



## Indore Smart City Development Limited Request for Proposal

**“Supply, Installation, Commissioning and Operation of Connected Toilet Monitoring System (CTMS) including software development and Maintenance of 5 Years.”**

**NIT No: 21/ISCDL/19-20; Date 01.02.2020**

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**Indore Smart City Development Limited, Indore**

*Regd. Off.:* Nehru Park, Indore (M. P.) 452 003, INDORE, Madhya Pradesh,

*Ph. No.:* 0731-2535572; *E-mail:* smartcityindore16@gmail.com

*CIN:* U75100MP2016SGC035528; *Website:* [www.smartcityindore.org](http://www.smartcityindore.org)

**INDORE SMART CITY DEVELOPMENT LIMITED**

**APPENDIX 2.10**

**TENDER DOCUMENT**

**FOR PERCENTAGE RATE ONLY IN WORKS DEPARTMENT AND OTHER DEPARTMENT**

**NIT No: 21/ISCDL/19-20; Date 01.02.2020**

**Agreement Number and Date** : \_\_\_\_\_

|                                 |   |   |
|---------------------------------|---|---|
| Name of Work                    | : | "Supply, Installation, Commissioning and Operation of Connected Toilet Monitoring System (CTMS) including software development and Maintenance of 5 Years." |
| Name of the Contractor          | : |   |
| Probable Amount of Contract     | : |   |
| (Rs. In Figure)                 | : | Rs. 6.65 Cr.  |
| (Rs. In Words)                  | : | Rs. Six Crore and Sixty-Five Lakh only  |
| Contract Amount                 | : |   |
| (Rs. In Figure)                 | : | _____   |
| (Rs. In Words)                  | : | _____   |
| Stipulated Period of Completion | : | 1Year Installation + 5 Years O&M  |

## Disclaimer

The information contained in this Request for Proposal document ("RFP") or subsequently provided to Applicants, whether orally or in documentary or any other form by or on behalf of the Executive Director, Indore Smart City Development Ltd or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Executive Director, Indore Smart City Development Ltd (here after it will be referred as Indore Smart City Development Ltd ) to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

This RFP includes statements, which reflects the intentions of the Indore Smart City Development Ltd in relation to the Request For Proposal For Installation, Operation And Maintenance of CTMS For Indore Smart City Development Ltd.

The Indore Smart City Development Ltd, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or part, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The Indore Smart City Development Ltd also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon the statements contained in this RFP.

The Indore Smart City Development Ltd may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the Indore Smart City Development Ltd is bound to award the Authorisee or to appoint the Selected Authorisee, as the case may be, for the award the project and the Indore Smart City Development Ltd reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Indore Smart City Development Ltd shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

## Tender Document

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## Section-1

### **INDORE SMART CITY DEVELOPMENT LIMITED**

**Nehru Park, Indore (M. P.) 452 003**

Indore Smart City Development Limited Invites online percentage rate tenders from eligible contractors having relevant experience.

| S. No. | Name of Work  | Estimated Cost of Work | Cost of Tender Document | Earnest Money Deposit | Completion Period                  |
|--------|---|------------------------|-------------------------|-----------------------|------------------------------------|
| 1.     | "Supply, Installation, Commissioning and Operation of Connected Toilet Monitoring System (CTMS) including software development and Maintenance of 5 Years." | Rs. 6.65 Cr.           | Rs. 20000.0             | Rs.6.65 Lakh          | 01 Year Installation + 5 Years O&M |

#### Key Dates

| S. No. | Description  | Date and Time             |
|--------|--|---------------------------|
| 1.     | Last date for Purchase of Tender (Online)              | 02.03.2020 till 1730 Hrs. |
| 2.     | Last date for submission of tender (Online)            | 02.03.2020 till 1730 Hrs. |
| 3.     | Technical bid opening (Online)                         | 03.03.2020 from 1730 Hrs. |
| 4.     | Last date for Submission of Hard Copy of Technical Bid | 05.03.2020 till 1730 Hrs. |
| 5.     | Prebid meeting   | 18.02.2020 at 1500 Hrs.   |

#### Notes-

- i) Tender Document and other details shall be available on Website- [www.mptenders.gov.in](http://www.mptenders.gov.in)
- ii) Amendment to NIT, if any would be published on website only.
- iii) The EMD shall be deposited through Debit card /Credit card / Net banking or System Generated Challan.

**Chief Executive Officer**  
**Indore Smart City Development Limited, Indore**

# INDORE SMART CITY DEVELOPMENT LIMITED

## Notice Inviting e-Tenders

**NIT No: 21/ISCDL/19-20; Date 01.02.2020**

Online percentage rate bids for the following works are invited from registered contractors and firms of repute fulfilling registration criteria and having relevant experience.

| S.No. | Name of Work  | Estimated Cost of Work | Cost of Tender Form | Earnest Money Deposit | Completion Period                |
|-------|---|------------------------|---------------------|-----------------------|----------------------------------|
| 1.    | "Supply, Installation, Commissioning and Operation of Connected Toilet Monitoring System (CTMS) including software development and Maintenance of 5 Years." | Rs.6.65 Cr.            | Rs. 20000.0         | Rs.6.65 Lakh          | 1Year Installation + 5 Years O&M |

1. All details relating to the Bid Document(s) can be viewed and downloaded from the website mentioned in NIT.
2. Bid document can be purchased after making online payment of portal fees through Credit/Debit/Cash Card/internet banking.
3. At the time of submission of the Bid the eligible bidder shall be required to:
  - i) Proof of Pay the cost of Bid Document;
  - ii) Scanned copy of details of Deposit the Earnest Money;
  - iii) Submit a check list; and
  - iv) Submit an affidavit.

Details can be seen in the Bid Data Sheet

4. Eligibility for Bidders:
5. Pre-qualification – Prequalification conditions, wherever applicable, are given in the Bid Data Sheet.
6. Special Eligibility - Special Eligibility Conditions, if any, are given in the Bid Data Sheet.
7. Amendment to NIT, if any, would be published on website only, and not in Newspaper.

Chief Executive Officer  
Indore Smart City Development Ltd., Indore

**SECTION 2**  
**INSTRUCTIONS TO BIDDERS (ITB)**

**A. GENERAL**

**1. SCOPE OF BID**

The detailed description of work, hereinafter 'work', is given in the Bid Data Sheet.

**2. General Quality of Work:**

The work shall have to be executed in accordance with the drawings (prepared by Contractor and approved by the competent authority), technical specifications specified in the Bid Data Sheet/ Contract Data, and shall have to meet high standards of workmanship, safety and security of workmen and works.

**3. PROCEDURE FOR PARTICIPATION IN E-TENDERING**

The procedure for participation in e-tendering is given in the Bid Data Sheet.

**4. ONE BID PER BIDDER**

4.1 The bidder can be an individual entity or a joint venture (if permitted as per Bid Data sheet). In case J.V. is permitted, the requirement of joint venture shall be as per the Bid Data Sheet.

4.2 No bidder shall be entitled to submit more than one bid whether jointly or severally. If he does so, all bids wherein the bidder has participated shall stand disqualified.

**5. Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of his bid, and no claim whatsoever for the same shall lie on the ULB.

**6. Site Visit and examination of works**

The bidder is advised to visit and examine the Site of Works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for construction of the work. All costs shall have to be borne by the bidder.

**B. BID DOCUMENTS**

**7. CONTENT OF BID DOCUMENTS**

The Bid Document comprises of the following documents:

1. NIT with all amendments.
2. Instructions to Bidders,
3. Conditions of Contract:

i.Part I General Conditions of Contract and Contract Data; and

ii.Part II Special Conditions of Contract.

4. Specifications
5. Drawings,
6. Priced Bill of Quantities
7. Technical and Financial Bid
8. Letter of Acceptance
9. Agreement and
10. Any other document(s), as specified.

**8.** The bidder is expected to examine carefully all instructions, conditions of contract, the contract data, forms, terms and specifications, bill of quantities, forms and drawings in the Bid Document. Bidder shall be solely responsible for his failure to do so.

**9. Pre-Bid Meeting (where applicable)**

Wherever the Bid Data Sheet provides for pre-bid meeting:

9.1 Details of venue, date and time would be mentioned in the Bid Data Sheet. Any Change in the schedule of pre-bid meeting would be communicated on the website only, and intimation to bidders would not be given separately.

9.2 Any prospective bidder may raise his queries and/or seek clarifications in writing before or during the pre-bid meeting. The

purpose of such meeting is to clarify issues and answer questions on any matter that may be raised at that stage. The Employer may, at his option, give such clarifications as are felt necessary.

9.3 Minutes of the pre-bid meeting including the gist of the questions raised and the responses given together with any response prepared after the meeting will be hosted on the website.

9.4 Pursuant to the pre-bid meeting if the Employer deems it necessary to amend the Bid Document, it shall be done by issuing amendment to the online NIT.

## **10. Amendment of Bid Documents**

10.1 Before the deadline for submission of bids, the Employer may amend or modify the Bid Documents by publication of the same on the website.

10.2 All amendments shall form part of the Bid Document.

10.3 The Employer may, at its discretion, extend the last date for submission of bids by publication of the same on the website.

## **C. PREPARATION OF BID**

11. The bidders have to prepare their bids online, encrypt their Bid Data in the Bid Forms and submit Bid Seals (Hashes) of all the envelopes and documents related to the Bid required to be uploaded as per the time schedule mentioned in the key dates of the Notice Inviting e-Tenders after signing of the same by the Digital Signature of their authorized representative.

## **12. DOCUMENTS COMPRISING THE BID**

The bid submitted online by the bidder shall be in the following parts:

Part 1 – This shall be known as **Envelope A** and would apply for all bids. **Envelope A** shall contain the following as per details given in the Bid Data Sheet:

- i.Registration number or proof of application for registration and organizational details in format given in the Bid Data sheet
- ii.Payment of the cost of Bid Document;
- iii.Proof/details of Earnest Money transfer/deposit through Debit card, credit card / inter net banking or system generated challan; and

**Part 2** – This shall be known as **Envelope B** and required to be submitted only in works where pre-qualification conditions and/or special eligibility conditions are stipulated in the Bid Data Sheet. Online **Envelope B** shall contain a self-certified sheet duly supported by documents to demonstrate fulfillment of pre-qualification conditions.

**Part 3** – This shall be known as Online **Envelope C** and would apply to all bids. **Envelope C** shall contain financial offer in the format prescribed enclosed with the Bid Data Sheet.

## **13. LANGUAGE**

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be in English or Hindi. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English. In such case, for the purposes of interpretation of the bid, such translation shall govern.

## **14. TECHNICAL PROPOSAL**

14.1 Only, in case of bids with pre-qualification conditions defined in the Bid data sheet, the Technical Proposal shall comprise of formats and requirements given in the Bid Data Sheet.

14.2 All the documents/ information enclosed with the technical proposals should be self-attested and certified by the Bidder. The Bidder shall be liable for forfeiture of his earnest money deposit, if any document/ information are found false/ fake/ untrue before acceptance of Bid. If it is found after acceptance of the Bid, the sanctioning authority may at his discretion forfeit his security deposit, enlistment deposit and take any other suitable action.

## **15. FINANCIAL BID**

i. The bidder shall have to quote rates in format referred in Bid Data sheet, in overall percentage, and not item wise. If the bid is in absolute amount, overall percentage would be arrived at in relation to the probable amount of contract given in NIT. The

overall percentage rate would apply for all items of work.

ii. Percentage shall be quoted in figures as well as in words. If any difference in figures and words found, lower of the two shall be taken as valid and correct.

iii. The bidder shall have to quote rates inclusive of all duties, taxes, royalties and other levies; and the Employer shall not be liable for the same, **GST shall be paid extra as per prevailing rates.**

iv. The material along with the units and rates, which shall be issued, if any, by the department to the contractor, is mentioned in the Bid Data Sheet.

#### **16. PERIOD OF VALIDITY OF BIDS**

The bids shall remain valid for a period specified in Bid Data Sheet after the date of "close for bidding" as prescribed by the Employer. The validity of the bid can be extended by mutual consent in writing.

