

UJJAIN SMART CITY LIMITED, UJJAIN

Mela Karyalaya Bhawan, Kothi Road, Ujjain (M.P.) 456010
Email ID:- ujjainsmartcity@gmail.com



Request for Proposal

For

**Selection of System Integrator for Supply, Installation,
Implementation and Maintenance of GPS based Vehicle Tracking
Solution for Municipal Solid Waste Vehicles and Public Transport
Vehicles**

For

Ujjain Municipal Corporation

Tender No: 05

Ujjain Smart City Limited

TENDER NOTICE

NIT No. 05

Ujjain, Date: 01/ 03 /2017

Ujjain Smart City Limited invites online bids from eligible bidders through www.mpeproc.gov.in for **“Selection of System Integrator for Supply, Installation, Implementation and Maintenance of GPS based Vehicle Tracking Solution (VTS) for Municipal Solid Waste Vehicle & Public Transport Vehicles.**

The details are as under.

Sr.No.	Event's Name	Information
1.	Estimated Cost of the work	Rs.45,00,000/- (forty Five lakhs only)
2.	Tender document Fee	Rs.6,000/- (Six thousand only) Online Payment Only
3.	Earnest Money Deposit	Rs.1,00,000/- (Rs. One Lakhonly) in the favor of “Executive Director, Ujjain Smart City Limited”. Payable at Ujjain. (online Payment only)
4.	Last date for online Purchase of Tender document	21/03/2017 till 17.00 hrs.
5.	Last date for sending queries online on email ID ujjainsmartcity@gmail.com	10/03/2017 till 17.00 hrs.
6.	Date, Time & Place of pre-bid conference	15/03/2017at 15.00 hrs. Venue: Ujjain Smart City Limited, Ujjain (M.P)
7.	Last date of online submission of bids	21/03/2017 till 17:30 hrs.
8.	Last date of hard copy submission (earnest money & other technical documents) of bids	22/03/2017 till 15: 00 hrs.
9	Opening of Technical Proposal	22/03/2017 at 16:00 hrs.
10	Tentative Date for Opening of Financial Proposal	24/03/2017 at 11:00 hrs

Chief Executive Officer
Ujjain Smart City Limited

List of Abbreviations

Abbreviation	Detail
Ujjain Smart City Limited	Ujjain Smart City Ltd.
BOM	Bill of Material
CST	Central Sales Tax
DD	Demand Draft
EMD	Earnest Money Deposit
FAT	Final Acceptance Test
GIS	Geographic Information System
Gol	Government of India
OEM	Original Equipment Manufacturer
M2M	Machine to Machine
CCCC	Central Command & Control Center
F.O.R.	Free on Rail/Road

Introduction and Invitation

The Smart Cities Mission of Government of India is to promote cities that provide core infrastructure and give a decent quality of life to its residents. The Smart City Challenge required cities to develop a proposal for the development of city in two components; Area based development (developing a specific area in the city) and Pan City initiative. As part of Pan-City ICT based solution, with one of the important component as Intelligent Solid Waste Management System and Public Transport System. The objective is to increase the capability of municipal governance, improve the quality of civic service delivery and the overall quality of life of Ujjain citizen.

Ujjain has set a goal for itself as an advance stage Smart city where “All major services are provided through online and offline platforms. Citizens and officials can access information on accounting and monitor status of projects and programs through data available on online system”.

Ujjain Municipal Corporation is operating around **200 vehicles** in the city for collecting waste. Sealed bids from eligible bidders for Supply, Installation, Commissioning and Operation of GPS Based Vehicle Tracking Solution on Design, Build & Operate (DBO) basis.

This project is planned to cover initially **200 vehicles** being in operation within the city in various wards of UMC and the number of vehicles may be increased in future. The VTS will cover Automatic Vehicle Location Information System, providing data for integration with Operation Center and generation of MIS reports.

Ujjain Smart City Limited intends to use state-of-the-art technologies such as GPS, to improve ground level mechanisms and provide efficiency in the waste collection process.

RFP Issuing Authority

Chief Executive Officer, Ujjain Smart City Limited, Ujjain (M.P)

RFP Fee

The price of this RFP document is **Rs. 6,000/- (Rs. Six Thousand Only)** plus service & gateway charges, without which bids will not be accepted. This amount will be Non-Refundable. RFP Document can be downloaded from the website www.mpeproc.gov.in

Non-Transferable RFP

This Request for Proposal (RFP) document is not transferable. The bidder to whom the tender document has been issued can participate in the bid only.

Bidding Document

Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every aspect will be at the bidder's risk & may result in rejection of the bid.

The response to this RFP should be full and complete in all aspects. Incomplete or partial bids shall be rejected.

Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract if so desired by Ujjain Smart City Limited. For any reason or in any case, Ujjain Smart City Limited will not take responsibility or liability for these costs. All materials submitted become the property of Ujjain Smart City Limited and may be returned at its sole discretion.

Pre-bid Conference

Ujjain Smart City Limited will conduct a pre-bid conference to clarify the objective/scope of the project as per the date & time and at the venue mentioned.

The interested bidders should confirm their participation and submit their queries as per the format given in the Annexure-14 in writing.

Bid Submission

Offers should be submitted online at www.mpeproc.gov.in on or before the last date and time. The bidder should submit their bids in TWO parts i.e. Technical Bid and Commercial Bid. The bidder shall also submit the pre-qualification and technical bid in hardcopy in sealed envelope. The envelope should be super scribed as below:

“Technical Bid for Supply, Installation, Implementation and Maintenance of GPS based Vehicle Tracking Solution for Municipal Solid Waste Vehicle & Public Transport Vehicle.

The bids should be in properly bound form with all pages numbered. The language of the bid and all documents related to the bid must be in English.

