



VIJAYAWADA MUNICIPAL CORPORATION (VMC)

ANDHRA PRADESH

Tender Document

FOR

**DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE
OF A Citizen Communication Platform (CCP)**

Vijayawada Municipal Corporation

Jawaharlal Nehru Buildings

Vijayawada: 520001, Andhra Pradesh, India.

Phone number: 0866 2518 478, Website: <https://www.ourvmc.org/>

1. INTRODUCTION

1.1 ABOUT VIJAYAWADA

Vijayawada is a city on the banks of the Krishna River, in the Indian state of Andhra Pradesh. It is a municipal corporation and the headquarters of Vijayawada (urban) mandal in Krishna district of the state. The city is one of the suburbs of the state capital Amaravati, under the Andhra Pradesh Capital Region, and the headquarters of APCRDA. The city is one of the major trading and business centers of the state and hence, it is also known as "The Business Capital of Andhra Pradesh". The city is one of the two metropolis in the state, with the other being Visakhapatnam. The city had a population of 1,048,240, making it the second largest city in the state in terms of population and it had an urban agglomeration population of 1,491,202. The city is divided into 59 wards. An elected body headed by the Mayor performs the Administration of the Corporation. The Commissioner acts as the executive head, and oversees the day-to-day functioning of the local body.

The Vijayawada Municipal Corporation in short VMC is the urban planning agency that oversees Vijayawada. VMC covers an area of 61.88 Sq. Kms and has a total of approximately 117,548 buildings.

Many civic governance activities are now performed through IT support /solutions and is consistently expanding cost effective and easy access to information, through multiple devices to residents and visitors. VMC is already in the process of developing VMC into a Smart City with the use of IT/ICT based interventions and solutions. In this regard, tenders have been floated for Smart Poles with Wi-Fi Hotspots, Interactive Information Kiosk, Sensor based parking and Warm LED lights

Technology has enabled a paradigm shift with "Smartness" shaping up all future developments. VMC has been working towards time bound development activities based on major scientific and hi-tech strategies to create a state-of-the-art city

VMC has been one of the first cities to initiate Smart Addressing Solution in the city called Unique Smart Addressing Solution for Urban Dwellings (USASUD) project, Scope of the USASUD Project for better visibility of USASUD project VMC now issues adhesive board to all the property,

1.2 ABOUT VIJAYAWADA MUNICIPAL CORPORATION

The Municipality of Vijayawada (Bezawada) was constituted on 1st APR, 1888 and was upgraded as a selection grade municipality in the year 1960. The municipality was upgraded to a corporation in 1981. With the merger of Gunadala, Patamata and Bhavanipuram village panchayats and two villages payakapuram and Kundavarikandrika in the corporation in 1985. The total area of the corporation is 61.88 sq.kms.

The city is divided into 59 political wards. An elected body headed by the Mayor performs the Administration of the Corporation. The Commissioner acts as the executive head, and oversees the day to day functioning of the local body. The staff strength of the corporation is just over 5000.

The administration of VMC with the help of the people and elected members of the city has transformed Vijayawada to one of the cleanest cities of India. VMC has taken all necessary steps to make the city a better place to live with all amenities. VMC has taken up many path breaking initiatives and these efforts have been acknowledged at national and international level.

VMC's commitment to achieve its mission and carry out the above listed functions successfully can be summarized as below:

- i. Dedication to achieve excellence in providing civic amenities
- ii. Responsive, Modern, Simple, Accountable and Transparent Administration

Vijayawada Municipal Corporation (referred to as VMC henceforth) has harnessed the power of IT before it became ubiquitous and a necessity for organization of its size. VMC is one of the very little local self-government to adopt computerization in its early phase and initiated its use for better governance.

1.3 VISION FOR CITIZEN COMMUNICATION PLATFORM (CCP) BASED ON USASUD (Unique Smart Addressing Solution for Urban Dwellings)

Need for USASUD BASED COMMUNICATION

With the issuance of USASUD (Unique Smart Addressing Solution for Urban Dwellings), the VMC envisions citizens to communicate with the administration and amongst themselves hyper locally within their residential areas, discuss and collaborate on civic issues with the objective of better, safer and cleaner neighborhoods

Vision

VMC has a unique vision to empower residents and visitors of Vijayawada city to look at a new paradigm of citizen communication. CCP is a unified platform for citizen communication hyperlocally, has been conceptualized, as a medium for information dissemination, exchange ideas/ suggestions, collaboration. The project is expected to gain momentum under the 'Smart Cities' and 'Digital India' initiative from Government of India. VMC wishes to transform Vijayawada into a digitally empowered society and knowledge economy. The project will also be

supplemented by Social Media platforms: Facebook, Twitter, WhatsApp and YouTube riding on the popularity of social media and increased digital penetration. It aligns with the citizen communication initiatives (“Information for All”) of ‘Digital India’. It aims to simplify the life for all residents of the city by addressing common issues. VMC shall pro-actively engage through social media and web based platforms to inform and interact with citizens. The aim of the project is to focus on improving the citizen experience when interacting with the Vijayawada Municipal Corporation (VMC) — specifically, help drive meaningful citizen engagements through increased adoption of the USASUD based digital platform. It will facilitate two-way communication between citizens and VMC to achieve better and inclusive governance.

VMC disseminates information to the Vijayawada citizens through various channels. VMC has the vision to reach to the final stage of citizen engagement for Shared decision making and collaboration.

