Request for proposal (RFP) for Development of Web Based Management Information System (MIS) with spatial integration and mobile application (Android & iOS) for Smart Cities Mission

RFP No: NIUA-Smartnet/2018/01

RFP on: Management Information System for Smart Cities Mission

Issued By: National Institute of Urban Affairs

Issue Date: 14\textsuperscript{th} December 2018

Submission Date: 29\textsuperscript{th} December 2018, 4pm

Contact Details: Query facility on this RFP notification page on NIUA website should be used for this purpose

Summary of Proposal:

This request for proposal is issued by the National Institute of Urban Affairs (NIUA) for inviting proposals from Web Development Agencies/Firm for Design, Development and Maintenance of a Web Based Management Information System (MIS) with spatial integration and mobile application (Android & iOS) for Smart Cities Mission of the Ministry of Housing and Urban Affairs, Government of India.
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1. **Inviting Proposal**

National Institute of Urban Affairs (NIUA), on behalf of the Smart Cities Mission, Ministry of Housing and Urban Affairs, Government of India is inviting proposals from an agency/firm to develop a Web Based Management Information System (MIS) with spatial integration and mobile application (Android & iOS) for Smart Cities Mission. Interested agencies are requested to respond to the request for proposal (RFP) with technical and financial proposal along with all necessary documentary evidence regarding fulfilment of eligibility criteria.

For further details, the Request for Proposal (RFP), including terms and conditions are mentioned in following pages. Firm/Organization/Institute needs to submit ONLINE ‘Technical Bid’ and ‘Financial Bid’. The RFP, including technical and financial proposals should be uploaded at the following location no later than 29th December 2018 by 16:00hrs. Submission of proposals through hard copies, email and facsimile are NOT ACCEPTABLE and agencies will be deemed ineligible incase offline submissions are made. After the specified date and time, the facility for receipt of bids shall be deactivated. National Institute of Urban Affairs reserves the right to reject, in whole or in part, any or all bids at any time without assigning any reason or reasons whatsoever. The technical and financial proposals must be scanned separately and uploaded as PDF only.

Any queries regarding this RFP must be submitted at the following link by 21st December 2018 12:00 hrs. It is important to read all of the provisions of the proposal, to ensure that the requirements are understood. Failure to provide compliant proposals may result in invalidation of proposal.

**Bid Validity Period:** 90 days from the date of opening of Bid.

**Performance Security:** The Bid shall be accompanied by a Performance Security for a total amount equal to 5 percent of the contract value (financial proposal), which shall be deducted from the running bills during the contract. The Performance Security shall be refunded within 60 days from the completion of the contract, subject to any deductions being made on account of non-performance, or any due payable to NIUA by the Vendor. This document should be scanned and uploaded by the selected agency. Submission of the original document within 3 working days from the date of communication of selection is the prerequisite for award of contract.

**Tenure of Contract:** The contract tenure shall be 3 months for implementation from the date of acceptance of issue of Letter of Award by the Successful Agency, plus 9 months for support and maintenance of the system, including any modifications to the existing modules of the system developed as part of the scope. The term shall be extendable on mutual agreement between NIUA and the selected agency as per the requirements of the Smart Cities Mission.
2. **Purpose of the RFP**

This request for proposal is an invitation to Firm/Organization/Institute to submit proposal for development of a ‘Web Based Management Information System (MIS) with spatial integration and mobile application (Android & iOS) for Smart Cities Mission’. The web interface should facilitate real-time data capturing related to Smart Cities Mission and project monitoring to automate flow of information in real-time from project intervention sites, city, state and national level to enable timely review of progress and project implementation and support mission directorate in drawing real-time insights.

Interested agency/vendor(s) should be able to develop operational relationships with Smart Cities Mission ecosystem who can support enhancement in design, development and maintenance of the system as the mission evolves. NIUA wishes to engage with an experienced agency to deliver the system as specified along with following deliverables.