All the documents viz. Pre-qualification and Technical Bid prepared as above are to be kept in a single sealed cover super scribed with RFP Number, Due Date, Item and the wording “Technical Bid. Do not Open Before due date”.

Late bids: The cover should also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “Late” by the Ujjain Smart City Limited.

Each page of the bid document should be duly signed by the authorized signatory.

Prices should not be indicated in the Pre-qualification or Technical Bid, if found then it may lead to disqualification of bid.

All the columns of the quotation form, Documents, Annexure etc. shall be duly, properly and exhaustively filled in. All the documents shall be signed and stamped by authorized signatory.

Price Bids determined to be substantially responsive will be checked for any errors. If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence. Arithmetic errors will be rectified. If there is a discrepancy between the unit rate and the total cost that is obtained by multiplying the unit rate and quantity, the unit rate multiplied by quantity shall prevail and the total cost will be corrected unless in the opinion of the Ujjain Smart City Limited there is an obvious misplacement of the decimal point in the unit rate, in which case the total cost as quoted will govern and the unit rate corrected. If there is a discrepancy between the total bid amount and the sum of various costs, the sum of the various costs shall prevail and the total bid amount will be corrected.

The amount stated in the Form of Financial Bid will be adjusted in accordance with the above mentioned point for the correction of errors and, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, his bid will be rejected, and the EMD shall be forfeited.

Any omission in filling the columns of “units” and “rate” or pertaining to the Taxes/levies, service tax as applicable etc., shall deemed to be treated as inclusive in the total project cost.

All corrections must be duly signed by the Bidder.

Deviation in completion time & Conditional bid will not be accepted.

Bidder must bid for the complete BoM. (as per price bid format Annexure:12)

Financial Proposal shall consist of the following:

Bid prices should be submitted (only online) as per the format mentioned in Annexure: 12.

Bid prices should be digitally signed using digital signature certificate (DSC) and submitted only on the e-procurement www.mpeproc.gov.in

Important Limits/Values Related to proposal

Items	Description
Earnest Money Deposit	Rs. 1,00,000/- (Rs.One Lakhonly) in the form of online payment on mpeproc.gov.in
Bid Validity Period	4 months from the due date for submission of bid by the Bidder(s)
Performance Bank Guarantee Value	10% of financial rate as performance guarantee
Performance bank Guarantee Validity Period	Up to 6 Months after completion of contract period of 3 Years
Period of Signing Contract	Within 07 Working Days from date of issue of notification of award
Period of Completion of works excluding operation & maintenance period	60 days

Eligibility Criteria

The bidder must possess the requisite experience, organizational strength and capabilities in providing the services necessary to meet the requirements as described in the RFP document.

The bidder must demonstrate the technical expertise, experience, facilities, and capabilities necessary to perform the work in a satisfactory manner.

Following is the Eligibility criteria for bidder interested in undertaking the project:

S.N.	Eligibility Criteria	Documents Required
1.	The Bidders should be Indian Company(s) registered under the Indian Companies Act, and/or any other legal entity registered in Indian Law. (ANNEXURE - 7)	Certificate of Incorporation/Relevant Documents
2.	The bidder must have average annual turnover of at least Rs. 40 Lakh during the last three financial years (2013- 2014, 2014-2015, 2015-2016). (ANNEXURE - 2)	Audited accounts for mentioned years. A CA certificate to this effect is to be submitted along with Technical Bid.
3.	The bidder has a positive net worth for 3 consecutive years	CA certificate
4	The Bidder should have completed GPS based solution (including GPS device, their support, monitoring software having Dashboard, MIS reports etc.) – At least 1 project of 200 devices in last 5 financial years. (Annexure-1) OR At least 2 projects of 150 devices in last 5 financial years. (Annexure-1)	Copy of work order / completion certificate / Performance certificate
5	The bidder should have experience of implementing one similar assignment of value not less than 35.00 Lakhs during last 5 years.	Copy of the work order + Completion / continuance certificate from the client / user.
6.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the State government/ Central Government / semi government / PSU / Municipal agencies in India. (ANNEXURE -11)	Self -declaration as per ANNEXURE -11
7.	The bidder should have valid commercial tax registration certificate / TIN, valid service tax registration certificate and Permanent Account Number (PAN) (Annexure-7).	Copy of documents
8.	The bidder should submit valid letter from the OEMs confirming following: (ANNEXURE - 3) a. Authorization letter from OEM to participate in bid.	Letters from OEM

	OEM letter confirming 'Products quoted are not end-of-life for the further period of 5 years from the date of FAT (Final Acceptance Test). Support including spares, software upgrades shall be made available for next 5 years.	
9.	Successful bidder shall have to establish an office in Ujjain. (if presently not available) A letter of undertaking for establish of office shall be furnished.	Ujjain Office address in Annexure-7 OR Self-declared undertaking

Approach & Methodology:

Technical bid shall consist of following:

The bidder has to give comprehensive plan, Proposed solution, detailed project schedule, team structure, manpower positioning, implementation methodology, training details, management of the project, list of Technology provider etc. in technical bid and shall give an undertaking that the proposed system shall be installed, commissioned, Implemented and complete in all respects adhering to the requirements of this RFP. All the ANNEXURES also should be submitted as prescribed.

Before final submission, please verify and also fill up Check list (Annexure 13).

Earnest Money Deposit (EMD)

All bids must be submitted online only. No interest shall be paid on the earnest money under any circumstances. Bids without earnest money shall be summarily rejected.

The EMD of unsuccessful participants shall be returned after award of the contract and signing of the agreement by the successful participant. Successful Bidders EMD will be returned after the award of contract and submission of the Security Deposit within specified time. The EMD shall be non-transferable. The EMD may be forfeited in case the successful Bidder fails to sign the contract in accordance with terms and conditions and furnishing of Performance Security Deposit/PBG.