To provide the best of services to the residents and visitors, VMC wants to attract the best of talent who have rich experience in running similar initiatives. The implementation plans hence would be tendered and the party which meets all relevant requirements as per tender criteria would be awarded the contract. The parties who respond to the RFP are expected to manage the channels end-to-end.

Roll-out and adoption

The implementation of the CCP platform is expected to be ‘design-develop-maintain’ model awarded to the most deserving vendor. Once the vendor completes the build and goes live, citizens would start getting on-boarded on the new platform.

2. SCOPE OF WORK

2.1 OVERVIEW

The scope is specified below. It is to be noted that the roles & responsibility of Agency will be inclusive but not limited to the following. Agency will be required to carry out all activities and perform roles & responsibility to meet the objective of the Citizen Engagement. The agency shall be required to utilize back end infrastructure along with back end experts. Necessary cost for the infrastructure/back end experts (if any) should be included in the financial bid by the Bidder.

2.2 OBJECTIVES AND SCOPE OF CCP PLATFORM

VMC has a public portal and is expected to launch CCP platform, which is envisaged to have the mentioned features. The envisaged features are:

1. Sign Up

- a. Ability to sign up with
- b. Name
- c. Phone number
- d. Locality
- e. DDN.

2. Verification / Linkage to DDN

- a. Survey to verify all Digital Door Number's already issued to buildings by an on-ground team.
- b. Digital Door Number should be the unique registration ID for the building to sign up to CCP
- c. A weather resistant foam board with cyanoacrylate adhesive with clearly printed DDN and QR code to be stuck on every building.
- d. Design of the board should have universally accepted visual appeal and have prior approval from the corporation.
- e. The lat/longs of each DDN to be verified using the latest GPS verification technologies
- f. Ability to setup user profile

3. Subscription

- a. Subscribe to the "locality/ward/block" around a particular user.
- b. Communities to be defined by mapping all areas with corporation defined boundaries
- c. Auto follow local administration agencies

4. Communication

- a. Group/Forum based communication
- b. Ability of a Biz / Govt to reach out to the community

- c. Ability to integrate multiple government departments and push updates directly to the user
- d. Ability to like, share posts
- e. Ability to tag posts with categories

5. Technology infrastructure

- a. Ability to host and maintain the application infrastructure for a period minimum of 10 years.
- b. Ability to handle large volumes of traffic and engagement
- c. Proven caliber to handle high volumes of users and prior piloting of such a technology with a user base of no less than 1000 users
- d. Ability to publish APIs(Application Programming Interface) to 3rd parties to leverage this platform

3. INSTRUCTION TO BIDDERS

3.1 INTRODUCTION TO THIS BID PROPOSAL

VMC intends to invite proposals through this RFP. The Technical Bid along with EMD & Bid Fee is to be submitted in hardcopy whereas the Price Bid is to be submitted by hand.

3.2 BID AVAILABILITY & VALIDITY

Bid documents can be downloaded from the web site www.ourvmc.org up to the date and time mentioned in the Online RFP Notice.

The proposal should be valid for acceptance for a minimum period of 90 days from the Bid Due Date/Bid Submission Date (the “**Proposal Validity Period**”). If required, Authority may request the bidder to have it extended for a further period.

3.3 GOVERNING LAW AND JURISDICTION

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Vijayawada shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

3.4 RIGHT TO ACCEPT AND REJECT ANY PROPOSALS OR ALL PROPOSALS

- a. Authority reserves the right to accept or reject any Proposal and annul the bidding process/ Proposal Evaluation Process and reject any/all Proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for Authority's action.
- b. Without prejudice the Authority reserves the right to reject any Proposal/Bid if:
 - i. at any time, a material misrepresentation is made or discovered, or
 - ii. The Bidder found to be indulging in Fraudulent and Corrupt Practices as defined in this RFP.
 - iii. The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.
 - iv. Bidder submitted conditional Proposal/Bid.
- c. If such disqualification/ rejection occurs after the Proposals have been opened and the Selected Bidder as per award criteria gets disqualified/ rejected, then the Authority reserves the right to consider the next best Preferred Bidder, or take any other measure as may be fit in the sole discretion of the Authority, including annulment of the Selection Process.

3.5 EARNEST MONEY DEPOSIT (EMD)

- a. Earnest Money Deposit (EMD) of amount Rs. 1 Lakh (Rupees one Lakhs only) should be paid in the form of Demand Draft of any nationalized / scheduled banks, payable at Vijayawada in the favor of the **"Municipal Commissioner, VMC"**.
- b. Any bid not accompanied with valid Earnest Money Deposit in the acceptable amount, form and validity period will be summarily rejected by the Authority as being non-responsive and bids of such Bidder shall not be evaluated further.
- c. No interest will be payable by the Authority on the Earnest Money Deposit.
- d. The EMD of unsuccessful Bidders will be returned by the Authority, without any Interest, as promptly as possible on acceptance of the Proposal of the Selected Bidder or when the Authority cancels the Bidding Process.
- e. The Selected Bidder's EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the Security Deposit in accordance with the provision thereof.