- Fully functional (Tested, debugged) application as agreed upon System Requirement Specifications (SRS) and Functional Requirement Specifications (FRS).
- Full documentations including information architecture, database schemas, flowcharts etc.
- Well commented code base
- Post-delivery software maintenance with an active user helpdesk.

3. **Project requirements**

New MIS should integrate all activities and reporting requirements of Smart Cities Mission among the stakeholders at City, States, and Central Government levels.

**Required features**

i) **Design, develop, implement and maintain the Management Information System (MIS), web interface and mobile application (Android & iOS)**

   a. A GUI based system where all business users are able to view/save/download/schedule/update various parameters/reports/dashboards and their summary without any programming efforts
   b. Capable to add/modify/delete all key business parameters-based data as per Mission requirements
   c. Capable to pull the report for a specified performance period in specified formats as per user role requirement
   d. Capable to achieve the data with time stamp in case of any addition/modification/deletion to data.
   e. Capable to provide intuitive structuring of Menus and navigations, user-friendly UI/UX.
f. Capable to provide secure login to business users located at central and various cities

g. Capable to generate alerts over various modes e.g. SMS, email

h. Efficient and quick data storage and retrieval with encryption techniques

i. Integration with external systems over API

j. Spatial integration with external systems

k. Bulk upload of data using CSV formats

ii) Data Entry of content in the system

a. System to be capable of addition of data as per sub-heads e.g. Project detail, Institutional detail, City and State profile pages, Financial data, document library etc.

b. Capable to allow users to add/modify/delete project data as per defined hierarchy of projects

c. Capable to add/modify/delete institutional data as per defined parameters and fields in the system

d. Capable to add/modify/delete financial data as per defined parameters and fields in the system

e. Capable to add/modify/delete images/multimedia (videos or audio) /documents/location-details through mobile app/web interface

f. Capable to interlink all the data under different heads/fields

g. Capability to have project category-based outcomes/output

h. Generate the content for GIS based MIS with boundary marking of projects, tagging of project location, create events related to projects/events, location survey data, data collection from the field in an online or offline (in case of no connectivity with MIS server), add new infrastructure like roads, buildings, add components (e.g. toilets, smart solar sites, smart parks, panic buttons, dustbins etc.) of projects on map, project output measurement (before / after based on date or location), location-based analytics of project KPIs, Real-time maps Geolocation Tracking API integration

i. Capable to create surveys for specified stakeholders and getting response for the survey questions/requisite data

j. System should have an approval mechanism of addition/change/deletion of data at various user levels

k. System should track all revisions being undertaken at various levels with timestamp details
l. System should have a provision for digital endorsement of all revisions in project level data by the SPV CEO’s before it gets published.

iii) Report and analytics
   a. Capable to deliver online reports with defined formats as per defined time-frequency
   b. Capable to deliver custom reports with option to select fields and provide calculation summary
   c. Capable to provide analytics as per fields/rules/calculations
   d. GIS based MIS – Map view of projects and their attributes with geo-tagged contents.
   e. The system to generate report with various parameters in a chart or graphical format with advanced visualization tools
   f. The reports generated should have feature “Export to PDF” “Export to Excel”, “Export as CSV (Comma separated values)” or “Export as picture” few reports might be required with “Export to MS word format”
   g. 360-degree search for various fields from record

iv) Access Management
   a. Secure login for users
   b. System should support view/modify/delete access of data as per the user id logged into system
   c. User-id based system functionality access to be available to the user
   d. Auto recovery of password to be available for user to change or recover password
   e. User management to be done through front-end of system by the super-user
   f. System to enforce complex passwords

v) Integration with external systems
   a. System should be able to connect with external systems for exchange of data
   b. The system should be able to capture data as per defined rules and access
   c. The system should be able to share specific data over different integration techniques e.g. API, File upload etc.