#### **17. EARNEST MONEY DEPOSIT (EMD)**

17.1 The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD), of the amount specified in the Bid Data Sheet.

17.2 The EMD shall be transfer / deposit online using Debit card/ credit card / net banking or system generated challan in favour of name and particulars given in Bid Data sheet.

17.3 Bid not accompanied by EMD shall be liable for rejection as non-responsive.

17.4 EMD of bidders whose bids are not accepted will be returned within ten working days of the decision on the bid.

17.5 EMD of the successful Bidder will be discharged when the Bidder has signed the Agreement.

17.6 Failure to sign the contract by the selected bidder, for whatsoever reason, shall result in forfeiture of the Earnest money deposit.

### **D. SUBMISSION OF BID**

18. The bidder is required to submit online bid duly signed digitally, and **Envelope "A"** in physical form also at the place prescribed in the Bid Data Sheet.

### **E. OPENING AND EVALUATION OF BID**

#### **19. PROCEDURE**

a) Bidders who score 70 or above marks shall only be considered qualified and to move to the next stage of financial evaluations and for financial bid opening.

(b) Online Technically qualified Bidders shall be considered for Financial Bid opening.

| S. No. | Criteria Required  |   | Marks Allotted |
|--------|--|---|----------------|
| 1      | The bidder must have experience of IT-Enabled Toilet Monitoring System or any IT-Enabled Municipal Management System or Municipal Corporation revenue collection management system (eGovernance Project), please submit the LoA/Work Order copy to establish the required experience, the required experience will be considered of ULB in Madhya Pradesh only)  | 1 Project –<br>10 marks<br><br>2 Projects –<br>20 marks | 20             |
| 2      | Experience of operating IT-Based Citizen Loyalty Program Systems for Municipal Corporation in Madhya Pradesh with a combined total of at least fifty thousand (50,000) User over the previous two years through an explicit contract/Authorisation or through sublet experience. (attach documents establishing the required experience)   | 1 Project –<br>10 marks<br><br>2 Projects –<br>20 marks | 20             |
| 3      | Bidder should have latest ISO 9001 certification (attach copy of certificate)  |   | 10             |
| 4      | Solution Presentation to the Authority<br>Live Demo of Proposed End-To-End Integrated Toilet Monitoring System of Live Installation Presentation (Install Hardware & Software), IT Enabled Operation as per the technical performance specification mentioned in the RFP.<br>Note: The PoC of Toilet Monitoring System as per the specifications provided in the RFP shall be install by the bidder along with the Technical Bid submission, the PoC installation location shall be assigned by Indore Smart City Development Ltd, the PoC installation proof shall be submitted by the bidder along with the technical bid submission. Bids with PoC installation shall be summarily rejected by Indore Smart City Development Ltd. |   | 50             |
|        | Total  |   | 100            |

#### Technical Scoring and Evaluation:

- a. For the purpose of arriving at Technical Score, the bid shall be evaluated against the Technical Parameters, with respective marks allocated, as given in RFP document.
- b. The Total Technical Score will be calculated out of 100 marks. The Applicant has to score the following minimum Qualifying Marks to qualify in the Technical Evaluation Criteria:
  - Seventy (70) marks out of total 100 marks of Technical Evaluation criteria.
- c. The Applicants scoring marks less than the minimum qualifying marks as mentioned above shall be disqualified for Financial Bid Opening. The Applicants scoring marks equal to or more than the minimum qualifying marks as mentioned above shall be declared as Technically Qualified Applicants.
- d. However, based on the quantum of qualified proposals, it is the discretion of The Authority to decide the cut-off (lower than 70) marks of Technical evaluation for qualification of Applicants. The Applicants who scored equal or more than cut-off marks will be considered qualified for financial bid opening and evaluation.

#### EVALUATION FOR PREFERRED BIDDER (AUTHORISEE)

- (a) The bidder has to quote the rate of individual (A) - Connected Toilet Monitoring System (CTMS) (Hardware/Software) + (B) - O&M(Cellular Data/ Connection Charges And Device & Software Maintenance Charges) For Each Device From Second Year Onwards = Total Financial Offer (A + B)
- (b) Annual Maintenance Support for an Initial Period of One (1) year (Cellular Data/ Connection Charges And Device &

Software Maintenance Support shall be covered in the quoted cost of (A) Connected Toilet Monitoring System (Hardware/Software).

- (c) From second (2) year onwards the Successful Bidder shall be paid for (B) O&M(Cellular Data/Connection Charges And Device & Software Maintenance Charges) For Each Device From Second Year Onwards For Each Device as quoted by the bidder for "QCLS" based selection.
- (d) The Financial Offer shall be considered for "QCLS" selection basis. The price offer for - Connected Toilet Monitoring System (CTMS) (Hardware) + O&M(Cellular Data/Connection Charges And Device & Software Maintenance Charges) from Second Year Onwards quoted to Indore Smart City Development Ltd shall be considered for best-preferred Supplier.
- (e) The bidder has to Quote price rate for Connected Toilet Monitoring System (CTMS) (Hardware) + O&M(Cellular Data/Connection Charges And Device & Software Maintenance Charges) from Second Year Onwards shall be consider for QCLS based selection of best preferred bidder/supplier.

## 20. Confidentiality

20.1 Information relating to examination, evaluation, comparison and recommendation of contract award shall not be disclosed to bidders or any other person not officially concerned with such process until final decision on the bid.

20.2 Any attempt by a bidder to influence the Employer in the evaluation of the bids or contract award decisions may result in the rejection of its bid.

## F. AWARD OF CONTRACT

### 21. Award of Contract

The Employer shall notify the successful bidder by issuing a 'Letter of Acceptance' (LOA) that his bid has been accepted.

### 22. Signing of Contract Agreement

22.1 The successful bidder shall have to sign the contract agreement within 15 days of issue of LOA.

22.2 The signing of contract agreement shall be reckoned as intimation to commencement of work. No separate work order shall be issued by the Employer to the contractor for commencement of work.

22.3 In the event of failure of the successful bidder to sign the Contract Agreement, his EMD shall stand forfeited without prejudice to the right of the employer for taking action against the bidder.

### 23. CORRUPT PRACTICES

The Employer requires that bidders observe the highest standard of ethics during the procurement and execution of contracts. In pursuance of this policy, the Employer:

- i. may reject the bid for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract; and
- ii. may debar the bidder declaring ineligible, either indefinitely or for a stated period of time, to participate in bids, if it at any time determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, a contract.

For the purposes of this provision, the terms set forth above are defined as follows:

- a. "**corrupt practice**" means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
- b. "**fraudulent practice**" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- c. "**coercive practice**" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- d. "**Collusive practice**" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

**End of ITB**

## BID DATA SHEET

### General

| S.N. | Particulars                                      | Data   |
|------|--|--|
| 1    | Office inviting Tender                           | Indore Smart City Development Ltd., Indore                               |
| 2,3  | NIT no. and Date                                 | NIT No: 21/ISCDL/19-20; Date 01.02.2020                                  |
| 4    | Bid document download Available from date & time | -  |
| 5    | Website link                                     | Website- <a href="https://mptenders.gov.in">https://mptenders.gov.in</a> |

### Section 1 – NIT

| S.No. | Particulars   | Data   |
|-------|---|--|
| 1     | Portal fees   | Rs. _____ (shall be reflected on the portal) |
| 2     | Cost of bid document  | Rs 20000.0                                   |
|       | Cost of bid document shall be deposit through Debit card /credit card / net banking or system generated challan | On portal                                    |
| 3     | Affidavit format  | Annexure B                                   |
| 4     | Pre-qualifications required   | Yes  |
|       | If Yes, details   | As per Annexure C                            |
| 5     | Special Eligibility   | -  |
|       | If Yes, details   | As per Annexure D                            |
| 6     | Key Dates   | Annexure A                                   |

### Section 2 – ITB

| Clause Reference | Particulars   | Data  |
|------------------|---|---|
| 1                | Name of work  | "Supply, Installation, Commissioning and Operation of Connected Toilet Monitoring System (CTMS) including software development and Maintenance of 5 Years." |
| 2                | Specifications  | Annexure E  |
| 3                | Procedure for participation in e-tendering  | Annexure F  |
| 4                | Whether Joint-venture is allowed  | No  |
|                  | If yes, requirement for Joint venture   | As per ANNEXURE-G   |
| 9                | Pre-bid meeting to held   | Yes   |
|                  | If Yes, Date, Time & Place  | 18.02.2020 at 1500 Hrs. office of Chief Executive Officer Nehru Park, Indore (MP), India  |
| 12               | Envelope –A containing:<br>Registration number or proof of application for registration & organizational details as per Annexure 'H'<br>Cost of Bid Document<br>EMD deposit details | At the office of Chief Executive Officer Nehru Park, Indore (MP), India Pin 452003  |

| Clause Reference | Particulars  | Data  |
|------------------|--|---|
|                  | An affidavit duly notarized as per Annexure –B<br>Should reach in physical form                    |   |
| 14               | Envelope-B Technical Proposal  | Annexure-I (Format I-1 to I-5)              |
|                  | Envelope-C Financial Bid   | Annexure – J                                |
| 15               | Materials to be issued by the department   | Nil   |
| 16               | Period of Validity of Bid  | 120 Days                                    |
|                  | Earnest Money Deposit  | Rs. 6.65 Lakh                               |
| 17               | The EMD shall be deposit through Debit card /credit card / net banking or system generated challan | On portal                                   |
| 21               | Letter of Acceptance (LoA)   | Annexure L                                  |
|                  | Amount of Security Deposit   | 5% of contract amount                       |
| 22               | Additional Security Deposit, if any  | Equal percentage /(Amount) below, 5% of bid |

## Key Dates & Events

| S No. | Department Stage                                       | Bidder's Stage                 | Start      |            | Expiry     |            | Envelopes    |
|-------|--|--------------------------------|------------|------------|------------|------------|--------------|
|       |  |                                | Date       | Time       | Date       | Time       |              |
|       |  | Purchase of Bid doc – (Online) |            |            | 02.03.2020 | 1730 Hours |              |
|       |  | Bid Submission – (Online)      |            |            | 02.03.2020 | 1730 Hours |              |
|       |  | Submission of Hard copy        |            |            | 05.03.2020 | 1730 Hours | Envelope A,B |
|       | Technical Bid/ Proposal Open (Envelope A and B) online |                                | 03.03.2020 | 1730 Hours |            |            | Envelope A,B |
|       | Financial Bid Open (Envelope C) online                 |                                |            |            |            |            |              |

Details of money transfer for earnest money and original affidavit shall be submitted by the bidder so as to reach the office as prescribed in Bid Data Sheet, at least one calendar day before specified start time and date in key dates for opening of technical proposal as per key dates in Bid Data Sheet.

**|| AFFIDAVIT ||**

**(To be contained in Envelope A)**  
**(On Non-Judicial Stamp of Rs.100)**

I/we \_\_\_\_\_ who is/are \_\_\_\_\_ (status in the firm/company) and competent for submission of the affidavit on behalf of M/S \_\_\_\_\_ (contractor) do solemnly affirm an oath and state that: I/we are fully satisfied for the correctness of the certificates/records submitted in support of the following information in bid documents which are being submitted in response to notice inviting e-tender No. \_\_\_\_\_ for \_\_\_\_\_ (name of work) dated \_\_\_\_\_ issued by the \_\_\_\_\_ (name of the ULB).

I/we are fully responsible for the correctness of following self-certified information/ documents and certificates:

1. That the self-certified information given in the bid document is fully true and authentic.

a. Details of EMD deposit/ transfer on portal through Debit card / credit card / net banking or system generated challan as earnest money/ cost of bid document and other relevant documents.

b. Information regarding financial qualification and annual turn-over is correct.

c. Information regarding various physical qualifications is correct.

3. No close relative of the undersigned and our firm/company is working in the department.

OR

Following close relatives are working in the department:

Name \_\_\_\_\_ Post \_\_\_\_\_ Present Posting \_\_\_\_\_

**Signature with Seal of the Deponent (bidder)**

I/ We, \_\_\_\_\_ above deponent do hereby certify that the facts mentioned in above paras 1 to 3 are correct to the best of my knowledge and belief.

Verified today \_\_\_\_\_ (dated) at \_\_\_\_\_ (place).