- f. The EMD shall be forfeited and appropriated by the Authority as damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise, under the following conditions:
- I. If a Bidder submits a non-responsive Proposal;
 - II. If a Bidder engages in a corrupt practice, fraudulent practice, undesirable practice, or restrictive practice
 - III. If a Bidder withdraws its Proposal during the Proposal Validity Period as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and the Authority;
 - IV. In the case of Successful Bidder, if it fails within the specified time limit –
 - a) To sign and return the duplicate copy of LOA
 - b) To sign the Agreement within the time period specified by the Authority.
 - c) To furnish the Security Deposit along with the signed copy of LOA; or
- i. In case the Successful Bidder, having signed the Contract, commits any breach thereof prior to furnishing the Security Deposit.

3.6 DUE DILIGENCE

The Bidders are encouraged to examine and familiarize themselves fully about the nature of assignment, scope of work, all instructions, forms, terms and conditions of RFP, local conditions and any other matter considered relevant by them before submitting the Bid by paying a visit to the site, sending written queries to the Authority, and attending a Pre-Bid meeting.

3.7 ACKNOWLEDGEMENT BY BIDDER

- a) It shall be deemed that by submitting the Bid, the Bidder has:
- I. made a complete and careful examination of the RFP
 - II. received all relevant information requested from the Authority;
 - III. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority
 - IV. acknowledged that it does not have a Conflict of Interest
 - V. agreed to be bound by the undertakings provided by it under and in terms hereof.
- b) The Authority shall not be liable for any omission, mistake, or error in respect of or any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

3.8 COST OF BIDDING

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the Bid and bidder's participation in the Bid Process, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Authority, will be borne entirely and exclusively by the bidder.

3.9 COUNTERPART SUPPORT BY VMC

- a. VMC will issue an authorization letter to the vendor for carrying out the on field activities.
- b. VMC officials shall also be accompanied the representative of the bidder for field activities in VVIP premises or if required.
- c. VMC will advertise DDN basis the marketing strategy provided by the agency.
- d. VMC shall provide all necessary technological support to the bidder where ever required.
- e. VMC shall provide all the other support for effective implementation of CCP.
- f. Communication effort to make all stakeholders both within the VMC Area and outside aware of the benefits of CCP and to ensure successful adoption using for a period of contract.
- g. The hosting of the information collected by the Vendor on behalf of the Municipal Council
- h. VMC to dedicate a content manager to ensure that content on the platform is not offensive or derogatory to any one particular person/religion/group. This resource will be identified in collaboration with the agency. Further resources will be identified when required or as work load increases
- i. VMC to issue requests to all public and private services who can leverage the CCP platform for better communication and service delivery. This will be in collaboration with the agency.
- j. VMC will bear the cloud/server charges as per original 3rd party service provider invoice submitted by the agency.

Note: Billing will be subject to change with load and server requirements

3.10 SCHEDULE OF BIDDING PROCESS

The Authority shall endeavor to adhere to the bidding schedule as specified in table below:

Date of Issue of the Bid Document	27-02-2018
Pre-bid Conference by Submission of queries by email	07-03-2018
Technical Bid Submission (in Hard Copy) filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents.	In sealed envelope, strictly by RPAD/Postal Speed Post on or before 14/03/2018 up to 18:00 hrs. to the <u>O/o Vijayawada Municipal Corporation</u>
Date, Time and venue for opening of Technical Bid	16-03-2018
Date, Time and venue for opening of Financial Bid	The technically qualified bidders will be notified with the date and time of the Financial Bid Opening – 17/03/2018
Signing of Agreement	Within 15 days from the date of issuance of LOA/Work Order

3.11 TERMS OF CONTRACT

- a. Selected Bidder shall undertake project on Design-Develop-Maintain basis.
- b. Selected Bidder shall design, develop and maintain the project during the Contract Period of 2 years commencing from the date of issue of LOA/Work Order (extendable upto two years). Provided in the event of earlier termination of the Contract, this period shall be ending with the date of termination of the Contract (the "License Period/Contract Period").
- c. In case of Termination due to Selected Bidder's Event of Default, the Authority shall have right;
 - I. To forfeit the Security Deposit in full.
 - II. To appoint another Bidder. In such case selected bidder will need to handover to VMC or appointed agency.
- d. Performance and fulfillment of its roles & responsibilities and obligations as per the provisions specified in RFP and Addenda & Corrigenda if any.
- e. Termination / Withdrawal: VMC reserves the right to withdraw/ terminate the agency of applicant in any of following circumstances:

- I. Agency becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization
 - II. Information provided to VMC is found to be incorrect;
 - III. Delivery conditions are not met within the specified time period;
 - IV. Misleading claims about the agency are made;
 - V. Clear evidence is received that agency has breached copyright laws/ plagiarized from another source;
- f. If the agency does not execute the contract to the satisfaction of the VMC then the VMC may invoke any or all of the following clauses.
 - I. Forfeit the Security Deposit Amount
 - II. Terminate the contract without any liability of VMC towards the agency.
- g. **Intellectual Property Rights:** VMC shall act as the custodian and remain the owner of all the content conceptualized, created, and implemented by the selected agency under this engagement and the data shall be shared with the agency. The agency shall use this data fairly with no malice or intent of fraud. All intellectual property rights in the content whether in tangible or intangible form shall belong to VMC and the selected agency has a right to assign, license, sell, or use any content conceptualized, created and implemented under this engagement and/or accompanying Agreement post the contract period also. The selected agency shall take all such appropriate legal actions to safeguard violation of VMC's intellectual property rights, if any.
- h. The agency must coordinate between VMC departments and concerned departments of VMC to achieve the objective of Citizen Engagement., VMC departments and concerned departments of VMC to achieve the objective of Citizen Engagement.
- i. The Agency's Work Order shall be immediately terminated if VMC finds it responsible for uploading any defamatory, seditious, gender prejudiced or obscene content with notice period of 10 days. VMC shall terminate the work order if no reply is received from the Agency or the reply received from the Agency is unsatisfactory. The Agency shall promptly remove any content of the aforementioned malicious nature uploaded/posted by a member of the team or from the public, and inform VMC with relevant details/proofs to take suitable legal action
- j. During the bidding process or during the contract period, if any bidder is found involved in fraudulent and corrupt practices, VMC reserves the right to reject the bid or cancel the contract, forfeiting the EMD and security deposit.
- k. The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Vijayawada shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the bidding process.

