

Request for Proposal

FOR

SUPPLY, INSTALLATION AND COMMISSIONING OF ONLINE SOLUTION FOR APPROVAL OF FRESH AND REVISED BUILDING PLANS

e-Tender Number: **SPIC/2015/298783/A**

e-Tender Date: **09/09/2015**



Society for Promotion of Information Technology in Chandigarh
(Under the aegis of Department of Information Technology, Chandigarh Administration)

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Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

e-Tenders are invited for the following job from reputed organizations having sufficient experience and credentials for providing similar software solution in government organizations.

BRIEF DESCRIPTION OF WORK	TENDER PROCESSING FEE (INR)	EARNEST MONEY DEPOSIT (EMD) (INR)	START DATE OF e-TENDER AVAILABILITY	LAST DATE AND TIME OF e-TENDER SUBMISSION	DATE OF OPENING OF e-TENDER (TECHNICAL BID)
Supply, installation and commissioning of Software for online Approval of Fresh & Revised Building Plans of Chandigarh Housing Board & Estate office, U.T. Chandigarh	Rs. 5,000/- (Rupees Five Thousand Only) (In the form of a DD in favour of SPIC payable at Chandigarh)	Rs. 5,00,000/- (Rupees Five Lakhs only in the form of a DD from Scheduled/ Nationalized Bank favour of SPIC). EMD amount is exempted for Bidders registered with National Small Industries Corporation Limited (NSIC).	09-09-2015	30-09-2015 upto 03:00 PM	30-09-2015 at 03:30 PM
Bid Opening Venue	Society for Promotion of Information Technology in Chandigarh PEC University of Technology Campus , Sector : 12 , Chandigarh Telefax : 0172-2744235, 2745502				

Interested bidders can download the tender document from www.spicindia.com or <https://etenders.chd.nic.in> and submit the bid as per bid submission guidelines mentioned in this tender.

For technical/other terms and conditions queries regarding this tender please contact SPIC Office at PEC University of Technology Campus, Sector: 12, Chandigarh by e-mail at mail ID info@spicindia.com

on or before **16-09-2015 up to 03:00 PM** (on or before pre-BID meeting scheduled) No queries will be entertained after this time frame.

The reply will be given by e-mail. If tender committee feels, suitable corrigendum will be uploaded to SPIC's website www.spicindia.com and <https://etenders.chd.nic.in> by **18-09-2015** for the information of all prospective bidders.

Canvassing in any form shall be liable for disqualification. SPIC reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

Table of Contents

1	RFP Data Sheet.....	7
2	Background	8
3	INSTRUCTIONS TO BIDDERS	9
3.1	General instructions	9
3.2	Bid submission.....	10
3.3	Formats and signing of proposal.....	10
3.4	Opening of bids and clarification	11
3.5	Disqualification	11
3.6	Patent Claim	12
4	QUALIFYING CRITERIA.....	12
5	EVALUATION.....	13
5.1	Evaluation of commercial bid.....	17
5.2	Final evaluation	17
5.3	Award of contract	18
6	SCOPE OF WORK.....	19
6.1	Manpower Deployment.....	21
6.2	Gap Analysis & System Requirement Study (SRS).....	22
6.3	Solution Development	22
6.4	Solution Testing & User Acceptance Testing	22
6.5	Integration with Existing Systems.....	23
6.6	Security Audit of the Solution.....	23
6.7	Handholding and Training.....	23
6.8	Documentation.....	23
6.9	Maintenance of Application.....	24
7	FUNCTIONAL REQUIREMENT SPECIFICATION.....	24
7.1	Automated Building Plan Scrutiny & Approval	24
7.2	Document Management	27
7.3	Approval Workflow.....	27
7.4	Monitoring, Notifications & Escalations.....	27

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

7.5	Search.....	28
7.6	Integration with Legacy Systems.....	28
7.7	Reporting.....	28
7.8	Security of the system:.....	29
8	SERVE LEVEL AGREEMENT.....	29
8.1	Resolution Time.....	29
8.2	Solution Response Time.....	30
8.3	Milestone Service Level.....	31
8.4	Exemption.....	31
9	PAYMENT & MILESTONE SCHEDULE.....	31
10	GENERAL TERMS & CONDITIONS.....	33
	APPENDIX A: E-TENDER GUIDELINES.....	39
	APPENDIX B: BID FORM.....	40
	APPENDIX C: DETAILS OF BIDDER.....	41
	APPENDIX D: QUALIFICATION CHECKLIST.....	42
	APPENDIX E: FORMAT OF CV OF PROPOSED TEAM.....	44
	APPENDIX F: FORMAT FOR SEEKING CLARIFICATION.....	46
	APPENDIX G: FORMAT FOR PERFORMANCE BANK GUARANTEE.....	47
	APPENDIX H: DRAFT AGREEMENT FORMAT.....	48
	APPENDIX I: COMERCIAL BID.....	50
	APPENDIX J: GUIDELINES FOR COMERCIAL BID.....	51

1 RFP Data Sheet

Sr. No.	Activity	Information
1	Date of document availability on websites	09-09-2015
2	Date of Pre Bid clarifications, if any, to be posted on websites	16-09-2015 at 03:00 PM O/o SPIC PEC CAMPUS, SECTOR:12 CHANDIGARH
3	Last date of bid submission	30-09-2015 up to 03:00 PM
4	Date and Time of Technical Bid Opening	30-09-2015 at 03:30 PM
5	Date of technical presentation and live demonstration	05-10-2015
6	Date and Time of Financial Bid Opening	19-10-2015 or within 7 days of recommendations of Technical Committee for opening of Financial BID
7	Address for submission of processing fee and EMD	Chief Executive Officer Society for Promotion of Information Technology in Chandigarh (SPIC) PEC University of Technology Campus , Sector : 12 , Chandigarh

2 Background

Chandigarh is a Union Territory with its administration functioning directly under the Government of India. Under Punjab Re-Organisation Act, 1966, the laws in force in the erstwhile State of Punjab prior to November 1, 1966, continue to be applicable to the Union Territory of Chandigarh. Ever since June 1984, the Governor of Punjab has been functioning as the Administrator of Union Territory of Chandigarh.

Estate Office, Chandigarh Administration

The Estate Office, Chandigarh came into existence in the year 1952. From the very outset it is seen that the Estate Office is the oldest office of Chandigarh Administration with its individual working system. This being a major revenue earning office of the Administration has been performing the multifarious activities of the enforcement of Bye-Laws and Rules framed under the various Act and Schemes of the Chandigarh Administration for the welfare of the general public.

The main functions of the Estate Office are to sell Residential, Commercial, Industrial, Religious plots by allotment or Auction to people, institutions, Government Departments and maintain their records. Mostly, the allotment of plots on freehold basis was carried out prior to year 1973 and after Chandigarh Leasehold of Sites and Building Rules, 1973 came into existence allotment or auction of the sites were made as per this Rule. Hence, 1973 onwards all the plots i.e. residential, commercial and industrial were being auctioned or allotted on 99 years leasehold basis. However, from 2001 residential plots are being sold by auction on freehold basis.