vi) System functionalities
   a. All the application, system events to logged with timestamp onto the system, super-user to have access of such logs
b. The system should be capable of saving the change in the data with timestamp and user-id to ensure availability of historical data.

c. The system’s logs should be maintained for at least 6 months.

d. Any security related observations noted by client or stakeholder, will have to be remediated by the agency. Vendor has to provide information related to support and remediation process.

e. Vendor has to provide all patches and upgrades. Also, details on how these patches and upgrades will be made available and plan of installation of such patches and upgrades will be provided.

f. Any change to the system or application that may affect working of system or any part should be done during night hours or defined change management window with a prior permission of client.

g. Efficient and quick data storage and retrieval with encryption techniques.

h. Deployment of application on existing servers and maintenance for the 9 months.

i. Comprehensive data Security. Stress testing to support Pan India Inspections.

j. High availability, redundant setup ensuring and back-up.

k. Web portal should work on every Web Browser - Firefox, Internet Explorer, Opera Mini, Safari, Chrome etc.

l. System administration features with user account creation/ user privileges/authorization’s etc.

m. Provide necessary framework to collect, compile and manage data/information related to the activities being done at various levels.

n. Vendor should provide full Administrator access along with conduct training sessions for the users for updating data, content adding/editing, etc.

o. The platform should be designed to be deployed on cloud servers, it should be designed with future scalability requirements without change in core architecture. It should be developed with micro service architecture in mind.

p. The application should be designed to prevent from SQL injections. User interface/Front-End should be HTML injection proof.

q. Maintain the source code via SVN (e.g. Bit Bucket) in a private repository.

4. **Eligibility Criteria**

   i) Vendor should be registered and be based in India (Registration certificate to be attached)

   ii) The Vendors should have office in Delhi NCR (Registered rent agreement / own premises related title document)
iii) Vendor should have minimum 5 years old registration in India. (Registration certificate)

iv) Vendor should have directly worked for any government of India organization websites / applications for a minimum value of Rs. 5 lakhs for during last three years (work order of relevant projects which clearly highlight scope of work, work undertaken and project budget)

i) The Vendor should not have been blacklisted by any Government Department, whether in the Central / State / district levels across India. (Submit self-declaration).

ii) Vendor should be an Income Tax Assessee and should have filed Income Tax return for the last 3 Assessment Years. (Income tax assessment for last three financial years)

iii) Vendor should have experience in development and maintenance of any IT system for Government organization during the last three years (work order of relevant projects which clearly highlight scope of work and work undertaken)

iv) Vendors should have done similar work experience, hosting, website security, website design and development and mobile app (work order of relevant projects which clearly highlight scope of work and work undertaken)

v) Vendor should have sufficient number of persons / skilled manpower having special skill in programming / maintenance / trouble-shooting etc. to carry out the said work professionally, on his roll. (Submit self-declaration).

vi) The Firm/Organization/ Institute should not have been barred by any PSU / Govt. Dept. in doing business with them. (Submit self-declaration).

vii) Firm/Organization/Institutes should submit their profile (Signed and company stamp with date) along with a brief summary of their experience in the field of designing, development and managing ‘Online Management Information System’ for government programs or government institutions initiatives supported by documentary evidence.

   a. Name of the Firm/Organization/Institute
   b. Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization etc.)
   c. Attested/Notarized copy of the registration certificate.
   d. Attested/Notarized copy of the updated valid GST Registration certificate.
   e. Attested/Notarized copy of up-to-date Trade license.
   f. Attested/Notarized copy of Income Tax PAN Card No (Photocopy of the PAN Card need to be submitted).
   g. Details of the average annual turnover during last three years.

viii) Experience in similar projects and level of involvement. (Copy of work order of relevant projects only indicating scope of work which is similar to this RFP to be furnished)

ix) Copy of one Technical Proposal of project on Web based Management Information System developed by the agency in the last 3-5 years with details of work undertaken and URL.

x) CV of Technical Professionals highlighting similar projects handled along with URLs (2page max. each). These professionals have to be on the agency payroll (documentary evidence to this effect has to be submitted) and who will be dedicated for this project until implementation phase is completed.

xi) A copy of this RFP document signed and stamped along with date
Note: Agency must provide necessary supporting documents as proof in respect of the eligibility criteria mentioned above. Any criteria without necessary documentation would be considered ineligible and bid will not be considered for technical evaluation.

