

Implementation and Operation of mobile and
web-based Integrated Citizen Service
Delivery and Collaboration platform for the
City of Bhopal

May 2016

Issued by:
The CEO
BSCDC

RFP- Implementation and Operation of mobile and web-based Integrated Citizen
Service Delivery and Collaboration platform for the City of Bhopal

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NOTICE INVITING TENDER

FOR

Implementation and Operation of mobile and web-based Integrated Citizen Service Delivery and Collaboration platform for the City of Bhopal

Notice No:-NIT 4 Dated:- 14/05/2016

Bhopal Smart city Development Corporation limited intends to procure mobility solution that would be used for various m-Gov. initiatives in Bhopal Municipal Corporation. The solution would also be able to deliver services and act as a grievance redressal system. Bhopal Municipal Corporation invites technical and financial proposals from reputed agencies to deliver an integrated citizen connect solution and undertake responsibility for implementing and managing such solution.

Response to this tender shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the parties.

Issuer:

Executive Director,
Bhopal Smart City Development Corporation

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1 Key Information

Tender Number	
Name of Work	Implementation and Operation of mobile and web-based Integrated Citizen Service Delivery and Collaboration platform for the City of Bhopal
Name of Issuer of Tender	Executive Director, Bhopal Smart City Development Corporation Ltd.
Date of Issue of tender Document	14-05-16
Last Date for Submission of Bid	08-06-16, 3:00PM
Date of Bid Opening	08-06-16, 3:30 PM
Pre Bid Meeting	02-06-16, 3:00PM
Date of Technical presentations	09-06-16
Date of Commercial Bid opening	10-06-16
Place of Bid Opening	Bhopal Smart City Development Corporation Limited
Address of communication	Zone 14, near Tatpar petrol pump, BHEL Govindpura, Bhopal, Madhya Pradesh-462023
EMD amount	INR One Lakh only (INR 1,00,000/-) TO BE SUBMITTED ONLINE ONLY
Availability of Tender	www.mpeproc.gov.in
Validity of Proposal	Proposals must remain valid 120 days after the Submission date.
Method of Selection	Pre-Qualification, Technical Qualification and Quality cum Cost Based Selection (QCBS - 80:20)

Note:

1. Bhopal Smart City Development Corporation Limited reserves the right to change any schedule of bidding process.

2 Background Information

Objectives and Outcomes of this Tender

BMC has taken up various measures towards effective service delivery for its citizens and envisages engaging with them to get feedback and suggestion to continuously improve overall performance and make Bhopal as a city of choice for people to live in. BMC has also been continuously working towards making the lives of citizens simpler by employing ICT to deliver various Corporation-to-Citizen services in a transparent and efficient manner. To engage the people of the city in formulating its policy initiatives bringing an all-round inclusive growth, the state is planning to implement a citizen centric solution.

Citizen Collaboration Cell for the City of Bhopal would be leveraged by authorities in closing the loop by implementing citizens' feedback on the current initiatives of the state Corporation. Further, it would encourage citizen's participation in the future governance initiatives planned by the Corporation. This platform will be used for delivering services through various channels like web/mobile, crowdsourcing ideas, concepts, suggestions and feedback for improvising their governance models/schemes, etc.

Bhopal has a mix of urban-migrant populace and BMC plans to engage with citizens on critical matters of governance relevant to the city and its demographics.

The envisaged objective of citizen collaboration cell of BMC is to achieve collaborative governance through following methods

- Tap the pulse of the state
- One stop point for delivery of citizen services
- Understand the essence/Root cause
- Invite opinions on pain points of a domain
- Disseminate information such as relating to Schemes, projects
- Receive Expert Advice from SMEs
- Inspire people to contribute to Nation Building
- Easy and fast grievance redressal

3 Scope of Work for Service Provider

Service Provider (SP) is required to perform the following activities as a part of scope of work of this RFP:

3.1 Bhopal City Citizen Platform (BCCP)

The scope involves implementing an integrated web based and mobile platform providing the following set of features:

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3.1.1 City wide Collaboration