The EMD may be forfeited:

If a Bidder withdraws its bid during the period of bid validity

In case of a successful Bidder, if the Bidder fails:

To accept the Work Order within stipulated time-frame

To furnish performance Security Deposit as mentioned above

If the bidder found involved in fraudulent practices.

Scope of Work

Project overview

Ujjain Smart City Ltd. On behalf of Ujjain Municipal Corporation requires a Vehicle Tracking Solution for Monitoring & tracking for Municipal Solid Waste (MSW). **GPS system is to be installed on vehicles in which GPS is not present and also on those vehicles whose GPS is not up to the mark or obsolete.**

Design, Development, Customization, Installation, configuration and documentation of the VTS Solution for Municipal Solid Waste Management & Public Transport.

Providing GPS based vehicle tracking solution for municipal solid waste vehicles for bringing efficiency to logistics.

The fitment of GPS device on municipal solid waste vehicles shall enable on-line, real-time monitoring of their movement and effective enforcement through a web based Vehicle Tracking Application Solution.

As part of the project, a web based application integrated with mobile app to be designed and developed to facilitate monitoring the movement of vehicles to ensure real-time route adherence using the data feeds received from GPS devices installed in municipal solid waste vehicles.

The selected bidder needs to provide handholding support along with integration of system with Operation Center. And also to provide maintenance for a period of 3 years.

The proposal shall be submitted on turnkey basis execution. The bidder should submit the offer for the supply of GPS based vehicle tracking system devices, the Tracking software. This includes 3 years of comprehensive AMC for GPS devices, communication network services, and respective software solutions.

The Tracking device must use GPS technology for acquiring the position of the vehicle & GPRS technology for transmitting the same to the central data base server with a facility to automatically switch to SMS in the event of non-availability of GPRS connectivity. The bidder should quote for unlimited SMS usage.

The VTS will be provided as SaaS (software as a service).

The bidder shall further be responsible for the integration with the Central Command and Control Centre as & when it is setup.

Tracking of waste collection and transporting vehicles gives a real time tracking as well as historic vehicle location data.

Design and Execution of training to the stakeholders for successful implementation and operation.

Manpower deployment at control center for the execution and implementation of the project.

Generation of necessary MIS reports (Tabular, Map based).

The integrator shall Supply, Install and commission GPS based Vehicle Tracking System.

Vehicle Tracking System (VTS)

Solid waste is collected mainly in following two different ways.

Door to Door Collection

In each Ward, various Routes are defined for door to door waste collection.

A solid waste vehicle traverses through the route and collects Garbage.

Collected waste is transferred into Compactors (i.e. large trucks Hyva Type) at predefined intermediate location.

The compactors finally dump the waste at disposal site after recording weight of the waste.

Vehicles are deployed for door to door collection.

Ward wise Compactors are also deployed.

Field supervisor / officer supervise the daily work and prepare reports manually.

Collection from collection points & transfer stations

Another method for garbage collection is collection points & transfer stations.

Finally truck will go to dump yard and garbage will be disposed at dump yard after recording the weight.

For monitoring of public transport Vehicles.

SMS gateway integration – The integrator shall implement an SMS gateway to integrate with surveillance system and develop necessary application to send bulk SMS to the groups/individuals which can be manual or system generated SMS .

Technical Specifications for GPS Device

Following should be its minimum specifications (but not limited to).

General Features

GPS (Location, speed, heading, timestamp, fuel monitoring,) data polling and sending frequency capability of less than or equal to 05 sec.

Location on demand on GPRS/SMS

Memory to store sufficient positional log. (Used when connectivity is not available. It will synchronize with server as soon as connectivity establishes)

Configurable Backup SMS facility in case of GPRS failure.

Remotely controlled (to change any configuration)

Device should have status LED's to indicate Power, GPS, and GPRS status.

GPS Device should be battery based and Battery Backup of device should be at least for 5 days.
Source Code shall be submitted with the solution.

Any customization shall be done free of cost.

Device must be sealed with security screws.

Parallel GPS Receiver : minimum 20-Channel or more

Acquisition sensitivity : better than (-)148dBm

Tracking Sensitivity better than (-)155dBm

Less than 5m Positional Accuracy,(2dRMS confidence level higher than 95%) or 3m CEP

Hot Start < 10s

Warm Start :< 40s

Cold Start <60s

Outputs as per NMEA 0183

WGS-84 compliant

Internal memory backup up-to 10 days.

GPRS Communication

In- Built Triband GPRS module/Modem

Multi Slot GPRS

Class 10 GSM/GPRS module

Should support all – SMS, Voice, Data, GPRS, TCP/IP

Power

Input voltage range 8-30 Volts

Active mode Peak < 1.0 A

Active mode Avg< 200mA

Sleep Mode < 25 mA

Operational Environment Variables

Temperature range: 0° C to 90° C

Humidity Level: 4% to 95% non-condensing

Dust, temperature, airtight, vibration and Water Splash resistant
IP 55 rated or better.

Antenna

All the antennas must be internal.

- Should be capable of supporting external GPS & GPRS antenna

Ports

8 or more digital Inputs

4 or more digital outputs (For Relays, sirens etc.)

1 or more analog inputs (For analog inputs like Fuel, temperature etc)

Ignition sensing

2 nos RS232 ports

RS232 /GPS out for LED display board thru integrated controller, inside vehicle. (GPRMC string out in Degree, minutes format with 1/10,000 of minutes, ddmmmy format every 1 sec feed) (Optional).

Fuel monitoring along with fuel monitoring system in vehicles capable in showing sudden drop in level of fuel, speed monitoring, rout monitoring, alarm system, report generation, etc. as inbuilt function of the system.)

