

# Vadodara Municipal Corporation



## REQUEST FOR PROPOSAL (RFP)

for

Selection of System Integrator for ERP Solution for  
VMC under Smart City Initiatives

Tender No.: VMC\_ERP/16-17/22

Issued by

Municipal Commissioner  
Vadodara Municipal Corporation

For

Vadodara Smart City Development Limited (Proposed)

## Table of Contents

1	Glossary .....	5
2	Invitation for Proposal.....	7
2.1	RFP Notice.....	7
2.2	Important Dates / Information.....	7
3	Introduction and Background .....	9
3.1	About Vadodara Municipal Corporation .....	9
3.2	Current Processes and Departments at VMC.....	10
3.3	ERP Project as part of PAN City Project under Smart City Initiatives .....	12
4	Pre-Qualification Criteria and OEM Selection .....	13
4.1	Pre-Qualification Criteria .....	13
4.2	Requirements of COTS ERP Solution.....	15
4.3	OEM Selection Criteria for Servers, Storage and Networking Devices.....	15
5	Instructions to Bidder.....	16
5.1	Cost of RFP.....	16
5.2	Completeness of the RFP .....	16
5.3	Proposal Preparation Cost.....	17
5.4	Pre-Bid Meeting .....	17
5.5	Amendment of RFP Document .....	17
5.6	VMCs' Rights to Terminate the Process .....	18
5.7	Earnest Money Deposit (EMD).....	18
5.8	Submissions of Bids .....	18
5.9	Language of Bids .....	19
5.10	Bid Submission Format .....	19
5.11	Documents Comprising of Bids.....	19
5.12	Evaluation Process .....	20
5.13	Technical-Qualification Criteria and Evaluation of Technical Bids.....	21
5.14	Opening and Evaluation of Commercial Bid.....	23
5.15	Award Criteria .....	24
5.16	VMCs' Rights to Accept/Reject any or all Proposals.....	24
5.17	Notifications of Awards and Signing of Contract.....	24
5.18	Performance Bank Guarantee .....	24
5.19	Failure to Agree with the Terms & Conditions of the RFP/Contract.....	25
5.20	Terms and Conditions of the Tender .....	25
6	Scope of Work.....	26
6.1	Brief Scope of Tasks .....	26
6.2	Requirements for Envisaged Solution .....	27
6.3	Detailed Scope of Work .....	28
6.4	Data Migration .....	33
6.5	O&M of the Proposed Solution for 5 years after Go-Live .....	34
6.6	Deployment and Supervision of Personnel during O&M Period .....	36
6.7	Capacity Building and Training .....	39
6.8	Work Products/Documents/Reports.....	41
6.9	User Acceptance Testing.....	42
6.10	Incident Management.....	42
6.11	Change Management .....	42
6.12	Service Request Management .....	43
6.13	Problem Management .....	43

6.14	Release Management .....	43
6.15	ISO 27001 Certification .....	44
7	Service Level Agreement.....	45
7.1	Service Level Agreement .....	45
7.2	Issue and Escalation Management Procedures.....	48
7.3	Issue Management Procedures .....	48
7.4	SLA Change Control.....	48
7.5	SLA Change Process.....	49
7.6	Version Control .....	49
7.7	Responsibilities of the Parties .....	49
7.8	Management Escalation Procedures and Contact Map.....	49
8	Annexure I: Instructions for Pre-Qualification Bid.....	51
8.1	Pre-Qualification Cover Letter .....	51
8.2	Check-list for the documents to be included in the Pre-Qualification Folder.....	53
8.3	FORMAT PQ_2: Bidders Turnover and Profit over Last 3 FY.....	54
8.4	FORMAT PQ_3: Undertaking for Technically Qualified Employees .....	55
8.5	FORMAT PQ_4: Details of Similar Work Undertaken.....	56
8.6	FORMAT PQ_4: Details of Similar Work Undertaken in Central/State Government/ Urban Local Bodies/Public Sector Companies in India .....	57
8.7	FORMAT PQ_8: Self Declaration – No Blacklisting Certificate .....	59
8.8	FORMAT PQ_12: Format for Performance Bank Guarantee.....	60
9	Annexure II: Formats for Technical Bid.....	61
9.1	General Instructions for the Technical Proposal .....	61
9.2	Check-list for the documents to be included in the Technical-Qualification Folder .....	64
9.3	FORMAT TQ_A1: Bidders Turnover and Profit over Last 3 FY.....	65
9.4	FORMAT TQ_A2: Details of Similar Work Undertaken .....	66
9.5	FORMAT TQ_A3: Details of Similar Work Undertaken in Central/State Govt/ ULB/PSU Companies in India .....	68
9.6	FORMAT TQ_B1: Module-wise Functionality Compliance Matrix .....	70
9.7	FORMAT TQ_D1: Undertaking for Number of Technically Qualified Professionals on Company’s Payroll.....	71
9.8	FORMAT TQ_D2: Details of Manpower Resources Proposed .....	72
10	Annexure III: Commercial Proposal Formats .....	74
10.1	Commercial Proposal Cover Letter .....	74
10.2	Commercial Bid Formats.....	76
11	Annexure IV: Draft Contract Agreement.....	85
11.1	Definitions, Interpretations and Other Terms .....	86
11.2	Interpretations .....	87
11.3	Term of the Contract Agreement .....	88
11.4	Fees .....	88
11.5	Work Completion Timelines and Payment Terms .....	89
11.6	Commercial Terms.....	91
11.7	Annual Technical Support (ATS) .....	91
11.8	Service Level Agreements.....	91
11.9	Professional Project Management .....	91
11.10	Use & Acquisition of Assets during the Term.....	91
11.11	Security and Safety.....	92
11.12	Indemnity .....	93
11.13	Third Party Claims .....	93
11.14	Publicity .....	94

11.15	Warranties .....	94
11.16	Force Majeure .....	95
11.17	Resolution of Disputes.....	96
11.18	Risk Purchase Clause .....	96
11.19	Limitation of Liability towards VMC .....	96
11.20	Conflict of Interest .....	97
11.21	Data Ownership .....	97
11.22	Intellectual Property Rights .....	97
11.23	Fraud and Corruption .....	97
11.24	Exit Management .....	98
11.25	Termination of Contract .....	99
11.26	Miscellaneous.....	100
11.27	Applicable Law .....	104
12	Annexure V: Format of Consortium Agreement .....	106
13	Annexure VI: Functional and Technical Requirements .....	111
13.1	List of Core Modules and Non-Core modules/functions.....	111
13.2	Integrated Application Requirements .....	111
13.3	Indicative Functional Requirement .....	111
13.4	Business Process Management .....	123
13.5	Document Management System .....	124
13.6	Vadodara Gas Limited (VGL) piped gas billing module .....	125
13.7	List of Other Departmental Processes to be Computerized.....	126
13.8	SMS and Email Alerts/Services .....	128
13.9	Mobile App - Integrated with ERP Solution.....	128
13.10	Integration with Existing Systems at VMC.....	129
13.11	Minimum Technical Requirements for IT Infrastructure .....	131
14	Annexure VII: Indicative List of Collections to be made Online.....	135
15	Annexure VIII: Information about Existing Systems at VMC.....	143
15.1	Existing Applications/Software at VMC.....	143
15.2	Department-wise Grade Wise Employees of VMC .....	144
15.3	Pensioners at VMC.....	147
	Annexure IX: Manufacturer’s Authorization Form (MAF) .....	148