5. **Proposal Preparation**

I. **Eligibility Criteria**

- A dossier (SINGLE PDF ONLY) with documentary evidence (signed on all page) for each of the criteria has to be uploaded at the online facility on RFP notice page on NIUA website.

II. **Technical Bid** (SINGLE PDF ONLY)

The technical bid should contain following five sections as per sub criteria in section 6 have to be prepared with signature on each of the page and has to be uploaded at the online facility on RFP notice page on NIUA website.

   i) Content and Concept
   
   ii) Database Design
   
   iii) Time Line for the Completion of Project
   
   iv) Arrangement for maintenance and updating
   
   v) Demonstration of Templates and management of Data flow

III. **Financial Bid** (SINGLE PDF ONLY)

   i) The financial bid will be the Overall Cost including maintenance cost as per the Scope of Work as laid down in the Terms of Reference.

   ii) Vendor should provide all prices as per the prescribed format under this Form. Vendor should not leave any field blank. In case the field is not applicable, Vendor must indicate “0” (Zero) in all such field.

   iii) All the prices are to be entered in Indian Rupees INR (%age values are not allowed).

   iv) It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.

   v) The final Financial Bid of the Vendor shall be inclusive of all Taxes, Duties and Levies including Service Tax, etc.

   vi) National Institute of Urban Affairs shall take into account all Taxes, Duties & Levies for the purpose of Evaluation.

6. **Evaluation of Proposal**

The evaluation would consist of following phases:

**Phase I:** Evaluation of Eligibility Criteria.

**Phase II:** Evaluation of Technical Bids.

**Phase III:** Evaluation of Financial Bids.

**Phase IV:** Combined Evaluation of Technical and Financial Bids.
Phase I: Evaluation of Eligibility Criteria:

1. In this part the Agency will be evaluated for the fulfillment of the conditions specified in the Eligibility Criteria and those not fulfilling will not be considered for technical evaluation. NIUA reserves the right to reject, in whole or in part, any or all bids at any time without assigning any reason or reasons whatsoever.

Phase II: Evaluation of Technical Bids:

2. In this part the technical bid of only those agencies who have qualified the Phase I Eligibility Criteria will be evaluated.

The technical bid will be analyzed and evaluated on:
- Content and Concept.
- Database Design.
- Time Line for the Completion of Project.
- Arrangement for maintenance and updating
- Demonstration of Templates and management of Data flow.

3. The technical bid will be analyzed and evaluated and the technical bid marks shall be assigned to each bid on the basis of following evaluation matrix

<table>
<thead>
<tr>
<th>Bid Component</th>
<th>Weightage in Technical Score</th>
<th>Minimum Qualification Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content &amp; Concept</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Understanding of the project</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>b) Approach &amp; methodology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Stakeholder mapping</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Overall design</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) Scalability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Database Design</td>
<td>30</td>
<td>20</td>
</tr>
<tr>
<td>a) Concept of primary key design specific to smart cities mission activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Concept of integration with checks and consistencies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Concept of indexes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Completion Period (proposals with shorter timeframe to deliver initial drafts may be considered)</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Arrangement for maintenance and updating</td>
<td>5</td>
<td>2.5</td>
</tr>
<tr>
<td>Demonstration of web template &amp; and management of Data flow</td>
<td>5</td>
<td>2.5</td>
</tr>
</tbody>
</table>
Analysis of technical bid

i. In this part, the technical bid will be analyzed and evaluated and the technical bid marks (Stm) shall be assigned to each bid on the basis of following evaluation matrix

ii. Each component group will have Minimum Qualification Score and only those Technical Bids receiving marks greater than or equal to minimum in each component group will be eligible for consideration in financial bids. If required, the NIUA may seek specific clarifications from any or all Vendor(s) at this stage. NIUA shall determine the Vendor that qualify for the next phase after reviewing the clarifications provided by the Vendor(s).