**Signature with Seal of the Deponent (bidder)**

(See clause 5 of Section 1 NIT)

**PRE-QUALIFICATIONS CRITERIA**

- a) The bidder should be an Individual Firm/Partnership Firm/Company/Startup incorporated in India.
- b) The bidder must have experience of IT-Enabled Toilet Monitoring System or any IT-Enabled Municipal Management System or Municipal Corporation revenue collection management system (eGovernance Project), please submit the LoA/Work Order copy to establish the required experience, the required experience will be considered of ULB in Madhya Pradesh only)
- c) Experience of operating IT-Based Citizen Loyalty Program Systems for Municipal Corporation in Madhya Pradesh with a combined total of at least fifty thousand (50,000) User over the previous two years through an explicit contract/Authorisation or through sublet experience. (attach documents establishing the required experience)
- d) Copies of proprietorship firm registration certificate of the firm/company, Memorandum and Articles of Association in case of firms registered under the Companies Act.
- e) Bidder should have latest ISO 9001 certification (attach copy of certificate).
- f) The bidder should have a registered number of: GST where his business is located; IncomeTax PAN.
- g) The joint venture or consortiums are allowed to participate in this tendering process. Any of the consortium partner shall meet the pre qualification criteria (in part or full).
- h) The bidder submit the pre confirmation undertaking of Seven (7) days installation initiation (Hardware & Software), if successful bidders fails to start the system installation in 7 days from the date of work order, the contract shall be terminated without any notice and EMD shall be forfeited.
- i) The PoC of Toilet Monitoring System as per the specifications provided in the RFP shall be install by the bidder along with the Technical Bid submission, the PoC installation location shall be assigned by Indore Smart City Development Ltd, the PoC installation proof shall be submitted by the bidder along with the technical bid submission. Bids with PoC installation shall be summarily rejected by Indore Smart City Development Ltd.
- j) The bidder should have total turnover of Rs. 100.0 Lakhs (Rupees One Hundred Lakhs only) of the last three preceding financial years i.e. F.Y. 2016-17, 2017-18 and 2018-19.
- k) The bidder should submit P&L Account Statement/CA certificates mentioning Turn Over.

**SPECIAL ELIGIBILITY CRITERIA**

### **Procedure for participation in e-Tendering**

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature Enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnTrustline/SafeScript/TCS.
2. Bidder then logs into the portal giving user id / password chosen during Enrolment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
14. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
15. In case of Offline payments, the details of the Earnest Money Deposit (EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
18. At the time of freezing the bid, the eProcurement system will give a successful bid up-dation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected

22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
24. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256-bit encryption technology. Data encryption of sensitive fields is also done.
25. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

(See clause 12 of Section 2 ITB &amp; clause 4 of GCC)

**ORGANIZATIONAL DETAILS**

(To be enclosed with technical proposal)

| S.N. | Particulars  | Details |
|------|--|---------|
| 1.   | Name of Organization/ Individual   |         |
| 2.   | Entity of Organization<br>Individual/Proprietary Firm/Partnership Firm<br>(Registered under Partnership Act)/ Limited Company<br>(Registered under the Companies Act-1956)/<br>Corporation |         |
| 3.   | Address of Communication   |         |
| 4.   | Telephone Number with STD Code   |         |
| 5.   | Fax Number with STD Code   |         |
| 6.   | Mobile Number  |         |
| 7.   | E-mail Address for all communications  |         |
| 8.   | <b>Details of Authorized Representative</b>  |         |
| 9.   | Name   |         |
|      | Designation  |         |
| 10.  | Postal Address   |         |
| 11.  | Telephone Number with STD Code   |         |
| 12.  | Fax Number with STD Code   |         |
| 13.  | Mobile Number  |         |
| 14.  | E-mail Address   |         |
| 15.  | GST No.  |         |
| 16.  |  |         |
| 17.  |  |         |

Note: *In case of partnership firm and limited company certified copy of partnership deed/ Articles of Association and Memorandum of Association along with registration certificate of the company shall have to be enclosed.*

Signature of Bidder with Seal

Date:

(See clause 14 of Section 2 of ITB)

**Envelope – B, Technical Proposal**

Technical Proposal shall comprise the following documents:

| <b>S.N.</b> | <b>Particulars to be submitted</b> | <b>Format</b>   |
|-------------|------------------------------------|-----------------|
| 1           | Financial and Physical Experience  | (Format: I – 1) |
| 2           | Annual Turnover                    | (Format: I – 2) |

Note:

1. Technical Proposal should be uploaded duly page numbered and indexed.
2. Technical Proposal should be uploaded otherwise will not be considered

**FINANCIAL & PHYSICAL EXPERIENCE DETAILS**

**ANNUAL TURN OVER**

**Requirements:**

**Total annual turnover in the following format for the last 3 financial years;**

| <b>Financial Information</b>  |         |         |         |
|---|---------|---------|---------|
| Financial Year  | 2016-17 | 2017-18 | 2018-19 |
| Annual Turnover (in INR)  |         |         |         |
| <b>TOTAL ANNUAL TURNOVER</b>  |         |         |         |
| Note:<br>Chartered accountant should certify total annual turnover. |         |         |         |

**FINANCIAL BID**  
**(TO BE CONTAINED IN ENVELOPE C)**

**NAME OF WORK:** \_\_\_\_\_

(Name of the work as appearing in the bid for the work)

I/We do hereby BID to execution of the above work within the time specified at the rate (In figures) \_\_\_\_\_ (In words) \_\_\_\_\_ percent below / above or at par based on the Bill of Quantities and item wise rates given therein in all respects and in accordance with the specifications, designs, drawings and instructions in writing in all respects in accordance with such conditions so far as applicable.

I/We have visited the site of work and am/are fully aware of all the difficulties and conditions likely to affect carrying out the work. I/We have fully acquainted myself/ourselves about the conditions in regard to accessibility of site and quarries/ kilns, nature and the extent of ground, working conditions including stacking of materials, installation of tools and plant conditions effecting accommodation and movement of labour etc. required for the satisfactory execution of contract.

Should this bid be accepted, I/We hereby agree to abide by and fulfill all the terms and provisions of the said conditions of contract annexed hereto so far as applicable, or in default thereof to forfeit and pay to the Executive Director, Indore Smart City Development Limited, Indore or his successors in office the sums of money mentioned in the said conditions.

Note:

- i. Only one rate of percentage above or below or at par based on the Bill of Quantities and item wise rates given therein shall be quoted.*
- ii. Percentage shall be quoted in figures as well as in words. If any difference in figures and words is found lower of the two shall be taken as valid and correct rate. If the bidder is not ready to accept such valid and correct rate and declines to sign the agreement his earnest money deposit shall be forfeited.*
- iii. In case the percentage "above" or "below" is not given by a bidder, his bid shall be treated as non-responsive.*
- iv. All duties, taxes, and other levies payable by the bidder shall be included in the percentage quoted by the bidder. GST shall be paid extra as per Prevailing rates.*

**Signature of Bidder**  
**Name of Bidder**

The above bid is hereby accepted by me on behalf of the Executive Director, Indore Smart City Development Limited, Indore dated the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
**Signature of Officer by whom accepted**

No. \_\_\_\_\_

Dated: \_\_\_\_\_

LETTER OF ACCEPTANCE (LOA)

M/s. \_\_\_\_\_

(Name and address of the contractor)

Subject: \_\_\_\_\_  
(Name of the work as appearing in the bid for the work)

Dear Sir (s),

Your bid for the work mentioned above has been accepted on behalf of the (Name of ULB), at your bided offer as per scope of work given therein. You are requested to submit within 15 (Fifteen) days from the date of issue of this letter:

Sign the contract agreement.

Please note that the time allowed for carrying out the work as entered in the bid is \_\_\_\_\_ months including/excluding rainy season, shall be reckoned from the date of signing the contract agreement.

Signing the contract agreement shall be reckoned as intimation to commencement of work and no separate letter for commencement of work is required. Therefore, after signing of the agreement, you are directed to contact Engineer-in-charge for taking the possession of site and necessary instructions to start the work.

Yours faithfully,

**Chief Executive Officer**  
**Indore Smart City Development, Indore**

**SECTION 3**

**Conditions of Contract**

**Part – I General Conditions of Contract [GCC]**

**Table of Clauses of GCC**

| Clause No. | Particulars                       | Clause No. | Particulars  |
|------------|-----------------------------------|------------|--|
|            | A. General                        | 21         | Payments for Variations and / or Extra Quantities                                    |
| 1          | Definitions                       |            |  |
| 2          | Interpretations and Documents     | 22         | No compensation for alterations in or restriction of work to be carried out.         |
| 3          | Language and Law                  | 23         | No Interest payable  |
| 4          | Communications                    | 24         | Recovery from Contractors  |
| 5          | Subcontracting                    | 25         | Tax  |
| 6          | Personnel                         | 26         | Check Measurements   |
| 7          | Force Majeure                     | 27         | Termination by Engineer in charge  |
| 8          | Contractor's Risks                | 28         | Payment upon Termination   |
| 9          | Liability For Accidents To Person | 29         | Security Deposit   |
| 10         | Contractor to Construct the Works | 30         | Security Deposit   |
| 11         | Discoveries                       | 31         | Price Adjustment   |
| 12         | Dispute Resolution System         | 32         | Mobilization and Construction Machinery Advance                                      |
|            | B. Time Control                   | 33         | Secured Advance  |
| 13         | Programme                         | 34         | Payment certificates   |
| 14         | Extension of Time                 |            | E. Finishing the Contract  |
| 15         | Compensation for Delay            | 35         | Completion Certificate   |
| 16         | Contractor's Quoted percentage    | 36         | Final Account  |
|            | C. Quality Control                |            | F. Other Conditions of Contract  |
| 17         | Tests                             | 37         | Currencies   |
| 18         | Correction of Defects noticed     | 38         | Labour   |
|            | D. Cost Control                   | 39         | Compliance with Labour Regulations Defect Liability Period                           |
| 19         | Variations - Change in original   | 40         | Audit and Technical  |
| 20         | Extra Items                       | 41         | Deaths and Permanent Invalidity of Specifications, Designs, Drawings etc. Contractor |
|            |                                   | 42         | Jurisdiction   |

## A. General

### 1. DEFINITIONS

- 1.1 **"Bill of Quantities"** means the priced and completed Bill of Quantities forming part of the Bid.
- 1.2 **"Chief Executive Officer"** means the Chief executive officer as defined under the relevant section of the article of association;
- 1.3 **"Completion"** means completion of the work as certified by the Engineer-in-Charge, in accordance with provisions of agreement.
- 1.4 **"Contract"** means the Contract between the Employer and the Contractor to execute, complete and/or maintain the work. Agreement is synonym of Contract and carries the same meaning wherever used.
- 1.5 **"Contract Data Sheet"** means the documents and other information which comprise of the Contract.
- 1.6 **"Contractor"** means a person or legal entity whose bid to carry out the work has been accepted by the Employer.
- 1.7 **"Contractor's bid"** means the completed bid document submitted by the Contractor to the Employer.
- 1.8 **"Contract amount"** means the amount of contract worked out on the basis of accepted bid.
- 1.9 **"Completion of work"** means completion of the entire contracted work. Exhaustion of quantity of any particular item mentioned in the bid document shall not imply completion of work or any component thereof.
- 1.10 **"Day"** means the calendar day.
- 1.11 **"Defect"** means any part of the work not completed in accordance with the specifications included in the contract.
- 1.12 **"Drawings"** means drawings including calculations and other information provided or approved by the Engineer-in-Charge.
- 1.13 **"Department"** means Indore Smart City Development Limited, Indore as the case may be.
- 1.14 **"Employer"** means the party as defined in the Contract Data, who employs the Contractor to carry out the work. The employer may delegate any or all functions to a person or body nominated by him for specified functions. The word Employer/Government/Department wherever used denote the Employer.
- 1.15 **"Engineer"** means the person named in contract data sheet.
- 1.16 **"Engineer in charge"** means the person named in the contract data.
- 1.17 **"Equipment"** means the Contractor's machinery and vehicles brought temporarily to the Site for execution of work.
- 1.18 **"Executive Director"** means the executive director of the Board as appointed under the provision of the article of association;
- 1.19 **"Government"** means Government of Madhya Pradesh.
- 1.20 **"In Writing"** means communicated in written form and delivered against receipt.
- 1.21 **"Material"** means all supplies including consumables used by the Contractor for incorporation in the work.
- 1.22 **"Stipulated date of completion"** means the date on which the Contractor is required to complete the work. The stipulated date is specified in the Contract Data.
- 1.23 **"Specification"** means the specification of the work included in the Contract and any modification or addition made or approved by the Engineer-in-Charge.
- 1.24 **"Start Date"** means the date 14 days after the signing of agreement for the work. However, the employer may extend this time limit by another 14 days, as and when required.
- 1.25 **"Sub-Contractor"** means a person or corporate body who has a Contract (duly authorized by the employer) with the Contractor to carry out a part of the construction work under the Contract.
- 1.26 **"Temporary Work"** means work designed, constructed, installed, and removed by the Contractor that are needed for construction or installation of the work.
- 1.27 **"Tender/ Bid, Tenderer/ Bidder"** are the synonyms and carry the same meaning where ever used.
- 1.28 **"Variation"** means any change in the work which is instructed or approved as variation under this contract.