- l. Nothing contained in the RFP shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever.
- m. The selected bidder shall be deemed to be acting as an independent contractor of Authority and shall not be deemed an agent, legal representative, joint venture, or partner of Authority. Neither party is authorized to bind the other to any obligation, affirmation, or commitment with respect to any other person or entity.

4. DOCUMENTS AND PRE-BID CONFERENCE

4.1 CLARIFICATION TO RFP DOCUMENTS

- a. The prospective Bidder requiring any clarification on the RFP Document may submit his queries, via email, to “engineeringvmc@gmail.com” on or before 05/03/2018, 18:00 hrs.
- b. They should send in their queries on or before the above stated date to enable Authority to have adequate notice of the said queries so that the same may be addressed at the Pre-Bid Meeting. The Authority shall endeavor to respond to the queries at short span of time prior to Bid/Proposal Due Date. The responses to queries will be sent to Bidders by the Authority.
- c) The Authority shall endeavor to respond to the questions raised or clarifications sought by the Bidders. However, the Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Authority to respond to any question or to provide any clarification.
- d) The Authority may also on its own motion, if deemed necessary, issue interpretations and clarifications and amendment to all Bidders. All clarifications and interpretations issued by the Authority shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Authority or its employees or representatives shall not in any way or manner be binding on the Authority.

4.2 PRE-BID MEETING

There will be a physical pre-bid meeting for this RFP. Queries received in due course of time will be reviewed and if required the Addenda and Corrigenda will be issued pursuant to the pre-bid queries and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

4.3 AMENDMENT OF BIDDING DOCUMENTS

- a. At any time prior to the Proposal/Bid Due Date, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda/corrigendum. The same will form the part of the original bid documents and shall override any contradicting effects in the original bid papers.
- b. Any Addendum/Corrigendum issued hereunder will be made available on website.

5. PREPARATION AND SUBMISSION OF PROPOSALS

5.1 LANGUAGE OF PROPOSAL

The proposals prepared by the bidder shall be in the English language.

5.2 PROPOSAL CURRENCY

Prices shall be expressed in Indian Rupees only.

5.3 FORMAT AND SIGNING OF PROPOSAL

- a. The Bidder shall provide all the information sought under this RFP. The Authority will evaluate only those Proposals that are received in the required formats and complete in all respects.
- b. The Bidder shall prepare and submit the Technical Bid (together with originals/ copies of Documents required to be submitted along therewith pursuant to this RFP) along with the EMD and Bid Fee.
- c. The Price Bid must be submitted by hand. In case, the Price Bid is submitted physically which leads to revelation of prices before the due date of opening of the Price Bid, the bid will be disqualified.
- d. The Technical Proposal and shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page, preferably in blue ink and the signature of the authorized signatory shall bind the Bidder to the contract. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. Each page of the Proposal must be numbered.

- e. The Proposal must be properly signed by the authorized signatory (the “Authorized Signatory”) as the Bidder holding the power of Attorney. If possible, such Power of Attorney shall be supported by a Board Resolution in favour of the person vesting power to the person signing the Bid.

5.4 PROPOSAL SUBMISSION FORMAT & SEALING AND MARKING OF PROPOSALS

The Bidder shall submit their Bids in two separate sealed envelopes:

- a. Technical Bid and**
- b. Financial Bid**

The tender is a “Two Bid’ document. The Technical Proposal should contain all the relevant information and desired enclosures in the prescribed format along with Cost of Tender Document and Earnest Money Deposit (EMD). The Financial Proposal should contain only financial Bid as per Annexure. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

The Bid Document should be submitted as mentioned in this clause only on the tender document. Submission of Technical Bid and Financial Bid in any other format may result in invalidation of such bids. Bid submitted cannot be modified after the submission of the bid offers.

Under this process, the Bid shall be invited under two envelopes. Eligibility and qualification of the Bidder will be first examined based on the details submitted under the first envelope (Technical Bid) with respect to eligibility and qualification criteria of this RFP.

Financial Bids will be opened only of the top 3 ranked in technical evaluation on date which will be intimated later to the top 3 technically qualified bidders. The name of Bidder and bid prices shall be announced by the Authority during opening of Financial Bid.

The aforesaid short-listed Bidders, including their successors, (the “Bidders”), the financial offers (the “Bids”) shall be opened in accordance with the terms specified in the Bidding Documents. The Bid shall be valid for a period of not less than 90 (Ninety) days from the Bid Due Date.

Bids would be evaluated on the basis of the highest Composite score.