iii. The Vendor may be asked to make a presentation before the Procurement Committee at NIUA to present the technical bid component points on the basis of which Technical bids will be evaluated.

iv. Technical Bid Score: The Technical Bid Score ‘St’ of the Vendor shall be derived as under

\[ St = \left( \frac{Stm}{SH} \right) \]

where

- \( St \) is the Technical Bid Score
- \( Stm \) = Total technical bid marks of the bid under consideration
- \( SH \) = Highest total technical bid marks amongst all evaluated bids

4. NIUA reserves the right to modify the evaluation process at any time during the RFP process, without assigning any reason, whatsoever, and without any requirement of intimating the Vendor of any such change. At any time during the process of evaluation NIUA may seek specific clarifications from any or all Vendor.

Phase III: Evaluation of Financial Bids:

In this phase, the Financial Bids of the Agency, who are technically qualified in Phase II, shall be opened. Formula to determine the scores for the Financial Bids shall be as follows

\[ Sf = \left( \frac{FL}{F} \right) \]

Where

- \( Sf \) is the Financial Score
- FL is the value of lowest Commercial Bid
- F is the price quoted in the bid under consideration

Phase IV: Combined Evaluation of Technical & Financial Bid

i. The Total score of the Agency will be determined as under

\[ \text{Total Score (Ts)} = (70 \times St) + (30 \times Sf) \]

ii. The Bid of the Agency, who obtains the highest Ts value, will be rated as the best Bid. In the event of a tie, the bid with the highest technical score (St) will be rated as the best bid. Beyond that, NIUA will decide the matter in its full discretion.

iii. NIUA will award the Contract to the successful Vendor whose bid has been determined to be substantially responsive and has been determined as the best bid, provided further that the Vendor is determined to be qualified to perform the Contract satisfactorily. NIUA shall however not bind itself to accept the best bid or any bid.
7. Right to vary Scope of work at the time of Award

The National Institute of Urban Affairs may at any time, by a written order given to the Vendor, make changes within the general scope of the Work. If any such change causes an increase or decrease in the cost of, or the time required for, the Vendor’s performance of any part of the work, whether changed or not changed by the order, an equitable adjustment shall be made in the agreed Price or delivery schedule, or both, and the Work Order shall accordingly be amended. Any claims by the Vendor for adjustment under this Clause must be asserted within 15 days from the date of the Vendor’s receipt of the National Institute of Urban Affairs changed order.

8. Right to accept any Bid and to reject any or all Bids

The National Institute of Urban Affairs reserves the right to accept any bid, and to annul the RFP process and reject any or all bids at any time prior to award of work, without thereby incurring any liability to the affected Vendor or Vendor or any obligation to inform the affected Vendor or Vendor of the grounds for the National Institute of Urban Affairs action.

9. Notification of Award

Prior to the expiration of the period of bid validity, the National Institute of Urban Affairs will notify the successful Vendor by e-mail or in writing, by registered letter/email that its bid has been accepted.

10. Issuing the Work Order

At the same time as the National Institute of Urban Affairs notifies the successful Vendor that its bid has been accepted, National Institute of Urban Affairs will send the Work Order, incorporating its requirements including the conditions laid down in the RFP. Within 7 days of receipt of the Work Order, the successful Vendor shall sign and date the Work Order and return a copy to the National Institute of Urban Affairs as a token of acceptance of the requirements laid down (Letter of acceptance – LoA).

