria as follows: The completion date of a project or go live of the project should be in <b>last 5 financial years.</b>	As per RFP
6	55	Section IV PQ 5	The bidder should have registered documents. i) Income Tax/PAN number ii) GST iii) ESIC iv) EPF	Request you to remove the requirement of ESIC registration certificate since this criteria restricts the company having experience in similar domain but not having ESIC certification.	As per RFP
7	55	Section IV PQ 6	The bidder must possess, at the time of bidding, a valid CMMI Level-3 certification.	Kindly allow and consider the bidders having ISO/IEC 27001: 2013 certificate against CMMI Level 3 certificate requirement. We are in the process of achieving CMMI level 3 and our development and service offering is compliant with all the standard processes, procedures and practices.	As per RFP
8	56	Technical Evaluation Criteria TQ3	Bidder should have on roll resources working in their firm. (provide ECR list) For above 250 manpower (30 marks) For 150-200 manpower (20 marks) For minimum 150 manpower (15 marks)	Request to amend to provide the supporting document as Undertaking from the HR/authorized signatory of the company instead of ECR list.	As per RFP


**Firm Name: Oswal Computers & Consultants Pvt. Ltd.**

Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response
1	Page No.3,	Point No.5	The Bidder shall to submit a valid GST clearance certificate from the concerned commercial taxes officer and PAN issued by Income Tax Dept. along with their technical proposal.	GST registration certificate is available but there is no GST clearance certificate issued by the department. Instead copy of last 3B Return / challan can be submitted.	Refer Corrigendum
2	Page No. 5	Section A. General, Point No.3 (i),	3. Eligible Materials, Equipment and Services, • joint venture is allowed (joint venture decision depend of the firms level).	We understand that this project is very crucial in nature and will act as backbone for Nagar Nigam Greater Jaipur in providing best possible services to citizens. Joint Venture in immediate past for similar tender issued for ULBs in Rajasthan has failed causing hardship to all stake holders. Thus, Joint Venture should not be permitted.	Refer Corrigendum
3	Page No. 5	Section C, Point No.9, Point No. ii	Power of Attorney	In case of Private Limited Company, Board Resolution should be allowed instead of Power of Attorney.	Refer Corrigendum
4	Page No. 5	Section C, Point No.11, Para 2	Bid Prices: 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.	The prices quoted should be exclusive of only GST. Any other taxes if applicable should be included in the rates quoted. This is because only GST component is common to all the bidders.	Refer Corrigendum
5	Page No.7	Point No.13	Bid Security: The bid security may be in the form of Demand Draft or Bank Guarantee e-grass Challan from Nationalized or Scheduled bank	Please clarify when giving EMD through Bank Guarantee, do we need to submit the BG at Nagar Nigam Greater Jaipur only or it is to be submitted through e-grass.	Refer Corrigendum
6	Page 11	Section – II Scope of Work Point No.2	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 meaty (MeghRaj.)	Responsibility of providing Cloud Server is of successful bidder. However, rent for Cloud Server has been asked in financial bid. (Price Schedule, Phase – 2, Sr. No.43 : Cloud Rent). In order to quote, please provide detailed specification for Cloud Server.	Refer Corrigendum
7	Page No.14	Point No. 4	Consumables will be arranged by the Agency.	Please specify the details of all consumables required under this project.	Refer Corrigendum

8	Page No.30	-	-	Nagar Nigam Greater Jaipur has several offices throughout the city. Supervisory staff and hardware/networking team will need to travel to these locations several times in a day. Who will bear the associated cost?	To be envisaged by bidder
9	Page No.31			We understand that there are several modules of State Government for which only operations needs to be done. In case, there are any issues with these modules who will be responsible for the rectification and coordination with the related authorities	Responsibility of bidder
10	Page No.38	Point No.6	Equipment/ Hardware: -OS: Windows 7 or latest -Microsoft Office	We understand that Desktop PC provided will be used by the Data Entry Operator only for the modules under this project. Since, all the modules in this project will be web based. There is no dependency on the operating system Thus, we request you to allow any operating system which is compatible with the modules. Also any compatible Office. Suite should be allowed instead of only Microsoft. This will also help in reducing project cost substantially.	As per RFP
11	Page No. 39	Point No. 7, 7.1	Personnel- Engagement of Personnel : 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 machine. (The rates of EPF and ESI will be subject to the latest orders.)	As per the latest notification of Labour Department, Computer Operator comes under category of highly skilled labour. Minimum wages for the same is Rs.333/- per day. [Notification issued by Rajasthan Labour Department dated 29/07/2022 is attached herewith (kindly see at Page No. 5)].  In the Computer Operator rate calculation, only ESI and EPF have been taken into account) However, in the Price Schedule, it is mentioned that bonus and gratuity are also payable additionally. Thus, we request you to please provide current minimum wages for the Computer Operator including all the mandatory add-ons.	Refer Corrigendum
12	Page No.40	Point No.5	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.	Please clarify difference rate for wage worker payable will be changes in the labour rate or it will be application on the total rates quoted.	The difference in amount will be paid in case the per month rates quoted for the computer operator are lower than the prevailing minimum wages.