Fuel Sensor Specification:

1. Principle of measurement: Resistance based operated by a High Density PU Float.
2. Sensor Stem: The sensor is made from SS 304 tube in which the sensors are enclosed and sealed in epoxy.
3. Mounting: top mounted through a 5 hole standard SAE Flange.
4. Input Power supply 12 V DC, 24 V DC or 5-32 V DC.
5. Output Standard 0-5 V DC from Low to High.(Can be customized if your instrument requires different voltage output)
6. Resolution: 10 mm
7. Accuracy 98.5% of Sensor length.
8. Calibration: this is not required. All sensors are calibrated to give 0-5 V DC Starting from Bottom to TOP of Sensor.

Application Software (Vehicle Tracking System)

A comprehensive GPS based Vehicle Tracking System to be implemented having following features.

S.N.	Module	Features
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1.	Dashboard	<p>Dashboard Module should give a quick and easy view to know overall fleet status on real time basis. It should display status information of all vehicles i.e. Running, Idle or Standby. The Dashboard view should provide the following information: Zone name, Ward Name, Selected integrator Name, Vehicle No, Vehicle Type, Current Location & Last Updated Date & Time of each vehicle It should give alert message if GPS device gets disconnected from a vehicle. Dashboard should have search parameter where different searches i.e. Vehicle Number wise, Zone & Ward wise, Running / Idle / standby vehicle wise and "No communication" wise searches can be done. It should also give an indication regarding the running speed of the vehicle i.e. Normal speed, Alarming speed and above Alarming speed. There should be provision to see a particular vehicle on map.</p>
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2	Live Vehicle	<p>This module should give all the information pertaining to a particular vehicle on selection of the various selection parameters i.e. Zone Name, Ward Name and Vehicle Number.</p> <p>Information like Zone Name, Ward Name, Vehicle Type, Contact Number, Current Speed, Maximum Speed, Average Speed, Trip Time, Idle Time, Distance Travelled & Last updated Date & Time should be displayed.</p> <p>The live vehicle view also should have facility for various alerts i.e. Ignition on / off, Speed status, Battery Removal Alert, No Communication from device.</p> <p>In live vehicle map view, real time location of vehicle and the path taken by the vehicle to reach its current location should be plotted.</p> <p>A very important feature of Live Vehicle view should be the user can create Landmark i.e. any important point or location name w.r.t. the application of vehicle.</p>
3.	Route Replay	<p>Route replay feature is very important in knowing the vehicle movement in a specified period of time. Here the user should be able to select a particular date and time and can see where exactly the vehicle moved in that specified period. There should be various selection parameters i.e. Zone Name, Ward Name, Vehicle Number, Date, Time and provision for viewing the over speed done and the stoppages (as per pre-defined time for each collection point) taken by the vehicle.</p> <p>User also should be able to view Route statistics like vehicle type, speed violations, total alerts, trip time, idle time, maximum speed, average speed and distance travelled by the vehicle for that specified period of time in map view.</p>
4	Current Status	<p>This feature should be useful to Executives / Officers. They can view the current status of the garbage collection in particular ward or zone. For this feature sufficient rights or authorization should be provided and</p> <p>User has to select the zone and / or ward name to get the latest update regarding the garbage collection status.</p>
5	Reports	<p>Several Customized MIS Reports should be available:</p> <p>Report on door to door collection as well as Bin management. In addition, following reports also should be available.</p> <p>Daily Kilometer, Distance Report, Event Report, Trip Report, Engine Utilization Report, Idle Report, Geo-fence Entry Exit Report, Collection Point Served / Un-served Report</p>
6	Admin	<p>Admin Module should have facility to add, edit and delete the user. The rights of information to be viewed by the user can also be controlled by the admin. The admin can assign vehicles to ward, zone and Selected integrator.</p>
7	Alerts and Warning	<p>Various alerts like Battery Removal, SOS pressed, Route Deviation, Over speed etc., will be available. Different warnings like if a particular location has not been served for a particular time period or if a vehicle is repeatedly doing the route violation then the system should generate warning.</p>

Vehicle Tracking Solution for Municipal Solid Waste (MSW)

8	Supervisor's View	This facility enables a concern supervisor to address citizen's complaint / query to know the last time when garbage from his particular society or location has been lifted. (Scheduled time and actual time)
9	Integration	System should be integrated with GPS device in all vehicles
10	Master Management	Following masters should be maintained in the system by this module. Vehicle, Route, POIs, Geo-points, Geo-fence, GPS device-Vehicle mapping, etc.)
11	Data Storage	GPS to be preserved for at least 1 year

Proposed Bill of Material (BOM)

Final Bill of Material will comprise of following devices and Software.

S.N.	Item	Quantity	Remark
GPS Solution Hardware			
1.	GPS Device	200	
GPS Solution Software			
4	Application Software (Vehicle Tracking System) with Dashboard and MIS reports	1	Application Software features (To display real time / archived reports, vehicle traversal route on the map, To map / display Geo-fence, Geo- locations (collection points, Bin placing points) on the mapGPS, Fuel monitoring along with fuel monitoring system in vehicles capable in showing sudden drop in level of fuel, speed monitoring, rout monitoring, alarm system, report generation, etc. as inbuilt function of the system.) Able to generate necessary reports as specified in this document.
Mapping Platform			
5	Google Map Licenses		For 200 vehicles
Other equipment's			
6	SIM card	200	In GPS devices for data transfer
7	Manpower	4	Provide per person per month cost. Approx. requirement is 4 persons (2nos in 2 shifts) (Daily 16 hours, 7 days a week)

General Requirements

Mapping Platform

Google Maps is to be used as a mapping platform. The successful Bidder should ensure that street level accuracy is obtained in this platform. The successful Bidder will have to define all the Geo-locations, Routes, for mapping platform.