11. Commencement, Completion and Termination of Contract

The Vendor shall commence the Services within 7 days from the date of issue of LoA, unless otherwise agreed by the Parties.

Termination of Contract for failure to commence Services: If the Vendor does not commence the Services within the period specified in Clause 10 above, NIUA may, by not less than 2 (two) weeks’ notice to the Vendor, declare this Contract to be null and void, and in the event of such a declaration, the Performance Security of the Vendor shall stand forfeited.

Termination of Agreement-NIUA may, by not less than 30 (thirty) days’ written notice of termination to the Vendor, terminate the contract without assigning any reason for such termination.

12. Payment Schedule & Terms

Documents required to release the payment:

a. Bill / Invoice mentioning Permanent Account Number and Service Tax Registration No...
b. Documentary proof of the deliverables as per work order.
c. Other required details as required for the activities.
Payment Schedule:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Payment</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery of Server-side web application (testing phase)</td>
<td>15%</td>
<td>Approval of NIUA</td>
</tr>
<tr>
<td>System and Functional Requirement Specifications (SRS &amp; FRS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>And other full documentations as mentioned in RFP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responsive Web interface (Go-live) and well commented code as per industry standards mentioned in RFP and User manual</td>
<td>15%</td>
<td>Performance Standard:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Maintaining downtime at 0.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Approval of NIUA</td>
</tr>
<tr>
<td>Completion of 3 months</td>
<td>10%</td>
<td>Performance Standard:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Maintaining downtime at 0.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Successful generation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>desired reports from the system</td>
</tr>
<tr>
<td>Android Mobile Application &amp; iOS Mobile Application (go live)</td>
<td>20%</td>
<td>Maintaining downtime at 0.9%</td>
</tr>
<tr>
<td>Support and Maintenance</td>
<td>40%</td>
<td>98% resolution of all trouble shooting within stipulated time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This payment will be made monthly in 9 equal installments</td>
</tr>
</tbody>
</table>

I. In consideration of the Services and subject to the provisions of this RFP and of the SRS, NIUA shall pay the vendor for the Services rendered in pursuance of this agreement, in accordance with the Terms of Payment Schedule set out in this RFP.

ii. Save and except as otherwise provided for herein or as agreed between the Parties in writing, NIUA shall not be required to make any payments in respect of the Services (or, without limitation to the foregoing, in respect of NIUA performance of any obligations under this RFP) other than those covered in this RFP. For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.

iii. Subject to the specific terms of the RFP, Vendor shall submit its invoices in accordance with the following principles:

A. NIUA shall be invoiced by vendor for the Services. Generally, and unless otherwise agreed in writing between the Parties or expressly set out in the RFP, vendor shall raise an invoice as per Payment Schedule of this RFP; and

B. Any invoice presented in accordance with this Article shall be in a form agreed with NIUA.
iv. Vendor shall invoice all payments after receiving due approval from the competent authority at NIUA. Such invoices shall be accurate and all adjustments to or changes in the terms of payment as stated in Payment Schedule of this RFP. NIUA shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.

v. Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by the vendor, subject to penalties. The penalties are imposed on the vendor as per the Service Level criteria.

**Taxes and duties**

Unless otherwise specified in the Contract, the Vendor shall pay all such taxes, duties, fees and other impositions as may be levied under the Applicable Laws and NIUA shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed on it.

**Confidentiality of the Document:**

This RFP is confidential and anything contained in this RFP shall not be disclosed in any manner, whatsoever.