Chandigarh Housing Board, U.T. Chandigarh

Chandigarh Housing Board (CHB) was established in March, 1976 by extending the Haryana Housing Board Act, 1971 with the primary object to provide good quality and economical houses for shelter-less persons residing in the U.T. of Chandigarh. The Board has been providing houses on affordable price and of the best material. To make optimum utilization of land, four storey flats have been constructed and dwelling units of different categories for beneficiaries under the sites and services scheme, slum rehabilitation and for EWS/LIG categories. The Board also undertakes other schemes, which are entrusted to it by the

Administrator U.T., Chandigarh. The Board has undertaken development of parks, recarpeting of roads in Housing colonies constructed by it and has also constructed and allotted commercial booths in various housing colonies developed by in the U.T.

Society for Promotion of IT in Chandigarh (SPIC):

The Society for Promotion of IT in Chandigarh (SPIC) has been set up under the aegis of the Department of Information Technology, Chandigarh Administration for implementing the various plans of the Administration to promote IT in Chandigarh. The Chairperson of the Society is the Adviser to the Administrator.

Authority is planning to implement online system for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh through SPIC.

3 INSTRUCTIONS TO BIDDERS

3.1 General instructions

- i. SPIC invites bids from interested and eligible parties for the supply, customization and implementation of online solution for approval of New and Revised building Plans at CHB & Estate office, U.T. Chandigarh
- ii. Each bidder shall submit a maximum of 1 (one) bid for the Job, in response to this tender. Any Bidder who submits more than one bid for the Project will be disqualified. Bids cannot be submitted in consortium.
- iii. The bidder shall be responsible and shall pay for all the costs associated with the preparation of his bid and his Participation in the bidding process.
- iv. At any time prior to the bid due date, SPIC may, for any reason, whether at its own initiative or in response to clarifications requested by any bidder, modify the tender document by the issuance of Addenda. However, the prospective bidders can seek clarifications within stipulated deadline mentioned in this tender.
- v. The bid shall remain valid for a period of not less than 180 days from the closing date of submission of the bid. SPIC reserves the right to reject any bid, which does not meet this requirement.

- vi. The bids submitted in response to this tender, and all associated correspondence shall be written in English. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidders. For purposes of interpretation of the bids, the English translation shall govern.
- vii. The prices must be made in Indian Rupees only and shall be exclusive of only service tax and inclusive of all other taxes, duties, license fees, insurance against loss/damage etc. incurred until finalization of the project.

3.2 Bid submission

- i. Bids need to be submitted on e-tender website of U.T. Chandigarh i.e. <http://etenders.chd.nic.in>. Bids received in hard copy (except Processing Fee and EMD) shall be treated as invalid and would remain unopened and would not be considered for evaluation. Bidders are advised to refer Appendix B for e-Tender guidelines.
- ii. Before submission of bids, bidders must ensure that scanned copies of all the necessary documents including the scanned copy of Processing Fee and EMD have been uploaded with the bid within the time limit as specified in the tender.
- iii. Processing fee and EMD to be submitted in original within the time limit as specified in the tender at the given address.
- iv. Processing fee and EMD should be submitted in separate sealed envelope. The envelopes should be super scribed with “PROCESSING FEE- Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh” and “EMD- Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh” as the case may be. Both the instrument should be placed in a larger single envelope, properly sealed, and super scribed with “Tender for Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh”. All envelopes should be addressed to the addressee specified in the tender and bear the name, address and telephone details of the Company/agency submitting the proposal.

3.3 Formats and signing of proposal

The bidder would provide all the information as per the tender. SPIC will evaluate those bids that are received in the required format and are complete in all respects. Each bid

shall comprise of the following:

Technical Bid

- a. Covering letter of the Bidder
- b. Details of Bidder
- c. Qualifying criteria Compliance and supporting documents
- d. Technical Evaluation Compliance and supporting documents
- e. EMD or NSIC Certificate & tender processing fee.
- f. Proposed Technical solution, approach, methodology and work plan.

Commercial Bid

Commercial Bid for the supply, installation and commissioning of online solution for approval of Fresh and revised Building Plans of CHB & Estate Office, U.T. Chandigarh

3.4 Opening of bids and clarification

- i. SPIC would open the Technical bid on the date and time specified in the tender for the purpose of evaluation.
- ii. The Chief Executive Officer, SPIC reserves the right to reject any bid not submitted on time and which does not contain the information/documents as set out in this tender document.
- iii. To facilitate evaluation of bids, SPIC, at its sole discretion, may seek clarification in writing from any Bidder regarding the bid

3.5 Disqualification

The bid is liable to be disqualified if:

- i. Not submitted in accordance with this document.
- ii. Bid received in incomplete form or not accompanied by Earnest Money Deposit (EMD) amount or NSIC Certificate.
- iii. Bid received after due date and time.
- iv. Bid not accompanied by all requisite documents.
- v. Tenderer sub-contracts any part of the project to any of the parties having interest in the project.
- vi. Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.

3.6 Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the IA shall expeditiously extinguish such claim. If the IA fails to comply and SPIC is required to pay compensation to a third party resulting from such infringement, the IA shall be responsible for such compensation, including all expenses, court costs and lawyer fees. SPIC shall give notice to the IA of any such claim and recover it from the bidder if required.

4 QUALIFYING CRITERIA

Criteria	Supporting Documents Required
The bidders eligible for participation in the tender shall be single business entity registered under the Indian Companies Act or corporate body. The bidder should be an Information Technology Solution provider for at least the last 10 financial years.	Valid copy of the Certificate of Incorporation / Articles of Association / Memorandum of Association
The bidder shall have an average annual turnover of Rupees 10 Crores in the last 3 years ending 31.03.2015.	Copy of the audited balance sheets and profit & loss statement of the company showing turnover of the company for last three years.(FY 2014-15, 13-14 and 12-13) OR Auditor's Certificate in this regard.
Bidder should have a Valid ISO 9001-2008 certification.	Valid copy of the Certificates
Bidder should have experience in implementing online building permission software solution for at least 2 ULBs in India.	Relevant purchase orders work orders / certificates / agreements to be attached.
The bidder should have received 2 orders value of Rs. 1 Crore (cumulative) from any Government Agency in India for software development and implementation.	Relevant work order / certificates / agreement to be attached.
The bidder should have minimum 100 employees on Company Payroll.	A self-attested certificate from HR department of the bidder is required in support of the same.