## 1 Glossary

Term	Meaning
<b>API</b>	Application Program Interface
<b>BEC</b>	Bid Evaluation Committee
<b>BOM</b>	Bill Of Material
<b>BP</b>	Building Plan
<b>BPMC</b>	Bombay Provincial Municipal Corporation
<b>BSF</b>	Bid Security Form
<b>BSUP</b>	Basic Services for Urban Poor
<b>CMMI</b>	Capability Maturity Model Integration
<b>EMD</b>	Earnest Money Deposit
<b>ERP</b>	Enterprise Resource Planning
<b>ESS/MSS</b>	Employee Self Service / Manager Self Service
<b>FIFO</b>	First In First Out
<b>FRS</b>	Functional Requirements Specifications
<b>GAD</b>	General Administration Department
<b>GoI</b>	Government of India
<b>GoG</b>	Government of Gujarat
<b>GIGW</b>	Guidelines for Indian Government Websites
<b>HRMS</b>	Human Resource Management System
<b>HTTPS</b>	Hypertext Transfer Protocol Secure
<b>ICDS</b>	Integrated Child Development Services
<b>ISO</b>	International Organization for Standardization
<b>IT</b>	Information Technology
<b>ITIL</b>	Information Technology Infrastructure Library
<b>JnNURM</b>	Jawaharlal Nehru National Urban Renewal Mission
<b>LoI</b>	Letter of Intent
<b>MAF</b>	Manufacturer's Authorization Form
<b>MGY</b>	Mukhyamantri Gruh Yojana
<b>O&amp;M</b>	Operations & Maintenance
<b>OEM</b>	Original Equipment Manufacturer
<b>PBG</b>	Performance Bank Guarantee
<b>PMAY</b>	Pradhan Mantri Awas Yojana
<b>PoA</b>	Power of Attorney

RFP for ERP Solution for VMC under Smart City Initiatives

<b>PQ</b>	Pre-Qualification
<b>RAY</b>	Rajiv Awas Yojana
<b>RFP</b>	Request for Proposal
<b>SEI</b>	Software Engineering Institute
<b>SI</b>	System Integrator (i.e. the successful bidder)
<b>SLA</b>	Service Level Agreement
<b>SOR</b>	Schedule Of Rates
<b>SRS</b>	Software Requirement Specifications
<b>TDS</b>	Tax Deducted at Source
<b>TP</b>	Town Planning
<b>UCD</b>	Urban Community Development
<b>VAT</b>	Value Added Tax
<b>VMC</b>	Vadodara Municipal Corporation
<b>VPN</b>	Virtual Private Network

## 2 Invitation for Proposal

### 2.1 RFP Notice

This RFP document is being published by the Vadodara Municipal Corporation, for the Project of “**Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**”.

Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

This RFP document is not transferable.

### 2.2 Important Dates / Information

#	Information	Details
1.	Project Name	Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives
2.	RFP Reference No. and Date	VMC_ERP/16-17/22 dated 23 Jan 2017
3.	Submission Type	Open Tender through (n)Procure ( <a href="https://www.nprocure.com/">https://www.nprocure.com/</a> )
3.	Tender Fee	INR 20,000/- (Rupees Twenty Five Thousand Only) in form of Demand Draft / Banker's cheque issued in favor of “Municipal Commissioner, Vadodara” payable at Vadodara.
4.	Earnest Money Deposit	Rs.40,00,000/- (Rupees Forty Lakhs Only) in the form of Demand Draft (DD)/Bank Guarantee issued by Nationalized Bank including IDBI Bank/Private Banks – Axis Bank, HDFC Bank and ICICI Bank along with the banks mentioned in the finance department (GR No: EMD/10/2015/508/DMO dated 27.04.2016) only in favor of “The Municipal Commissioner, Vadodara Municipal Corporation” payable at Vadodara.
5.	Bid Validity Period	180 days from the date of bid submission.
6.	Performance Bank Guarantee	10% of the Total Contract Price inclusive of all types of taxes.
7.	Performance Security Validity Period	75 Months (6 Years and 3 Months) from award of Contract.
8.	Last date and time for submission of written queries for clarifications	27 Jan 2017 by 1800 Hrs
9.	Date, time and place of pre-bid meeting	30 Jan 2017 at 1100 Hrs  <i>Place:</i> Conference Room, Vadodara Municipal Corporation, Khanderao Market, Vadodara – 390001, Gujarat
10.	Last date and time for submission of proposals and EMD, online on (n)Procure	17 Feb 2017 by 1500 Hrs

RFP for ERP Solution for VMC under Smart City Initiatives

<b>11.</b>	Last date and time for physical submission of Technical Proposal (1 Copy), Tender Fee and EMD	17 Feb 2017 by 1600 Hrs
<b>12.</b>	Addressee and address for the Tender Fee and EMD	<p><i>Addressee for the EMD:</i> Director (IT), Vadodara Municipal Corporation</p> <p><i>Address:</i> Vadodara Municipal Corporation, Record Branch, Khanderao Market, Vadodara – 390209, Gujarat</p>
<b>13.</b>	Date, time and place of online opening of Technical Proposals	<p>18 February 2017 at 1600 Hrs <i>Place:</i> Vadodara Municipal Corporation</p>
<b>14.</b>	Date, time and place of presentation/demo on Technical Solution by bidders	<p>To be informed later. <i>Place:</i> Vadodara Municipal Corporation</p>
<b>15.</b>	Date, time and place of online opening of Financial Proposals	<p>To be informed later. <i>Place:</i> Vadodara Municipal Corporation</p>
<b>16.</b>	Contact person for queries	<p>IT Department Vadodara Municipal Corporation Khanderao Market, Vadodara – 390001, Gujarat Email ID: <a href="mailto:smartcityerp@vmc.gov.in">smartcityerp@vmc.gov.in</a></p>



### 3 Introduction and Background

#### 3.1 About Vadodara Municipal Corporation

In 1947, when India became Independent, the princely state of Baroda was merged into the Bombay state in 1949. The municipal administration was functioning as per the provisions of the Bombay District Municipal Act. In 1951 however the city administration came under the guidelines of Baroda Municipal Act.

On 1<sup>st</sup> April, 1951, Vadodara (Erstwhile Baroda) got the status of the Municipal Corporation and hence the Gujarat Provincial Municipal Corporation (GPMC) Act was enforced. Ever since then the Municipal administration is run as per the provisions of the GPMC Act.

Vadodara has 12 administrative wards and 19 election wards. Each election ward is represented by four councilors of which two are lady councilors. Thus, the total number of Municipal councilors is 76. The election is held once in five years and the Mayor's tenure is maximum of 2½ years. While the Mayor is the head of the elected body, the administrative head is the Municipal Commissioner who is assisted by Deputy Municipal Commissioners and several other officers including city engineer, chief accountant and ward officers. Each administrative ward is headed by the ward officer who is responsible for efficient and smooth functioning of revenue collection, sanitation and implementation of certain government schemes and he reports to the Asst. Municipal Commissioner (Zone). There are two Deputy Engineers in each ward who are equivalent in grade to the ward officer and look after water supply and drainage functioning. These engineers work under direct supervision of an Executive Engineer (Zone).

More information : <https://vmc.gov.in>

VMC Organizational Setup		
1	Total Employees (including Contractual Staff)	~7800
2	Total Pensioners	~7000
3	Total Wards	12
4	Total Zones	4
5	Other Office Locations	34
6	Number of New Recruits Every Year	~40
7	Number of Retirees Every Year	~140
Current IT Setup at VMC		
1	Total Number of Desktops across all VMC Offices	~600
2	DC (Server room) Setup	A server room is functioning at IT Dept, VMC Main office.
3	Number of Racks in Server room	Qty=2 Rack 1: IBM BladeCentre H with a number of blade servers Rack 2: Storage System
4	Current Database size in Server Room	~100 GB
5	Current RDBMS System used	Oracle (for majority of systems)
6	Growth in DB Size Observed in Past 1-2 Years	~10%
WAN Network Setup at VMC		
1	Service Provider and Network Type	BSNL, P2P Leased Lines
2	Current bandwidth at Zonal Offices	2 Mbps
3	Current bandwidth at Ward Offices	2 Mbps

4	Current bandwidth at Other Offices	2 Mbps
5	Current Internet Bandwidth	50 Mbps Primary, 20 Mbps Secondary

### 3.2 Current Processes and Departments at VMC

Key Functions of VMC are:

1. **Planning Department** – The Planning Department is responsible for preparing the Master Plan sheet, planning for various sites and locations on a detailed basis and obtaining approval on the plans. The Department is also responsible for giving various permissions to the citizens like Layout Permissions, Building Permissions and No Objection Certificates, etc.
2. **Estate Management** – The main function of the Estate Department is to administer the process of Land Acquisitions from the Public and Alienations from the Governments as well as the Sale of Land through E-Auctions. Further, in consultation with legal, they Department monitors pending legal cases related to Land Acquisitions and Alienations.
3. **EMC Commercial** – VMC has large commercial complexes, which have been given on rent / leased to the private. The main function of the Department is to enter into rental / lease agreements with these lessees, define the terms and conditions for lease, collect monthly rental charges, undertake maintenance of these commercial complexes, collect service charges from these lessees by initiating the steps for collection.
4. **Engineering** – The Engineering Department handles large projects of different kinds like Flyovers, Commercial Complexes, Bridges, etc. The Department is responsible for undertaking project management activities like Project Scheduling, Budgeting, Defining Milestones, Project Procurement, Project Quality Checking, Certifications and handing over the assets to the City.
5. **Finance and Accounts** – The Finance Department handles all Accounting and Finance related activities like:
  - a) Accounts Payables – For procurement of material and services
  - b) Receivables – Receipts on account of rental/income, building/layout permission fees, land sale etc.
  - c) Bank and Cash Accounting
  - d) Borrowings and Repayments of Loans
  - e) Asset Accounting
  - f) Budget Management
  - g) Preparation of Financial Statements and MIS reports

The role and primary functions of VMC in the development of Vadodara city have been defined by the Government of Gujarat as follows:

- Develop Master Plans with road network and land uses for the expanded areas
- Facilitate balanced development of infrastructure in the metro region
- Enforce better integration of sanctioned projects
- Undertake various projects to make this region the preferred choice for investments
- Incorporate high level board with representation of ministers for better coordination
- Promote better access to institutional funding for high level of infrastructure
- Coordinate with other public agencies concerned with provisions for urban infrastructure services and amenities

- Engage reputed consultants in the development of Master Plans
- Set up regional offices for the convenience of public at large
- Regulate and control illegal developments through statutory plans and other measures.

To meet these roles and responsibilities, VMC is structured currently in 35 major physical offices and in several logical wings. Following are some of the major departments at VMC:

1. Engineering
2. Bridge Cell
3. Drainage Projects
4. Town Development Department (B.P.) Department
5. Street Light Department
6. JnNURM (BSUP) Department
7. Sewerage Department
8. Mechanical Department
9. House Building Department
10. Road Department
11. Storm Water Drainage Department
12. Water Works Department
13. Town Planning Department
14. Solid Waste Management Department
15. Health Department
16. Birth, Death & Marriage Registration Department
17. IT Department
18. Accounts and Audit (Pre) Department
19. Census Department
20. Election Department
21. Land & Estate (Acquisition) Department
22. Shops & Establishment Department
23. Assessment (Revenue) Department
24. Press
25. Administration Department
26. Legal Department
27. Tourist Department
28. Vigilance Department
29. Parks & Garden Department
30. Public Relation Department
31. Central Store Department
32. Sanitation Department
33. Encroachment Department
34. Urban Health Center
35. Special Projects

More information about the Departments and Processes at VMC can be accessed at the VMC's Proactive Disclosure webpage (available in Gujarati) (<https://vmc.gov.in/dept/Rtiinfo.aspx>), where majority of departments RTI Information pages are available.

Please refer to **Annexure VIII** for more information about the e-Governance Systems at VMC.

### **3.3 ERP Project as part of PAN City Project under Smart City Initiatives**

Vadodara has been selected as one of the 60 cities in recent round of selection for Smart Cities by Government of India. This ERP project is being executed as one of "PAN City" projects under the Smart City Project. The Special Purpose Vehicle (SPV) for the Smart City of Vadodara (Proposed Name: Vadodara Smart City Development) is under process of formation. All assets being proposed/procured as of part this RFP will be transferred to the SPV after due approval process.

## 4 Pre-Qualification Criteria and OEM Selection

### 4.1 Pre-Qualification Criteria

The pre-qualification criteria for participating in this tender are mentioned in the table below.

#	Pre-Qualification Criteria	Proof Document Required	Lead Bidder	Consortium Member	Any One
1.	The bidder must be a company in India Registered under The Companies Act 1956/The Companies Act 2013.	Copy of Certificate of Incorporation.	Yes	Yes	
2.	The bidder should have <b>average annual turnover of at least Rs. 70 Cr</b> from IT Services Business which includes software development, customization, implementation and post implementation support during each of last three audited financial years.	CA certified and audited Balance Sheet and Profit & Loss statement for last three financial years (2013-14, 2014-15, 2015-16).  CA certificate mentioning turnover from the said business.			Yes
3.	The bidder must have at least 100 graduate technical employees on its payroll at the time of bidding, performing software design/development testing/maintenance activities.	Certificate from HR head confirming compliance.			Any
4.	The bidder should have executed <b>at least 2 projects</b> which includes implementation or post implementation support for any COTS ERP with a project value of at least <b>Rs. 5 Cr</b> within last seven years (as of bid publish date). The scope of the project should include implementation/post implementation support.	Copy of Work Order and Work Completion Certificate of the project from the client clearly depicting the scope of work, contract period and project value.			Yes
5.	The bidder should have executed <b>at least 1 project</b> which includes implementation or post implementation support for any COTS ERP in <b>Central/State Government/ Urban Local Bodies/Public Sector Companies in India</b> with a project value of at least <b>Rs. 2 Cr</b> within last seven years.	Copy of Work Order and Work Completion Certificate of the project from the client clearly depicting the scope of work, contract period and project value.			Yes
6.	The bidder must have SEI CMMi Level 3 or higher Certification.	Copy of the valid certification as on bid submission date.			Yes
7.	The bidder should have valid Sales Tax/VAT registration number and/or Service Tax registration number.	Copy of relevant registration certificate/number.	Yes	Yes	
8.	The bidder should have valid Income Tax Returns for the last three financial years (i.e. 2013-14, 2014-15 and 2015-16) and the bidder (not individual) should have PAN Card.	Copy of Income Tax Returns (ITR) for the last three financial years and copy of PAN card.	Yes	Yes	

RFP for ERP Solution for VMC under Smart City Initiatives

9.	The bidder should not have been blacklisted by Government of Gujarat (GoG)/any other entity of GoG or blacklisted by any state government or central government/department/urban local body in India.	Declaration letter by bidder as per format given in the bid document.	Yes	Yes	
10.	The ERP product offered (proposed) must be in Magic Quadrant by Gartner's latest report for ERP Solutions.	Copy of Gartner's latest report on ERP Solutions.			Yes
11.	The bidder should be authorized software solution partner of Platinum, Gold or Silver Level (or equivalent tier names) of the offered ERP product vendor.	Certificate from the offered ERP product vendor.		Yes	
12.	The bidder should be authorized by OEM(s) for hardware (server, storage, networking), respective products offered.	MAF from OEM			Yes
13.	<p>In the event of a consortium – <b>maximum two consortium members</b> (including the lead bidder) are allowed.</p> <p>All the members have to define their distinct roles and responsibilities as per format given in the bid document.</p> <p><b>Note:</b></p> <p>Both members of the consortium will be jointly and severally responsible and liable for successful completion of the project.</p> <p>A consortium member company can participate in this RFP through a maximum 1 (one) bid only (Exclusive Consortium Arrangement).</p> <p><b>In case of a single bidder (i.e. no consortium), all of the above PQ conditions must be fulfilled by that single bidder and consortium agreement is not required.</b></p>	Signed Consortium Agreement along with original Power of Attorney (PoA) in support of their authorization to sign the document. The PoA should be submitted on a stamp paper of Rs. 100/-.	Yes	Yes	
14.	Performance Bank Guarantee.	Performance Bank Guarantee.	Yes		

**Note:**

- The Work Order and Work Completion Certificate must be in English language only. In case the Work Order or Work Completion Certificate is in any other language, the bidder has to submit notarized Work Order in English language only.
- All above mentioned documents for Pre-Qualification Criteria of bid must be notary-certified true copy/self-attested.
- The bidders must submit all the supporting documents required along with Technical bid. No new qualifying documents will be entertained. The documents received in the Technical bid will be treated as full and final and evaluation will be carried out accordingly. However, VMC reserves the right to seek clarification/documents pertaining to information submitted as a part of the Technical bid.