**Rejection Criteria:**

Besides other conditions and terms highlighted in the RFP document, bids may be rejected under following circumstances:

- Incomplete bids that do not quote for the complete Scope of Work as indicated in the bidding documents, addendum (if any) and any subsequent information given to the Agency.
- Bids providing information that are found to be incorrect/misleading at any stage/time during the RFP Process.
- Technical Bid containing financial details.
- Bids in which the total lump sum price quoted by the Agency is not inclusive of all taxes, duties, fees, levies, works contract tax and other charges.
- Bids made through Telex/Telegraphic/Fax/E-Mail.
- Bids which do not confirm unconditional validity of the bid for 90 days from the date of opening of bid.
- Bids where prices are not firm during the entire duration of the contract and/or with any qualifications.
- Bids that do not confirm unconditional acceptance of full responsibility of executing the ‘Scope of Work’ of this RFP.
- Bids in which the Agency seeks to influence NIUA’s bid evaluation, bid comparison or contract award decisions.

13. **General Information**

i. Agency shall not make any alteration/changes in the bid after the online submission or closing time and date whichever is earlier. Unsolicited correspondences from Agency will not be considered.
ii. If at any stage of RFP process or during the currency of the Work, any suppression / falsification of such information is brought to the knowledge of the National Institute of Urban Affairs, it shall have the right to reject the bid or cancel the Work Order, as the case may be, without any compensation to the Agency.

iii. The Agency shall deem to have complied with all clauses in the RFP under all the sections/chapters of the Bidding document, unless otherwise stated in the deviation statement. Evaluation will be carried out on the available information in the bid.

iv. Any other point, which may arise at the time of evaluation, will be decided by National Institute of Urban Affairs for assessment of the bids.

v. Other important Information
   a. The ownership of the MIS portal and all its elements will at all times vest with Ministry of Housing and Urban Affairs and the agency will have no proprietary or other rights or other rights in respect of the same
   b. The National Institute of Urban Affairs is not bound to accept the lowest or any RFP or to assign any reason for non-acceptance. The National Institute of Urban Affairs reserves its right to accept the RFP either in full or in part. Conditional Bids will be rejected outright.
   c. The National Institute of Urban Affairs reserves the Right to place an order for the full or part quantities under any items of work under Scope of work
   d. After issue of the Work Order the Performance Guarantee will be forfeited in case of undue delays in performance by the agency.
   e. The National Institute of Urban Affairs reserves the right to cancel the Work Order of any agency/ agencies in case of change in the procedures or unsatisfactory services. In this case, performance guarantee will be forfeited.
   f. In the event of any dispute, the tribunals and courts in New Delhi will have the exclusive jurisdiction in respect of all matters pertaining to the Contract between the Vendor and the National Institute of Urban Affairs.

14. Term and Conditions

- The prospective agencies shall submit the proposal in two parts, viz., Technical and financial and should follow the form given in the "Supplementary Information for agencies (Annexure 1)"

- The "Technical" and "Financial" proposals must be submitted following the formats/schedules given in the information for agencies.

- The "Technical proposal" should contain the details required for technical evaluation of the proposal, which includes, *inter alia*, the description of the firm/organization, the firm’s general experience in the field of assignment, the qualification and competency of the personnel proposed for the assignment and few samples of similar assignment completed in the past. The Technical Proposal should not contain any cost information whatsoever.

- The “Financial Proposal” should contain the detailed price offer for the services.
Agency’s should provide brief profile of their work experience for the last three years along with the evidences of work done earlier with the client list. Certificate/ documents evidencing past major supplies year wise for the last 3 years should be enclosed.

For any clarifications, post query facility on this RFP notification page on NIUA website should be used latest by **12:00 hrs. on 21st December 2018**. Queries received after this date and time will not be responded.

Any Proposal with inadequate information and those which do not meet the eligible criteria or received after the closing date will not be considered.

The RFP should be sent with capability statement with company profile & infrastructure suitable for implementing the applied activities.

The Firm/Organization/ Institute should also submit an undertaking (Annexure-3) duly signed & Stamped.

Utmost confidentiality of the data provided shall be maintained.

Name
Designation

Signature of the agency with the Seal
Annexure 1
Technical Proposal Format
(Overview – all requirements as mentioned section 5 & 6 have to incorporated )

Please maintain the flow of the format while furnishing to the detailed information incorporating requirements mentioned in RFP.