1. Citizens of Bhopal can collaborate and provide inputs/ opinions on various policy related aspects, local governance aspects, feedback on specific issues etc.
2. Enables BMC to solicit citizen responses on various topics through polls/ surveys.
3. Enables citizens to get live feeds of various activities & events in the city.
4. Enables citizens to search for desired supplies of services / goods through a search, locate, use & role facility.
5. Enables a collaborative marketplace for connecting goods services suppliers with good service seekers at the rate facility
6. Platform should enable BMC to seek participation from city residents for various activities and help those to volunteer for events, causes etc.
7. Create an online monitoring & feedback reporting format to engage with different department and Bhopal Municipal Corporation.

3.1.2 Citizen Services

- Provisioning of identified citizen services (Upto 20 services are included in the current scope of work) through the proposed BCCP, along with the payment gateway services. The final list of services to be integrated will be discussed with the selected bidder
- These services would need to be integrated with the back-end Municipal Administration System
- Proposed BCCP should have the feature to authenticate the user using Aadhar authentication
- BCCP should be able to provide other services to the stakeholders such as E-library.
- Creation of formats for online monitoring of citizen service delivery & Generation of alerts to concerned authorities for timely delivery of services.
- Proposed BCCP should deploy application of HFA houses.
- Proposed BCCP should deploy application of Individual toilets under Swachh Bharat Mission.
- Proposed BCCP should deploy application of Building permission.

3.1.3 Grievance Redressal

- BCCP should have an integrated grievance redressal framework
- The grievance module should be able to categorize the grievances and should have a built-in escalation framework.

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- BCCP should interface with back end grievance redressal mechanism in Bhopal Municipal Corporation.

3.1.4 City Dashboard

- Creation of formats for online monitoring of citizen service delivery.
- Proposed BCCP should publish dashboard for city administration. The dashboard should summarize activities on BCCP, trends on citizen participation and service delivery and grievance reporting.
- Proposed BCCP should be configured and integrated with modules that are developed at a later stage.
- Proposed BCCP should deploy information from a multi layered pan city GIS that is envisaged to come up at the later stage, ready and easy backend integration with pan city GIS and modularity built into implementation.
- Proposed BCCP should also deploy services for E – Library.

3.2 Hosting of Bhopal City Citizen Platform (BCCP)

- SP would be required to host the solution on a cloud. Cost of cloud hosting to be included in the financial bid of the bidder.

3.3 Operations & Management of BCCP

As a part of their scope of work, SP would be required to provide following services towards the operations and management of BCCP:

1. Content creation and analysis of activities on BCCP
2. Outreach and Citizen Participation
3. Application Support
4. Manpower deployment for managing the day to day operational activities

3.3.1 Content creation and analysis of activities on BCCP

The SP would:

- Create and publish content for the BCCP platform. Towards this objective, SP will be required to depute the manpower, experienced in moderating contests, analyzing discussion threads on similar platforms and creating summary for BMC.
- SP would be responsible for the operations of BCCP, coordinating with the concerned authorities for creating groups/ discussions/polls/content
- SP would be generating weekly and monthly analysis reports on the discussions/ opinions on the BCCP. These reports should provide insights to BMC on the activities happening on BCCP, analysis of trends and identification of actionable.
- SP would create protocols and policies for the platform along with the processes

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3.3.2 Outreach and Citizen Participation

Success of the BCCP would depend upon the active participation of citizens. SP will be responsible for suggesting and creating various outreach and citizen centered engagement activities (any offline activity would be executed by BMC) such as:

- Volunteer network
- Group/ community tasks
- Creating focused outreach programs for schools and other educational institutes to involve the youth
- Co-ordination with authorities/ departments for dissemination of information, service delivery etc.
- Facilitate and assist in the collaboration and partnered event/contest hosting
- SP will work closely with the BMC to handle promotional collateral for the platform such as Blogs, Newsletters among others. However, the cost towards the production and publishing of such collaterals would be undertaken by BMC.

3.3.3 Application Support

- SP would need to provide 24*7 support for the deployed solution for the contract period of 3 years.