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

The bidder must have a valid Service Tax Registration/ VAT registration in India.	Proof of a valid Service Tax and VAT Registration in India.
The bidder has not been debarred/ blacklisted by any Govt/Semi-Govt. organization for quality of services/ product and there are no legal issues/ order prohibiting/restraining the bidder to participate in the bid process.	Self Declaration (signed and stamped)

5 EVALUATION

- i. During Stage 1 evaluation, the bids shall be checked for responsiveness with the requirements of the tender. Only those bids, which are found to be responsive would further be evaluated in accordance with the criteria, set out in the tender document.
- ii. Stage 2 evaluations shall be done only if the technical proposal is found to meet the tender conditions.
- iii. The Bidder making the highest composite score based on the evaluation process and scoring methodology described below would be treated as the preferred Bidder.
- iv. In case there are two or more Bidders having same composite score the bidder with higher technical score would be chosen as preferred bidder.
- v. In the event of acceptance of the preferred Bidder, SPIC shall declare the Preferred Bidder as the Successful Bidder, SPIC will notify the successful Bidder through a work order that his bid has been accepted.
- vi. Notwithstanding anything contained in this tender, SPIC reserves the right to accept or reject any Proposal or to annul the bidding process or reject all proposals at any time without any liability or any obligation for such rejection or annulment without assigning any reasons thereof.
- vii. Scoring Methodology:
 1. The maximum points for evaluation of the proposal are 100 marks.
 2. The scoring pattern is as under:

Sr.No	Criteria	Evaluation	Marks bifurcation	Max points
A	Experience of Bidder			30

1	Experience of bidder in proposed online solution for approval of fresh and revised building plans in Urban Local Bodies (ULBs) in: a) Completed Projects / Assignments Client Completion certificate must be attached to validate the same.	If ULBs= 6 and above	12	20
		If ULBs between 3 to 5	8	
		If ULBs= 2	5	
	b) Under implementation Work Order and milestone completion certificate must be attached to validate the same.	If ULBs= 6 and above	8	
		If ULBs between 3 to 5	5	
		If ULBs= 2	3	
2	Experience of bidder in successfully running minimum 50 live building plans approval cases through online solution. Necessary Client Certificate must be attached to validate the same.	No of ULBs with minimum 50 cases multiplied by 2 marks for each project. Maximum 5 Projects will be considered		10
B	Live demonstration of the capabilities of the proposed online solution			20
1	Availability of features in proposed online solution (bidders to give live demonstration)			
1.1	Automatic building plan scrutiny and approval.		4	
1.2	Document Management (documents submission, applications, associating metadata with documents, storing of documents, searching of documents)		2	
1.3	Automated and configurable		4	

	workflow system as per approval process.			
1.4	Monitoring, Notifications and Escalations.		2	
1.5	Capable to search on multiple criteria such as application number, name of applicant, date of submission, document type, etc.		2	
1.6	Capability of integration with legacy system(s).		2	
1.7	Capable to generate various digitally signed reports & certificates.		2	
1.8	Integration with SMS, Payment, digital signature, handheld devices and e-mail gateway		1	
1.9	Security Aspects		1	
C	Project Team			30
1	Project Manager	B.E./ B Tech/ MCA/MCS with minimum 10 Years of experience in Government Sector out of which 4 years as Project Manager.	8	
2	Business Analyst	B.E./B.Tech/ MCA/MCS with minimum 5 Years of experience in similar role.	6	

		Implementation experience of similar solution in atleast 1 ULB.		
3	Building Planning Specialist / Urban Planner	B. Arch./ M. Arch with minimum 5 Years of experience in Building Plan Approval Domain.	6	
4	Database Administrator	B.E./ MCA/MCS with minimum 5 Years of experience in similar role.	6	
5	Training Specialist cum Handholding / Maintenance resource for the proposed solution	Diploma in Civil/ architecture or ITI in Draftsman with minimum 5 years of experience in training and handholding / maintenance of IT Solutions.	4	
D	Technical Proposal			20
1	Technical Proposal submitted by bidder	Evaluation based on availability of the features demonstrated in live demonstration covering aspects from B 1 to C9,		

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

		overall solution design, deployment plan, etc.		
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Consequent upon the evaluation, each Technical bid will be assigned a Technical Score (TS) out of a maximum of 100 points

- i. Bidder shall enclose legible copies of work orders / certificates from clients as proof of experience. Project without proof of experience shall not be considered for evaluation.
- ii. The bidder should submit CVs of above manpower as per format given in Appendix E (only one CV for each designation). Replacement of personnel will only be considered with mutual discussion and will be subject to prior approval by competent authority.
- iii. The score would be the arithmetic sum of the marks assigned to the bidder under each of the parameter listed above.
- iv. The commercial bid of those bidders shall be opened, who have scored minimum of 60% in the above marking process

5.1 Evaluation of commercial bid

- i. Commercial Proposals of only those bidders would be opened who qualify the technical evaluation, as per technical evaluation process described above.
- ii. The proposal with lowest total project cost (PC) as per the commercial bid will be designated as L1 and will be awarded a commercial score of 100.
- iii. Commercial Scores (CS) for other technically qualified bidders will be evaluated using the following formula -

Commercial Score of Bidder (CS) = (PC of L1/ PC of the Bidder) X 100% (rounded off to 2 decimal points)

5.2 Final evaluation

- i. SPIC shall follow a Quality cum Cost Based System (QCBS) for finalization of the bidder.
- ii. A composite weightage shall be calculated for those bidders whose bids are found to be in order. The weightage for the composite evaluation is as described below:
 - Technical – 70%
 - Commercial – 30%

- iii. Bidder with the highest composite score (Technical & Commercial– $TS*0.70 + CS*0.30$) will be chosen as preferred bidder. In case of a tie in the overall score bidder with the superior technical score will be chosen as preferred bidder.

5.3 Award of contract

i. LETTER OF ACCEPTANCE

A Letter of Acceptance (LoA) of tender will be issued to the preferred bidder by SPIC. The preferred bidder will be declared successful bidder only if SPIC receives the acknowledgment of LoA from preferred bidder within 10 days from issuance of LoA. In case, acknowledgement is not received within this stipulated period the bidder with next higher composite score would be chosen as preferred bidder and would be issued LoA.

ii. FORFEITURE OF EMD

- a. If the bidder fails to act according to the tender conditions or backs out of his tender after the bid submission closing date, his EMD will be forfeited by SPIC. EMD would also be forfeited if the preferred bidder fails to submit acknowledgement of LoA within the period specified in the tender.
- b. EMD of successful bidder will be returned after the award of contract and submission of the performance bank guarantee within specified time and in accordance with the format given in the tender.

iii. SIGNING OF CONTRACT

- a. The successful bidder should execute an agreement with SPIC for the fulfillment of the contract within 30 days from the date of acceptance of the tender. If the same is not executed within this stipulated period, the EMD of the Bidder will be forfeited and their tender will be held as non-responsive.
- b. The expenses incidental to the execution of the agreement should be borne by the successful Bidder
- c. The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of SPIC and SPIC also has the right to recover any consequential losses from the successful Bidder.