Generally, the Highest Bidder shall be the Selected Bidder. The remaining Bidders shall be kept in reserve and may, in accordance with the process specified in Clause 3 of this RFP, be invited to match the Bid submitted by the Highest Bidder in case such Highest Bidder withdraws or is not selected for any reason. In the event that none of the other Bidders match the Bid of the Highest Bidder, the Authority may, in its discretion, either invite fresh Bids from the remaining Bidders or annul the Bidding Process.

5.5 PREPARATION AND SUBMISSION OF BIDS

Bidder shall provide all the information sought under the RFP. The Bid shall be submitted in two parts; viz., the Technical Bid and the Financial Bid.

PART- I – TECHNICAL BID: Indicating bidders' compliance to eligibility and qualification criteria for the development of smart addressing solution.

- a. Before submitting the Bid, the Bidders should ensure that they conform to the eligibility criteria as stated in RFP;
- b. Technical Bid should be submitted as per the instructions. Relevant technical details and documentation should be provided along with technical Bid. The Authority shall not allow/permit changes in the technical details once it is submitted;
- c. The Bid may not be evaluated and may be rejected by the Authority without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer; and
- d. The Authority will evaluate only those Bids that are received in the required formats and complete in all respects

PART-II - FINANCIAL BID-to quote the Bid Price for implementing the Project as per the terms and conditions of the RFP and in the format provided in the RFP (The format for submission of Financial Bid). All the pages of Bid including brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. The Bid and its copy shall be typed or written in indelible ink and signed by the authorised signatory of the Bidder who shall also initial each page, in blue ink. In case of printed and published documents, only the cover shall be initialled. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialled by the person(s) signing the Bid. Bids with erasing / overwriting / cutting which are without authentication will be liable for rejection.

5.6 EVALUATION OF BIDS

The Authority shall open the Bids at 04:30 hours on the Bid Due Date, at the place specified in this RFP in the presence of the Bidders who choose to attend.

- a. Bids received by the due date and time and in sealed cover will only be considered for opening and evaluation. Bids other than stated will be summarily rejected.
- b. Firms that submitted the Bids will be duly intimated with the date, time and venue for opening the Bids received as above. Authorized representatives of the participating firms are requested to be present during Bid opening.

- c. The details of the authorized representatives (who choose to attend) present will be recorded.
- d. Name of the firms that submitted the Bids will be read aloud in the presence of firm's representatives and will be recorded.
- e. Each Bid will be given a number in the ascending order and will be recorded against total number of Bids. For instance, if the total number of Bids received is five, the first Bid will be recorded as 1/5, the second as 2/5 and so on.

In case the Bid submission date is deferred due to declared holiday on the Bid submission date, the opening of Bids also will be deferred in line with the extended Bid submission date.

If any of the Bidders or all Bidders who submitted the tender are not present during the specified date and time of opening it will be deemed that such Bidder (s) is / are not interested to participate in the opening of the Bid/s and the Authority at its discretion will proceed further with opening of the Part I - conformity to eligibility and qualification criteria and the technical Bid in their absence.

5.7 EVALUATION OF TECHNICAL BIDS

- a. The committee appointed by the Authority will evaluate the Bids submitted by the Bidders under this RFP. If warranted, the Authority may engage the services of external consultants for evaluation of the Bid.
- b. In the first stage, the Technical Bid will be evaluated on the basis of Bidders' compliance to Eligibility and Qualification Criteria as specified in this RFP. Only those Bidders whose Technical Bids score 70 marks or more out of 100 marks shall qualify for further consideration, and shall be ranked from highest to the lowest on the basis of their technical score (ST). The Bidders not meeting the said qualification criteria specified in the RFP are deemed to be disqualified from further tender evaluation process.
- c. Even though the bidders score qualification marks, they are subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and / or record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.
- d. Only the Financial Bids of those who are shortlisted in the Technical Bid shall be reckoned for further evaluation.

5.8 EVALUATION OF FINANCIAL BIDS

- a. In the second stage, the financial evaluation will be carried out as mention in this RFP. Each Financial Bid will be assigned a financial score
- b. Financial Bids of only those firms who are technically qualified shall be opened publicly on the date & time as notified later in the presence of the Bidders' representatives who choose to attend. The Bid Price in the Financial Bid as per Annexure provided in the RFP will be considered for final evaluation as the financial bid (F M).

5.9 COMPOSITE SCORE AND FINAL EVALUATION

Bid Evaluation: - In case of **QCBS (Quality & Cost Based Selection)**, the lowest Financial Proposal (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be computed as indicated as below.

$S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.

Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights:

T = the weight given to the Technical Proposal: 70%

P = the weight given to the Financial Proposal: 30%

$$T + P = 1$$

indicated in the Data Sheet:

$$S = S_t \times T\% + S_f \times P\%$$

The bidder with the highest Composite Score(S) would be awarded the contract.

5.10 PROPOSAL DUE DATE

The last date and time of submission of the Proposals (the "Proposal Due Date/Bid Due Date") is specified in Schedule of Bidding Process.

The Authority may, in its sole discretion, extend the Proposal Due Date by issuing an Addendum uniformly for all Bidders. In such event, all rights and obligations of Authority and Bidders previously subject to the earlier deadline will thereafter be subject to the Proposal Due Date as extended. Any such change in the Proposal Due Date shall be in the form of addenda and be made available on www.ourvmc.org.

5.11 LATE PROPOSALS

- a. Proposals not reaching to the Authority on or before the specified time limit on the Proposal Due Date will not be accepted.
- b. Authority shall not be responsible for any postal delay or non-receipt / non-delivery of any documents.