13	Page No.54	Pre Qualification Criteria		In case of Joint Venture (JV), it is not mentioned (number of JV partners allowed, who will meet the pre-qualification criteria: prime bidder or joint bidder, copy of JV agreement has also not been asked mentioning responsibility of each JV partner). Kindly specify which of clause will be applicable for joint venture such as bankruptcy etc.	<ul style="list-style-type: none"> <li>• Number of members in a JV shall not be more than two.</li> <li>• Refer Corrigendum</li> </ul>
14	Page No.54	Sr. No. PQ4	Pre Qualification Criteria: 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	We understand that this project is very crucial in nature and will act as backbone for Nagar Nigam Greater Jaipur in providing best possible services to citizens. Asking for experience of equivalent size ULBs will ensure smooth implementation of the project. There is a vast difference in functioning of Private and Government Department. Also the domain knowledge required is different. Thus, experience of working with private companies should not be considered.	Refer Corrigendum
15		Price Schedule Phase 2		Rates have been asked only on manpower basis. There is no direct relation of manpower with software running module (Except for the Data Entry Operators), No rates have been asked for updation and running of modules and system changes which is continuous process or for Phase 2 it is only manpower supply project.	As per RFP
16	Page No. 3		Earnest Money Deposit: Rs. 63,84,980/-	We are registered as Small Scale Industry in state of Rajasthan. We request you to please confirm if we are eligible for payment of EMD @ 0.5 % instead of 2%. Enclosed: MSME registration certificate.	Yes eligible as per certificate provided . Refer Corrigendum.
17	Page No. 3		Project Cost: Rs. 31.92 Crores.	Considering the requirements of the project & total duration, the project cost appears to be quiet low. The same should be more by atleast 30-40%	As per RFP

Firm Name: Sparrow Softech Pvt. Ltd.					
Sr.No.	RFP Page No.	RFP Clause No. & Name	Existing RFP	Queries / Clarification Sought	Response

  
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1	Page No. 54 & 55	Section IV PreQualification Criteria Page No.: 54 and 55 PA 4 Technical Capability	<p>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 government Agency/PSU or any Recognized registered Private Company.</p> <p>A. One project development, Deployment, implementation, and O&amp;M of webPortal/Application based Software Application having value of 60% of Project Cost. Or B. Two projects of Development, deployment, implementation, and O&amp;M of WebPortal/Application based software Application having value of 40% each two project. On going project 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.</p>	We Kindly request you to considered work experience of development, deployment, implementation and O&M of WebPortal /Applications.	Refer Corrigendum
2	Page No.14	Phase 1 Stage 4: Technology to be used. Page no.: 14	Asp.net and C# for Coding and development.	we Kindly Request you to considered Python, Django/Asp.net/ PHP for coding and development.	Refer Corrigendum
3	Page No.: 56	Technical Evaluation Criteria TQ1	<p>Average annual turnover based on audited balance sheets from the last 3 financial years (2018-19, 2019-20 &amp; 2020-21).</p> <p>Above Rs 20 Cr. : Marks - 30            &gt;= Rs 15 Cr. and &lt; Rs 20 cr. : Marks - 20            &gt;= Rs 10 Cr. and &lt; Rs 15 cr.: Marks - 15</p>	<p>We kindly request you to Consider the last 3 Financial Years Average annual turnover (2019-20, 2020-21 &amp; 2021- 22)</p> <p>Above Rs 20 Cr. : Marks - 30            &gt;= Rs 15 Cr. and &lt; Rs 20 cr. : Marks - 20            &gt;= Rs 10 Cr. and &lt; Rs 20 cr.: Marks - 15</p>	Refer Corrigendum
4	Page No.: 56	Technical Evaluation Criteria TQ2	Capability Statement – Years of Existence Experience of > 15 years in the field of IT – 30 marks Experience of 10-15 years in the field of IT – 20 marks	We kindly request you to Consider the following changes in the years of existence Experience of > 10 years in the field of IT – 30 marks Experience of 7-10 years in the field of IT – 20 marks	As per RFP