iv. Performance Bank Guarantee

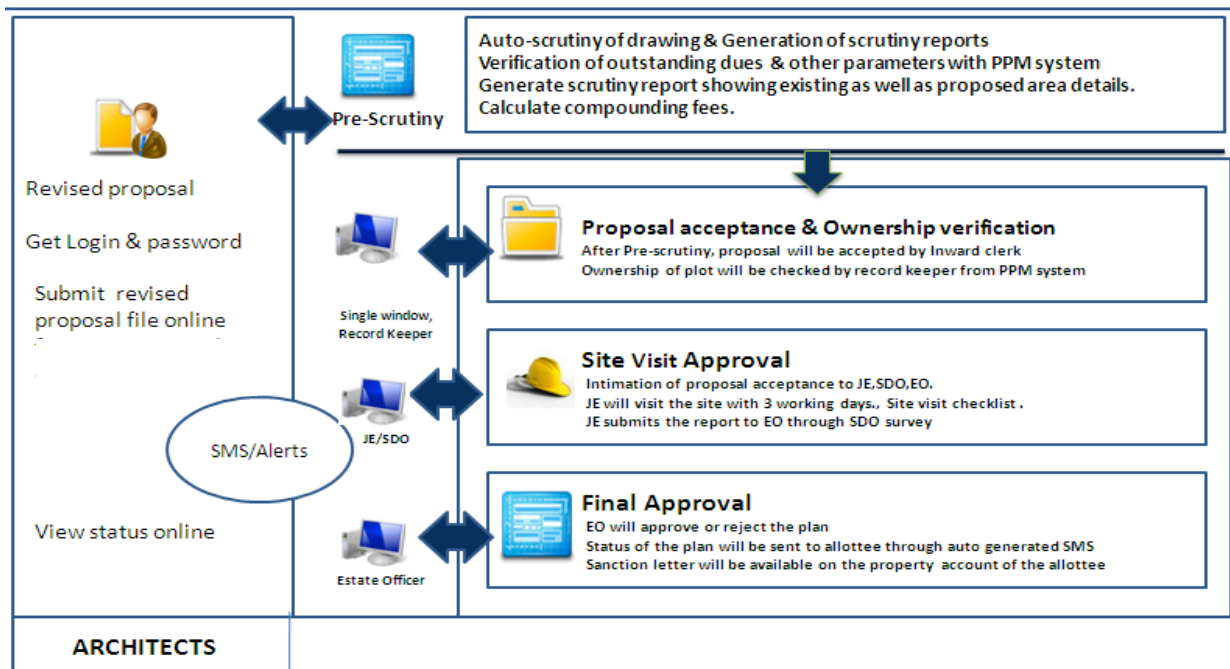
- c. The IA shall at his own expense, deposit with SPIC, at the time of signing the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to SPIC, payable on demand, for the due performance and fulfillment of the contract by the IA. The PBG should be as per the format given in this tender.
- d. This PBG will be for an amount equivalent to 10% of Contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the IA.
- e. The performance bank guarantee shall be valid till the end of 3 months after the expiry of contract period and should be in the form prescribed in this tender.
- f. The Performance Bank Guarantee may be discharged/ returned by SPIC before the expiry of the same as stipulated above upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- g. In the event of the IA being unable to service the contract for whatever reason, SPIC would revoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of SPIC under the contract in the matter, the proceeds of the PBG shall be payable to SPIC as compensation for any loss resulting from the IA's failure to complete its obligations under the contract. SPIC shall notify the IA, in writing, of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the IA is in default.
- h. SPIC shall also be entitled to make recoveries from the IA's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction etc.

6 SCOPE OF WORK

The proposed online solution for approval of fresh and revised building plans should be linked with **PPM System** and e-sampark. The online solution should enable the architect/consultant to submit fresh and revised building plans. It should be able to scrutinize the plans as per functional requirement specifications. The officials should be able to identify existing area marked in the revised drawing. An interface be also provided where officials can also enter already approved area of any proposal.

The provision of marking existing portion of building can be made in preformatted CAD application for convenience of architects/consultants and to calculate total built up area considering proposed and existing portion of any building. The bidder also to provide scrutiny of revised cases where construction is raised without getting plan sanctioned (Superseded plans) and the construction deviated from already sanctioned map.

Expected model of proposed solution is shown below:



1. The Implementing Agency (successful bidder) shall provide an interface to collect input from architect/consultant in the application form: Case type: User will select case type as 'Fresh Building plan' or 'Revised plan', if case type selected is 'Revised Plan' then user will enter 'Built up area' already approved by Authority.
2. The Implementing Agency (IA) shall define a protocol to mark existing floors/part floor/existing building in the CAD drawing. The predefined drafting protocol shall be conveyed to the architects/consultants.
3. The IA shall provide automatic drawing scrutiny of revised plans where scrutiny output shall cover existing area, proposed area, FAR, coverage, parking, etc.
4. The IA shall provide a document and site visit checklist for revised cases.

5. The IA shall provide fees Challan calculation interface where Challan amount shall be calculated based on composition rates for compoundable violations. Interface shall be provided to enter the details of those violations that cannot be identified automatically by reading drawing file.

6.1 Manpower Deployment

The IA should deploy following Project Team during implementation for successful implementation of Project:

S. No.	Resource Type	Responsibility	Duration (Man months)
1	Project Manager	Responsible for Planning, scheduling, monitoring and control of all project activities and Effectively Deliver project within budget, Quality & Time	6 man months
2	Business Analyst	Requirement gathering & analysis of approval process, preparation of SRS document,	4 man months
3	Urban Planner	Requirement gathering & analysis of development rules, preparation of SRS document, Design functional & development specifications based on requirements. As subject matter expert (SME) should provide the knowledge and expertise in Town Planning.	4 man months
4	Database Administrator	Managing database with respect to all fresh and revised CAD drawings submitted by the user,	6 man months

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

		responsible for all user accounts, migration and integration of legacy data (if any).	
5	Handholding /Training and maintenance resource	Training of users on the proposed online solution, handholding / maintenance of the solution.	5 years

6.2 Gap Analysis & System Requirement Study (SRS)

The IA shall do this study and practical appraisal by visiting CHB and Estate Office and submit a report within a period of 1 month from date of issue of work order. The report should also include hardware and supporting software required for implementing the proposed online solution during this stage.

6.3 Solution Development

Development process of Software including interaction with CHB and Estate officials for ensuring incorporation/ mapping of each byelaw, step by step till commissioning of online solution. Each byelaw, as applied in CHB and Estate Office regulations shall be incorporated in the format of the software so that it is applied in the same manner as it is being applied in the manual process existing now during scrutiny of plans. Wherever limitations of the software development process occur, due to unavoidable reasons, requiring further refinement or additions to that particular byelaw to make it adaptable to the software formation process, the same shall be done by the IA in consultation with officers of CHB and EO till the issue is finally resolved. The solution should cover features (non-exhaustive) mentioned in FRS section of this tender.

6.4 Solution Testing & User Acceptance Testing

The IA will test the solution and accomplish all adjustments (tuning) necessary for successful and continuous operation of the solution to the satisfaction of the CHB and Estate Office.

CHB and Estate Office or any other person nominated by respective Department's, will conduct the acceptance test. The IA shall prepare the test cases and there shall not be any additional charges for conducting acceptance tests. The solution should be complete before UAT is performed. The IA shall maintain necessary log in respect of results of the tests in order to establish to the entire satisfaction of the Departments, the successful completion of the test

Society for Promotion of Information Technology in Chandigarh

specified.

In the event of solution failing to pass the acceptance tests, a mutually agreed period (not exceeding 2 weeks) will be given to rectify the defects and clear the acceptance test, failing which SPIC reserves the rights to get the solution replaced by the bidder at no extra cost to SPIC.

6.5 Integration with Existing Systems

IA would be responsible for integration of the proposed online solution with the existing systems as mentioned in the tender or as per findings from the gap analysis report submitted by IA.

6.6 Security Audit of the Solution

It is the responsibility of the IA to get the security audit done of the proposed solution with a Cert-In empanelled security auditor. The IA would be required to share with SPIC the complete details of the audits along with copies of all communication and bug reports / removal, written or otherwise.

6.7 Handholding and Training

IA shall suitably implement the software as per specific requirements of CHB and Estate Office at all the respective offices/sites, to meet with all procedures. IA to also assist Chandigarh Administration in drafting Government Orders (if there is any process change).