5.12 MODIFICATION AND WITHDRAWAL OF PROPOSALS

- a. Proposal once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the Earnest Money Deposit shall be liable for forfeiture.
- b. Any alteration/ modification in the Proposal or additional information supplied subsequent to the Proposal Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

5.13 FIRM PRICES

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The proposal prices shall be indicated in India Rupees (INR) only.

6. PRE-QUALIFICATION & EVALUATION

6.1 Pre- Qualification Criteria

Sl. No.	Pre- Qualification Criteria	Proof Document Required
1	Bidder should be: <ul style="list-style-type: none"> a. A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto and in operation for a minimum period of 3 years at the time of the bidding. b. Registered under GST c. Consortium/JV is not allowed 	Format to share Bidder's Particulars as in Annexure
2	Turnover of atleast two financial years Bidder should have had an average annual turnover of at least INR 50 Lakhs / or be a certified by CA startup under the DIPP	Financial Capability Statement as in Annexure
3	In the last 3 years, the bidder must have completed or have in progress a minimum of 2 Mobile application platforms.	Provide documentary proof to support.
4	The agency must have in-house production facilities for production and editing of contents in all forms research based technical content etc.	Self-certification on letter head.
5	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.	Self-declaration / Undertaking by bidder on its letter head as per Annexure

6.2 TECHNICAL EVALUATION PARAMETERS

To be considered qualified for opening of Price Proposal, each Bidder should meet Technical Proposal Evaluation Criteria specified hereunder.

Bidder's Experience [Total – 75 marks]		
#	Criteria	Marks
1	Experience in mobile application building and download promotions <ul style="list-style-type: none"> ► 1st Application with minimum of 10,000 downloads–25 marks ► 2nd Application minimum 1000 downloads – 20 marks : To support the above submit necessary Play Store and Apple Store or any other download reports 	45 Marks
2	Experience in publishing and providing APIs to 3 rd parties in last 3 years <ul style="list-style-type: none"> ► 1st project–10 marks 	15 marks

	<p>► Every Additional project (max 2)–2.5 marks each</p> <p>Note: To support the above submit necessary Agreement/Contract duly certified.</p>	
3	<p>Experience in GIS enabled Activities with Government agency/Municipal corporation/State or center government.</p> <p>Note: To support above submit necessary Government Agreement/Contract</p>	15 marks
4	<p>Bidder's Approach & Methodology</p> <ul style="list-style-type: none"> ➤ Design, Framework, UI and UX = 15 Marks ➤ Process, marketing plans, adoption strategy = 10 Marks 	25 marks

7. EVALUATION PROCESS

7.1 CLARIFICATION OF BIDS AND REQUEST FOR ADDITIONAL/ MISSING INFORMATION

To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications/documents/missing information in writing from any Bidder regarding its Proposal. The request for clarification or submission of information and the response shall be in writing. If the response from the Bidder is not received by the Authority before the expiration of the deadline prescribed in the written request, the Authority reserves the right to proceed with evaluation process at the total risk and cost of the Bidder

7.2 VERIFICATION AND DISQUALIFICATION

- a. The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP and the Bidder shall, when so required by the Authority, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority there under. The Authority reserves the right to reject any Proposal and forfeit the EMD if:
- b. At any time, a material misrepresentation in terms of misleading or false representation is made or uncovered, or
- c. Bidder or its parents/subsidiary/sister concerned from whom it is taking credit for meeting Qualification Criteria is blacklisted/barred by any Government Agency in India or abroad.
- d. The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.

- f. In case of fraudulent Bid/proposal and involved in fraudulent and corrupt practice
- g. A Bidder makes an effort to influence Authority in its decisions on Evaluation process/Selection process.
- h. While evaluating the Proposal, if it comes to Authority's knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in distorting competitive price discovery or delaying the processing of proposal.
- i. A bidder who submits or participates in more than one Bid/ Proposal under this RFP. Such misrepresentation/blacklisting shall lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Bids/Proposals have been opened and the Selected Bidder gets disqualified / rejected, then the Authority reserves the right to: invite the remaining Bidders to submit their Bids/proposals, or take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Bidding Process.
- j. In case it is found during the evaluation of Proposals or at any time before signing of the Contract or after its execution and during the period of subsistence thereof, that one or more of the prequalification/eligibility criteria/ conditions have not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Selected Bidder either by issue of the LOA or entering into of the Contract, and if the Successful Bidder has already been issued the LOA or has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Authority to the Successful Bidder or the Selected Bidder, as the case may be, without the Authority being liable in any manner whatsoever to the Successful Bidder or the Selected Bidder. In such an event, the Authority shall be entitled to forfeit the EMD, as the case may be, without prejudice to any other right or remedy that may be available to the Authority under the RFP and/or the Contract.

7.3 CONTACTS DURING PROPOSAL EVALUATION

Proposals shall be deemed to be under consideration immediately after they are opened and until such time the Authority makes official intimation of award/ rejection to the Bidders. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain, save and except as required under the

Bidding Documents, from contacting by any means, the Authority and/ or their employees/representatives on matters related to the Bids under consideration.

7.4 CORRESPONDENCE WITH BIDDER

Save and except as provided in this RFP, the Authority shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid/Proposal.

7.5 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Authority in relation to, or matters arising out of, or concerning the Bidding Process. The Authority will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or the Authority or as may be required by law or in connection with any legal process.