## 4.2 Requirements of COTS ERP Solution

The following requirements should be certified by the COTS ERP product vendor (OEM):

- The offered ERP solution should have been implemented at least three Government Organizations/ State Governments Organizations/ Public Sector Undertakings (PSUs) / municipal corporations in India.
- The offered ERP solution should work on Microsoft Windows, Linux (all flavors) and Unix (all flavors).
- The offered ERP solution should have localization functionalities like TDS, Service Tax, HR and Payroll related localization requirements.
- The offered ERP solution should provide clear method and roadmap to incorporate any future changes in Policy of the government from time to time.
- The offered ERP solution must have Financial Accounting, HR (including Payroll functionalities) and Projects/Engineering Modules.
- The offered ERP solution must allow for integration with third party applications.

## 4.3 OEM Selection Criteria for Servers, Storage and Networking Devices

OEMs which are amongst the top 5 for world-wide market share in terms of revenue as per IDC/similar organization's latest published quarterly report OR Presence in the latest Magic Quadrant by Gartner (for respective equipment category). Bidder should attach a copy of relevant report. The bidder can specify and offer only **One OEM** (i.e. one brand/make), for server(s). Similarly one brand/make for storage and one make/brand for networking solution components.

## 5 Instructions to Bidder

The Municipal Commissioner, Vadodara Municipal Corporation, invites reputed IT Firms to submit their technical proposals and financial offers for the project of ***Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives***, in accordance with conditions and manner prescribed in this Request for Proposal (RFP) document.

### NOTE

1. References to “Vendor”, “bidder”, “Bidder”, “SI”, “System Integrator” etc. in this RFP document shall be construed to refer to the Bidder itself.
2. References to “VMC”, “purchaser”, “buyer”, “customer”, etc. in this RFP document shall be construed to refer to VMC (i.e. Vadodara Municipal Corporation or the Smart City SPV, as the case may be).

### 5.1 Cost of RFP

The Cost of Tender document (INR 20,000/-), to be submitted in the form of Demand Draft.

### 5.2 Completeness of the RFP

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents 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. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.

The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by the Vadodara Municipal Corporation (VMC) in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the VMC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

VMC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this RFP.

VMC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.



The issue of this RFP does not imply that VMC is bound to select a bidder or to appoint the successful bidder, as the case may be, for providing digitization services; and VMC reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

### 5.3 Proposal Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this 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 VMC to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. VMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the bidder shall become the property of the VMC and may be returned at its sole discretion.

### 5.4 Pre-Bid Meeting

VMC will host a pre-bid meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section 2.2. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts/seek clarification or additional information, necessary for them to submit their bid.

All enquiries from the bidders relating to this RFP must be submitted to VMC's Information & Technology Department. These queries should also be emailed to **smartcityerp@vmc.gov.in**. The queries should necessarily be submitted in the following format:

Sr.	RFP Document Clause/Section Number	Clause Title	Page No	Content of the RFP Requiring Clarification	Clarification Sought
1					
2					
...					

Queries submitted post the mentioned deadline or which do not adhere to the above mentioned format may not be responded to. All the responses to the queries (clarifications/corrigendum) shall be made available on (n)Procure (<https://www.nprocure.com/>). The date, time of receiving pre-bid queries are given in Section 2.2.

### 5.5 Amendment of RFP Document

- At any time till 7 days before the deadline for submission of bids, the VMC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment.
- The bidders are advised to visit the (n)Procure website (<https://www.nprocure.com/>) on regular basis for checking necessary updates. VMC also reserves the rights to amend the dates mentioned in this RFP for bid process.
- In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the VMC may, at its discretion, extend the last date for the receipt of bids.

## 5.6 VMCs' Rights to Terminate the Process

VMC may terminate the RFP process at any time and without assigning any reason. VMC makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by VMC. The bidder's participation in this process may result in VMC selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the VMC to execute a contract or to continue negotiations. VMC may terminate negotiations at any time without assigning any reason.

## 5.7 Earnest Money Deposit (EMD)

- Bidders shall submit, along with their bids, EMD of Rs.40,00,000/- (Rupees Forty Lakhs Only), specified in Section 2.2 in the form of *Bank Guarantee* valid for 180 days from date of opening of bid.
- In case bid is submitted without EMD as mentioned above then the VMC reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- EMD needs to be submitted physically by specified date and time in section 2.2.
- Unsuccessful bidder's EMD will be discharged/returned as promptly as possible, within 180 days after Signing of the Contract with the Selected Vendor.
- The EMD may be forfeited:
  - If a bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
  - In the case of a successful bidder, if the bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP
  - During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
  - During the bid process, if any information found wrong/manipulated/hidden in the bid.

The decision of VMC regarding forfeiture of the EMD and rejection of bid shall be final & shall not be called upon question under any circumstances.

## 5.8 Submissions of Bids

- Complete bidding process will be through (n)Procure. All the notifications, details, terms and conditions regarding this tender notice hereafter will be published online on website (<https://www.nprocure.com/>).
- Bidding documents can be viewed and downloaded from the (n)Procure website mentioned above. The bid can be submitted in electronic format on the website within the deadline as specified in Section 2.2 of this RFP.
- Bids must be accompanied with scanned copies of Demand Draft (Tender Fee and EMD) in favor of The Municipal Commissioner, Vadodara Municipal Corporation, of Nationalized Bank or Scheduled Bank except Co-operative Banks, payable at Vadodara. The bid shall be treated as invalid if the scanned copies are not submitted online along with the bid.
- The bidders are required to submit Original Demand Drafts of payment towards Tender Fee and EMD at least one working day (either by hand delivery or by post) before opening of Technical Bids. The physical

form D.D. submitted shall be the same as scanned copy submitted along with the bid, if found mismatch, the bid may get rejected.

- Technical Bids will be opened online on (n)Procure website (<https://www.nprocure.com/>).
- Bidder should submit information and scanned copies in PDF format in Pre-Qualification folder as mentioned in the RFP.
- Bidder should submit original copies of scanned copies for verification during Technical Bids opening.
- Tenderer should upload the commercial bid format after filling rates in it in Commercial folder.
- Time and date of opening of Financial Bids will be informed by email to Technically Qualified Bidders.
- The guidelines to download the Tender Document and online submission of bids and procedure of tender opening can be downloaded from (n)Procure website (<https://www.nprocure.com/>).
- Bidders should have valid class II / III Digital Signature Certificate (DSC) obtained from any certifying Authorities.
- The Municipal Commissioner, Vadodara Municipal Corporation, reserves the right to accept or reject any or all the tenders without assigning any reason.

### 5.9 Language of Bids

- The bids uploaded by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and VMC, shall be written in English language, provided that any printed literature furnished by the bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- 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 bidder.

### 5.10 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be liable for rejection.

### 5.11 Documents Comprising of Bids

Following table is provided as the guideline for submitting various important documents along with the bid.