**1.29 "Work"** the expression "**work**" or "**works**" where used in these conditions shall unless there be something either in the subject or context repugnant to such construction, be construed and taken to mean the work by virtue of contract, contracted to be executed, whether temporary or permanent and whether original, altered, substituted or additional.

## **2. INTERPRETATIONS AND DOCUMENTS**

2.1 Interpretations: In the contract, except where the context requires otherwise:

- a. words indicating one gender include all genders;
- b. words indicating the singular also include the plural and vice versa.
- c. provisions including the word "agree", "agreed" or "agreement" require the agreement to be recorded in writing;
- d. written" or "in writing" means hand-written, type-written, printed or electronically made, and resulting in a permanent record;

2.2 Documents Forming Part of Contract:

1. NIT with all amendments.
2. Instructions to Bidders
3. Conditions of Contract:
  - i. Part I General Conditions of Contract and Contract Data; with all Annexures
  - ii. Part II Special Conditions of Contract.
4. Specifications
5. Drawings
6. Bill of Quantities
7. Technical and Financial Bid
8. Agreement
9. Any other document (s), as specified.

## **3. Language and Law**

The language of the Contract and the law governing the Contract are stated in the Contract Data.

## **4. Communications**

All certificates, notice or instruction to be given to the Contractor by Employer/Engineer shall be sent on the address or contact details given by the Contractor in [Annexure H of ITB]. The address and contract details for communication with the Employer/Engineer shall be as per the details given in Contract Data Sheet. Communication between parties that are referred to in the conditions shall be in writing. The notice sent by facsimile (fax) or other electronic means (email) shall also be effective on confirmation of the transmission. The notice sent by registered post or speed post shall be effective on delivery or at the expiry of the normal delivery period as undertaken by the postal service. In case of any change in address for communication, the same shall be immediately notified to Engineer-in-Charge

## **5. Subcontracting**

Subcontracting shall be permitted for contracts value more than amount specified in the Contract Data with following conditions.

- a. The Contractor may subcontract up to 25 percent of the contract price, only with and after the approval of the Employer in writing, but will not assign the Contract. Subcontracting shall not alter the Contractor's obligations.
- b. The following shall not form part of the sub-contracting:
  - i. hiring of labour through a labour contractor,
  - ii. hiring of plant & machinery
- c. The sub-contractor will have to be registered in the appropriate category in the centralized registration system for contractors of the GoMP.

## **6. Personnel**

6.1 The Contractor shall employ for the construction work and routine maintenance the technical personnel as provided in the Annexure I-3 of Bid Data sheet, if applicable. If the Contractor fails to deploy required number of technical staff, recovery as specified in the Contract Data will be made from the Contractor.

6.2 If the Engineer asks the Contractor to remove a person who is a member of the Contractor's staff or work force, stating the reasons, the Contractor shall ensure that the person leaves the Site within three days and has no further connection with the Works in the Contract.

## **7. Force Majeure**

7.1 The term "Force Majeure" means an exceptional event or circumstance:

- a) Which is beyond a party's control,
- b) Which such party could not reasonably have provided against before entering into the contract,
- c) Which, having arisen, such party could not reasonably have avoided or overcome, and
- d) Which is not substantially attributed to the other Party

Force Majeure may include, but is not limited to, exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:

- (i) War, hostilities (whether war be declared or not), invasion, act of foreign enemies),
- (ii) Rebellion, terrorism, sabotage by persons other than the contractor's Personnel, revolution, insurrection, military or usurped power, or civil war,
- (iii) Riot, commotion, disorder, strike or lockout by persons other than the Contractor's Personnel,
- (iv) Munitions of war, explosive materials, ionizing radiation or contamination by radio activity, except as may be attributed to the Contractor's use of such munitions, explosives, radiation or radio activity, and
- (v) Natural catastrophes such as earthquake, hurricane, typhoon or volcanic activity,

7.2 In the event of either party being rendered unable by force majeure to perform any duty or discharge any responsibility arising out of the contract, the relative obligation of the party affected by such force majeure shall upon notification to the other party be suspended for the period during which force majeure event lasts. The cost and loss sustained by either party shall be borne by respective parties.

7.3 For the period of extension granted to the Contractor due to Force Majeure the price adjustment clause shall apply but the penalty clause shall not apply. It is clarified that this sub clause shall not give eligibility for price adjustment to contracts which are otherwise not subject to the benefit of Price adjustment clause.

7.4 The time for performance of the relative obligation suspended by the force majeure shall stand extended by the period for which such cause lasts. Should the delay caused by force majeure exceed twelve months, the parties to the contract shall be at liberty to foreclose the contract after holding mutual discussions.

## **8. Contractor's Risks**

8.1 All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract are the responsibility of the Contractor.

8.2 All risks and consequences arising from the inaccuracies or falseness of the documents and/or information submitted by the contractor shall be the responsibility of the Contractor alone, notwithstanding the fact that designs/drawings or other documents have been approved by the department.

## **9. Liability for Accidents to Person**

The contractor shall be deemed to have indemnified and saved harmless the Government and/or the employer, against all action, suits, claims, demands, costs etc. arising in connection with injuries suffered by any persons employed by the contractor or his subcontractor for the works whether under the General law or under workman's compensation Act, or any other statute in force at the time of dealing with the question of the liability of employees for the injuries suffered by employees and to have taken steps properly to ensure against any claim there under.

## **10. Contractor to Construct the Works**

10.1 The Contractor shall construct, install and maintain the Works in accordance with the Specifications and Drawings as specified in the Contract Data

10.2 In the case of any class of work for which there is no such specification as is mentioned in contract Data, such work shall be carried out in accordance with the instructions and requirement of the Engineer-in-charge.

10.3 The contractor shall supply and take upon himself the entire responsibility of the sufficiency of the scaffolding, timbering, Machinery, tools implement and generally of all means used for the fulfillment of this contract whether such means may or may not approved of or recommended by the Engineer.

### **11. Discoveries**

Anything of historical or other interest or of significant value unexpectedly discovered on the Site shall be the property of the Employer. The Contractor shall notify the Engineer of such discoveries and carry out the Engineer's instructions for dealing with them.

### **12. Dispute Resolution System**

12.1 No dispute can be raised except before the Competent Authority as defined in Contract data in writing giving full description and grounds of Dispute. It is clarified that merely recording protest while accepting measurement and/or payment shall not be taken as raising a dispute.

12.2 No issue of dispute can be raised after 45 days of its occurrence. Any dispute raised after expiry of 45 days of its first occurrence shall not be entertained and the Employer shall not be liable for claims arising out of such disputes.

12.3 The Competent Authority shall decide the matter within 45 days.

12.4 Appeal against the order of the Competent Authority can be preferred within 30 days to the Appellate Authority as defined in the Contract data. The Appellate Authority shall decide the dispute within 45 days.

12.5 Appeal against the order of the Appellate Authority can be preferred before the Madhya Pradesh Arbitration Tribunal constituted under Madhya Pradesh Madhyastham Adhikaran Adhiniyam, 1983.

12.6 The contractor shall have to continue execution of the works with due diligence notwithstanding pendency of a dispute before any authority or forum.

## **B. Time Control**

### **13. Programme**

13.1 Within the time stated in the Contract Data, the Contractor shall submit to the Engineer for approval a Programme showing the general methods, arrangements, order, and timing for all the activities in the Works for the construction of works.

13.2 The program shall be supported with all the details regarding key personnel, equipment and machinery proposed to be deployed on the works for its execution. The contractor shall submit the list of equipment and machinery being brought to site, the list of key personnel being deployed, the list of machinery/equipment's being placed in field laboratory and the location of field laboratory along with the Programme

13.3 An update of the Programme shall be a Programme showing the actual progress achieved on each activity and the effect of the progress achieved on the timing of the remaining Works, including any changes to the sequence of the activities.

13.4 The Contractor shall submit to the Engineer for approval an updated Programme at intervals no longer than the period stated in the Contract Data. If the Contractor does not submit an updated Programme within this period, the Engineer may withhold the amount stated in the Contract Data from the next payment certificate and continue to withhold this amount until the next payment after the date on which the overdue Programme has been submitted.

13.5 The Engineer's approval of the Programme shall not alter the Contractor's obligations

### **14. Extension of Time**

14.1 If the Contractor desires an extension of time for completion of the work on the ground of his having been unavoidably hindered in its execution or on any other grounds, he shall apply, in writing, to the Engineer-in-charge, on account of which he desires such extension. Engineer-in-charge shall forward the aforesaid application to the competent authority as prescribed.

14.2 The competent authority shall grant such extension at each such occasion within a period of 30 days of receipt of application from contractor and shall not wait for finality of work. Such extensions shall be granted in accordance with provisions under clause- 15 of this agreement.

14.3 In case of the work already in progress, the contractor shall proceed with the execution of the works, including maintenance thereof, pending receipt of the decision of the competent authority as aforesaid with all due diligence.

#### **15. Compensation for delay**

15.1 The time allowed for carrying out the work, as entered in the agreement, shall be strictly observed by the Contractor.

15.2 The time allowed for execution of the contract shall commence from the date of signing of the agreement. It is clarified that the need for issue of work order is dispensed with.

15.3 In the event milestones are laid down in the Contract Data for execution of the works, the contractor shall have to ensure strict adherence to the same.

15.4 Failure of the Contractor to adhere to the timelines and/or milestones shall attract such liquidated damages as is laid down in the Contract Data

15.5 In the event of delay in execution of the works as per the timelines mentioned in the contract data the Engineer-in-charge shall retain from the bills of the Contractor Amount equal to the liquidated damages leviable until the contractor makes such delays good. However, the Engineer-in-charge shall accept bankable security in lieu of retaining such amount.

15.6 If the contractor is given extension of time after liquidated damages have been paid, the engineer in charge shall correct any over payment of liquidated damages by the Contractor in the next payment certificate.

15.7 In the event the contractor fails to make good the delay until completion of the stipulated contract period (including extension of time) the sum so retained shall be adjusted against liquidated damages levied.

#### **16. Contractor's quoted percentage**

The contractor's quoted percentage rate referred to in the "Bid for works" will be deducted/ added from/to the net amount of the bill after deducting the cost of material supplied by the department.

### **C. Quality Control**

#### **17. Tests**

17.1 The Contractor shall be responsible for:

- a. Carrying out the tests prescribed in specifications, and
- b. For the correctness of the test results, whether performed in his laboratory or elsewhere.

17.2 The contractor shall have to establish field laboratory within the time specified and having such equipment's as are specified in the Contract Data.

17.3 Failure of the contractor to establish laboratory shall attract such penalty as is specified in the Contract Data.

17.4 Ten percent of the mandatory tests prescribed under the specifications shall be got carried out through Laboratories accredited by National Accreditation Board of Laboratories (NABL) by the Engineer-In -Charge and the cost of the such testing shall be deducted from the payments due to Contractor.

#### **18. Correction of Defects noticed during the Defect Liability Period**

18.1 The defect liability period of work in the contract shall be the Contract Data

18.2 The Contractor shall promptly rectify all defects pointed out by the Engineer well before the end of the Defect Liability Period. The Defect Liability Period shall automatically stand extended until the defect is rectified.

