



# Corrigendum 1

## Request for Expression of Interest For

**Selection of Partner for providing Software  
Implementation and Consulting Services for  
Development of National Urban Governance Platform  
(NUGP) at NIUA-CDG  
(on No-cost basis)**

Corrigendum No. 1  
Published: 12.04.2021

## National Institute for Urban Affairs

New Delhi, dated 12<sup>th</sup> April 2021

To

All

Subject: Clarifications & Corrigendum - Request for Expression of Interest (REoI) For Selection of Partner for providing Software Implementation and Consulting Services for Development of National Urban Governance Platform (NUGP) at NIUA-CDG (on No-cost basis).

Sir/Madam,

This refers to the abovementioned REoI published on 31<sup>st</sup> March 2021, the pre-proposal meeting held on 8<sup>th</sup> April 2021 for the REoI on the subject cited above.

Based on the queries / clarification requests / suggestions received from the participating firms through email in reference to the REoI and during pre-proposal meeting, following are attached:

- (a) Corrigendum to the REoI as per Annexure – A
- (b) Reply to the pre-proposal queries received via email from participating firms as per Annexure – B

These documents are uploaded on the NIUA website ([www.niua.org](http://www.niua.org)) and Smartnet website. ([www.smartnet.niua.org](http://www.smartnet.niua.org)). The same are also being circulated by email to interested Offerors who participated in the pre-proposal conference held on 8<sup>th</sup> April, 2021

It may be noted that, in case there is a conflict in the provisions of corrigendum and the REoI, this corrigendum would override the specified clauses of the REoI.

All other terms and conditions of the REoI remain unchanged.

Yours faithfully,

Sd/-  
Director  
National Institute for Urban Affairs

Enclosure: As above

## Annexure A: Corrigendum

Sl. No.	REoI Document Reference (Section)	Page No.	Original Clause	Revised Clause
1	Appendix 13: Undertaking for Manpower Deployment	55	I hereby confirm to deploy the resources on-site at NIUA as per section ..... The resources will be approved by NIUA during the MoU signing. These resources will be deployed within the 60 days of signing the MoU.	I hereby confirm to deploy the resources on-site at NIUA as per section 4.1.5.12. The resources will be approved by NIUA during the MoU signing. These resources will be deployed within the 60 days of signing the MoU.

## Annexure B: Response to Pre-proposal queries

Sl. No.	REoI Clause No. and Page Number	REoI Clause	Query / Suggestion / Clarification	Remarks	NIUA-CDG Response
1	Pg 11 Sl. no 4.1.1	Technology	Technology request you to please add below 4 categories. 1) ICT Products & Services. 2) E-Governance. 3) Projects related to innovative & Smart Technologies. 4) Others: IT Project and Services		No change in scope of the REoI

<p>2</p>	<p>Pg 21 SI 6. Eligibility Criteria 6.6</p>	<p>The open-source software platform should have been developed with at least four (4) of the nine (9) e-Governance services mentioned in section 4 (Terms of Reference) with a minimum cumulative cost of INR 50 Crores for development, implementation &amp; operational support of 1 year. The Offeror shall submit a certification from statutory auditor to this effect. (Refer Appendix 10 for format). For the purposes of determining the minimum cumulative cost, inputs costs should be considered. It is clarified that these input costs do not refer to the contract value at which the offeror may have offered their platform to ULBs/Cities/States.</p>	<p><b>Request to amend "</b> The open-source software platform should have been developed with at least four (4) of the nine (9) e-Governance services mentioned in section 4 (Terms of Reference) with a minimum cumulative cost of INR 5 Crores for development, implementation &amp; operational support of 1 year."</p>		<p>The estimated cost of INR 50 crores is kept considering the envisaged efforts involved in development, implementation and operation support for a national level platform in alignment with NUIS digital blueprint.</p> <p>No change in REoI, including the requirements for certification of statutory auditor in the prescribed format</p>
----------	---	---	---	--	---

3	-	General	<p>The objective of REoI is to on-board a partner for providing open source software platform that can be adopted by 4000+ Urban Local Bodies across the country. The fact as it stands now is that out of 4000+ ULBs across the country, most ULBs use some or other software solution for some of their functions. Except for 1-2 solutions, no other solutions are being used widely (say by more than few hundred ULBs).</p> <p>With this background, it would be more pragmatic and workable to have a panel of platforms which a state/ULB can choose from instead of one single platform and thus minimize risks of project success. Similar approach was followed in year 2007 some solutions empaneled and some solutions were rejected.</p>		No change in REoI
---	---	---------	---	--	-------------------