#	Type of Folder	Documents to be submitted
01	Pre-Qualification Folder	<ol style="list-style-type: none"> <li>1. Bid Covering Letter as per Section 8.1</li> <li>2. Check-list for the documents for Pre-Qualification Criteria as per Section 8.2</li> <li>3. Power of attorney/board resolution to the authorized signatory of the bid</li> <li>4. Scanned copy of payment slip of EMD and Tender Fee</li> <li>5. Copy of certificate of incorporation</li> <li>6. Copy of the audited total turnover, turnover from IT Services Business which includes software development, customization, implementation and post implementation support and profit &amp; loss over last 3 FY (2013-14, 2014-15, 2015-16) As per Section 8.3</li> <li>7. Certificate from the company secretary/head HR as per Section 8.4</li> </ol>

		<ol style="list-style-type: none"> <li>8. Copy of work order and work completion certificate. Cover letter as per Section 8.5 and 8.6 and enclosed copy of Work Order and Work Completion certificate.</li> <li>9. Valid copy of SEI CMMi Level 3 or higher certification</li> <li>10. Copy of registration certificate and number - Sales Tax/VAT and/or Service Tax</li> <li>11. Copy of Income Tax Returns (ITR) for last 3 FY (2013-14, 2014-15, 2015-16) and copy of PAN card</li> <li>12. Declaration regarding blacklisting as per Section 8.7</li> <li>13. Copy of Gartner's latest report on ERP Solutions</li> <li>14. Certificate from offered ERP product vendor confirming bidder as authorized software solution partner</li> <li>15. MAF from OEM(s) authorizing bidder for hardware (server, storage, networking), respective products offered</li> <li>16. Performance Bank Guarantee as per Section 8.8</li> <li>17. In case of Consortium, Signed Consortium Agreement as per Annexure V</li> </ol>
<b>02</b>	Technical Proposal Folder	<ol style="list-style-type: none"> <li>1. Check-list for the documents for Technical-Qualification Criteria as per Section 9.2</li> <li>2. Technical Proposal</li> <li>3. Copy of the audited total turnover, , turnover from IT Services Business which includes software development, customization, implementation and post implementation support and profit &amp; loss over last 3 FY (2013-14, 2014-15, 2015-16) as per Section 9.3</li> <li>4. Certificate from the Auditor/Company Secretary/Head HR as per Section 9.7. CVs of the proposed resources as per Section 9.8</li> <li>5. Copy of Work Order and Work Completion Certificate. Cover letter as per Section 9.4 &amp; 9.5 and enclosed copy of Work Order &amp; Work Completion Certificate. In case of Current Assignment, at least 40% of the allotted work should have been completed, and certificate from the client has to be submitted for the same.</li> <li>6. Module wise functionality compliance matrix as per Section 9.6.</li> </ol>
<b>03</b>	Commercial Proposal Folder	<ol style="list-style-type: none"> <li>1. Commercial Proposal Cover Letter as per Section 10.1.</li> <li>2. Commercial Bid Formats as per Section 10.2.</li> </ol>

Bidders shall furnish the required information on their Pre-Qualification, Technical and Financial Proposals in the enclosed format only. Any deviations in format may make the tender liable for rejection. Disclosure of commercial information of the bid in Pre-Qualification or Technical Envelope shall be sufficient ground for rejection of the bid.

### 5.12 Evaluation Process

- The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by VMC, for the entire period of the contract. The bidder's bid

must be complete in all respect, conform to all the requirements, terms and conditions and specifications as stipulated in the RFP document.

- The evaluation process of the RFP proposed to be adopted by VMC is indicated under this clause. The purpose of this clause is only to provide the bidder an idea of the evaluation process that VMC may adopt. However, VMC reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the bidder of any such change.
- VMC shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the Technical and Commercial Bids received. The BEC will examine the bids to determine whether they are complete, compliant, and responsive and whether the bid format confirms to the RFP requirements. VMC may waive any informality or nonconformity in a bid which does not constitute a material deviation according to VMC.
- On opening the Pre-Qualification folder, if it is found that the Bidder has not submitted required documents as per Pre-Qualification folder, then the Bidder shall be given a single opportunity to submit required documents/clarifications within 4 days from the intimation by VMC (through email communication mentioning stipulated date), failing which the bid shall be termed as non-responsive.
- On opening the Technical Qualification folder, if it is found that the Bidder has not submitted required documents as per Technical Qualification folder (Packet 'B') then the Bidder shall be given a single opportunity to submit required documents/clarifications within 10 days from the intimation by VMC (through email communication mentioning stipulated date), failing which the bid shall be termed as non-responsive.
- There should be no mention of bid prices in any part of the bid other than the Commercial bids.

### **5.13 Technical-Qualification Criteria and Evaluation of Technical Bids**

- The Technical Bids of only those bidders, who qualify in the Pre-Qualification stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) may invite each bidder to make a presentation as part of the technical evaluation.
- The BEC may require written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.
- In order to qualify technically, a bid must secure a minimum of 70% of total marks.
- Only those bids which have a minimum score of 70% of total marks will be considered for opening of their Commercial Bid. Only the bids qualifying the technical evaluation will be considered for commercial evaluation.
- Technical evaluation of the bids would be carried out on 5 broad parameters as given below :
  - Bidder's Competence (25% of the total weightage)
  - Technical Proposal (25% of the total weightage)
  - Approach and Methodology (10% of the total weightage)
  - People (20% of the total weightage)
  - Presentation (20% of the total weightage)

The 5 evaluation categories would be divided into various sub-categories, as broadly mentioned below:

#	Parameter	Description	Marks	Max. Score	Self-Assessment Marks (To be filled by the bidder)	Supporting Document Type
<b>A</b>	<b>Bidder's Competence</b>			<b>25</b>		
<b>A1</b>	The bidder's average annual turnover (AR) from IT Services during last three audited financial years. <b>Note:</b> Turnover from IT Services Business which includes software development, customization, implementation and post implementation support during last three audited financial years.	Rs. 70 Cr = 3.5 Mark		<b>5</b>		<b>As per Section 9.3</b>
		Every additional 25 Cr = 0.5 Mark				
<b>A2</b>	The bidder should have executed <b>at least 2 projects</b> which includes implementation or post implementation support for any COTS ERP with a project value of at least <b>Rs. 5 Cr</b> within last six years (as of bid publish date). The scope of the project should include implementation/post implementation support.	N=2	7	<b>10</b>		<b>As per Section 9.4</b>
		Every additional project up to a maximum of 3 additional projects = 1 Mark				
<b>A3</b>	The bidder should have executed <b>at least 1 project</b> which includes implementation or post implementation support for any COTS ERP in Central/State Government/ Urban Local Bodies/Public Sector Companies in India with a project value of at least <b>Rs. 2 Cr</b> within last seven years.	N=1	7	<b>10</b>		<b>As per Section 9.5</b>
		Every additional project up to a maximum of 3 additional projects = 1 Mark				
<b>B</b>	<b>Technical Proposal</b>			<b>25</b>		
<b>B1</b>	Functional fitment, as mentioned in module-wise Functionality Compliance Matrix in <b>Annexure II</b> .		10	<b>10</b>		<b>As per Section 9.6</b>
<b>B2</b>	Solution Architecture, Security Architecture, Scalability, Integration Architecture and Implementation Methodology.		5	<b>5</b>		Detailed document to be provided by the bidder
<b>B3</b>	ERP product offered must be in Leader Quadrant in Gartner's latest report on ERP Solutions.		10	<b>10</b>		Provide proof
<b>C</b>	<b>Approach and Methodology</b>			<b>10</b>		
<b>C1</b>	Project Management Methodology - Detailing of project management methodology followed by bidder for ERP implementation and post implementation support.			<b>2.5</b>		Detailed document to be provided by the bidder
<b>C2</b>	Detailing of approach adopted to meet service level agreements.			<b>2.5</b>		Detailed document to be provided by the bidder

RFP for ERP Solution for VMC under Smart City Initiatives

<b>C3</b>	Detailed project plan, platform/solution features like mobility, etc. involving project work break down structure, proposed timelines for each of the activities, dependencies identified and strategy to tackle risks/dependencies.			<b>2.5</b>		Detailed document to be provided by the bidder
<b>C4</b>	Training methodology, approach taken towards providing quality training to VMC end users in terms of classroom training and video based online training.			<b>2.5</b>		Detailed document to be provided by the bidder
<b>D</b>	<b>Proposed Manpower</b>			<b>20</b>		
<b>D1</b>	Number of graduate (or better) technical employees on payroll at the time of bidding, performing software design/development/testing/maintenance activities, as per Section 9.7.  P = No. of qualifying resources	P=100	7	<b>10</b>		<b>As per Section 9.7</b>
		Every additional 50 employees upto a maximum of 150 additional employees = 1 Mark				
<b>D2</b>	Fitment of CVs with current requirement.  CVs of proposed resources to be shared as per Section 9.8.	Project Manager	5	<b>10</b>		<b>As per Section 9.8</b>
		Technical Team	3			
		Hand Holding Team	2			
<b>E</b>	Technical Presentation to BEC (covering but not limited to following pointers) <ul style="list-style-type: none"> <li>• Project Planning</li> <li>• Project Delivery and Implementation</li> <li>• Tools and Techniques</li> <li>• SLA Adherence</li> <li>• Service Management</li> <li>• Post Implementation Support</li> <li>• Training Support</li> <li>• Site Visit of locations where the offered ERP product is implemented or under implementation (optional)</li> </ul>			<b>20</b>		
<b>Total</b>				<b>100</b>		

Evaluation shall be done based on the information provided in the Technical Proposal (and subsequent clarification, if any) and Clarifications/Answers given to the BEC during the presentation by the bidders (if the presentations are held).