18.3 If the Contractor has not corrected a Defect pertaining to the Defect Liability Period to the satisfaction of the Engineer, within the time specified by the Engineer, the Engineer will assess the cost of having the Defect corrected, and the cost of correction of the Defect shall be recovered from the Security Deposit or any amount due or that may become due to the contractor and other available securities.

### **D. Cost Control**

#### **19. Variations - Change in original Specifications, Designs, Drawings etc.**

19.1 The Engineer in charge shall have power to make any alterations, omissions or additions to or substitutions for the original specifications, drawings, designs and instructions, that may appear to him to be necessary during the progress of the work and the contractor shall carry out the work in accordance with any instructions which may be given to him in writing signed by the Employer, and such alterations, omission, additions or substitutions shall not invalidate the contract and any altered, additional or substituted work, which the contractor may be directed to do in the manner above specified, as part of the work, shall be carried out by the contractor on the same conditions in all respects on which he agree to do the main work.

19.2 The time for the completion of the work shall be extended in the proportion that the altered, additional or substituted work bears to the original contract work and the certificate of the Engineer in charge shall be conclusive as to such proportion.

## **20. Extra items**

20.1 All such items which are not in the priced BOQ and UADD SOR VOL-I TO IV shall be treated as extra items and it will be paid as per approved rate analysis without any percentage.

## **21. Payments for Variations and/ or Extra Quantities**

21.1 The rates for the additional (Extra Quantities), altered or substituted work/ extra items under this clause shall be worked out in accordance with the following provisions in their respective order: -

- a. The contractor is bound to carry out the additional (Extra quantity), work at the same rates as are specified in the contract for the work.
- b. If the item is not in the priced BOQ and is included in the SOR of the department, the rate shall be arrived at by applying the quoted tender percentage on the SOR rate.
- c. If the rates of the altered or substituted work are not provided in applicable SOR-such rates will be derived from the rates for a similar class (type) of work as is provided in the contract (priced BOQ) for the work.
- d. If the rates are for the altered, substituted work cannot be determined in the manner specified in the sub clause (c) above-then the rates for such composite work item shall be worked out on the basis of the concerned schedule of rates minus/plus the percentage quoted by the contractor.
- e. If the rates of a particular part or parts of the item is not in the schedule of rates and the rates for the altered, or substituted work item cannot be determined in the manner specified in sub clause (b) to (d) above, the rate for such part or parts will be determined by the Competent Authority as defined in the Contract data on the basis of the rate analysis derived out of prevailing market rates when the work was done.
- f. But under no circumstances, the contractor shall suspend the work on the plea of non-acceptability of rates on items falling under sub clause (a) to (d). In case the contractor does not accept the rate approved by Engineer in charge for a particular item, the contractor shall continue to carry out the item at the rates determined by the Competent Authority. The decision on the final rates payable shall be arrived at through the dispute settlement procedure.

## **22. No compensation for alterations in or restriction of work to be carried out.**

22.1 If at any time after the commencement of the work, the Government, for any reason whatsoever, not require the whole or any part of the work as specified in the bid to be carried out, the Engineer in charge shall give notice in writing of the fact to the Contractor and withdraw that whole or any part of the work.

22.2 The Contractor shall have no claim to any payments or compensation whatsoever, on account of any profit or advantage which he might have derived from the execution of work in full or on account of any loss incurred for idle men and machinery due to any alteration or restriction of work for whatsoever reason.

22.3 The Engineer in charge may supplement the work by engaging another agency to execute such portion of the work, without prejudice to his rights.

## **23. No Interest Payable**

No interest shall be payable to the Contractor on any payment due or awarded by any authority.

## **24. Recovery from Contractors**

Whenever any claim against the Contractor for the payment arises under the contract, the Department shall be entitled to recover such sum by:

- a) Appropriating, in part or whole of the Security Deposit and additional Security Deposit, if any; and/or Security deposit and/or any sums payable under the contract to the contractor.

b) If the amount recovered in accordance with (a) above is not sufficient, the balance sum may be recovered from any payment due to the contractor under any other contractor of the department, including the securities, which become due for release.

c) The department shall, further have an additional right to effect recoveries as arrears of land revenue under the M.P. Land revenue Code.

## **25. Tax**

25.1 The rates quoted by the Contractor shall be deemed to be inclusive of the sales and other levies, duties, cess, toll, taxes of Central and State Governments, local bodies and authorities. **GST shall be paid extra as per prevailing rates.** But the rates shall be excluding excise duty exemption on pipes as per Norms

25.2 The liability, if any, on account of quarry fees, royalties, octroi and any other taxes and duties in respect of materials actually consumed on public work, shall be borne by the Contractor. Any Changes in the taxes due to change in legislation or for any other reason shall not be payable to the contractor.

## **26. Check Measurements**

26.1 The department reserves to itself the right to prescribe a scale of check measurement of work in general or specific scale for specific works or by other special orders.

26.2 Checking of measurement by superior officer shall supersede measurements by subordinate officer(s), and the former will become the basis of the payment.

26.3 Any over/excess payments detected, as a result of such check measurement or otherwise at any stage up to the date of completion of the defect liability period specified in this contract, shall be recoverable from the Contractor, as per clause 24 above.

## **27. Termination by Engineer in Charge**

27.1 If the contractor fails to carry out any obligation under the Contract, the Engineer in charge may by notice require the Contractor to make good the failure and to remedy it within a specified reasonable time.

27.2 The Engineer in charge shall be entitled to terminate the contract if the Contractor

a. Abandons the works or otherwise plainly demonstrates the intention not to continue performance of his obligations under the contract;

b. the Contractor is declared as bankrupt or goes into liquidation other than for approved reconstruction or amalgamation;

c. without reasonable excuse fails to comply with the notice to correct a particular defect within a reasonable period of time;

d. the Contractor does not maintain a valid instrument of financial Security, as prescribed;

e. the Contractor has delayed the completion of the Works by such duration for which the maximum amount of liquidated damages is recoverable;

f. If the Contractor fails to deploy machinery and equipment or personnel or set up a field laboratory as specified in the Contract Data.

g. if the Contractor, in judgmental of the engineer in charge has engaged in corrupt or fraudulent practices in competing for or in executing the contract;

h. Any other fundamental breaches as specified in the Contract Data.

27.3 In any of these events or circumstances, the engineer in charge may, upon giving 14 days' notice to the contractor, terminate the contract and expel the Contractor from the site. However, in the case of sub paragraph (b) or (g) of clause 27.2, the Engineer in charge may terminate the contract immediately.

27.4 Notwithstanding the above, the Engineer in charge may terminate the contract for convenience by giving notice to the contractor.

## **28. Payment upon Termination**

28.1 If the contract is terminated under clause 27.3, the Engineer shall issue a certificate for value of the work accepted on final measurements, less advance payments and penalty as indicated in the Contract Data. The amount so arrived at shall be determined by the Engineer-in-charge and shall be final and binding on both the parties.

28.2 Payment on termination under clause 27.4 above, the Engineer shall issue a certificate for the value of the work done, the reasonable cost of removal of Equipment, repatriation of the contractor's personnel employed solely on the works, and the contractor's costs of protecting and securing the works and less advance payments received up to the date of the certificate, less other recoveries due in terms of the contract and less taxes due to be deducted at source as per applicable law.

28.3 If the total amount due to the Employer exceeds any payment due to the Contractor, the difference shall be recovered as per clause 24 above.

## **29. Security Deposit**

29.1 Security deposit shall be deducted from each running bill at the rate as specified in the contract data. The total amount of security deposit so deducted shall not exceed the percentage of contract price specified in the Contract data.

29.2 The Security may be replaced by equivalent amount of bank guarantee or fixed deposit receipt assigned to the Employer, with validity up to 3(three) months beyond the completion of defect Liability Period/ Extended Defect Liability Period.

29.3 Security deposit will be refunded after defect liability period.

## **30. Price Adjustment**

### **30.1 Applicability**

1. Price adjustment shall be applicable only provided for in the contract data.
2. The price adjustment clause shall apply the works executed from the date of signing of the agreement until the end of the intended completion date or extensions granted for reasons
3. attributed to the Employer by Engineer The contractor shall not be entitled any benefit arising from the price adjustment clause for
4. extension in the contract period reasons attributed to the contractor. In the Force Majeure event price escalation clause shall apply.

### **30.2 Procedure**

1. Contract price shall be adjusted for increase or decrease in rates and price of labour, materials, fuels and lubricants in accordance with following and procedures and as per formula given in the contract data.
2. The price adjustable shall be determined from the formula given in the contract data.
3. Following expression and meaning are assigned to done during each quarter:  
 $R = \text{Total value of work during the quarter include the amount of secured advance granted, if any, during the secured advance recovered, if any during 3 the quarter, less value of department, if any during the quarter. Weightages of various components they shall be as per the Contract Data.}$

30.3 To the extent that full compensation any rise or fall in costs to the contractor is not covered by the provisions of this or clauses in the contact, the unit rates and prices included in the contract shall be deemed amounts to cover the contingency of such other rise or fall in costs.

30.4 The index relevant to any quarter, for which such compensation is paid, shall be the arithmetical average of the indices relevant of the calendar month.

30.5 For the purpose of clarity it is pointed out that the adjustment may be either positive or negative, i.e. if the price adjustment is in favor the same shall be recovered from the sums payable to the Contractor.

## **31. Mobilization and Construction Machinery**

31.1 Payment of advances shall be applicable if provided in Contract Data.

31.2 If applicable, the Engineer bearing advance payment to the contractor of the against provision by the contractor of an unconditional Bank in nationalized/Scheduled banks, in the name as stated in the in the advance payment. The Guarantee shall remain effective been repaid, but the amount of the guarantee shall be progressively repaid by the contractor.

31.3 The rate of interest shall be as per Contract data.

31.4 The construction machinery advance, if applicable, shall be limited to 80% of the cost of new construction machinery.

31.5 The advance shall be recovered as stated in the Contract data by deducting proportionate amounts from payment otherwise due to the Contractor. No account shall be taken of the advance payment or its recovery in assessing valuations of work done, variations, price adjustments, compensation events, or liquidated damages.

### **32. Secured Advance**

32.1 Payment of secured advance shall be applicable if provided in Contract data.

32.2 If applicable, the Engineer shall make advance materials intended for but not yet incorporated in the works and against of an unconditional bank guarantee in a form and by a nationalized/scheduled name as stated in the contract data, in amounts equal to the guarantee shall remain effective until the advance payment has been of the guarantee shall be progressively reduced by the amounts adjusted contractor.

32.3 The amount of secured advance and conditions to be fulfilled shall be as stipulated in the Contract Data.

32.4 The secured advance paid shall be recovered as stated in the Contract data.

### **33. Payment Certificates**

The payment to the contractor will be as follows for construction work:

- a. The contractor shall submit to the engineer monthly statement of the value of the work executed less the cumulative amount certified previously, supported with detailed measurement of the items of work executed.
- b. The engineer shall check the Contractor's monthly statement and certify the amount to be paid to the contractor.
- c. The value of work executed shall be determined, based on the measurements approved by the Engineer/ Engineer in charge.
- d. The value of work executed shall comprise the value of the quantities of the items in the Bill of quantities completed.
- e. The value of work executed shall also include the valuation of variations and compensation events.
- f. All payments shall be adjusted for deductions for advance payment, security deposit, other recoveries in terms of contract and taxes at source as applicable under the law.
- g. The Engineer may exclude any item certified in a previous certificate or reduce the proportion of any item previously certified in any certificate in the light of later information.
- h. Payment of intermediate certificate shall be regarded as payments by way of advance against the final payment and not as payments for work actually done and completed.
- i. Intermediate payment shall not preclude the requiring of bad, unsound and imperfect or unskilled work to be removed and taken away and reconstructed or be considered as an admission of the due performance of the contractor any part thereof, in any respect or the occurring of any claim.
- j. The payment of final bill shall be governed by the provisions of clause 36 of GCC.

## **E. Finishing the Contract**

### **34. Completion Certificate**

34.1 A completion certificate in the prescribed format in Contract data shall be issued by the Engineer in charge after physical completion of the work.

34.2 After final payment to the contractor, a final completion certificate in the prescribed format in the contract data shall be issued by the Engineer in charge.