<p>4</p>	<p>4. Terms of Reference 4.1. Scope of Work (SoW) 4.1.1. Technology Page No. 10</p>	<p>4.1.1.1. Provide a free and open-source software platform to NIUA-CDG, compliant with the NUIS Digital Blueprint, as the base of NUGP, including the following reference applications built on top of the platform:</p> <ul style="list-style-type: none"> <li>• Property Tax Assessment and Payment</li> <li>• Building Plan Approval</li> <li>• Municipal Grievance Redressal</li> <li>• Trade License Issuance and Payment</li> <li>• No-Objection Certificate (NOC) Issuance</li> <li>• Water and Sewerage Connection Management</li> <li>• NMAM Compliant Municipal Accounting and Finance</li> <li>• Birth and Death Certificates</li> <li>• User Charges – electricity, water supply, etc.</li> </ul>	<p>There are more than 20-25 different modules that are generally in scope of e-Municipality software as per the requirements of different departments for an ULB. Various states/ ULBs have been implementing e-Municipality with different mix of modules. We do understand that further modules can be built or brought-in through an eco-system but the basic criteria decided with just these 9 modules is too less. Such a limited scope in 2007 was understandable, but in 2021 – where it is difficult to find a ULB where no Information Technology is used, such inadequate measures may not make any material change/Transformation.</p>		<p>No change in REoI</p>
----------	---	---	---	--	--------------------------



5	7. Technical Evaluation page 22	Municipal services available as per Section (4.1.1.1) of this REoI Customer references (ULBs having minimum 1 lakh populations shall be considered for this evaluation criteria)	The current scope and qualification and evaluation criteria is kept only for 9 modules which is too low as compared to overall modules required/ implemented in different states. This is leading to a very skewed evaluation method – someone who has done exactly same 9 Modules in low number of ULBs would score higher than someone who has done many more modules and each module at many more ULBs. This qualification criteria may put the selection process at risk if our understanding is correct.		No change in REoI
---	---------------------------------	---	---	--	-------------------

6	3. Type of Engagement Page No. 9	The type of engagement under this REoI is on 'Nocost Basis' to NIUA.	Engagement is on “no cost basis”, which is understandable for an Open Source Platform. However, there are some manpower also asked for. If such services are also not paid for, no commercial organization would be keen on participating here. Thus, while on paper – there is no restriction – there is no imaginable reason why any commercial organization would be interested in doing this Project and how will the contractual obligations be enforced either way to address concerns of stake holders who will opt for the services of the platform.		No change in REoI
---	-------------------------------------	--	--	--	-------------------

<p>7</p>	<p>21. Conflict of Interest Page No. 32</p>	<p>21.2 The Successful Offeror and any such company or firm or associate where the Offeror has more than 5% stakes or has any special resolution power, shall not be eligible for any downstream work on the platform expected from this assignment and shall be under conflict of interest. These works include but not limited to approaching directly to States/ Cities for providing and implementing e-governance solution, participate in RFP/Tenders/Eol published by States/Cities/NIUA pertaining to empanelment of Implementation services, Project management services and similar engagements.</p>	<p>One of the provisions in EOI is that the successful offeror shall not be eligible for any downstream work (like approaching directly to States/ Cities for providing and implementing e-governance solution, participate in RFP/Tenders/Eol published by States/Cities/NIUA pertaining to empanelment of Implementation services, Project management services, etc) on the platform expected from this assignment and shall be under conflict of interest. This would bar any commercial organization to bid here. Developing ecosystem of implementation partners around an application without any commercial considerations is not a sustainable model for obvious business reasons.</p>	<p>No change in the REol as this will construe a conflict of interest.</p> <p>We are looking at partners who are aligned with the shared vision of contributing to development of a national public good for urban development , while mitigating the risk of misuse of this partnership for promoting undue business advantage in similar government engagements which will be an unfair business practice</p> <p>May also refer response to Query #6 for more details.</p>
----------	---	--	--	--

<p>8</p>	<p>Definitions Consortium Page No. 4 Section 6.1 Page no 20</p>	<p>A group of entities consisting of not more than 3 members including the Lead Member, entering into a Joint Offering Agreement (JOA) for a common objective of satisfying NIUA's requirements &amp; represented by the Lead Member of the consortium. The Offeror should be a COMPANY (as per the Indian Companies Act) OR a SOCIETY (as per the Indian Societies Registration Act) OR a TRUST (as per The Indian Trusts Act) OR a Consortium of forementioned entities, represented by the Lead Member incorporated/ registered in India.</p>	<p>Scope is offering ready and proven open-source platforms and services around that software. Hence, there is no reason for allowing consortium, which is currently allowed in EOI. The purpose is not well understood. A single solution provider should be responsible for delivery of platform to NIUA and support thereof. Further once the solution/ bidder is selected more partners from industry can contribute.</p>		<p>Consortium of firms has been allowed for providing an opportunity for wider participation ( e.g. - The Platform provider may wish to pool another firm for operation support or any other task specified in the REoI.) Please also refer section 12.5 of REoI document regarding provision for one proposal per offeror. No change in REoI.</p>
----------	---	--	---	--	--