5	Page No.: 03	<p>The Interested bidders may download the complete bidding document available online on <a href="http://www.jaipurmc.org">www.jaipurmc.org</a>. <a href="http://sppp.rajasthan.gov.in">sppp.rajasthan.gov.in</a> and <a href="http://eproc.rajasthan.gov.in">eproc.rajasthan.gov.in</a>. Submit their 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 SixtyThree lac eight four thousand nine hundred eighty) Pay Online in the <a href="http://www.jaipurmc.org">www.jaipurmc.org</a> before submission date and time.</p> <p>The Scan Copy of receipt of online payment will be uploaded on website <a href="http://eproc.rajasthan.gov.in">eproc.rajasthan.gov.in</a>. If EMD not deposit online upload scan copy of DD&amp; Bank Guarantee</p>	<p>We kindly request you to allow EMD Exemption for agencies who have valid UDYAM registration certificate under MSME.</p>	<p>Refer Corrigendum</p>
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**Item Rate BoQ**

Tender Inviting Authority: Commissioner Nagar Nigam Greater Jaipur


Name of Work: E-Governance Project

Contract No: Commissioner/NNGJ/2022-23/02

Name of the Bidder/ Bidding Firm / Company :					
<b>PRICE SCHEDULE (Phase 1 (Software Development, Data Preparation &amp; Commissioning of Modules))</b> (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant 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

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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	<b>Price to be Quote Without GST.</b>				
<b>Total in Figures</b>				<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>			

  
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**Item Rate BoQ**

Tender Inviting Authority: Commissioner Nagar Nigam Greater Jaipur


Name of Work: E-Governance Project

Contract No: Commissioner/NNGJ/2022-23/02


Name of the Bidder/ Bidding Firm / Company :						
<p align="center"><b>PRICE SCHEDULE (Phase-2 Schedule of Prices (staff / Additional Operator,terminal if required))</b></p> <p align="center">(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 )</p>						
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 ( 6 Month)	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
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 ( 6 Month)	1.000	Per Month		0.00	INR Zero Only

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13	<b>Database administrator with Computer terminal</b>					
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 ( 6 Month)	1.000	Per Month		0.00	INR Zero Only
19	<b>Business Analyst (CA) with Computer terminal</b>					
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 ( 6 Month)	1.000	Per Month		0.00	INR Zero Only
25	<b>Project Support Manager/ software developer with Computer terminal</b>					
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 ( 6 Month)	3.000	Per Month		0.00	INR Zero Only
31	<b>Hardware / Network Maintenance Engineer with Computer terminal</b>					
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

  
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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 ( 6 Month)	4.000	Per Month		0.00	INR Zero Only
37	<b>Supervisor with Computer terminal</b>					
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 ( 6 Month)	12.000	Per Month		0.00	INR Zero Only
43	<b>Cloud Rent</b>					
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
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 ( 6 Month)	1.000	Per Month		0.00	INR Zero Only
49	<b>Data entry operator</b>					
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 ( 6 Month)	225.000	Per Month		0.00	INR Zero Only

  
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55	<b>Computer terminal with printer, ups(service charge included)</b>					
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 ( 6 Month)	225.000	Per Month		0.00	INR Zero Only
61	<b>Cost of consumables</b>					
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
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 ( 6 Month)	225.000	Per Month		0.00	INR Zero Only
67	<b>Note :- Rate per month including PF, ESIC/Medical, Bonus etc.)</b>					
68	<b>Price to be Quote Without GST.</b>					
<b>Total In Figures</b>					0.00	INR Zero Only
<b>Quoted Rate in Words</b>		<b>INR Zero Only</b>				

  
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# Nagar Nigam Greater Jaipur

(Pandit Deendayal Upadhyays 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. -...../..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/-

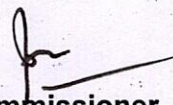
The bidder, who meets the eligibility criteria mentioned in RFP document and evaluated as the most preferred bidder as per the RFP document, shall be considered for award of contract.

#### 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 <a href="http://www.jaipurmc.org">www.jaipurmc.org</a> 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

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](http://www.jaipurmc.org), [sppp.rajasthan.gov.in](http://sppp.rajasthan.gov.in) and [eproc.rajasthan.gov.in](http://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](http://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](http://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**