3.4 Technology

- The platform would be deployed in English and Hindi
- Mobile platform to be developed on Android, Windows and iOS platform
- The platform should be based on open standards
- The solution should have functionality to expose/publish functional applications seamlessly. Platform should be able to add more services as and when required by the BMC
- BCCP should be able to integrate with the multi layered pan-city GIS that is envisaged to come up at later stage.
- Proposed BCCP should support building workflows
- The proposed BCCP should support leading browsers
- The solution should be interoperable with industry standard databases
- The solution should support bi-lingual capability and have Unicode support
- The solution should support HTTPS protocol on Secure Socket Layer (SSL).
- The solution should provide rich text editor for content editing
- The solution should be capable of integrating with email servers, instant messaging services etc.
- The solution should be compatible to all major web standards including but not limited to HTTP, HTTPS, ODBC, SOAP, REST, XML, Web Services etc. Should be capable of integrating with any other system through open standards.

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- SPV plans to launch a GIS based solution in the near future, the Bidder would be required to at the later stage additional modules that utilize data from GIS for the host of services and solutions as proposed by the SPV from time to time



4 Eligibility Criteria

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required for successfully providing services sought by the BMC, for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the Tender document. The invitation to proposal is open to all bidders who qualify the eligibility criteria as given below:

4.1 Pre-Qualification Criteria

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Bidder Company	The bidder company should be - Registered in India under companies Act 1956 or a firm registered under the Partnership Act 1932 or Limited Liability Act 2008 - Registered with the Service Tax Authorities - Operating in India for the last Three years as of 31st March 2016. The Bidder company should be operating for the last 5 years in IT Consulting and Implementation Business as of March 31, 2016. (Consortium is not allowed)	<ul style="list-style-type: none"> • Certificate of Registration as Company or Firm registered in India • Service Tax Registration certification • Certificate from the statutory auditor
2	Bidder Financials	a. The bidder should have a minimum Annual turnover of Rs.100 Crores for each of the last three Financial years (FY12-13 , FY 13-14 and FY14-15) b. Bidder should have been profitable during each of the last three Financial years (FY12-13, FY 13-14 and FY14-15)	<ul style="list-style-type: none"> • Extracts from the audited Balance sheet and Profit & Loss Account; OR Certificate from the statutory auditor
3	Bidder Experience and Technical capability	a. The bidder should have experience of working with at least 03 projects with any government/ Central/State/Local/PSUs/Municipal Corporations in India either as system integrator or consultants during last 5 years. The fees from each of the projects not being less than 20 lakhs. b. The bidder should have their own, ready to deploy solution for the scope of work for this RFP. c. The solution shall be demonstrated during technical presentation.	Bidder should submit of the following: <ul style="list-style-type: none"> • Copy of work-order/agreement with client or client certificate

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		<p>d. Bidder should agree to the implementation timelines as given in scope of work</p> <p>e. Bidder should have implemented at least one service delivery/ transactional portal with any Government agency (Central/State/Local/PSUs) in India during last 5 years with fees from such project being not less than 30 lakhs.</p> <p>f. Bidder should have experience of Operation Management for at least one similar citizen engagement platform in India.</p>	
5	Bidder Manpower Capacity	The company should have at least 100 full time IT professionals (at least an MBA or equivalent OR B.E./ B. Tech) on their rolls of the company, as on 31 st March 2016	<ul style="list-style-type: none"> • Undertaking by the authorized signatory of the bidding agency
	Certifications	Bidder should have a valid CMMi 3 or above certification at the time of bidding	Copy of the valid certificate to be provided by the bidder in the bid response
6	Blacklisting	The bidder should not have been black listed or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government for breach of Contractual Conditions as on bid calling date. Self-Certificate declaring that the bidder is not black listed to be enclosed.	Self-Declaration (duly signed by the authorized signatory).
7	Authorized Representative from Bidder	A Power of Attorney or Copy of Board resolution in the name of the person signing the bid.	Original Power of attorney or Board resolution copy
8	EMD	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of INR One Lakhs submit onlineonly .	