9	-	General	One solution / solution-provider should submit only ONE bid. Please confirm if this understanding is correct.		The understanding of offeror is correct.  Please also refer section 12.5 of REoI document regarding provision for one proposal per offeror. No change in REoI.
---	---	---------	---	--	--

10	6. Eligibility Criteria Page Np. 20	6.3 The Offeror (or the Lead member in case of consortium) should demonstrate soundness of its financial position. As a minimum, the Offeror’s or the Lead member’s (In case of consortium) Net Worth for each of the last three financial years (FYs 2017-18, 2018-19 and 2019-20) calculated as the difference between total assets and total liabilities, should be positive.	Almost all RFPs have Turnover criteria to assess the financial capability of the bidder. Model RFP for MeITY also suggest having this criteria. This REOl does not have this criteria but only has criteria of positive Net worth. It is very important that the bidder/ offeror that is getting qualified is financially stable as there is no assured revenue to bidders as of now.		<p>This REOl is on "No Cost basis" to NIUA-CDG, therefore it will be sufficient that Offeror should have sound financial capability as per Appendix-4.</p> <p>The stability of the platform being procured is addressed vide clause 6.6 of the REOl.</p> <p>No change in REOl.</p>
----	--	--	---	--	--

<p>11</p>	<p>6. Eligibility Criteria Page No. 20</p>	<p>6.5. The Offeror (any member in case of consortium) shall have the experience of at least one Similar Project. The Similar Project shall mean “an opensource e-governance services software platform operational in at least 10 ULBs for minimum 1 consecutive year after Go-live in last 7 years. (Refer Appendix 12 for format). 6.7 The open-source software platform should have been developed with at least four (4) of the nine (9) e-Governance services mentioned in section 4 (Terms of Reference) with a minimum cumulative cost of INR 50 Crores for development, implementation &amp; operational support of 1 year. The Offeror shall submit a certification from statutory auditor to this effect. (Refer Appendix 10 for format). For the purposes of determining the minimum cumulative cost, inputs costs should be considered. It is clarified that these input costs do not refer to the contract value at which the offeror may</p>	<p>The qualification criteria and evaluation criteria for such a wide scope of offering platform for 4000+ ULBs is very low – 10 ULBs using 4 out of 9 modules for 1 year. This does not make the competition of equals for this kind of assignment. The purpose is not well understood.</p>		<p>The qualification criteria adopted is for providing an opportunity for wider participation.  The selection criteria for partner firm via this REol is to be understood taking sections 6 and 7 of this REol in their entirety.  No change in REol.</p>
-----------	--	---	--	--	---

		have offered their platform to ULBs/Cities/States.			
--	--	--	--	--	--



12	-	General	<p>While this EOI is planning to offer the software platform for free, one needs to consider that there are many components for a successful e-Governance implementation in any State/ULB. To name some State/ULB would require PMC for advising, consulting and overall project monitoring, Client-side infrastructure, connectivity, Data Migration, Configuration and Change Request etc. If we consider some of the state-wide e-Municipality projects, the software and software license component forms only 15-30 % of the overall cost of the project depending upon type of software – Global COTS or Open Source ready product. It would be a better approach if NIUA floats tender for providing end to end i.e. all components (except manpower required from municipality), for all municipal functions OR SaaS model. The tender should also encourage vendors to suggest data monetization methods and offer a share of such revenue to vendor in lieu of SaaS.</p>		<p>Offeror's attention is drawn to section 5.5 of this REol.</p> <p>No change in REol.</p>
----	---	---------	--	--	--