Training of staff members of CHB and Estate Office for a period of 2 weeks for which space, electricity and furniture will be provided by the respective Departments.

1 day mass training to the private licensed Architects / Engineers empanelled with CHB and Estate Office for which respective departments provide space, electricity & furniture and will make necessary arrangements.

The Project will be considered Go-Live after running 10 live cases through the online solution. Operational and maintenance period will start immediately after Go-Live.

6.8 Documentation

The IA shall provide the following documentations in hard as well as soft copies:

1. Detail Project Plan
2. Fortnightly progress reports

3. System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
4. Training Manuals and literature
5. Systems Administration Manuals
6. User manuals
7. Installation Manuals
8. Operational Manuals
9. Maintenance Manuals
10. Security policy and procedure for solution including password security, logical access security, operating system security, data classification, and application security and data backups.

6.9 Maintenance of Application

The IA shall maintain the application for a period of 5 years after Go-Live. During this period the IA should be responsible for following:

- Providing new versions, releases, and updates for the deployed solution.
- Supporting in smooth functioning of the solution.
- Fixing bugs reported
- Email based / Telephonic support on the usage / issues of the solution.
- Maintain rule database and implementation of changes in the values of the relevant regulations.
- Provide support for integration during the maintenance period.

7 FUNCTIONAL REQUIREMENT SPECIFICATION

7.1 Automated Building Plan Scrutiny & Approval

Solution should provide all necessary functionalities for building plan scrutiny and approval of applications. It should have following functionalities as minimum:

1. Online filing of applications and scan copies of supporting documents.
2. Should perform automated building scrutiny on preformatted CAD drawings and also implement building plan approval process as an integrated system.

3. Should auto-detect of structures in the drawing based on usage (e.g. Residential, Commercial or Residential- Commercial Mixed); and also auto detect high-rise and low-rise buildings.
4. Auto generation of FAR, area statement and schedule of opening by reading preformatted CAD drawings.
5. Auto-generation of plot area & plot area calculation for cross verification with system entered value by triangulation
6. Should enable auto hatching of particular objects as per building control rules.
7. Should enable auto detection of site margins and verification of coverage area.
8. Should enable auto-generation of failed entity report and marking the same on the drawing.
9. Auto-Triangulation: Should generate Plot area Diagram by Triangulation Method & Plot Area calculation itself for cross verification.
10. Auto-Dimensioning with Block Diagram: Should generate Block diagram for each Floor and provide dimensions with Area Calculation.
11. Auto-Generation of FAR & Built-up area Table: Should automatically insert FAR & Built-up Area Tables with per floor detail for each Building. Same way inserts FAR & Built-up Area Table for whole Project.
12. Auto-Generation of Area-Statement: Should automatically insert Area Statement with all Proposed & Permissible Value in traditional Format.
13. Auto-Generation of Schedule of Opening & Parking Table: Should automatically insert Schedule of Opening for each Building. Same way inserts Proposed Parking for whole Project.
14. Auto-Hatching to Particular Object: Should provide hatching to Particular Objects as prescribed Capital of Punjab (Dev. & Regulation) Act, 1952 & subsequent orders/notification issued by Chandigarh Administration.
15. Auto-Linking: Should auto link objects like each Building with corresponding Proposed Work (Max. coverage Area) drawn in Layout Plan, each Floor Plans with its section, Tank with its Section, Ramp with its Section, Stair etc.
16. Section reading & Association: Should able to read section, associates each floor plan with floor section & gives Ht. of Bldg. & each floor by auto dimensioning.
17. Margin Generation: Should generate required Margin from Main Road, Plot Boundary, Open Space etc. itself. Even It shows Proposed Failed Margin with Auto Dimensioning.

18. Verification with Actual Coverage Area: Should verify Built up Area (Max. Coverage area) Proposed by auto punching of each Floor plan automatically.
19. Checking Double Ht.: Should be able to checks Double Ht. of each Terrace. It verifies each Chowk & Vshafts for its clear Ht. by auto punching of each floor Plan automatically.
20. Generation of Scrutiny Reports: It should generate the various scrutiny reports dynamically based on the prescribed Capital of Punjab (Dev. & Regulation) Act, 1952 & subsequent orders/notification issued by Chandigarh Administration. Generated report shows the Failed/Passed Items with their rules in a very user friendly Viewable/Printable format. Reports can also be generated in local regional language. Customization of Reports can be made using user defined templates. Software reads the building entities from drawings, map each & every entity by corresponding complex & interlinked rules. After scanning and saving the drawing, scrutiny reports are generated where all failed and passed rules are displayed with required/permmissible values with proposed values so that architect can easily correct them.
21. Should enable assessment of Floor Area Ratio violation.
22. Must provide for proper user authentication and access control mechanisms so as to ensure that only authorized users can access relevant information.
23. Must provide for all submissions to be acknowledged and site visit dates and further approval schedule is to be provided to the architects/ client instantly.
24. Should automatically generate an SMS which is sent to the Architect and concerned Field staff if there are any cancellations of site visit, the system should intimate the key relevant people so as to avoid unnecessary wastage of time. Reasons for such cancellation should also be recorded in the system.
25. Should generate MIS to be sent to higher authorities for approval and to make the approval status available online.
26. The client/ Architect should be able to review the status of approval online.
27. The acknowledgment letters, Building Commencement Certificate, deviation or the rejection letters etc. should be system generated.
28. Solution should generate automatically the fee memo/ demand notes based on the submitted Building plan. Solution should have necessary interfaces for Fee collection and receipt generation.
29. Interface for capturing data of already approved plans.

7.2 Document Management

1. Should enable submitting documents along with application.
2. Should enable associating metadata with documents.
3. Should enable storing documents in folder.
4. Should enable searching documents.

7.3 Approval Workflow

1. Solution should have inbuilt configurable workflow for automated routing of application data and documents in the approval process.
2. Workflow should enable approval steps such as review, approval, issuance of commencement certificate, etc.
3. Workflow should enable holding an application in its work queue seeking additional information from the applicant.
4. Workflow should provide the application status such as – under review, pending approval, approved, etc.
5. Workflow should displace all applications received in its work queue.
6. Workflow should enable associating notifications to its steps.

7.4 Monitoring, Notifications & Escalations

1. Solution will use different notifications for different events.
2. Solution should enable automatic and also manually initiated notifications.
3. Delivery of notification should be made through existing email system or using a SMS gateway or both.
4. Notification for escalation (mostly for the delay in completing a task) should be available.
5. Notification for reminders should be available.
6. Solution should maintain the list of User ID/ Email ID/ Mobile devise ID for sending notifications.
7. Solution should maintain the history of notification sent.
8. Solution should enable status of application through status check and reporting.
9. Every task performed by a user should be logged in the system.

7.5 Search

1. Solution should enable search on multiple criteria such as application number, name of applicant, date of submission, application status, application type, previous applications, zone, etc.
2. Solution should enable searching documents on number of metadata such as document type, application number, applicant name, date of submission, etc.