Note: - Only those bidders who meet the pre-qualification criteria specified above will be eligible to respond to this TENDER. The bidder's pre-qualification proposal shall contain the relevant information & supporting documents to substantiate the eligibility of the bidder vis-à-vis the pre-qualification criteria.

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4.1 Technical Qualification Criteria

Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations.

Technical Evaluation Criterion

Project Evaluation Committee (PEC) will evaluate the Technical Proposals of the Pre-Qualified bidders as per the following criteria. Bidders who score 80 or above shall only be considered for financial bid opening and evaluation.

SNO	Criteria	Maximum marks	Break-up of marks	Required eligible document
1	Company Profile		15	
A	Average annual turnover of the company in last 3 years (Turnover in Rs. Crores)	More than Rs. 500 crore : 05 marks 300 to 500 crores: 02 marks 100 to 300 Crores – 01 marks	5	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
B	Full-time professional staff engaged in IT consulting services (Number of Staff)	More than 250 People: 5 mark 100 than 250: 02 marks	5	Self-declaration
C	CMMi Certification	Level 5: 05 marks	5	
2	RELEVANT PAST EXPERIENCE		40	
A	The bidder should have experience of working with at least 03 projects with any government/ Central/State/Local/PSUs Municipal Corporations in India either as system integrator or consultants during last 5 years	More than 03, up to 05 Projects:- 10 Marks Up to 02 Projects:- 5 Marks	10	Work Order or Completion certificates of the cited projects.
B	Fees of 30 lakhs Service delivery/ Transactional platforms with for Government agency (Central/State/Local/PSUs) in India during the last 5 years	2 projects: 10 marks 1 project: 5 marks	10	Work Order or Completion certificates of the cited projects.

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C	Bidder should have experience of Operations Management for a similar citizen engagement platform for a minimum of one year, having a registered user base of more than 5 lakhs (this should not be for its own company/group firms)	One Project	20	Work Order or Completion certificates of the cited projects.
3	Solution Presentation and Demonstration		45	
	Understanding of the objectives of the assignment: The extent to which the bidder has understood the requirements of this project as per Scope given in RFP Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work.		15	A comprehensive note to be provided in the proposal
4	Demonstration of the solution		30	Live Demo of the solution
	Total		100	

Technical Bid Score - The Technical Bid Score 'St' of the Bidder shall be derived as under;

St = (Stb/StbH), where

- St is the Technical Bid Score
- Stb = Total technical bid marks of the bid under consideration
- StbH = Highest total technical bid marks amongst all evaluated bids

Evaluation of Commercial Bid:

In this phase, the Commercial Bids of the Bidder, who are technically qualified in Phase II, shall be opened. The Commercial Bid should contain the total cost of all services, lowest offer would be calculated on basis of Lump sum cost (exclusive of taxes)

Formula to determine the scores for the Commercial Bids shall be as follows

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Sf = (FL/F), where

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

Combined Evaluation of Technical and Commercial Bids - The Total score of the Bidder will be determined as under.

Total Score (Ts) = (0.80 x St) + (0.20x Sf)

The Bid of the Bidder, who obtains the highest Ts value, will be rated as the best bid and the contract will be awarded to that bidder. In the event of a tie, the bid with the highest technical score (St) will be rated as the best bid.

5 Instructions to the Bidder

5.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own Conclusions about the consulting services required. Bidders and recipients of this TENDER May wish to consult their own legal advisers in relation to this TENDER.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Bhopal Municipal Corporation on the basis of this TENDER.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Bhopal Municipal Corporation. Any notification of preferred bidder status by the Bhopal Municipal Corporation shall not give rise to any enforceable rights by the Bidder. The Bhopal Municipal Corporation may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Bhopal Municipal Corporation.
- d) This TENDER supersedes and replaces any previous public documentation & Communications, and Bidders should place no reliance on such communications.
- e) BMC reserves the right to revise the timelines for submission of bid or issue any clarification/corrigendum as deemed necessary