<p>13</p>	<p>4.1.5. Operational Support 4.1.5.12. Page No. 13 - 15</p>	<ul style="list-style-type: none"> <li>· Program Manger</li> <li>· Technical Project Manager</li> <li>· Business Analyst</li> <li>· Software Design Architects</li> <li>· Software Developers</li> <li>· DevOps &amp; Cloud Monitoring</li> </ul>	<p>REOI has considered BE/ B.Tech/ in some cases and has also considered BCA / Master in computer science in some cases. It would be better idea to have uniform qualification for all profiles B.E./ B.Tech/ MTech/ BCA/ MCA/ M.Sc. (IT and CS) Further as clarified in the pre-bid conference, we understand that the CVs of these positions have to be submitted along with the proposal. These resources will be finalized at the time of MOU signing with the successful bidder.</p>		<p>Technical qualification requirement of operational team members depends upon individual role to be performed and hence may have variance across roles. Offeror may propose resources having equivalent or higher skills against the requirements to support successful rollout and sustenance of the program. May refer section 4.1.5.12 of this REOI document.</p> <p>The profiles shared at time of offer submission will be used for technical evaluation as per clause 7.C. These profiles will continue to support the program, onsite or offsite. However as per 6.7 the personnel to be deployed onsite can be finalized at time of signing the MoU.</p> <p>No change in REOI.</p>
-----------	--	---	---	--	--

<p>14</p>	<p>Digital Blueprint Glossary Page: vi</p>	<p>Glossary</p>	<p>We propose to add Data Migration Process which is a core component of implementation of e-Governance system in an ULB. Legacy data should be stored in the new system from manual process or any existing application. This data migration component should be one of the core point in Digital Blue Print</p>		<p>The offeror may enable additional features, including but not limited to the ones referred in this query, as part of the platform being offered.</p> <p>Offered platform should be in compliance with the NUIS Digital blueprint which has already been approved by NIUA-CDG after due consultations. It may be noted however that, modification to the NUIS blue print is beyond the scope of this REol.</p> <p>No change in REol.</p>
-----------	--	-----------------	---	--	--

15	Digital Blueprint Section 3 (A) Page: 3	Scalable	Our suggestion is that the application should be deployable in contextualizing micro-service-based technology so that it will be able to create multiple images, transferrable from one site to another site. This will help to achieve the faster the deployment process.		Refer response to query #14.
----	--	----------	--	--	------------------------------

16	Digital Blueprint Section 3 (C) Page: 4	Illustration of stack approach	<p>For Property Tax services we feel that the following functionalities &amp; features should be considered in the system:</p> <ul style="list-style-type: none"> <li>· Rule Engine System for auto calculation of property taxes &amp; assessment based on provided information &amp; business rules</li> <li>· The calculation of property taxes having different methods in different ULBs which should be available in the system:                             <ul style="list-style-type: none"> <li>o Rated Value</li> <li>o Capital Value</li> <li>o Unit Area Based</li> </ul> </li> </ul> <p>The system should align with EODB, Flexibility in Tax Configuration , Ability to apply discount , exemption , penalty should be mandatorily be considered in Tax revenue system</p>		Refer response to query #14.
----	--	--------------------------------	---	--	------------------------------

<p>17</p>	<p>Evl Digital Blueprint Section 4 (A) Page: 8</p>	<p><b>Non-Repudiable</b> The platform should enable a means of ensuring accountability. For collaboration and interaction within the ecosystem to thrive on the platform, building trust by ensuring accountability is very important. This accountability will take the form of non-repudiability of any access or changes to data, ensured through the platform’s own design and audit mechanisms.</p>	<p>Do you expect that the application should be extended or supported to Blockchain mechanism? As per our knowledge only Audit mechanism doesn’t allow Non- repudiability. Please clarify. Change this to Audit does not ensure 100% Non- repudiability</p>		<p>The NUIS digital blueprint is agnostic to technology implementation. Offeror is encouraged to propose best suitable technology implementation as per the scope of the REoI.</p> <p>May further refer response to Query #14</p>
-----------	--	--	---	--	---

18	Section 21.2 Page33	<p>The Successful Offeror and any such company or firm or associate where the Offeror has more than 5% stakes or has any special resolution power, shall not be eligible for any downstream work on the platform expected from this assignment and shall be under conflict of interest. These works include but not limited to approaching directly to States/ Cities for providing and implementing e-governance solution, participate in RFP/Tenders/EoI published by States/Cities/NIUA pertaining to empanelment of Implementation services, Project management services and similar engagements.</p>	<p>Can we Participate in both. Central Level as well State level empanelment . We have PAN India presence for Capacity Building, Handholding, Training &amp; Rollout of DMS etc</p>	<p>We are more in Application Post implementation support, Rollout, Handhodling, We have client like Maruti, KIA, MoRTH, DGFT, CCTNS-GoMH,JCB, VOLVO, M&amp;M etc</p>	<p>As per the scope of REOl downstream works would construe as a Conflict of Interest.  May refer section 21 of the REOl document.</p>
----	------------------------	---	---	---	--