Updation / changes of Routes, Geo-locations also will be carried out by the Successful Bidder as & when required.

In future, if Ujjain Smart City Limited provides GIS based street level map, the Successful Bidder will have to integrate and synchronize it with existing system and finally Google Maps may discontinue.

Continuity Plan

The Bidder should propose and follow business continuity plan in case of system is non-operational due to any reason like:

Connectivity problem

Hardware failure

Any such issue

Continuity plan should have various alternatives like:

Offline operations

Redundant connectivity, etc.

The successful Bidder should maintain 10% inventory of equipment's / spare parts to cop up with the maintenance activity as per specified SLA.

Documentation

For smooth handing over/transfer of the system at the time of expiry of the contract the bidder has to submit all the relevant documents, working status (at the time of handing over), detailed diagrams and drawings (Software, Hardware, Network Components, Field Equipment's, Components and subcomponents etc. used in the project) and also ensure that the entire system shall be fully functional.

To authenticate this process, appropriate authority will be appointed by Ujjain Smart City Limited.

Scalability

Scalability: The system should be capable of accommodating future expansion in project if any (in terms of number of vehicles, routes, Zones, wards, Storage Bins, Storage Bin locations, Transfer stations, etc. and minor process changes).

Data Privacy

All created, stored, database, processed, archived etc. data will be the property of Ujjain Smart City Limited. The data must not be used/transfer in any format without written permission /authorization from authority of Ujjain Smart City Limited.

Scope of Training

Detailed training shall be arranged for Ujjain Municipal Corporation/Ujjain Smart City Ltd. officials for:

Software Operation (End User, Admin User), Operation and management of equipment/ infrastructure at each installation location (Annexure 10).

Scope of Acceptance Testing

All the functionality, features and configuration relevant to this project shall be documented and demonstrated by the successful bidder. System should run successfully, without any bug to get Acceptance Certificate.

Scope for Support Service

Warranty Support for IT & Networking Infrastructure

Selected Bidder shall provide a comprehensive 3 years of warranty from the date of supply of the Hardware.

Selected Bidder shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered in the TENDER.

Selected Bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this TENDER against any manufacturing defects during the warranty period.

During the warranty period Selected Bidder shall maintain the systems and repair / replace at the installed site, at no charge to Ujjain Smart City Limited, all defective components that are brought to the Selected Bidder's notice.

The Selected Bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records for the infrastructure supplied.

The Selected Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

The SI shall develop and maintain an inventory database to include the registered hardware warranties.

Overall monitoring and management of all IT infrastructure deployed by the selected Bidder for the Project, Networking equipment's, system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the TENDER are met.

Replace component due to technical, functional, manufacturing or any other problem with a component of the same make and configuration. In case the component of samemake and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration.

The bidders need to submit the authorized service center name, address, contact person name and contact number for the items supplied.

Operation & Maintenance Support

As part of its scope of work the Selected Bidder needs to provide **3 years** of Post implementation Operational & Maintenance Support. As part of this scope the Selected Bidder will perform the following tasks.

Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.

Performance tuning of the system to ensure adherence to performance requirements as indicated in the TENDER.

Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.

Escalate and co-ordinate with its OEMs for problem resolution wherever required.

The selected Bidder will be required to comply with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, system software update policy etc.

Selected Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.

The Selected Bidder shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The Selected Bidder should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to Ujjain Smart City Limited as and when released by OEM.

The Selected Bidder shall provide software license management and control. Selected Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.

Managed Services

During the technical support service, the System Integrator will provide required stationary and consumable items at the Weighbridge and Operation Center. Accordingly, System Integrator will quote their rates.

Deployments of Technical Support Manpower as per the requirement of the project, Technical Support Resources are required to be deployed at the Operation Center to operate the developed Application Software.

Manpower

To operate the supplied solution, the successful Bidder will have to provide manpower to operate the system. Deployed persons should have knowledge of computer operations as well as should be trained to operate this system. They will have to generate reports, do follow up for deviation of vehicle routes, submit daily reports etc. to Ujjain Smart City Limited/Ujjain Municipal Corporation. It is planned to operate the system for daily 16 hours and 7 days a week.

2.8 Payment Terms

Payment will be made after submission of bill and satisfaction certificate from the Ujjain Municipal Corporation. Payment will be subject to deduction of tax (TDS) as per applicable law.

S. No	(A) One-time cost @70% of accepted price bid	(B) Recurring Cost @30% of accepted price bid
1	70% of A (i.e. equipment cost, excluding software cost – if any) will be released on complete installation and commissioning of the System.	1 st year - 27% of B in equal monthly installment.
2	20% of A, after 2 months of Go-Live.	2 nd year - 30% of B in equal monthly installment.
3	10% of A, on completion of the warranty period on such equipment.	3 rd year - 43% of B in equal monthly installment.

Note:

The requirement mentioned in this RFP calls for a complete working system and not components thereof. Bids must be complete with all equipment's and required accessories including mounting and fitting hardware, plugs, sockets and any hardware/software, etc. as required for complete installation of the System under this contract. The minimum suggestive technical specifications including suggestive Bill of Material is given in this RFP.

Bidders are required to quote all items including optional add-ons as well.

Service Level Agreement (SLA)

SLA Objectives

Service integrator shall provide services as per SLA matrix, which defines maximum response as well as rectification times for all kinds of infrastructure/equipment/Software covered under the contract.

Selected integrator is required to provide minimum 99.75% overall uptime for components/services, measured quarterly.