5.2 Compliant Tenders / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other bidders are advised to study all instructions, forms, requirements, appendices and other information in the TENDER documents carefully. Online submission of the bid / proposal

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shall be deemed to have been done after careful study and examination of the TENDER document with full understanding of its implications

- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Comply with all requirements as set out within this TENDER.
 - ii. Include all supporting documentations specified in this TENDER

5.3 Key Requirement of the Bid

5.3.1 Right to Terminate the Process

- a) Bhopal Smart City Development corporation limited (BSCDCL), may terminate the TENDER process at any time and without assigning any reason. BMC make no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This TENDER does not constitute an offer by (BSCDCL),The bidder's participation in this process may result (BSCDCL),selecting the bidder to engage towards execution of the contract.

5.3.2 Tender Fees

Tender documents can be downloaded from website www.mpeproc.gov.in. However, the tender document of those bidder shall be acceptable who have made online payment for the tender documents fee of Rs. 5,000/- (Rupees Five Thousand only) + processing fee as applicable (non-refundable) to be paid online through the eProcurement portal (website www.mpeproc.gov.in), without which bids will not be accepted.

Service and gateway charges shall be borne by the bidders.

5.3.3 Earnest Money Deposit (EMD)

- a) EMD of Rs.1,00,000 (Rupees One Lakh only) needs to be submitted by the bidders online in the account of CEO, BSCDCL bank account no. 50327343809, IFSC - ALLA0210197 (Allahabad bank)
- b) EMD of all unsuccessful bidders would be refunded by BSCDCL within 60 Days of the bidder being notified as being unsuccessful.
- c) EMD amount is interest free and will be refunded to the unsuccessful bidders without any accrued interest on it.
- d) 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 sign the contract in accordance with this TENDER.

5.4 Preparation and Submission of Proposal

5.4.1 Submission of Responses

The Consultants shall submit their Proposals electronically on the portal: www.mpeproc.gov.in For participation in e-tendering, it is mandatory for prospective bidders to get registered on website www.mpeproc.gov.in. Therefore, it is advised to all prospective bidders to get registration by making on line registration fees payment at the earliest.

5.4.2 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the TENDER process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by BMC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. BMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.4.3 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

5.5 Evaluation Process

- a) BMC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders. The Proposal Evaluation Committee constituted by the BMC shall evaluate the responses to the TENDER and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- b) The decision of the Proposal Evaluation Committee in the evaluation of responses to the TENDER shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- c) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- d) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in his TENDER.

5.5.1 Bid Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of opening of Tender.

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5.5.2 Non Responsive Proposal

- Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, If Proposals;
 - a. Are not submitted in as specified in the TENDER document.
 - b. Received without the Letter of Authorization (Power of Attorney).
 - c. Are found with suppression of details.
 - d. With incomplete information, subjective, conditional offers and partial offers submitted.
 - e. Submitted without the documents requested in the checklist.
 - f. Have non-compliance of any of the clauses stipulated in the TENDER.
 - g. With lesser validity period.
- All responsive Bids will be considered for further processing as below-

Proposal evaluation Committee will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this TENDER document. The decision of the Committee will be final in this regard.

5.6 Modification and withdrawal of Bids

- i. The Bidder is allowed to modify or withdraw its submitted proposal online any time prior to the last date and time prescribed for receipt of bids, by giving a written notice to the BMC.
- ii. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed online.

5.7 Proposal Forms

- i. Wherever a specific form is prescribed in the Proposal document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.
- iii. BMC shall not be bound by any printed conditions or provisions in the Bidder's Proposal.

5.8 Local Conditions

- i. Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the contract and /or the cost.

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- ii. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of letter of Award as described in the bidding document. The BMC shall not entertain any request for clarification from the Bidder regarding such local conditions.
- iii. It is the Bidder's responsibility that such factors have been properly investigated and considered before submitting the proposal. No claim, what-so-ever, including that for financial adjustment to the contract awarded under the bidding document will be entertained by the BMC. Neither any change in the time schedule of the contract nor any financial adjustments arising there-of shall be permitted by the BMC on account of failure of the Bidder to know the local laws / conditions.