### **35. Final Account**

35.1 The Contractor shall supply the Engineer with a detailed account of the total amount that the Contractor considers payable for works under the Contract within 21 days of issue of certificate of physical completion of works. The Engineer shall issue a Defects Liability Certificate and certify any payment that is due to the Contractor within 45 days of receiving the Contractor's account if it is correct and complete. If the account is not correct or complete, the Engineer shall issue within 45 days a schedule that states the scope of the corrections or additions that are necessary. If the Account is still unsatisfactory after it has been resubmitted, the matter shall be referred to the competent authority as defined in the Contract data, who shall decide on the amount payable to the contractor after hearing the Contractor and the Engineer in Charge.

35.2 In case the account is not received within 21 days of issue of Certificate of Completion as provided in clause 32.1 above, the Engineer shall proceed to finalize the account and issue a payment certificate within 28 days. G. Other Conditions of Contract.

## **F. Other Conditions of Contract**

### **36. Currencies**

All payments will be made in Indian Rupees.

### **37. Labour**

37.1 The Contractor shall, unless otherwise provided in the Contract, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport.

37.2 The Contractor shall, if required by the Engineer, deliver to the Engineer a return in detail, in such form and at such intervals as the Engineer may prescribe, showing the staff and the numbers of the several classes of labour from time to time employed by the Contractor on the Site and such other information as the Engineer may require.

### **38. COMPLIANCE WITH LABOUR REGULATIONS**

38.1 During continuance of the Contract, the Contractor and his sub-Contractors shall abide at all times by all existing labour enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local authority and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local authority. Salient features of some of the major labour laws that are applicable to construction industry are given in the Contract data. The Contractor shall keep the Employer indemnified in case any action is taken against the Employer by the competent authority on account of contravention of any of the provisions of any Act or rules made there under, regulations or notifications including amendments. If the Employer is caused to pay or reimburse, such amounts as may be necessary to cause or observe, or for non-observance of the provisions stipulated in the notifications/byelaws/Acts/Rules/ regulations including amendments, if any, on the part of the Contractor, the Engineer/Employer shall have the right to deduct any money due to the Contractor including his amount of performance security. The Employer/Engineer shall also have right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by the Employer. The employees of the Contractor and the Sub-Contractor in no case shall be treated as the employees of the Employer at any point of time.

### **39. Audit and Technical examination**

Government shall have the right to cause an audit and technical examination of the works and the final bill of the contract including all supporting vouchers, abstract etc. To be made after payment of the final bill and if as a result of such audit and technical examination nay sum is found to have been overpaid in respect of any work done by the contractor under the contract or nay work claimed by him to have been done under the contract and found not to, have been executed, the contractor shall be liable to refund the amount of overpayment and it shall be lawful for government to recover the same from him in the manner prescribed in clause 24 above and if it is found that the contractor was paid less than what was due to him, under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by government to the Contractor.

### **40. Death or permanent invalidity of contractor**

During continuance of the contract, the contractor and his sub- contractors shall abide at all times by all existing labour enactments and rules made there under, regulations, notifications, and bye laws of the state or central government or local authority and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the state or the major labour laws that are applicable to construction industry are given in the contract data. The contractor shall keep the employer indemnified in case any action is taken against the employer by the competent authority on account of contravention of any of the provisions of any Act or rules made their under, regulations or notifications including amendments. If the Employer is caused to pay or reimburse, such amounts as may be necessary to cause or observe, or for non-observance of the provisions stipulated in the notifications/bye laws/Acts/Rules regulations including amendments, if any, on the part of the contractor, the engineer/employer shall have the right to deduct from any money due to the contractor including his amount of performance of security. The employer/engineer shall also have right to recover from the contractor any sum required or estimated to be required for making good the loss or damage suffered by the employer. The employees of the contractor and the sub-contractor in no case shall be treated as the employees of the employer at any point of time.

**41. Jurisdiction**

This contract has been entered into the State of Madhya Pradesh and its validity, construction, interpretation and legal effect shall be subjected to the exclusive jurisdiction of the courts in Indore or of the courts at the place where this agreement is entered into. No other jurisdiction shall be applicable.

**[End of GCC]**

### CONTRACT DATA SHEET

| Clause Reference | Particulars  | Data   |
|------------------|--|--|
| 1.14             | Employer   | Indore Smart City Development Limited, Indore  |
| 1.15             | Engineer   | Engineer as notified by employer   |
| 1.16             | Engineer In Charge   | Executive Engineer of ISCDL  |
| 1.22             | Stipulated period of completion  | 01Year Installation + 5 Years O&M  |
| 3                | Language & Law of Contract   | English and Indian Contract Act 1872   |
| 4                | Address & contact details of the Contractor                              | As per "Annexure – "H"   |
|                  | Address & contact details of the Employer/Engineer-phone, Fax, e-mail.   | -  |
| 5                | Subcontracting permitted for contract value                              | Not permitted  |
| 6                | Technical Personnel to be provided by the contractor                     | As per 'Annexure-I' (Format I-3)   |
|                  | Penalty, if required Technical personal not employed                     | Rs.10,000/- per month  |
| 10               | Specifications   | As per "Annexure – E"  |
|                  | Drawings   | As per "Annexure – N"  |
| 12               | Competent authority for deciding dispute under Dispute resolution system | Chief Executive Office, ISCDL, Indore  |
|                  | Appellate Authority for deciding dispute under Dispute resolution system | Executive Director, ISCDL, Indore  |
| 13               | Period of submission of updated construction program                     | -  |
| 14               | Competent authority for granting time permission                         | Executive Director, ISCDL, Indore  |
| 15               | Milestones laid down for the contract                                    | Yes  |
|                  | If yes, details of milestone   | As per "Annexure O"  |
|                  | Liquidated damages   | As per "Annexure P"  |
| 17               | List of equipment for lab  | -  |
|                  | Time to establish  | -  |
|                  | Penalty for not establishing lab   | -  |
| 18               | Defects Liability Period for all work                                    | 1 Years after 5 Years O&M  |
| 21               | Competent authority for determining the rate                             | Executive Director, ISCDL, Indore  |
| 27               | Any other condition for breach of contract                               | -  |
| 28               | Penalty  | Penalty shall be recovered from Security deposit as per clause 30 of General Conditions of Contract; and Liquidated damages imposed as per clause 15 from security deposit (Guarantee) including additional Security Deposit (Guarantee), if any, as per clause 29 of General Conditions of Contract, whichever is higher. |
| 29               | Security Deposit shall be kept   | Till completion of physical period as per Clause 34.1.   |

| Clause Reference | Particulars   | Data   |
|------------------|---|--|
| 30               | Security deposit to be deducted from each running bill                        | At the rate of 5%  |
|                  | Maximum limit of deduction of Security Deposit                                | 5% of final contract amount  |
| 31               | Price adjustment formula and procedure to calculate                           | Not Applicable   |
| 31.1 (1)         | Price adjustment shall be applicable  | Not Applicable   |
| 32               | 32.1 Mobilization and Construction Machinery Advance applicable               | No Mobilization Advance and Construction Machinery Advance payable |
|                  | 32.2 If yes, unconditional Bank Guarantee                                     | -  |
|                  | 32.3 If Yes Rate of Interest  | -  |
|                  | 32.4 If Yes, Type and Amount that can be paid                                 | -  |
|                  | 32.5 If Yes, Recovery of Payment  | -  |
| 33               | 33.1 Secured Advance Payable  | No Secured Advance Payable   |
|                  | 33.2 If Yes, Amount of Secured Advance  | -  |
|                  | 33.3 If Yes, Conditions for Secured Advance                                   | -  |
|                  | 33.4 If Yes, Recovery of Secured Advance                                      | -  |
| 35               | Completion Certificate – after physical completion of work                    | As per Annexure – U  |
|                  | Final Completion Certificate – after final payment on completion of the work. | As per Annexure – V  |
| 39               | Salient features of some of the major labour laws that are applicable         | As per Annexure – W  |

(See clause 13 of Section 3 of GCC)

**DETAILS OF MILESTONE  
for  
Installation**

25 % of work completed within 3 months  
50 % of work completed within 6 months  
75 % of work completed within 9 months  
100 % of work completed within 12 months

### **COMPENSATION FOR DELAY**

If the contractor fails to achieve the milestones, and the delay in execution of work is attributable to the contractor, the Employer shall retain an amount from the sums payable and due to the contractor as per following scale –

- I. Slippage up to 25% in financial target during the milestone under consideration – 2.5% of the work remained unexecuted in the related time span.
- II. Slippage exceeding 25% but up to 50% in financial target during the milestone under consideration – 5% of the work remained unexecuted in the related time span.
- III. Slippage exceeding 50% but up to 75% in financial target during the milestone under construction – 7.5% of the work remained unexecuted in the related time span.
- IV. Slippage exceeding 75% in financial target during the milestone under consideration – 10% of the work remained unexecuted in the related time span.

Note: For arriving at the dates of completion of time span related to different milestones, delays which are not attributable to the Contractor shall be considered. The slippage on any milestone is if made good in subsequent milestones or at the time of stipulated period of completion, the amount retained as above shall be refunded. In case the work is not completed within the stipulated period of completion along with all such extensions which are granted to the Contractor for either Employer's default or Force Majeure, the compensation shall be levied on the contractor at the rate of 0.05% per day of delay limited to maximum of 10% of contract price.

The decision of Chief Executive Officer shall be final and binding upon both the parties.

**Price Adjustment  
(Not Applicable)**

(See clause 32 of Section 3 of GCC)

**BANK GUARANTEE FORM FOR MOBILIZATION AND CONSTRUCTION MACHINERY ADVANCE**

(Not Applicable)

**BANK GUARANTEE FORM FOR SECURED ADVANCE**

(Not Applicable)

**Salient Features of Some Major Labour Laws Applicable**

- (a) Workmen Compensation Act 1923: - The Act provides for compensation in case of injury by accident arising out of and during the course of employment.
- (b) Payment of Gratuity Act 1972: - Gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if an employee has completed the prescribed minimum years (say, five years) of service or more or on death the rate of prescribed minimum days (say, 15 days) wages for every completed year of service. The Act is applicable to all establishments employing the prescribed minimum number (say, 10) or more employees.
- (c) Employees P.F. and Miscellaneous Provision Act 1952: The Act Provides for monthly contributions by the Employer plus workers at the rate prescribed (say, 10% or 8.33%). The benefits payable under the Act are:
- i. Pension or family pension on retirement or death as the case may be. '
  - ii. Deposit linked insurance on the death in harness of the worker.
  - iii. Payment of P.F. accumulation on retirement/death etc.
- (d) Maternity Benefit Act 1951: - The Act provides for leave and some other benefits to women employees in case of confinement or miscarriage etc.
- (e) Contract Labour (Regulation & Abolition) Act 1970: - The Act provides for certain welfare measures to be provided by the Contractor to contract labour and in case the Contractor fails to provide, the same are required to be provided, by the Principal Employer by Law. The principal Employer is required to take Certificate of Registration and the Contractor is, required to take license from the designated Officer. The Act is applicable to the establishments or Contractor of Principal Employer if they employ prescribed minimum (say 20) or more contract labour.
- (f) Minimum Wages Act 1948: - The Employer is to pay not less than the Minimum Wages fixed by appropriate Government as per provisions of the Act if the employment is a scheduled employment. Construction of buildings, roads, runways is scheduled employment.
- (g) Payment of Wages Act 1936: - It lays down as to by what date the wages are to be paid, when it will be paid and what deductions can be made from the wages of the workers.
- (h) Equal Remuneration Act 1979: - The Act provides for payment of equal wages for work of equal nature to male and female workers and for not making discrimination against female employees in the matters of transfers, training and promotions etc.
- (i) Payment of Bonus Act 1965: - The Act is applicable to all establishments employing prescribed minimum (say, 20) or more workmen. The Act provides for payments of annual bonus 'within the prescribed range of percentage of wages to employees drawing up to the prescribed amount of wages, calculated in the prescribed manner. The Act does not apply to certain establishments. The newly set-up establishments are exempted for five years in certain circumstances. States may have different number of employment size.
- (j) Industrial Disputes Act 1947: - The Act lays down the machinery and procedure for resolution of industrial disputes, in what situations a strike or lock-out becomes illegal and what are the requirements for laying off or retrenching the employees or closing down the establishment.