SLA Matrix

The Selected integrator shall provide facility management and Annual Maintenance Contract support services as per SLA matrix given below:

S. N.	Service category	Parameter	Expected Service Level
1.	Project implementation	Implementation completion-final acceptance testing	Completion of project with in time limit.
2.	Individual GPS availability	100% uptime of the GPS should be available	>=99.00%
4.	Vehicle Tracking System (software application)	Software should provide all the required functionality / reports as mentioned in this document.	> = 99.75 %
6.	Manpower	The team should work daily 16 hours, all the days of a week, generate necessary reports, subsequent follow up for vehicle route deviation and submission of daily reports to Ujjain Smart City	100%

SLA Requirements

Selected integrator should ensure availability of the systems as per SLA matrix. This will exclude scheduled preventive maintenance.

Availability shall be calculated on monthly basis. Availability will be based on the report of system logs, equipment logs, downtime and rectification reporting etc. In case the availability for each of the system under Warranty/Annual Maintenance Contract is less than the agreement, the non-performance deduction (i.e. penalty) from scheduled payments for the system under Warranty/ Annual Maintenance Contract shall be as per the following table:

S. N.	Parameter	Penalty
1.	1% or below faulty services / reports	No penalty
2.	1% to 5% faulty services / reports	5% penalty on monthly payment
3.	5% to 10% faulty services / reports	10% penalty on monthly payment

However, if the delay is caused due to reasons outside the control of the Selected integrator, then the Executive Director, Ujjain Smart City Ltd./Commissioner, UMC reserves the right to waive off the penalties.

Faulty / damaged / Non-working device must be replaced / repaired before starting the route on the next day. If repairing / replacement is not done in 24 hours, then penalty will be calculated on hourly basis.

Breach of SLA

In case the Successful Integrator does not meet the service levels mentioned in this RFP, for three (3) continuous time-periods, Ujjain Smart City Limited/UMC will treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case: -

Ujjain Smart City Limited/UMC issues a show cause notice to the Successful Integrator.

Successful Integrator should reply to the notice within three working days.

If authorities are not satisfied with the reply, authorities will initiate stricter penalty for the remaining period of the contract.

Commercial Terms and Conditions

The following terms and conditions/guidelines are to be adhered to by the Bidders while quoting. Wherever there is a deviation, it has to be brought out very clearly, with proper explanation.

Warranty

Bidder shall provide warranty for the faithful and satisfactory performance of the entire integrated system (as per scope of work). Warranty shall include all the work performed by Bidder including supply, installation, integration, testing and commissioning, etc. (Equipment's, Application software)

Warranty shall be for a minimum period of **3 years** from the date of successful installation / implementation of all the items, whichever is later.

The Bidder shall provide free maintenance services including replacement of faulty equipment during the warranty period.

If equipment is not working due to accident or intentionally broken, Ujjain Smart City Limited/UMC will recover its cost from Vehicle Selected integrator and pay to Successful Bidder as per Ujjain Smart City Limited/UMC committee decision.

Support (Annual Maintenance Contract)

Bidder shall provide Comprehensive maintenance support for the faithful and satisfactory performance of the entire integrated system (as per scope of work) for 3years. Support shall include all the work performed by Bidder including supply, installation, integration, testing and commissioning, maintenance and operation of the system including hardware and software and all equipment's.

The Bidder shall provide maintenance services including replacement of faulty equipment during the support period.

During the contract period GPS device / any part of it, may get damaged then integrator should inform cost of replacing the device / part to the Ujjain Smart City Limited/UMC Committee and if, Ujjain Smart City Limited/UMC Committee finds that it is a fault on the part of vehicle user then same cost to be recovered from the vehicle Selected integrator. In case of damage because of accident or other reasons, GPS device or any part of it should be replaced immediately without waiting for the decision of recovering cost.

If the Selected integrator fails to comply with any of the above, the authority may proceed to take such remedial action as may be necessary at the selectedintegrator's risk and expense and without prejudice to any other rights, which the authority may have against the selected integrator under the Contract.

Any minor modification in software (up to 3 man days effort), if required in future, should be done by the successful bidder as per requirement of the concerned department.

Pricing

All prices should be in Indian Rupees.

Bids will be inclusive of all taxes & Duties & the bid price should include all of these in their prices.

Bidder should agree to supply additional quantity at rates not exceeding the mentioned rates.

Bidder need to give combined pricing bid for material and services wherever applicable. Bidder shall ensure compliance to all applicable prevailing laws.

PSD (Performance Security Deposit)

The successful Bidder would be required to submit performance security amounting to 10% of the value of the total order in the form of a demand draft / Bank guarantee in favour of "The Executive Director, Ujjain Smart City Limited, Ujjain" on any Nationalized bank / Scheduled bank, payable at Ujjain. The Bank Guarantee will be executed on the standard prescribed form with two years validity, extendable thereafter up to the contract period.

Force Majeure

The successful bidder shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other

failure to perform its obligations under the Contract is the result of an event of Force Majeure. Force Majeure shall not cover the price fluctuation of components.

For purposes of this Clause, Force Majeure means an event or situation beyond the control of the successful bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the successful bidder. Such events may include, but not be limited to, acts of Ujjain Smart City Limited in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the successful Bidder shall promptly notify Ujjain Smart City Limited in writing of such condition and the cause thereof. Unless otherwise directed by Ujjain Smart City Limited in writing, the successful Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Amendment to RFP

If required, Ujjain Smart City Limited may for any reason, publish the Corrigendum before the last date and time of submission online only.

These amendments shall also be published on website www.mpeproc.gov.in

In the event of any amendment, Ujjain Smart City Limited reserves the right to extend the deadline for the submission of the tender, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their proposal.

Modification and Withdrawal of Bids

No bids will be allowed to be modified subsequent to the final submission of bids.

No bidder will allowed withdrawing the bids already submitted in the interval between the deadline after submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's EMD.

Ujjain Smart City Limited reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.

Ujjain Smart City Limited reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.