7.6 Integration with Legacy Systems

1. The Solution should provide interface for zoning & historical data entry
2. The Solution should provide API for **PPM** & e-sampark integration. The required details/interface will be provided for integration.
3. The Solution should provide interface/ API for capturing committee meeting minutes. At final approval stage, proposal information will be shared with all members of committee (from various departments/authorities), committee members will add their remarks and then meeting will be called to take final decision. Minutes of meeting will be captured and proposal will be approved or rejected.
4. The change request after Go-Live of application will be covered under maintenance and SPIC would not be liable for any extra charges.
5. The Solution should provide API for digital signature, SMS, email and payment gateway provided by Authority.
6. The Solution should be able to integrate with GIS application to be procured by competent authority in future. The scope of IA is to provide API for necessary integration.

7.7 Reporting

Solution should provide various reports to Authority staff. External user should be able to view the application status using an application tracking number. Some other standard reports will include,

- Plans approved
- Pending proposals
- Delayed approvals
- Revenue generated, etc. as per the Authority requirement

7.8 Security of the system:

The solution should provide sufficient base to ensure security of the plan approved by Authorities using the solution. This will include storing approved files that will be non-editable, storing the approval information in database in secured manner. Also the solution should provide facility to print the approved drawings from the solution and only those will be considered as approved drawings by the solution.

8 SERVICE LEVEL AGREEMENT

The IA has to comply with below-mentioned service levels to ensure adherence to quality, security and availability of service. The IA should provide adequate tools required to capture the data for service level verification and will submit the service level reports on monthly basis to SPIC.

8.1 Resolution Time

Sr. No	Service Level Parameter	Metric	Penalty for non-achievement of Service Level
1	<p><u>Severity 1</u> Complaint/ Query regarding issues that have the severe business impact wherein the user is not able to perform his/her regular work. For example: unable to log into the system due to errors in solution.</p>	<p>Resolution Time: <= 16 Hours from the time end user / Chandigarh Administration logs the call.</p>	<p>INR 500 per hour subject to a maximum limit of 5 percent of the contract price for operation and maintenance milestone. The penalty would be calculated on quarterly basis and would be adjusted from the quarterly payment.</p>

2	<p><u>Severity 2</u></p> <p>Queries regarding issues that have medium business impact wherein the user is partially able to perform his/her regular work. For example: user is able to log in and perform most of his normal work, but can't approve a certain document on screen.</p>	<p>Resolution Time: <= 48 hours from the time end user /Chandigarh Administration logs the call.</p>	<p>INR 350 per hour subject to a maximum limit of 5 percent of the contract price for operation and maintenance milestone. The penalty would be calculated on quarterly basis and would be adjusted from the quarterly payment.</p>
3	<p><u>Severity 3</u></p> <p>Queries regarding issues that have the least/no business impact, involving cosmetic changes. For example: change of character font on screen etc.</p>	<p>Resolution Time: <= 72 hours from the time end user / Chandigarh Administration logs the call.</p>	<p>INR 200 per hour subject to a maximum limit of 5 percent of the contract price for operation and maintenance milestone. The penalty would be calculated on quarterly basis and would be adjusted from the quarterly payment.</p>

8.2 Solution Response Time

- Average solution response time during peak usage hours as measured within the server environment shall not exceed 2 seconds (The list of critical business functions and peak usage hours will be identified by SPIC during the implementation phase).
- The standard query (which includes complex and joint queries) response time for the solution shall be maximum upto 3 Seconds.
- The average solution response time of each page should not be more than 5 seconds.

8.3 Milestone Service Level

The milestones shall be completed as per the timelines mentioned in the tender. Following shall be the penalty for non-achievement of the service levels:

- Delay of every week would account to a penalty of INR 15,000 per week.
- The penalty during the implementation and Go Live would be deducted from the payment to be made from the respective milestone.
- The penalty would be limited to 1% of the total value of the respective deliverables
- Once the maximum penalty limit has reached against respective deliverables, SPIC would have the right to call for annulment of the contract after due intimation to the IA.

8.4 Exemption

Penalties shall not be levied on the IA in the following cases:

- i. The noncompliance to the service levels has been solely due to reasons beyond the control of the IA.
- ii. There is a Force Majeure event affecting the service levels.

9 PAYMENT & MILESTONE SCHEDULE

Milestone	Time Schedule (in weeks)	% of Contract Value
Submission of Performance Bank Guarantee (PBG) & Award of Contract	T	5%
Gap Analysis and preparation of SRS	T+4	10%
Development of online solution	T+12	25%
Solution testing & UAT	T+12	
Integrating with existing systems	T+12	
Security Audit	T+14	15%
Handholding and Training	T+ 14	
Submission of all the documents	T+ 14	
Go-Live (final sign off would be given after running of 10 live cases of online approval of building plan)	T+16= T1	25%

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

Operation and Maintenance of Solution	T1+ 5 years	20% (Proportionate quarterly payment)
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10 GENERAL TERMS & CONDITIONS

1. The Bidder is expected to peruse all instructions, forms, terms and specifications in this Tender and its Annexures & Appendix. Failure to furnish all information required in the Tender Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this Tender Document in every respect may result in rejection of the response.
2. At any time prior to the deadline for submission of Bids SPIC may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidder(s), modify the Tender by amendments, which will be informed to all the bidders through website hosting. All such amendment shall become part of the Tender.
3. Bidder must take into consideration each and every line of this Tender document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by SPIC before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected bidder.
4. SPIC reserves the right to extend the dates for submission of responses to this document and information regarding extension of date will be given on the website of SPIC.
5. The amount of EMD would be forfeited:
 - In case the Bidder withdraws during the validity period of the bid; OR
 - In case the Bidder fails to accept the Letter of Acceptance (LoA) or fails to accept and sign the LoA within a reasonable time period. OR
 - In case the selected Bidder fails to sign contract within stipulated period as specified in tender or fails to provide the performance guarantee.
6. The scope of the proposal shall be on the basis of single point responsibility, completely covering the services specified under this Tender.
7. Authorized Signatory – The bidder shall indicate the authorized person who can discuss and

correspond with the SPIC during the selection process.

8. Any technical or commercial bid, submitted cannot be withdrawn / modified after the last date & time of submission of the bids.
9. SPIC reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of SPIC, the information furnished is incomplete or the Bidder does not qualify for the contract.
10. By submitting a proposal, the Bidder agrees to promptly contract with SPIC for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with SPIC will relieve SPIC of any obligation to the Bidder, and a different Bidder may be selected.
11. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly agreed to in writing by SPIC.
12. Notwithstanding anything to the contrary contained in the contract, SPIC shall be at liberty to invoke the Performance Guarantee Bond in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
13. On faithful execution of contract in all respects, the Performance Guarantee Bond of the Bidder shall be released by SPIC. These responses would be deemed to be legal documents and will form part of the final contract.
14. SPIC shall release the payment to IA as per Payment Terms and Schedule.
15. Bids (except Tender Processing Fee and EMD) received in hard copy would not be considered and would not be opened.
16. SPIC would not assume any expenses incurred by the Bidder in preparation of the response to this Tender and also would not return the bid to the Bidder.