5.9 Contacting the BMC

- Any effort by a Bidder to influence the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.
- Bidder shall not approach BMC officers after office hours and/or outside BMC office premises, from the time of the proposal opening till the time the Contract is awarded.

5.10 Opening of Proposal

An online opening of the Technical Proposals will be conducted as followed. The procedure for online opening of Technical Proposals can be seen at www.mpeproc.gov.in

Sequence of online Bid is as follows:

1. EMD
2. Technical
3. Commercial

5.11 Deciding Award of Contract

- i. The BMC reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening the Commercial Proposal. The Bidder shall furnish the required information to BMC and its appointed representative on the date asked for, at no cost to the BMC. The BMC may at its discretion, visit the office of the Bidder any-time before the signing of Agreement.
- ii. BMC shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing that their Commercial Proposals will be returned unopened after completing the selection process. BMC shall simultaneously notify those Bidders who qualify for the Evaluation process as described in this Tender Document, informing the date and time set for opening of Commercial Proposals. The notification may be sent by mail or fax.

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- iii. The bidder's name, the Proposal Price, the total amount of each proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the BMC at the opening of bid.
- iv. BMC shall inform those Bidders whose proposals are accepted via issuance of Letter of Acceptance (LoA) in duplicate copy. Bidder shall acknowledge the LoA and return the duplicate copy duly sealed and signed, within seven days from the issue of LoA by BMC.

After acceptance of LoA, Performance Security shall be deposited as specified in this document for signing an Agreement with BMC.

5.12 Execution of Agreement

After acknowledgement of the LoA by the selected bidder, a performance security of 10% of contract value has to be deposited in the form of FDR/TDR/DD/BG of any nationalized /Scheduled Bank in the name of The Commissioner, Bhopal Municipal Corporation, till the completion of the project and shall sign the Agreement with in Twenty one days from the issue of LoA.

5.13 Duration of Contract

The duration of the contract awarded through this tender document shall be 3year from data of signing of the agreement.

5.1 Payment Terms

The payment to the selected service provider shall be made as under:

1. Mobilization Advance: A mobilization advance of 10% of the contract value shall be payable immediately on submission of Performance Bank Guarantee and signing of the contract/agreement by the service provider. This amount shall be recovered from the balance payment due to service provider.
2. Subject to the Service provider meeting all the agreed SLAs and other scope of work points, BMC shall make the payments on an equally divided amount on a quarterly basis. These payments shall be based on invoices submitted by the Service Provider along with details on the work done during the quarter and subject to verification and approval by competent authority at BMC.

6 Annexure: FINANCIAL BID FORMAT

To,

The CEO,
Bhopal Smart City Development Corporation,
Zone - 14, near Tatpar petrol pump,
BHEL Govindpura, Bhopal, Madhya Pradesh- 462023
Bhopal

Dear Sir/Madam,

I/We<name of the bidder> hereby submit our financial bid for the “**Supply, Implementation and Operations of Citizen Engagement Solution for Bhopal Municipal Corporation**” as mentioned in the Tender document within the time specified and in accordance with Terms and Conditions as well as Scope of work. The rates (exclusive of service taxes) are quoted in the prescribed format given below:

A.1. Total Cost of Ownership with taxes

S. No.	Commercial Bid Line Item	Base price in INR	Total cost in Figures	Total amount in words
1	Lump sum Cost for 3 year inclusive of all costs and expensed towards Implementation, operations, support, OPEs, etc as per scope of work given in the RFP			
2	Service Tax (currently @ 14% + Swachh Bharat Cess @ 0.50%)			
	TOTAL			

Note:

- Any existing tax/duty not mentioned here will not be entertained at a later date
- All expenses related to travelling, lodging, boarding and other expenses have to be borne by the Bidder.

RFP- Implementation and Operation of mobile and web-based Integrated Citizen Service Delivery and Collaboration platform for the City of Bhopal

- Taxes as applicable at the time of invoicing shall be considered. Any changes (upward or downward) in the taxes/duties shall be accordingly revised at the time of actual payments and paid.