The tendered quantities are estimated based on the requirement study. The quantities may decrease or increase by 25% the bid quantity at the time of finalization, depending upon the actual requirements/grants available with the purchaser(s), which shall be binding to the bidder.

All correction/addition/deletion shall require authorized countersign.

Governing Law and Jurisdiction

The Contract and the transactions contemplated therein shall be governed by and construed in accordance with the laws of India.

The Contract and the transactions contemplated therein shall be subject to the exclusive jurisdiction of the competent Courts in Ujjain, India.

If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts gives 15 days' notice thereof to the other Party in writing.

The place of the arbitration shall be Ujjain, Madhya Pradesh.

The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.

The proceedings of arbitration shall be in English language.

Termination

The Solution Provider's association with the Ujjain Smart City Limited/UMC will terminate in following ways: Termination of Contract by the Ujjain Smart City Limited/UMC due to non-performance during the execution of Project by giving prior notice 30 days in advance due to:

Performance is below expected level.

Non adherence to the timelines of the Project.

Quality of work is not satisfactory.

Termination of Insolvency, Dissolution etc.

The Ujjain Smart City Limited/UMC may at any time terminate the Contract by giving prior written notice 30 days advance to the Solution Provider, if the Solution Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Solution Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Ujjain Smart City Limited/UMC.

Cancelation of the tender

Ujjain Smart City Limited/UMC may due to any reason, cancel this tender at any stage.

Consortium of Companies / JV

Bidders are not allowed to participate in the bidding through a consortium structure/sub-contract.

Bid Evaluation Process

Bids received will be evaluated in a well-defined method as flow.

Preliminary Scrutiny

Bids received after the closing date and time shall not be considered for evaluation.

Ujjain Smart City Limited will verify the submission of Bid Processing Fees and EMD as per bid terms and conditions.

Technical Bid evaluation

The Bids will be verified in accordance with the eligibility criteria and supporting documents attached by the Bidder.

The Technical Bid will be examined by Ujjain Smart City Limited on the basis of responsiveness to the scope of work. Technically qualified bids will be considered for evaluation of the financial bid.

Financial Bid Evaluation

The Bids will be normally evaluated and compared which are determined to be substantially responsive and technically acceptable. The evaluation of the bid shall be done taking into account the following.

The Total Value of the Price bid shall be arrived based on the total value quoted by the Bidder as per Price bid format (Annexure 12). i.e., GPS Device cost with 3 years warranty, support, and Manpower cost for 3 years.

Application software and its support is considered as part of the Proposed Solution.

The prices should be all inclusive of Taxes and Out of Pocket Expenses (OPEs).

The prices shall be fixed and firm without any escalation till the completion of the contract.

Final Evaluation

Ujjain Smart City Limited may either choose to accept the bid or invite for negotiations.

In case there are two or more Bidders quoting the same price, Ujjain Smart City Limited may in such case call all such Bidders for negotiations and select the Bidder on the outcome of the negotiations. The selection in such cases shall be at the sole discretion of Ujjain Smart City Limited. Notwithstanding anything contained in this Tender, Ujjain Smart City Limited reserves the right to accept or reject any bid, or to annul the bidding process or reject all bids, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

If any dispute arises about the contract or any terms of contract, Executive Director shall be the sole arbitration and his decision would be final and binding to both the parties.

Ujjain Smart City Limited will notify the Successful Bidder through a Letter of Award of work (LoA).

ANNEXURE 1

Relevant Experience Details (of GPS based systems only)

Sr.No.	Client Name	No. of vehicles	Contract value (INRlacs)	Mapping Platform (GIS/Google Maps) (specify)	BriefDescription ofthe Solution

(Pl. specify relevant projects only and attach supporting documents)

ANNEXURE 2 COMPANY TURNOVER DETAILS

Financial Year	Turnover (INR in Lacs)
FY 2015-16	
FY 2014-15	
FY 2013-14	
Average	

ANNEXURE 3

Manufactures' Authorization (To be obtained from all OEMs)

Annexure – 3 Declaration

To,
The Chief Executive Officer
Ujjain Smart City Ltd.,Ujjain

WHEREAS who are official manufacturers of having factories at do hereby authorize to submit a Bid in relation to the Invitation for Bids indicated above, the purpose of which is to provide the following Goods, manufactured by us and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with the requirement mentioned in tender documents with respect to the Goods offered by the above firm in reply to this Invitation for Bids.

Name:

In the capacity of:

Duly authorized to sign the Authorization for and on behalf of Date:

[Signature] - [Company Seal]

Signed:

ANNEXURE 4

CERTIFICATE AS TO CORPORATE PRINCIPAL
(To be signed by any of Board Directors or Company Secretary)
(To be accompanied along with requisite copy of the board resolution)

I certify that I am of the Company under the laws of and that who signed the above tender is authorized to bind the Company / Firm by authority of its governing body.

Name:

In the capacity of:

Duly authorized to sign the Authorization for and on behalf of Date:

[Signature] - [Company Seal]

Signed:

ANNEXURE 5
EQUIPMENT DETAILS

Sr. No.	Item Description	Specification	Manufacturing Company	Make and Model

Details should be submitted for each equipment mentioned in BoM with technical details along with Datasheets.

Name:

In the capacity of:

Signed:

Duly authorized to sign the Authorization for and on behalf of Date:

[Signature] - [Company Seal]

ANNEXURE 6

Deviation

We hereby declare that there is no deviation in our proposal from your RFP. OR

List of Deviations

Sr. No.	RFP Page No.	Requirements as per RFP	Deviation as per our Proposal

Name:

In the capacity of:

Signed:

Duly authorized to sign the Authorization for and on behalf of Date:

[Signature] - [Company Seal]

ANNEXURE 7
ORGANIZATION DETAIL

Name of Organization	
Registration Date	
Details of Primary Contact Person	
Name	
Designation	
Office Address	
Telephone and Fax No.	
E-mail	
Office address of Ujjain (if any)	
Registration Type	Number
Permanent Account Number	
MP VAT TIN Registration No.	
CST Registration No.	
Service Tax Registration No.	