17. SPIC shall not be held liable for costs incurred during any discussion on proposals or proposed contracts or for any work performed in connection therewith.
18. Bidder Clarifications - Bidders shall have the opportunity to clarify doubts pertaining to the Tender in order to clarify any issues they may have prior to finalizing their responses. Responses to inquiries and any other corrections and amendment will be made available all the bidders. The Bidder, which posed the question, will remain anonymous.
19. SPIC will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.
20. To assist in the scrutiny, evaluation and comparison of offers, SPIC may, at its discretion, ask some or all Bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. SPIC has the right to disqualify the Bidder whose clarification is not received by SPIC by the stipulated date and time or is found not suitable to the proposed project.
21. SPIC shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. SPIC reserves the right to make any changes in the terms and conditions with information to all bidders. SPIC will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.
22. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the responses. Technical details must be completely filled up. Correct technical information / description of the services / product being offered must be filled in specific terms. Filling up of the information using terms such as "OK", "accepted", "offered", "noted", "as given in brochure / manual" is not acceptable. SPIC may treat proposals not adhering to these guidelines as unacceptable.

23. SPIC may appoint the services of an external consultant for evaluation of the bid proposal.
24. SPIC may at its absolute discretion exclude or reject any proposal that in the reasonable opinion of SPIC contains any false or misleading claims or statements. SPIC has no liability to any person for excluding or rejecting any such proposal.
25. This Tender contains information proprietary to SPIC. Each recipient is entrusted to maintain its confidentiality. It should be disclosed only to those employees involved in preparing the requested responses. The information contained in the Tender may not be reproduced in whole or in part without the express permission of SPIC.
26. Responses received become the property of SPIC and can't be returned. Information provided by each Bidder will be held in confidence, and will be used for the sole purpose of evaluating a potential business relationship with the Bidder.
27. No extension of time is anticipated, but if untoward or extraordinary circumstances should arise beyond the control of the Bidder, which in the opinion of SPIC should entitle the Bidder to a reasonable extension of time, such extension may be considered but shall not operate to relieve the Bidder of any of his obligations.
28. Indemnity – Bidder shall indemnify, protect and save SPIC against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting directly or indirectly from an act or omission of the Bidder, its employees, its agents, or employees in the performance of the services provided by contract, infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project.
29. Any publicity by the Bidder in which the name of SPIC is to be used should be done only with the explicit written permission of SPIC.
30. Force Majeure - The Bidder shall not be liable for forfeiture of its, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to

perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of SPIC either in fires, floods, earthquake, strikes, lock-outs and freight embargoes.

31. If a Force Majeure situation arises, the IA shall promptly notify SPIC in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by SPIC in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
32. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, SPIC and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem.
33. Notwithstanding above, the decision of SPIC shall be final and binding on the Bidder.
34. Resolution of Disputes - SPIC and the Bidder shall make every effort to resolve amicably by direct informal discussion, any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal discussions, SPIC and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed forum.
35. The dispute resolution mechanism to be applied shall be as follows: In case of Dispute or difference arising between SPIC and the Bidder relating to any matter arising out of or connected with this contract, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996 by a Sole Arbitrator mutually agreed upon by the parties hereto, from a panel of three (3) arbitrators suggested by SPIC.

36. Arbitration proceedings shall be held at Chandigarh, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
37. The cost and expenses of Arbitration proceedings will be equally shared and paid by the parties.
38. Applicable Law and Jurisdiction of court. The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Chandigarh (with the exclusion of all other Courts).
39. No conflict between the Bidder and SPIC will cause cessation of services. Only by mutual consent the services will be withdrawn.
40. SPIC reserves the exclusive right to make any amendments/ changes to or cancel any of the above actions or any other action related to this Tender.

APPENDIX A: E-TENDER GUIDELINES

The bidders shall submit their bids online in electronic format only and with digital signatures for participation in the e-tendering process. The bidders need to register themselves on the website <http://etenders.chd.nic.in>.

For clarification and necessary information on the process to obtain digital signatures, the bidders are required to visit www.cca.gov.in and <http://etenders.chd.nic.in>

Instructions to the bidders regarding e-tendering process:-

- a. The bids shall be received electronically only through the website <http://etenders.chd.nic.in> with digital signatures.
- b. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents including the scanned copy of Processing Fee and EMD have been uploaded with the Bid *within the time limit as specified in the bid document*. **The documents to be submitted by the bidders, as specified in the bid document, could be scanned in low resolution (75-100 DPI), and in gray scale. The PDF so prepared by the bidders could be shrunk in size and then uploaded by the bidders. In case of any technical problem, the bidders are required to contact the Society for Promotion of Information Technology in Chandigarh PEC University of Technology Campus , Sector : 12 , Chandigarh Telefax : 0172-2744235, 2745502.** It will be mandatory for all the Bidders to upload all the documents as required in this tender.
- c. *The bid shall be uploaded in two covers:-*
 - i. **Cover 1:- Technical.** It shall contain the demand drafts as mentioned in this tender document. The details of the demand draft submitted in hard copy should be the same as submitted online (scanned copies) otherwise the bid will be rejected summarily. It shall also contain all the detailed documents pertaining to pre-qualification and technical qualification as specified in the tender. It should not contain any financial information.
 - ii. **Cover 2:-Commercial.** It shall contain financial information in the provided template.
- d. The bidder will be responsible for any delay in online submission of the bids due to any reason whatsoever.
- e. Bids will be opened online as per the time schedule as stated in this tender document.

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

APPENDIX B: BID FORM

(Bidders are requested to furnish the Bid Form strictly in the format given in this section with all blanks duly filled in and submitted on their Letterheads)

To,
The Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh
PEC University of Technology Campus , Sector : 12 , Chandigarh
Telefax : 0172-2744235, 2745502

Dear Sir,

Having examined the tender documents we, the undersigned, offer to undertake the job of “Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh” **as per the Tender No.:** _____ **dated:** _____.

We agree to abide by this bid for the period of 6 (six) months from the last date of tender submission and it shall remain binding upon us for acceptance at any time before the expiry of the period.

This bid, together with your written acceptance thereof and your order / notification of award, shall constitute a binding contract between us.

We understand that SPIC reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidders or increase / decrease quantities offered, without any explanation to bidders and SPIC’s decision on the subject will be final and binding on Bidder.

We have enclosed an Copy of NSIC certificate/ EMD of Rs (DD No dated drawn on) along with the QUALIFYING BID.

We also abide to provide a bank Guarantee of @10% of the contract value as Performance Bank Guarantee at time of signing of contract.

Dated, this day of20.....

.....