7.6 NOTIFICATION OF AWARD

- a. Authority shall notify the Selected Bidder(s) as the Successful Bidder through letter that its/their Bid has/have been accepted (the "Successful Bidder(s)"). This letter ("Letter of Award"/ "LOA") shall be issued, in duplicate and shall specify the sum which the Authority shall pay to the Successful Bidder in consideration of the project scope as per the terms of Contract.
- b. Successful Bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Successful Bidder is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, appropriate the Earnest Money Deposit of such Bidder as damages on account of failure of the Successful Bidder to acknowledge the LOA the authority will take suitable actions including blacklisting of the agency.

7.7 Milestones and Payment Schedules

Sl. No.	Payment Milestones for the services component	% Payment of Sub-total for services provided during imp phase (Component A of Pricing Summary)
1.	Milestone 1: on Successful development of the CCP application, Includes <ul style="list-style-type: none">• User Acceptance Test• Load Test• QA/QC of all functionality as described in the scope of work And on successful installation of DDN boards: further 20% buildings of VMC area	20 %
2.	Milestone 2: on successful installation of DDN Boards 20 % buildings of VMC area	20%
3.	Milestone 3: on successful Installation of DDN Boards further 20 % buildings of VMC area	20%
4	Milestone 4: on successful completion of installation of DDN boards further 20% buildings of VMC area.	20%
5.	Milestone 5: on successful completion of installation of remaining 20% DDN Boards activity.	20%

ANNEXURES

Annexure 1: CONTENTS AND FORMATS FOR TECHNICAL PROPOSALS

Covering Letter

(On letterhead of the Bidder, including full postal address, telephone, fax, email, addresses)

Date.....

To,

XXXXX

XXXXX

XXXXX

Dear Sir,

REF: RFP No. _____

1. Being duly authorized to represent and act on behalf of (hereinafter “the Bidder”), and having reviewed and fully understood all the information provided in the RFP document, the undersigned hereby applies as a Bidder for the Project.
2. Attached to this letter are certified copies of original documents defining:
 - (a) Incorporation as per the Companies Act along with Memorandum and Article of Association, GST registration whichever is applicable.
 - (b) The Bidder’s principal place of business; and
 - (c) The place of incorporation; or the place of registration (or Income Tax registration).
 - (e) Required Earnest Money Deposit and Bid/RFP fees as specified in RFP and all documents as specified in RFP in respective envelopes.
3. Price Proposal by hand at VMC and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from client(s) regarding any technical aspects hereof by way of letters or otherwise from any such institutions, in order to verify statements and information provided in this application, or with regard to our resources, experience, and competence.
4. This application is made in the full understanding that:
 - a. Our Proposal and any information submitted at the time of bidding will be subject to verification by VMC;
 - b. VMC reserves the right to reject or accept any application, cancel the qualification/Bid process, and reject all applications; and
 - c. VMC shall not be liable for any such actions as at (b) above and shall be under no obligation to inform us of the grounds for the same.
5. We confirm that in the event our bid is successful resulting in award of contract, the same will be signed so as to legally bind all the concerned jointly and severally.

6. We confirm that we agree with the terms and conditions provided in RFP. The Proposal submitted by us shall be valid for a period of Proposal Validity Period specified in RFP.
7. The Bid Fee & Earnest Money Deposit of stipulated amount in the form of the Demand draft
8. The undersigned declares that the statements made and the information provided in the duly completed application is complete, true and correct in every detail.

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

For and on behalf of (name of Agency)

Annexure 2

Format for Power of Attorney for Signing of the Proposal

(On a Stamp Paper of appropriate value)

(Applicable in case of bid not being signed by the person directly authorized by Board of firm. In the latter case, please provide a copy of the relevant Board Resolution signed by Company Secretary/ Director authorizing the Signatory.)

Dated:

To,
XXXX
XXX
XXXX

Dear Sir,

REF: RFP No. _____

<Bidder's name>_____ hereby authorizes **<Designated Representative's name>**_____ to act as a representative of **<Bidder's name>**_____ for the following activities vide its Board Resolution/ Power of Attorney attached herewith.

To attend all meetings with Vijayawada Municipal Corporation or other entities associated with this project and to discuss, negotiate, finalize and sign any bid or agreement and contract related to RFP for selection of agency for citizen engagement Eco System (CCP App) within Vijayawada City.

Yours faithfully,

<Signature of appropriate authority of the Bidder >

Name of appropriate authority of the Bidder:

<Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney>

For

<Name of Bidder >Encl: Board Authorization

Notarised

Annexure 3

Format to Share Bidder's Particulars

Sr. No.	Description	Details (to be filled by the responder to the RPF)
1	Name of the Agency	
2	Official address	
3	Phone No. and Fax No.	
4	Corporate Headquarters Address	
5	Phone No. and Fax No.	
6	Web Site Address	
7	Details of Agency's Registration (Please enclose copy of the Agency registration document)	
8	Name of Registration Authority	
9	Registration Number and Year of Registration	
10	Sales Tax /VAT registration No (If Applicable)	
11	Permanent Account Number (PAN)	
12	Agency's Revenue for last 3 years (Year wise)	
13	Agency's Profitability for the last 3 years (Year wise)	
14	Registration details under the Companies Act 1956	
15	No. of years of operation in India	
16	GST Registration No.	