Name: in the capacity of: Signed:

Duly authorized to sign the Authorization for and on behalf of

Date: [Signature] - [Company Seal]

**ANNEXURE 8
METHODOLOGY AND SCALABILITY**

The bidder has to give comprehensive plan, Implementation methodology and Management of the project.

**ANNEXURE 9
PROJECT SCHEDULE**

ANNEXURE 11 - UNDERTAKING OF BLACKLISTING

Date:

To,
The Chief Executive Officer
Ujjain Smart City Ltd. Ujjain
Mela Karyalaya Bhawan,
Kothi Road, Ujjain (M.P.)
456010

Sir,

In response to the tender Reference No: I as an owner/Partner/Director of <<Name of Bidder>>, I/We hereby declare that <<Name of Bidder>>, is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices and/or blacklisted either indefinitely or for a particular period of time by any State government/ Central Government / semi government / PSU / Municipal agencies in India.

Name:

In the capacity of: Signed:
Duly authorized to sign the Authorization for and on behalf of Date:
[Signature] - [Company Seal]

ANNEXURE 12 PRICE BID FORMAT

Table - Consolidated Cost Summary (Inclusive of all Taxes)

S. N.	Item-wise Amounts (Inclusive of all Taxes)	Total Amount in figures (Rs.)	Total Amount in words (Rs.)
A	Equipment and Installation Cost for Supply, Installation, Implementation and Maintenance of Vehicle Tracking Solution for Municipal Solid Waste Vehicle & Public Transport Vehicle.		
B	Operation & Maintenance Cost for a period of 3 years (Post Ujjain Smart City Limited Sign-Off)		
C	Man-Month Cost for resources to be deployed. (Post Ujjain Smart City Limited Sign-Off)		
Grand Total (A+B+C): (This figure shall be used for evaluation of financial proposals).			

Note:

The Bidder needs to provision for all costs required to run the application for the entire duration of the contract.

The bidder should not charge for any separate license fees to Ujjain Smart City Limited internal and external users for using the software solution.

The bidder needs to account for all taxes in the Invoice submitted.

Application Software with Dashboard and MIS Reports with Unlimited Users should be supplied with the Solution.

Sub-Table A: Implementation Cost for Supply, Installation, Implementation and Maintenance of Vehicle Tracking Solution for Municipal Solid Waste (MSW) as per RFP.

A. Vehicle Tracking System - Equipment & Installation cost				
S. N.	Item Description	Qty.	Rate Per Unit (INR)	Total Cost(INR)
1	2	3	4	5
A1	GPS Device with Configuration	200		
A2	Customize Software development configured over Google Maps to deliver reports & other changes as per requirement of SWM department& Public Transport Department, Multiple Dashboards & Mobile App	1		
A3	GPS Device Installation & Training	LS		
				Total Cost

Sub-Table B: Operation & Maintenance Cost for a period of 3 years (Post Ujjain Smart City Limited Sign- Off)

B. Vehicle Tracking System – Operations & maintenance cost				
S.N.	Item Description	Qty.	Rate Per Unit (INR)	Total Cost(INR)
1	2	3	4	5
B1	SIM cards for GPS Device	200		
B2	GPS Software Operating Charges + Google Map License (36 months)	LS		
B3	Web/Cloud based Hosting infrastructure with bandwidth cost for 3 Years	LS		
B4	Annual Maintenance Cost (for 03 years)	Per year		
Total Cost				

Sub-Table C: Man-Month Cost for onsite resources (post Ujjain Smart City Limited sign off)

C. Manpower cost per month				
S. N.	Item	Quantity (A)	Rate per person per month (Rs.) (B)	Cost (Rs.)
1.	Manpower (Operator) (Daily 16 hours, 7 days in a week) for three years	4 persons x24 months		
TOTAL				

Note:

Ujjain Smart City Limited reserves the right to increase or decrease resources during the tenure of the contract. Payment for the resources would be made at actual deployment.

The Bidder should provide manpower at the same rate up to 3 years.

ANNEXURE 13 CHECKLIST

Sr. No.	Documents	Submitted (Yes/No)
1.	Tender Fee (DD)	
2.	EMD	
3.	Company Registration Details	
4.	PAN Card	
5.	Tax Registration details (Commercial Tax, Service Tax)	
6.	Organization Details (Annexure:7, 7A)	
7.	Turnover Detail (Annexure:2) with Audited docs	
8.	Experience details (Annexure:1) with supporting Documents	
9.	MAF (Manufacturer's authorization)(Annexure:3)	
10.	Equipment Details (Annexure:5) with technical Datasheets	
11.	Deviation Sheet (Annexure:6)	
12.	Project Schedule (Annexure:9)	
13.	Undertaking of Training (Annexure:10)	
14.	Undertaking for "Not Blacklisted" (Annexure:11)	
15.	Project Methodology (Annexure:8)	
16.	ISO, CMM level certification documents	
17.	If Office not in Ujjain, Undertaking letter	
18.	Hardcopy of Technical Bid	
19.	Signed copy of this RFP	
20.	Authority letter of the Company (Annexure:4)	
21.	Price Bid only online (Annexure:12)	
22.	Checklist (Annexure:13)	

Name:

In the capacity of:

ANNEXURE 14

Pre-bid Queries Format

Sl. No.	Page No. & Clause	RFP Document Points	Remarks/Clarification required
1.			
2.			
3.			
4.			