Signature

..... (In capacity of) Duly authorized to sign bid for and on behalf of(Name and Address of the Bidder)

(Affix Official Seal)

APPENDIX C: DETAILS OF BIDDER

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No.	Item	Details
1	Name of Company	
2	Mailing Address	
3	Telephone and Fax numbers	
4	Constitution of the Company	
5	Name of the Managing Director's	
6	Turnover and profit of the company for last three years ending 31-03-2014. Audited balance sheets and P&L statement of last three years enclosed (FY 13-14, 12-13, 11-12).	
7	Location of Development facility	

APPENDIX D: QUALIFICATION CHECKLIST

Criteria	Supporting Documents Required	Yes/No Page No.
The bidders eligible for participation in the tender shall be single business entity registered under the Indian Companies Act or corporate body. The bidder should be an Information Technology Solution provider for at least the last 10 financial years.	Valid copy of the Certificate of Incorporation / Articles of Association / Memorandum of Association	
The bidder shall have an average annual turnover of Rupees 10 Crores in the last 3 years ending 31.03.2014.	Copy of the audited balance sheets and profit & loss statement of the company showing turnover of the company for last three years.(FY 2013-14, 12-13 and 11-12) OR Auditor's Certificate in this regard.	
Bidder should have a Valid ISO 9001-2008 certification.	Valid copy of the Certificates	
Bidder should have experience in implementing online building permission software solution for at least 2 ULBs in India.	Relevant purchase orders work orders / certificates / agreements to be attached.	
The bidder should have received 2 orders value of Rs. 1 Crore (cumulative) from any Government Agency in India for software development and implementation.	Relevant work order / certificates / agreement to be attached.	
The bidder should have	A self-attested certificate from HR	

Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	e-Tender No: SPIC/2015/298783/A
	e-Tender Date: 09/09/2015

minimum 100 employees on Company Payroll.	department of the bidder is required in support of the same.	
The bidder must have a valid Service Tax Registration/ VAT registration in India.	Proof of a valid Service Tax and VAT Registration in India.	
The bidder has not been debarred/ blacklisted by any Govt/Semi-Govt. organization for quality of services/ product and there are no legal issues/ order prohibiting/restraining the bidder to participate in the bid process.	Self Declaration (signed and stamped)	

APPENDIX E: FORMAT OF CV OF PROPOSED TEAM

NAME			
DATE OF BIRTH			
NATIONALITY			
EDUCATION		[year]	[name of institution and degree]
LANGUAGES			
PROFESSIONAL BACKGROUND			
[description]			
EMPLOYMENT RECORD			
[year(s) starting with present position]		[employer]	

Supply, Installation & Commissioning of Online Solution for Approval of
Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh

e-Tender No: **SPIC/2015/298783/A**

e-Tender Date: **09/09/2015**

PROFESSIONAL EXPERIENCE	
[month and year start to finish]	[Name of project and client]
	<i>[Descriptive paragraph of 4-5 sentences on each assignment, position held, responsibilities undertaken and achievements attained.]</i>

APPENDIX F: FORMAT FOR SEEKING CLARIFICATION

Name of the Bidder			
Name & Designation of the person submitting the queries			
Contact details (Telephone & email id)			
Sl. No.	Tender document Reference(s) (Section & Page Number(s))	Content of tender requiring Clarification(s)	Points of clarification
1.			
2.			
3.			
4.			
5.			

APPENDIX G: FORMAT FOR PERFORMANCE BANK GUARANTEE

Whereas ----- (hereinafter called 'the Respondent') has submitted its proposal dated ----- in response to the "Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh") KNOW ALL by these presents that WE ----- of ----- Having our registered office at ----- (hereinafter called "the Bank") are bound unto the SPIC (hereinafter called "the SPIC") in the sum of ----- for which payment well and truly to be made to the said SPIC, the Bank binds itself, its successors and assigns by these present. Sealed with the Common Seal of the said Bank this -----day of ----- -20---.

The Conditions of this obligation are:

- In the event of the successful bidder being unable to service the contract for whatever reason, SPIC would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of SPIC under the Contract in the matter, the proceeds of the PBG shall be payable to the SPIC as compensation for any loss resulting from the Respondent's failure to complete its obligations under the Contract. SPIC shall notify the Respondent in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Respondent is in default.
- SPIC shall also be entitled to make recoveries from the Respondent's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

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

This guarantee will remain in force up to and including _____, and any demand in respect thereof should reach the Bank not later than the above date.

Dated the _____ day of _____

For _____

(Indicate the name of bank)

APPENDIX H: DRAFT AGREEMENT FORMAT

This CONTRACT (hereinafter called the “Contract”) is made the ___day of the month of ___between, on the one hand, Society for Promotion of IT in Chandigarh established as society under ageis of Department of Information Technology, Chandigarh Administration and having its office at PEC University of Technology Campus, Sector : 12 , Chandigarh hereinafter called “Authority” (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to include its successor or successors and assignee or assignees) and, on the other hand M/s_____having its registered office at _____hereinafter called the “Implementing Agency (IA)” (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to include its successor or successors and assignee or assignees).

Whereas

- a. The Authority has selected the IA to provide services as per specifications mentioned in the bid document “Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh” and as defined in the General Conditions of the Contract.
- b. By filling the tender document and signing it the IA has agreed to the Authority that they have the required professional skills, personnel, technical and financial resources, and have agreed to execute the items in the tender document on the terms and conditions set forth in this contractual bid document.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form and integral part of the Contract agreement.
 - a. The complete tender document including the common set of deviation issued from time to time.
 - b. Minutes of the pre-bid meeting, standard set of deviations/corrigendum, drawing and instructions issued by SPIC.
 - c. LoA and Work Order.
 - d. Any other communications issued prior to signing of the contract.

IN WITNESS WHEREOF, the parties hereto have caused this contract to be signed in their respective names as of the day & year first above written.

FOR AND ON BEHALF OF

SOCEITY FOR PROMOTION OF IT IN
CHANDIGARH

BY _____

CEO, SPIC

(Authorised Representative)

Witness:

1.

2.

By Authorised Signatory

FOR AND ON BEHALF OF

M/S.

Witness:

1.

2.

APPENDIX I: COMERCIAL BID

1. Consolidated Cost Summary

Sr. No	Cost Component	Cost in figure (INR)
1	Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh	
2	5 years maintenance cost	
Grand Total (in INR)		
Grand total in words (1+2): <i>(This figure shall be used for evaluation of financial proposals)</i>		

1.1. Supply, Installation & Commissioning of Online Solution for Approval of Fresh and Revised Building Plans at CHB & Estate office, U.T. Chandigarh

Sr. No	Cost Component	Cost in figure (INR)
1	Development, testing and implementation cost	
2	Training cost	
3	Any other cost (pl. specify)	
Grand Total (in INR)		
Grand total in words (1+2+3):		

1.2. 5 years maintenance cost

Sr. No	Cost Component	Year 1 (INR)	Year 2 (INR)	Year 3 (INR)	Year 4 (INR)	Year 5 (INR)	Cost in figure (INR)
1	Manpower cost						
2	Solution maintenance cost						
3	Any other cost (pl. specify)						
Grand Total (in INR)							
Grand total in words (1+2+3):							

APPENDIX J: GUIDELINES FOR COMERCIAL BID

1. The rate quoted will be binding upon the IA irrespective of the actual quantity during the award of contract.
2. Unless expressly indicated, bidder shall not include any technical information regarding the services in the commercial bid.
3. Prices shall be quoted entirely in Indian Rupees. All prices should be rounded off to the nearest Indian rupees (If the first decimal value is 5 (five) or above it should be rounded up and below 5 (five) should be rounded down. In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.
4. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the IA for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable except Service Tax, which will be paid as actual. Prices quoted for the solution shall be inclusive of installation and commissioning. No extra payment on any account shall be admissible.
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A bid submitted with an adjustable price quotation or conditional bid may be treated as nonresponsive and rejected.
6. The amount stated in the commercial bid, adjusted in accordance with the above procedure, shall be considered as binding on the Bidder for evaluation.

The bidder shall quote the total amount in online tender and shall upload the soft copy of as detailed in the template provided failing to which, the bid shall be treated as non-responsive and shall be rejected.