1. Name of the Agency
   a. Full postal address
   b. Telephone and fax numbers
   c. Year of starting of organization

2. Organizational Profile and capability statement with Organogram

3. Number of Clients Worked in the last 3 years-2015-2018 (Pl give client wise details)

<table>
<thead>
<tr>
<th>Client</th>
<th>State</th>
<th>Work Period</th>
</tr>
</thead>
</table>

4. Concept Paper which contains the appropriate methodology, sampling technique, tools and software to be used.
5. Execution plan including Data Collection, data processing and report submission plan.
6. Details of team with specific role and responsibilities (detailed CV’s for each of the proposed team members should be attached as annexure).
7. Data processing management including data entry, cleaning and Analysis (with the required software packages that are proposed to be used should be specified)
8. Time line with deliverables.

Signature and seal of the agency
ANNEXURE - 2
(On Company/Firm Letter Head)

TECHNICAL BID
REQUEST FOR PROPOSAL FOR WEB PORTAL

Form A: Technical Bid - Content & Concept

In this section the Agency is expected to showcase understanding of the basic Content & Concept of the Web Portal.
Form B: Technical Bid - Database Designs

In this section the Agency is expected to provide the arrangement format on different databases sections on the web portal.
ANNEXURE - 4

Form C: Technical Bid – Time line for Completion of the Project

In this section the Agency is expected to provide Project completion period detailing with milestones to be achieved as per requirements in RFP.
Form C: Technical Bid – Arrangement for maintenance and updating:

In this section the Agency is expected to provide details on arrangement for maintenance and updating of the MIS as per requirements in RFP.
## Annexure 6

### Financial Bidding Format

Name of the Firm/Agency: ________________________________________________

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Amount (Inclusive of all Taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>for Design, Development and Maintenance of a Web Based Management Information System (MIS) with spatial integration for Smart Cities Mission of the Ministry of Housing and Urban Affairs, Government of India.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Design, Development and Maintenance of a mobile application (Android &amp; iOS) with spatial integration for Smart Cities Mission of the Ministry of Housing and Urban Affairs, Government of India.</td>
<td></td>
</tr>
</tbody>
</table>

Signature: ______________________________

Name: _________________________________

Seal / Stamp of the firm / agency

### SPECIFICATIONS (FINANCIAL)

1. The rates quoted will be inclusive of all taxes/Levies/ etc.

2. Penalty clauses will apply as per the company’s policy, as per terms of the work order: the decision of the National Institute of Urban Affairs/Project Management shall be final and binding in this regard. The release of payment would be made as per follow activities.

3. No advances will be given to the agency.


5. Name of firms wherein party/proprietor having the same interest.

6. Final payment adjustment shall be made after completion of the evaluation work and after the submission of the final report

7. The payment will be done through Local Cheque/NEFT/RTGS after 45 days of satisfactorily completion of work.

8. TDS as applicable will be deducted as per I.T. rules.

9. The Agency will work in close consent of the HLFPPT-Noida office and will not take independent decision on any matter.

10. PAN

11. Service Tax/GST Number

12. Last 3 years balance sheets (attested by a CA)
Annexure -7

Undertaking from Vendors
(attach scanned copy of Issued RFP with signature & stamp of signatory on all pages)

This has reference to the RFP published in the website of National Institute of Urban Affairs, Government of India on………….. In response to the RFP, we have submitted our technical & financial bids on…………. At your office ………………………………………………………………… In connection with the above bids, we hereby declare as under:-

I. That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

II. That we have submitted the bids in the name of M/S…………………….......................and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.

III. We hereby undertake that in case of any violations to the above declarations at any stage of the contract, National Institute of Urban Affairs reserves the sole right to cancel the contract and recover the full value of the contract from us.

For and on behalf of …………….

(Authorized Signatory with company seal /Stamp.)