- (k) Industrial Employment (Standing Orders) Act 1946: - It is applicable to all establishments employing prescribed minimum (say, 100, or 50). The Act provides for laying down rules governing the conditions of employment by the Employer on matters provided in the Act and gets these certified by the designated Authority.
- (l) Trade Unions Act 1926: - The Act lays down the procedure for registration of trade unions of workmen and Employers. The Trade Unions registered under the Act have been given certain immunities from civil and criminal liabilities.
- (m) Child Labour (Prohibition & Regulation) Act 1986: - The Act prohibits employment of children below 14 years of age in certain occupations and processes and provides for regulations for employment of children in all other occupations and processes. Employment of child labour is prohibited in building and construction industry.
- (n) Inter -State Migrant Workmen's (Regulation of Employment & Conditions of Service) Act 1979: - The Act is applicable to an establishment which employs prescribed minimum (say, five) or more inter-state migrant workmen through an intermediary (who has recruited workmen in one state for employment in the establishment situated in another state). The inter- State migrant workmen, in an establishment to which this Act becomes applicable, are required to be provided certain facilities such as Housing, Medical-Aid, Travelling expenses from home up to the establishment and back etc.
- (o) The Building and Other Construction workers (Regulation of Employment and Conditions of Service) Act 1996 and the Cess Act of 1996: - All the establishments who carry on any building or other construction work and employs the prescribed minimum (say, 10) or more workers are covered under this Act. All such establishments are required to pay cess at the rate not exceeding 2% of the cost of construction as. may be modified by the Government., The Employer of the establishment- is required to provide safety measures at the building or construction work and other welfare measures, such as canteens, first-aid facilities, ambulance, housing accommodations for workers near the-work place etc. The Employer to whom the Act applies has to obtain a registration certificate from the Registering Officer appointed by the Government.
- (p) Factories Act 1948: - The Act lays down the procedure for approval of plans before setting up a factory, health and safety provisions, welfare provisions, working hours, annual earned leave and rendering information regarding accidents or dangerous occurrences to designated authorities. it is applicable to premises employing the prescribed minimum (say, 10) persons or more with aid of power or another prescribed minimum (say, 20) or more persons without the aid of power engaged in manufacturing process.

**The contractor's scope of work will be as follows**

- (a) The Indore Smart City Development Ltd has proposed to install Connected Toilet Monitoring System (CTMS) to regulate and monitor Community Toilets & Public Toilets of Indore Smart City Development Ltd.
- (b) To install Connected Toilet Monitoring System (CTMS), initially at 350 (numbers/locations) of Community Toilets & Public Toilets of Indore Smart City Development Ltd. Indore Smart City Development Ltd may further ask the successful bidder to install additional Connected Toilet Monitoring System (CTMS) at the existing and upcoming Community Toilets & Public Toilets of Indore Smart City Development Ltd which shall be installed by the successful bidder on the quoted "L1" price offer of each Connected Toilet Monitoring System (CTMS).
- (c) The Indore Smart City Development Ltd has proposed to establish the Connected Toilet Monitoring System (CTMS) to monitor all Community Toilets & Public Toilets in corporation area.
- (d) The Authorisee has to provide the hardware and software for Connected Toilet Monitoring System (CTMS).
- (e) Connected Toilet Monitoring System (CTMS) is a real time online monitoring and management tool including Web portal and Android & iOS mobile application as a single window system to bring on-site governance in monitoring of Community Toilets & Public Toilets by providing real-time monitoring and tracking of Community Toilets & Public Toilets.
- (f) The Connected Toilet Monitoring System (CTMS) is a utility which can be access by internal and external stake holders.
- (g) The successful bidder shall supply Connected Toilet Monitoring System (CTMS) with SIM/ Data cards for enabling GPS on the Connected Toilet Monitoring System (CTMS) for monitoring of Community Toilets & Public Toilets. Monthly Maintenance Charges (Cellular Data/Connection Charges and Maintenance Charges) for the same shall be covered in the quoted price of Connected Toilet Monitoring System (CTMS) for an initial period of One (1) year and O&M period of 5 years.
- (h) The successful bidder shall do the installation of Connected Toilet Monitoring System (CTMS) devices in the Community Toilets & Public Toilets of Indore Smart City Development Ltd and configure the same with the Connected Toilet Monitoring System (CTMS) software to ICCC of Indore Smart City Development Ltd.
- (i) Connected Toilet Monitoring System (CTMS) software shall consist of web-based application Software and android & iOS mobile application.
- (j) The Connected Toilet Monitoring System (CTMS) shall have provision for self-generated periodic reports through email on designated email IDs.
- (k) The Bidder shall be responsible for updating and upgradation (if required) of Software for successful operation of the Project during the Contract Period. Indore Smart City Development Ltd would be eligible to demand free upgrades as and when they are launched within the contract period i.e. initial period of one (1) year + 5 years O&M period.
- (l) All data generated during the operation period shall be the property of Indore Smart City Development Ltd.
- (m) Data base system: Since the volume of field data likely to increase exponentially hence it is required that the vendor should use any reliable open database system.
- (n) Data Search System: The concern vendor should provide some text-based search engine for web application for data retrieval.
- (o) The Connected Toilet Monitoring System (CTMS) software should provide reporting capabilities to display trend graphs, configurable alerts, tabular data, charts and data validation interface.
- (p) The Connected Toilet Monitoring System (CTMS) software also should provide ability to develop custom made on-demand reports with capabilities to export the data into PDF, CSV and Excel formats. The reports developed should be printable on any of the standard printers.
- (q) The main objective of Connected Toilet Monitoring System (CTMS) is monitoring the toilet air quality, number uses in a day and make aware to related authority.

- (r) The Connected Toilet Monitoring System (CTMS) devices will have inbuilt internet connectivity and the power supply to provide Realtime data to Connected Toilet Monitoring System (CTMS) software
- (s) The agency will be required to install the air quality sensor enabled Connected Toilet Monitoring System (CTMS) devices in each toilet.
- (t) The Connected Toilet Monitoring System (CTMS) devices will have inbuilt internet connectivity and the power supply to provide Realtime data to Connected Toilet Monitoring System (CTMS) software.
- (u) The sensor enabled Connected Toilet Monitoring System (CTMS) shall communicate with the web server of Connected Toilet Monitoring System (CTMS).
- (v) The sensor enabled Connected Toilet Monitoring System (CTMS) will keep capturing the quality of air in particular time interval and send the captured data to web server of sensor enabled Connected Toilet Monitoring System (CTMS).
- (w) The web server will have rules to decide the air quality is good or bad on the basis of data sent by the sensor enabled Connected Toilet Monitoring System (CTMS).
- (x) Agency shall be required develop the web portal; this web portal can communicate with the sensor enabled Connected Toilet Monitoring System (CTMS) devices.
- (y) Agency shall develop a QR code generator functionality to in Connected Toilet Monitoring System (CTMS) software using the details of Community Toilet and Public Toilet.
- (z) Connected Toilet Monitoring System (CTMS) shall have the four-level cleanliness escalation matrix (Caretaker - C1 / Supervisor - C2 / AHO - C3 / Additional Executive Director - C4).
- (aa) If the web server found bad air quality, then the server will send an alert to the caretaker of this particular toilet.
- (bb) After the decided time interval, the toilet air quality will not found good or clean than the server will send the alert to related authority.
- (cc) The sensor enabled Connected Toilet Monitoring System (CTMS) shall trigger the auto cleanliness alert based on the ammonia level in toilet and if toilet is not cleaned in define time period the Connected Toilet Monitoring System (CTMS) shall initiate the cleanliness alert as per the cleanliness escalation matrix.
- (dd) Connected Toilet Monitoring System (CTMS) shall be equipped with "QR Code Based Rating" functionality with the combination of android and iOS applications developed for taking and storing the rating of Community Toilet and Public Toilet given by the toilet users on daily basis.
- (ee) The Community Toilet / Public Toilet user will be able to provide rating to toilet by using the QR Code Based Rating functionality.
- (ff) To get current toilet detail there will be QR Code placed in toilet public area. When user will scan this QR Code the app will display detail about the toilet and also provide option to submit their review and rating.
- (gg) Rating can be possible between 1 to 7, each rating number have a group of user requirement or expectation specification
- (hh) The mobile app will also provide the map having the marker for all available toilet with their address and ratings.
- (ii) The sever will also collect the reviews and ratings which are posted from the mobile app.
- (jj) The server will calculate the average rating for each registered toilet and publish this rating to web portal and mobile app.

#### DELIVERABLES UNDER THE ASSIGNMENT

The successful bidder shall deliver / provide the following:

- I. Hardware – Sensor enabled Connected Toilet Monitoring System (CTMS) comprise of cleanliness alert, User count and

- water level monitoring
- II. Web based Application Software.
- III. Android and iOS mobile application
- IV. QR Code based Toilet Rating System
- V. Periodic self-generated reports by the software through email to designated emails.
- VI. Connected Toilet Monitoring System (CTMS) User Manuals.
- VII. Training to Indore Smart City Development Ltd Staff.
- VIII. MIS reports as defined.
- IX. Periodic operation and maintenance.
- X. Technical handholding support to Indore Smart City Development Ltd.

### **Operation and Maintenance (O&M)**

- (a) O&M shall come into effect after completion of initial period of One (1) year and shall remain valid for Five (5) years.
- (b) For this purpose, the bidder shall quote all-inclusive Comprehensive Operation and Maintenance charges for each Connected Toilet Monitoring System (CTMS) device for each year. However, GST shall be paid extra as applicable. Operation and Maintenance charges shall be included in evaluation of price bid. The quote for O&M should be in amount of each Connected Toilet Monitoring System (CTMS) device and it is mandatory to quote yearly charge in Rs. in a row (B) of financial bid submission form online only on [www.mptenders.gov.in](http://www.mptenders.gov.in).
- (c) From second (2) year onwards the Successful Bidder shall be paid for O&M (Cellular Data/Connection Charges and Device & Software Maintenance Charges) For Each Device.

decision in this regard shall be final and binding on both the Parties. The existence of any dispute or reference of the same for redressal in any forum shall not absolve the Authorisee of its liability to continue make the payment of the license fee as stipulated in the Authorisation Agreement.

## **6. DISQUALIFICATION**

Even though the Bidder meets the pre-qualifying criteria, they could be disqualified if they have:

- (a) Submit the tender document after the date mentioned in advertisement.
- (b) Made misleading or false representations in the forms, statements and experiences submitted in proof of the qualification requirements.
- (c) Submit the tender document, which is not accompanied by the required documents or is non-responsive.
- (d) Failed to provide any clarifications related thereto.
- (e) Where the bidder has already submitted the tender document and is a member of entity, which has already submitted the tender document, or vice versa.
- (f) If any member of an entity is replaced or withdraws, except without prior written permission of Indore Smart City

Development Ltd at any stage.