### 5.14 Opening and Evaluation of Commercial Bid

- VMC will open the Commercial Bids of only Technically Qualified Bidders, in the presence of the nodal officer/designated representatives of the bidder who choose to attend, at the time, date and place, as decided and communicated by VMC.
- The Commercial Bids will be evaluated by VMC for completeness and accuracy. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.



- The amount stated in the proposal form, adjusted in accordance with the above mentioned procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.
- If the bidder does not accept the correction of errors, its bid will be rejected and the bid security may be forfeited.

### **5.15 Award Criteria**

VMC will award the Contract to the bidder based on L1 basis, which means the bidder quoting the minimum amount for the total cost of ownership will be awarded the project. No additional cost in any form will be entertained by VMC in the contract period. Please refer to commercial evaluation criteria in **Annexure III**.

### **5.16 VMCs' Rights to Accept/Reject any or all Proposals**

VMC reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, 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 VMCs' action.

### **5.17 Notifications of Awards and Signing of Contract**

- Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that its proposal has been accepted.
- The notification of award will constitute the formation of the Contract. Upon the bidder's executing the Contract with VMC, it will promptly notify each unsuccessful bidder and return their EMDs.
- At the time VMC notifies the successful bidder that its bid has been accepted, VMC will send the bidder the Proforma for Contract, incorporating all clauses/agreements between the parties. Within 7 days of receipt of the Contract, the successful bidder shall sign and date the Contract and return it to VMC. Draft format of the Contract is given in the **Annexure IV**.

### **5.18 Performance Bank Guarantee**

- The bidder shall at his own expense, deposit with department, within seven (07) working days of the notification of award of the Contract or prior to signing of the Contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) payable on demand, for the due performance and fulfilment of the Contract by the bidder.
- The PBG shall be from any Nationalized Bank including IDBI Bank/Private Banks – Axis Bank, HDFC Bank and ICICI Bank only.
- The PBG shall be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the bidder.
- The PBG shall be valid for 75 Months (12 Months of Implementation Phase + 60 Months from Go-Live Period + 3 Months of the Claim Period) and should be in the format prescribed in this RFP.
- The PBG may be discharged/returned by VMC upon being satisfied that there has been due performance of the obligations of the bidder under the Contract. However, no interest shall be payable on the PBG.



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

### **5.19 Failure to Agree with the Terms & Conditions of the RFP/Contract**

- Failure of the bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of Contract, in which event the Contract may be awarded to the next most responsive bidder.

### **5.20 Terms and Conditions of the Tender**

- Bidder is required to refer to the draft Contract Agreement, attached as **Annexure IV** in this RFP, for all the terms and conditions (including project timelines) to be adhered by the successful bidder during Project Implementation and Post Implementation period. Please note that one needs to read the Contract Agreement as a whole document; and the Annexure mentioned there-in may not correspond to the RFP Annexure.

## 6 Scope of Work

The proposed ERP implementation and post-implementation support at VMC is a comprehensive solution for modernization of the Corporation and envisages end-to-end computerization of the Corporation functioning. It is envisaged to undertake Enterprise Wide Resource Planning approach, enabling VMC to use various data in most optimal way and provide services to citizens in efficient and effective manner.

The Scope of Work can be primarily divided into six main elements:

- Implementation/customization of ERP applications/products/solutions
- Integration of applications/software implemented by VMC for various services on the new ERP platform
- Migration of all data from some of the existing applications (that are being envisaged to be discontinued) to ERP
- Operations and maintenance of the proposed solution for 5 years after Go-Live along with deployment of manpower as necessary
- Deployment and supervision of personnel required for the successful completion of the project
- Capacity building and training

### 6.1 Brief Scope of Tasks

#	Category	Description
1.	Plans and Schedules	Prepare a project-plan with detailed activity schedule and a time-bound action plan for the implementation of the integrated system and associated software
2.	Business Process & Analysis	<ul style="list-style-type: none"> <li>• The SI shall study the existing functionalities of all the business processes in detail and submit the document detailing the functionalities, problem areas and expectations of the VMC</li> <li>• Identify the customization/parameterization/workarounds to be done in the ERP solution</li> <li>• Identify the process/procedure that needs to be modified/introduced to meet the needs of the proposed system</li> </ul>
3.	Supply, Configuration and Installation of the Software	<ul style="list-style-type: none"> <li>• Implement the system</li> <li>• Configuration of the proposed solution to meet the process requirements</li> <li>• As required by VMC, the SI shall integrated the stand-alone applications during this stage itself or VMC shall also decide to integrate the applications post Go-Live of the functional modules expected and listed later</li> <li>• Design and prepare test data, quality control, and trial run and arrange acceptance testing of all modules, including a full load and stress test</li> <li>• Testing of the configured solution</li> </ul>
4.	Data Migration	<ul style="list-style-type: none"> <li>• Identification of data migration requirements</li> <li>• Collection and migration of user and master data from legacy and manual systems</li> </ul>

5.	Change Management and Training	<ul style="list-style-type: none"> <li>• Training for all stakeholders of VMC including core team, end users, etc.</li> <li>• Documentation, training, simulation. Conduct onsite workshops for process stakeholders and highlight the benefits of this new environment.</li> </ul>
6.	Go-Live and Stabilization	<ul style="list-style-type: none"> <li>• Go-Live of all modules of the solution as envisaged with real-time data at all locations</li> <li>• Stabilization of the system after Go-Live</li> </ul>
7.	Post Implementation Support and Maintenance	<ul style="list-style-type: none"> <li>• Annual technical support for 5 years</li> <li>• Man-month based post implementation software enhancements/ customization</li> </ul>

## 6.2 Requirements for Envisaged Solution

The System Integrator shall configure and deploy the application for delivering all the services and management functions of Vadodara Municipal Corporation as identified above and detailed in the RFP. This application shall be a homogeneous, integrated Enterprise Wide Software solution, comprising of Core and Non-Core modules of COTS ERP solution as well as custom (BESPOKE) software development, as required minimally in order to achieve functional requirements.

The SI would be required to implement all the functional requirements specified. ERP is a terminology used to specify that the requirements have to be implemented through use of system of integrated applications, to effectively manage complete operations by use of resources (data, system, manpower) in most optimal manner. Hence, for the purpose of simplicity, entire solution for VMC is being referred as “ERP Solution”.

The System Integrator is expected to have back to back support arrangements with OEM to provide technical support to the COTS ERP product, as well as IT Infrastructure components (Servers, Storage, Networking). The format of the certification (MAF) to be submitted by OEM (in the technical envelope) is attached as **Annexure IX**.