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Contact Person
Name		
Title		
Address		
Mobile		
FAX		
E-Mail		
Signature		

Annexure 4

Financial Capability Statement

{On Statutory Auditor's letterhead}

I hereby declare that I have scrutinized and audited the Financial statements of M/s _____ . Turnover* of the bidder (name of the Bidder) as on 31st March, 2017 as per Audited statement is as follows:

Financial Year	Turnover (INR Crore)
2015-2016	
2016-2017	

**To be provided from latest available Audited statement*

(Signed and Sealed by the statutory auditor)

Annexure 5

Experience Statement

[Project Title]

(Attach separate sheet for each project)

- A. Project Brief
- B. Client (Name & Address)
- C. Sector in which project was executed-
(Specify Government/Public Sector/Urban Local Body/Private Sector)
- D. Cost of the Project
- E. Duration & period of the Project
- F. Roles & responsibility of the organization
- G. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium provide share in consortium)
- H. Other features of the Project
(Details such as Content creation /content moderation/ Content Response/ Applicable Channels etc.)
- I. Country in which it was executed

The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and VMC can take appropriate action in this regard.

(Sign & Stamped by authorized signatory)

Enclosure:

Completion Certificates /Project Acceptance Certificate/ Purchase Order or Work Order duly authenticated/signed by the respective client be furnished.

Annexure 6

Project execution Methodology

(Detailed Write up and presentation)

The technical proposal should explain the solution proposed by the Bidder and should highlight its salient features (if any). The Bidders will be required to provide a Solution Overview through brief Writeup& Presentation in written form not exceeding broadly 5000 words.

SL.No.	Content Solution Overview
1	Understanding of the project and requirements of SSCDL through following <ul style="list-style-type: none">• Proposed vision and strategy for CCP App• Specific strategies for various channels including traditional and digital Content Development strategy
2.	Project Management Plan, Work Plan, Methodologies
3.	USP of proposal
4.	Project Risk Identification and Mitigation Strategies

Supporting Documents for Technical and Project Management Evaluation Criteria should be submitted.

The writeup is required to ensure that a workable solution is proposed. VMC reserves the right to call the bidder for any clarifications/discussions regarding the solution and suggest binding changes in the solution if it feels such solution deviates majorly from its needs and purposes.

Annexure 7

Undertaking

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and is liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 201_.

Signature

(Company Seal)

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation

Annexure 8

Format for Declaration by the bidder for not being Blacklisted / Debarred

{To be submitted on a Letter Head of the bidder)

TO WHOME SO EVER IT MAY CONCERN

I M/s., (the names and addresses of the registered office) hereby certify and confirm that our company is not black-listed / debarred by any of the Government or Public Sector Units in India or abroad as on the date of the submission of the tender.

We further confirm that we are aware that our Proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period. Dated thisDay of, 201_

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

Annexure 9
Non-Disclosure Agreement

{To be given on the Company's Letter Head}

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred to as
the Bidder, are agreeable to provide Citizen Engagement CCP App Project services to VMC,
having its office at _____ whereinafter referred to as the AUTHORITY and,

WHEREAS, the Bidder understands that the information regarding the AUTHORITY's business
shared by the AUTHORITY in their Request for Proposal is confidential and/or proprietary to the
AUTHORITY, and

WHEREAS, the Bidder understands that in the course of submission of the offer for providing
Citizen Engagement Eco System (CCP App platform) and/or in the aftermath thereof, it may be
necessary that the Bidder may perform certain jobs/duties on the Authority's properties and/or
have access to certain plans, documents, approvals or information of the Authority; NOW
THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following
conditions, in order to induce the AUTHORITY to grant the Bidder specific access to the
AUTHORITY's property/information. The Bidder will not publish or disclose to others, nor, use in
any services that the Bidder performs for others, any confidential or proprietary information
belonging to the AUTHORITY, unless the Bidder has first obtained the AUTHORITY's written
authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the
AUTHORITY or, prepared or produced by the Bidder for the purpose of submitting the offer to
the AUTHORITY for the said solution, will not be disclosed to during or subsequent to
submission of the offer to the AUTHORITY, to anyone outside the AUTHORITY.

The Bidder shall not, without the AUTHORITY's written consent, disclose the contents of this
Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample
or information (to be) furnished by or on behalf of the AUTHORITY in connection therewith, to
any person(s) other than those employed/engaged by the Bidder for the purpose of submitting
the offer to the Authority and/or for the performance of the Contract in the aftermath.
Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend
only so far as necessary for the purposes of such performance.

Date:

Signature with Seal :

Name :

Designation :

Annexure 10

FINANCIAL/PRICE BID SCHEDULE

(Financial Bid / Price Bid Format to be submitted online through eTendering Portal only)

Item (1)	Total Amount (2)
ONE TIME COST FOR Design, Customization, Configuration, Cloud Hosting for Citizen Communication Platform (NOTE: Cost shall include 2 year AMC along with 2 full time resource , Application hosting and Database fee for the CCP platform on a cloud . Monthly billing)	

Item (1)	QTY (2)	(Units) (3)	Unit Rate (X) (in Rs.) (4)	Total Amount (in Rs.) (5) Column (2) Multiplied by Column(4)
Design, print and pasting of 9x6 weather resistant foam boards with at least density of 0.36 and Thickness of 3 mm to all buildings (Provide per building cost)	100,000 (Approx)	Per Building		
Verification and lat/lon correction survey of all DDN's issued	100,000 (Approx)	Per Building		

Authorized Signature
Name and Designation of Signatory:
Name of Firm