- (g) The successful bidder is not allowed to sub-lease the assigned spaces.
- (h) Violates any other condition mentioned herein before/herein after.
- (i) If any such information which would have entitled Indore Smart City Development Ltd to reject or disqualify the Bidder, becomes known after the bidder has been pre-qualified, Indore Smart City Development Ltd reserves the right to cancel the pre-qualification of the bidder at any later stage, without assigning any reason thereof.
- (j) Bidders who canvass or attempt to influence the pre/post – qualification or selection process shall necessarily be disqualified from the process at any stage.
- (k) Where the bidder has been declared as defaulter or blacklisted by Indore Smart City Development Ltd before the date of opening of techno commercial Bid.

| S. No. | Criteria Required                           | Performance Standards  |
|--------|---|--|
| 1      | Toilet Monitoring System (Web Portal)       | <ul style="list-style-type: none"> <li>a) A google map based web interface that displays schedule information and toilet locations.</li> <li>b) The server-side component that manages the state of the Realtime Database.</li> <li>c) A Realtime Database that stores the each toilet specific cleanliness data sent by the central processing unit, and provides realtime data synchronisation to the google map and administrator's overview.</li> <li>d) Provide live status of toilets.</li> <li>e) Provide live rating of toilets.</li> <li>f) Provide option to rate the toilet</li> <li>g) Provide current footfall in individual toilet.</li> </ul> |
| 2      | Citizen Mobile App (Android & iOS)          | <ul style="list-style-type: none"> <li>a) Provide live status of each toilet to public.</li> <li>b) Provide live rating of each toilet to public</li> <li>c) Provide option to rate the toilet</li> <li>d) Provide current footfall in individual toilet.</li> </ul>   |
| 3      | Configuration App (Android)                 | Use to install Device at location by engineer.   |
| 4      | ICCC Integration API                        |  |
| 5      | Instant Messaging Service (SMS & Whats App) | <ul style="list-style-type: none"> <li>a) Real-time cleanliness alert to caretaker</li> <li>b) Real-time cleanliness alert to supervisor</li> <li>c) Real-time cleanliness alert to higher authorities as per escalation matrix.</li> </ul>  |
| 6      | REST API                                    | <ul style="list-style-type: none"> <li>a) Device can send data to server by these APIs</li> <li>b) Receive information from server to web portal.</li> <li>c) Send or Receive data from mobile app.</li> </ul>   |

| S. No.  | Criteria Required               | Performance Standards  |
|---|---------------------------------|--|
| 1   | Central Processing Unit         | <ul style="list-style-type: none"> <li>h) Motherboard with Cortex-A53 (ARMv8) 64-bit SoC @ 1.4GHz</li> <li>i) 8GB SSD Storage Unit</li> <li>j) 1GB LPDDR2 SDRAM</li> <li>k) Support Wifi Connectivity</li> <li>l) 4G SIM/Internet Module</li> <li>m) Linux and Unix OS Support</li> <li>n) Operating Voltage is +5V</li> <li>o) Self-Temperature Control System</li> <li>p) Power Backup Module</li> </ul> |
| <p><b>Responsibility:</b> All sensors are connected to central processing unit. This unit process data coming from all sensors, compile this data and send this complied data to server over the internet. The server will process data and send back the acknowledgement against this data submission from CPU (Central Processing Unit)</p> <ul style="list-style-type: none"> <li>e) All sensors are connected to central processing unit.</li> <li>f) Central processing unit process data which coming from all sensors.</li> <li>g) Compile this data and send this complied data to server over the internet.</li> <li>h) Send Audio Signal to Public Announcement System</li> <li>i) Keep tracking the sensor health</li> </ul> |                                 |  |
| 2   | Power Backup                    | <ul style="list-style-type: none"> <li>d) 5V-3A Power Backup</li> <li>e) Support 220V AC as Input for Charging</li> <li>f) Inbuilt Battery Protection</li> <li>g) Safe from Reverse Power Drain</li> </ul>   |
| <p><b>Responsibility:</b> 5V 3A battery with charging and battery protection module. To charge battery it can take input 220 to 240V AC.</p>  |                                 |  |
| 3   | 4G SIM/Internet                 | <ul style="list-style-type: none"> <li>d) Support 2G/3G/4G Network Protocols</li> <li>e) Operating Voltage is +5V</li> </ul>   |
| <p><b>Responsibility:</b> Help to send information through internet from device to server and also receive broadcasting messages from command centre.</p>   |                                 |  |
| 4   | Self-Temperature Control System | <ul style="list-style-type: none"> <li>a) Operating Voltage is +5V</li> <li>b) Power Saving (On when need only)</li> <li>c) Can measure CPU (Central Processing Unit Temperature)</li> </ul>   |

|   |  |   |
|---|--|---|
| <b>Responsibility:</b> Maintain temperature level between decided range.  |  |   |
| 5   | <b>Real Time Public Announcement System</b>                      | <ul style="list-style-type: none"> <li>a) Power Saving and Loud Sound</li> <li>b) 4 Ohm Resistance</li> </ul>   |
| <b>Responsibility:</b> Public Announcement System shall be equipped with audio output devices to announce real-time cleanliness announcement in toilet, as well as customise messages shall be broadcasted from command centre.   |  |   |
| 6   | <b>Amino Gas Sensor</b>  | <ul style="list-style-type: none"> <li>a) Wide detecting scope</li> <li>b) Fast response and High sensitivity</li> <li>c) Stable and long life</li> <li>d) Operating Voltage is +5V</li> <li>e) Detect/Measure NH<sub>3</sub>, smoke, CO<sub>2</sub>, etc.</li> <li>f) Preheat duration 20 seconds or less</li> <li>g) Can be used as a Digital or analog sensor</li> </ul>   |
| <b>Responsibility:</b> The Amino Gas Sensor counts the PPM level of ammonia in air and send this real-time to central processing unit, which send this to cloud server and update on Toilet Monitoring System.  |  |   |
| 7   | <b>Water Level Alert System</b>                                  | <ul style="list-style-type: none"> <li>a) Water Floating Switch</li> <li>b) Water Proof</li> <li>c) Operating Voltage is +5V</li> </ul>   |
| <b>Responsibility:</b> Two level alerts from water level detector sensor, first alert when water level bellow than decided minimum level and another alert when water level is over than decided maximum level in water tank.   |  |   |
| 8   | <b>User Tracking Sensor (Footfall Counter)</b>                   | <ul style="list-style-type: none"> <li>a) Operating Voltage is +5V</li> <li>b) Can distinguish between object movement and human movement</li> <li>c) Has to operating modes - Repeatable(H) and Non- Repeatable(H)</li> <li>d) Cover distance of about 30° and 7 meters</li> <li>e) Low power consumption of 65mA</li> <li>f) Operating temperature from -20° to +80° Celsius</li> </ul>   |
| <b>Responsibility:</b> The User Tracking Sensor (Footfall Counter) shall count incoming and outgoing footfalls in a toilet and send this count to central processing unit, which send this to realtime database server and update on Toilet Monitoring System.  |  |   |
| 9   | <b>QR Code Enabled User Rating System</b>                        | <ul style="list-style-type: none"> <li>a) The QR Code shall be install/pasted in each toilet.</li> <li>b) User can rate the toilet with the help of QR Code.</li> <li>c) The system shall have the rating scale from 1 to 7 as per the SBM guidelines.</li> <li>d) User can submit their rating with their name, mobile number and email.</li> <li>e) If user don't want to install the application then he/she can do the rating using web application, which shall be opened on their phone web browser on scanning the QR Code.</li> <li>f) The rating system shall keep the toilet wise data of number of users who has done the rating.</li> </ul> |
| <b>Responsibility:</b> The QR Code for each toilet shall be generated and install in each toilet to enable user toilet cleanliness rating system, on scanning of QR Code user shall provide the rating using web and mobile app (android & iOS), the rating data shall be updated on realtime database server and update on Toilet Monitoring System. |  |   |
| 10  | <b>QR Code Enabled Garbage vulnerable Point (GVP) Monitoring</b> | <ul style="list-style-type: none"> <li>a) Functionality to scan QR Code for taking the picture of GVP</li> <li>b) Only the Municipal Corporation Employee can scan the QR Code and have access to load the GVP data once in the day.</li> <li>c) Daily records shall save in realtime database and provides realtime data synchronisation to the google map and administrator's overview.</li> </ul>  |

**Payment Schedule**

| Sr. No.      | Payment Breakup  | Payment (of % cost) |
|--------------|--|---------------------|
| 1            | Against successful Procurement and Installation of Connected Toilet Monitoring System (CTMS) Device (Hardware & Software) Shall be Paid In A Initial Period of 1st Year                                | 80%                 |
| 2            | O&M(Cellular Data/Connection Charges and Device & Software Maintenance Charges) For Each Device from Second Year Onwards (O&M Period is Five (5) Years) shall be paid over a period of Five (5) Years. | 20%                 |
| <b>Total</b> |  | <b>100%</b>         |

| Sr. No.      | Installation & Commissioning Payment Milestone   | 80% Initial Year Payment (of % cost) of Each Device |
|--------------|--|---|
| 1            | Against successful Procurement and Supply of Connected Toilet Monitoring System (CTMS) Device (Hardware) Shall be Paid In A Initial Period of 1st Year | 20%   |
| 2            | Against successful Installation of Connected Toilet Monitoring System (CTMS) Device (Hardware) Shall be Paid In A Initial Period of 1st Year           | 40%   |
| 3            | Against successful Online Deployment of Connected Toilet Monitoring System (CTMS) (Software) Shall be Paid In A Initial Period of 1st Year             | 20%   |
| 4            | Against successful Commissioning of Connected Toilet Monitoring System (CTMS) (Software & Hardware) Shall be Paid In A Initial Period of 1st Year      | 20%   |
| <b>Total</b> |  | <b>100%</b>   |

| Sr. No.      | Each Year Annual O&M Payment Milestone For A Period of 5 Years | 20% O&M Payment shall Be Paid Over A Period of Five (5) Years |
|--------------|--|---|
| 1            | Completion of 1st Quarter (of each O&M year)                   | 25% of 100% (of Annual 20%)                                   |
| 2            | Completion of 2nd Quarter (of each O&M year)                   | 25% of 100% (of Annual 20%)                                   |
| 3            | Completion of 3rd Quarter (of each O&M year)                   | 25% of 100% (of Annual 20%)                                   |
| 4            | Completion of 4th Quarter (of each O&M year)                   | 25% of 100% (of Annual 20%)                                   |
| <b>Total</b> |  | <b>100%</b>   |

**Note:** O&M shall come into effect after completion of initial period of One (1) year and shall remain valid for Five (5) years. The Twenty Percent (20%) O&M shall be paid over a period of Five (5) Years i.e. Twenty Percent (20%) / Five (5) Years = Annual O&M Payment.

Penalty for Lack of Service Support

| S. No | Description of Item               | Time of replacement/ repair/ sort out | Penalty Amount in Rupees Per Day/ Per complaint or per device | Remark  |
|-------|-----------------------------------|---------------------------------------|---|---|
| 1.    | data/ output Not Receiving in ICC | 1 day                                 | Rs.500.0  | The problem should be resolved within 7 days. Otherwise the contract will be terminated |
| 2.    | Hardware not working              | 1 day                                 | Rs.500.0  | The problem should be resolved within 7 days. Otherwise the contract will be terminated |
| 3.    | Software not working              | 1 day                                 | Rs.500.0  | The problem should be resolved within 7 days. Otherwise the contract will be terminated |
| 4.    | Non upgradation of software       | 1 day                                 | Rs.500.0  | The problem should be resolved within 7 days. Otherwise the contract will be terminated |
| 5.    | System not working                | 1 day                                 | Rs.500.0  | The problem should be resolved within 7 days. Otherwise the contract will be terminated |

## Section 4 Bill of Quantities

| S. No. | Description of Items  | Quantity | Unit | Rate, Rs | Amount, Rs |
|--------|---|----------|------|----------|------------|
| 1.     | Supply, Installation, Commissioning and Operation of Connected Toilet Monitoring System (CTMS) including software development and Maintenance of 5 Years. | 350      | Nos  | 190000.0 | 66500000.0 |

**SECTION 5**  
**FORM OF AGREEMENT**

This agreement, made on the day of \_\_\_\_\_ between (name and address of Employer) (hereinafter called "the Employer) and \_\_\_\_\_ (name and address of contractor) hereinafter called "the Contractor" of the other part.

Whereas the Employer is desirous that the Contractor execute \_\_\_\_\_ (name and identification number of Contract) (hereinafter called "the Works") and the Employer has accepted the Bid by the Contractor for the execution and completion of such Works and the remedying of any defects therein, at a cost of Rs. \_\_\_\_\_

NOW THIS AGREEMENT WITNESSED as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred' to and they shall be deemed to form and be read and construed as part of this Agreement.

2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the contract.

3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

4. The following documents shall be deemed to form and be ready and construed as part of this Agreement viz.

- i. Letter of Acceptance
- ii. Contractor's Bid
- iii. Condition of Contract: General and Special
- iv. Contract Data
- v. Bid Data
- vi. Drawings
- vii. Bill of Quantities and
- viii. Any other documents listed in the Contract Data as forming part of the Contract.

In witnessed whereof the parties there to have caused this Agreement to be executed the day and year first before written. The Common Seal of \_\_\_\_\_ was hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said \_\_\_\_\_ in the presence of:

Binding Signature of Employer .....

Binding Signature of Contractor .....