Below are few key elements of the application:

- This application shall be hosted at the Data Centre of Vadodara Municipal Corporation, whereas bidder should provide the designing and sizing of the hardware required based on minimum technical specifications mentioned in **Annexure VI**.
- This application must integrate with Command and Control Software Solution, Water SCADA System, Health Management Information System (HMIS), My Vadodara App and Heritage App.
- This application must be compatible with legacy systems and shall have the capability to integrate with inflight systems and envisaged applications viz. GIS, Automatic Building Plan and Drawing Approval System, Grievance Redressal, Banks over VPN, Pensions, etc.
- This application must support integration with Biometrics like Fingerprint, Face and Retina (for Attendance of Employees and Verification of Pensioners)
- The application must support Digital Certificates and Digital Signing of Documents.

### **6.3 Detailed Scope of Work**

The following sections detail out the scope of work to be performed by the selected vendor. It may be noted that while this RFP has attempted to provide extensive guidelines, it shall be the responsibility of the selected vendor to provide for any additional software, hardware, human resources or processes that may be required to extend the agreed upon services as per the service level agreement between both parties. In case of a consortium being selected, the following items of the scope of work, for all Core modules, have to be performed by team of the particular Consortium Member whose projects are being considered in Pre-Qualification and Technical-Qualification criteria in Section 4.1 and 5.13 respectively.

- System requirement study
- Design
- Development
- Implementation

Above arrangement would also form part of consortium agreement.

#### **6.3.1 Project Planning and Monitoring**

Within 15 calendar days of the effective date of the contract, selected vendor will be required to:

- Finalize the project charter in order to determine and agree on the project expectations, ground rules, work plan, communication matrix, timelines, quality plan, configuration management plan etc.
- Selected vendor's project manager should prepare a detailed project plan (as part of the project charter) clearly specifying the tasks, the dependency among the tasks, the duration to perform the tasks, the resources allocated to perform the tasks, the scheduled start and finish dates for the task. This project plan should also clearly mention the various project milestones and project deliverable schedules. The project manager should also prepare a detailed register of project related risks with details such as probability of occurrence of the risk factor, severity of the risk factor, risk rating, risk mitigation plan, etc.
- The detailed project plan should be internally reviewed for completeness and correctness by selected vendor and subsequently delivered to VMC for its review and acceptance. The mutually agreed project plan will form the basis for regular project monitoring.
- Selected vendor should revise the project plan to incorporate changes due to requirement changes, delay in approvals, etc., if any, and submit the revised project plan to VMC.
- Selected vendor should hold fortnightly review meetings with VMC providing detailed report on the progress of the project (project progress report) clearly highlighting the activities completed in the reporting period, activities planned for the next reporting period, deviations from the planned dates, issues/concerns affecting the project progress, impact on the overall project timelines, project related risks with their mitigation plans.
- Selected vendor should monitor the quality of the solution being developed in line with the project quality plan. Selected vendor's project manager should periodically review the performance of the project against defined quality goals and take necessary actions for any deviations.

#### **6.3.2 System Requirement and Design Study**

- The selected vendor shall perform the detailed assessment of the functional requirements for the services described in the RFP.

- The selected vendor will refer General Development Control Regulations (GDCR), Gujarat Provincial Municipal Corporation (GPMC) Act, VMC Resolutions and Orders.
- Selected vendor should understand the processes and other related documents and seek clarifications from VMC, if any.
- Selected vendor shall interact with VMC to gather requirements. It is expected that selected vendor gathers requirements through structured questionnaires, focused interviews with user groups.
- On gathering the requirements, selected vendor shall analyse these requirements to ensure the requirements are complete, accurate, consistent and unambiguous.
- The selected vendor shall finalize the System Requirement Specifications (SRS) in consultation with VMC and its representatives based on process definitions & Functional Requirement Specifications (FRS), Technical Requirements Specifications provided therein, and also based on its own individual assessment, and/or in consultation with VMC and its representatives.
- SRS shall contain the objectives and scope of the system, overview, various levels of business requirements, architectural requirements, usability requirements, reliability requirements, design constraints, sizing considerations, applicable standards, interfaces etc. User Role wise mapping to the various business functions with details regarding their access rights (insert/update/delete/view etc.) shall also be included in this document. Acceptance Criteria shall also be included explicitly promoting clear understanding with the end user about what the end user considers acceptable for the proposed solution.
- The selected vendor as part of development of SRS shall develop a system prototype to capture and demonstrate the end user requirements in the form of screens and outputs. The prototype shall be enhanced continuously during the development of SRS.
- The SRS shall be prepared by the selected vendor and a formal sign-off obtained from VMC before proceeding with the development/customization/installation of the application.
- Selected vendor is also expected to visit the different ward locations to understand the requirements of users at those locations.

### 6.3.3 Design

- The selected vendor shall design the integrated solution architecture and specifications for meeting the SRS finalized by the selected vendor and approved by VMC. The solution designed should have seamless integration of all the components comprising the integrated solution being designed, including some of the existing applications. The solution design shall include, but shall not be limited to, the design of the application architecture, user interface, database structures, security architecture, IT Infrastructure sizing, Storage Architecture, network architecture etc. The principles of Enterprise Architecture shall be followed while designing the systems.
- The selected vendor is required to submit network bandwidth requirement for each of the office locations, as well as bandwidth required on per-user bases.
- The IT Infrastructure design proposed and implemented must ensure that there is no Single-point-of-Failure.
- The selected vendor is expected to implement the ERP system and customize based on the requirement gathering and mutual discussion with VMC. The selected vendor is required to meet all the requirements of this RFP including the activities listed, timelines and deliverables mentioned in this RFP, functional, performance, service level related and any other requirements stated this RFP.

- The selected vendor should submit the solution design document to VMC and should obtain the sign off on the design document before commencing the development /customization/installation of the solution. However, selected vendor shall be responsible for ensuring the compliance of the end product to the requirements specified by VMC in this RFP.
- Selected vendor should document the high level design consisting of project standards, the functional design and the database design, logical and process view of the proposed system, deployment design, coding standards, architectural requirements such as number of users and load, size and performance, backup and archival policy, etc.

#### 6.3.4 Implementation and Customization of ERP Product

- Based on the identified functional requirements and processes, the selected vendor will undertake the system configuration and customization.
- VMC intends to adopt the leading practices available in the offered solution. Selected vendor is required to undertake customization that may be needed in line with the changed, improved or specific business processes requirement prepared during requirement gathering/study phase of the project.
- Selected vendor shall make the required system design modifications and implement the changes in order to achieve the desired functionality. However the same must be tested, accepted and approved by the VMC users.
- After completion of configuration/customization to the product, selected vendor along with VMC will evaluate the overall configuration and customization. If the need arises and the result is not up to the expectations of VMC management, further reconfiguration will be done by the System Integrator in order to close any gap left in meeting the desired objective. Finally approved/accepted solution will be delivered as “System Configuration” document and the same should be implemented at locations that are identified within the scope of this project.

#### 6.3.5 Testing

- The selected vendor shall design the Testing strategy including traceability matrix, test cases and conduct testing of various components of the software developed/customized for the project.
- The software testing shall include Unit Testing, System Testing, Performance Testing, Integration Testing, etc.
- The selected vendor shall submit to VMC the testing approach and plan and make necessary amendments, if requested by VMC. The selected vendor shall perform the testing of the solution based on the above test plan, document the results and shall fix the bugs found during the testing.
- Though VMC is required to review the test plan, it is the ultimate responsibility of selected vendor to ensure that the end product delivered by the selected vendor meets all the requirements (including functional and technical requirements) of the project as specified in the RFP.
- The basic responsibility of testing the system lies with the selected vendor.
- The selected vendor shall after development and customization/configuration of the integrated solution, conduct tests to demonstrate that the system meets all the requirements (functional and technical) specifications as brought out in this RFP.
- **System Testing:** On the basis of these tests, a report would be submitted by the selected vendor for review and approval by VMC. The test results and response times should be demonstrated by the selected

vendor during the testing phases (System, Integration and Stress & Load Testing) at various locations and environment/infrastructure as mutually agreed upon by VMC and the selected vendor.

- **Integrating Testing:** Integration testing shall be carried out by the selected vendor to ensure cross function modules are integrated and transaction data is flowing across the modules accurately. Selected vendor is required to plan and execute integration and ensure satisfactory results are obtained.
- **Providing Services for Load and Stress Testing:** Load, scalability and Stress Testing would be conducted prior to 'Go-Live', once the System Integration Testing of the configured and customized solution has been conducted successfully. Selected vendor should use suitable simulation tools in accordance with the agreed test procedures keeping in view VMC's projected future load of transactional users as proposed by the selected vendor and agreed by VMC.
- **Providing UAT Plan and Test Cases:** Selected vendor must create UAT plans and use cases and share with VMC.

### 6.3.6 Deployment of the Integrated Solution

- The selected vendor shall deploy the application software and other software required for successful implementation of integrated system at data centre and data recovery centre as agreed with VMC.

### 6.3.7 System Acceptance

- The selected vendor shall develop acceptance test procedures and the same will need to be approved by VMC. The purpose of this acceptance is to ensure conformance by the VMC users to the required process operations, response time, and integrity of the software after installation, and to eliminate any operational bugs. This will include:
  - Fine tuning of the software, ensuring all required related component software are installed and any debugging required.
  - At the satisfactory conclusion of these Acceptance Tests to the satisfaction of VMC, the commissioning/implementation of the software shall be considered to be ready.
- Selected vendor shall provide all the necessary support to the VMC in conducting the user acceptance testing.

### 6.3.8 Documentation

- The selected vendor shall prepare/update the documents including that of FRS, SRS, Detailed Design, Test Cases & Results, User Manuals, Operations Manual, Maintenance Manual, Administrator Manual, Security Policy, Licensing etc. as per notified standards. The selected vendor shall obtain the sign-off from VMC for all the documents submitted for this Project and shall make necessary changes as recommended by VMC before submitting the final version of the documents.
- Key documents required, are:
  - Configuration documentation: consisting of system setting and parameters for each function modules.
  - User manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
  - Program flow and description.
  - Any other documentation required for usage of implemented solution at each location.
  - System operational procedure manuals.



- On-line help.
- The selected vendor shall provide minimum three hard copies and two soft copies on (two different CDs) of the above mentioned manuals.
- All administrative passwords related to entire software stack including but not limited to operating system, RDBS, middleware(s), ERP software, etc. should be properly documented and handed over to Director-IT or the nominated authority on continuous basis. The ownership of all passwords, hardware base locking system (if any developed by the bidder), keys will be solemnly of VMC. The bidder will not have any right, in any form, on it.
- Selected vendor shall prepare and submit all the documentation before provisional 'Go-Live' and also ensure that a periodic revision of the documents to reflect any changes in the system and/or processes are also done and submitted to VMC.
- Selected vendor need to design user manuals (documents/flash video/video) etc. covering end-to-end transactions relevant to the client) for various modules implemented to assist users in English and Gujarati.

### **6.3.9 Ownership and Licenses**

The ownership of all software developed/customized/configured/procured and related documentation for the project would always lie with the VMC. All licenses procured related to project have to be in the name of VMC.

### **6.3.10 Intellectual Property Rights**

- VMC shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the SI solely during the performance of services and for the purposes of inter-alia use or sub-license of such services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be property of VMC. The SI should create a repository of such resources and provide access to the VMC. The SI undertakes to disclose all such Intellectual Property Rights arising in performance of the services to the VMC and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the VMC.
- If the VMC desires, the SI shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc., which are inter-alia necessary for use of the goods supplied/installed by the SI, is acquired in the name of VMC, prior to termination of this Contract and which may be assigned by the VMC to the SI for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the VMC.
- The selected vendor's team shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the services, it does not infringe the Intellectual Property Rights of any person and the selected vendor shall keep the VMC indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the selected vendor's Team during the course of performance of the



services. In case of any infringement by the selected vendor's team, the selected vendor shall have sole control of the defence and all related settlement negotiations.

### **6.3.11 Integration of Applications/Software Implemented or Envisaged by VMC for Various Services on the ERP Solution Platform**

- The selected vendor is expected to propose a new solution in line with the functional requirements as specified in this document. But, there are certain modules; (independently developed by other developers) which will have to be integrated with the proposed solution to be developed by the selected vendor. Basic details of the existing applications are provided in **Annexure VIII**. Selected vendor may officially request VMC officials to inquire any further details about the existing applications.
- The selected vendor is required to study the requirement of the modules and propose an approach on the type and level of integration of the existing module with the proposed solution. All the efforts required for integration of existing modules with the proposed solution will have to be taken in to consideration by the selected vendor during the effort calculation and the same will have to be part of the commercial bid submitted by the selected vendor.
- VMC will not allow any deviation in this regards in the Commercial Bid submitted by the selected vendor and any such request by the selected vendor will eventually lead to its disqualification. Refer to **Annexure VIII** for existing solution/applications/systems at VMC.

## **6.4 Data Migration**

The selected vendor is not responsible for the digitization of the data currently available in manual form. But after selection, the selected vendor shall interact and discuss with VMC and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems to the new database implemented for the proposed project. The procedure for data digitization and migration activities suggested is as follows:

- The selected vendor will ensure that the data migration task is completed before shifting to the new application.
- The selected vendor has to design data migration and acceptance methodology and plan and get it approved from VMC.
- Develop own data migration schema etc. as well as procure any software which may be required for data migration at no additional cost to the VMC.
- The VMC shall provide the available data to the supplier for migration purposes. The selected vendor will migrate the existing data and will provide the print outs of the migrated data to the VMC for verification purposes.
- The selected vendor shall provide checklists for migrated data to VMC for verification, including number of records, validations (where possible), other controls etc.
- The selected vendor will submit a report on the quality assurance/control and the process adopted duly ensuring the accuracy in the migrated data (100 % accuracy is required).
- For Finance and Accounts Department, Third Party data migration audit report should be provided from cert-in empanelled firm and cost shall be borne by the bidder. Further, ISO 27001 Audit of the system shall be conducted, cost of which shall be borne by the bidder.

- Any corrections as identified in the migrated data during Data Quality Assessment and Review shall be addressed by selected vendor at no additional cost to the VMC. The selected vendor is required to ensure the high accuracy during data digitization exercise and as per the data digitization plan.

## 6.5 O&M of the Proposed Solution for 5 years after Go-Live

The selected vendor shall be required to provide operations and maintenance services for solution including, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing any system change requests, addressing the incidents/problems raised by the users for problems/bugs in the application, etc.

The selected vendor shall provide for single sign-on facility and keep the application software in high availability mode meeting the requirements defined by the VMC from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by the VMC and required for achieving the project objectives.

Following is the broad scope for maintenance and support functions with regard to software.

- **Additional Licenses**
  - VMC will purchase only a subset of Core ERP License during the implementation phase.
  - The selected vendor shall be responsible for supply of additional licenses for packaged solution modules or user expansion capacity for developed applications. The selected vendor is required to give a regular feedback to the VMC on the overall usage of the application software to understand the usage of the already procured licenses/user base/load. Based on this usage statistics and as per project requirement, VMC will be free to purchase additional ERP Licenses from the bidder at the same unit rate mentioned (i.e. derived) in **Item 1.1 of “Schedule A: Software License Cost”** of the Commercial Bid.
- **IT Infrastructure Management**
  - The selected vendor would be responsible for managing all project IT Infrastructure and maintain required service level to keep IT Infrastructure up and running.
- **Data Management**
  - The selected vendor would be responsible for extending all possible support to the VMC staff for Data Management (like Data Entry Screens, Report Generation, Data Analysis, Data Cleansing, etc.). Data could be in English as well as in Gujarati. Data should be Unicode compliant and should support Gujarati Font “Shruti”.
- **Content Management**
  - The selected vendor would be responsible for carrying out day to day content management as per the requirement of VMC for the entire project period. Content Management scope would cover both VMC’s intranet and internet based web portal.
- **Compliance to SLA**
  - The selected vendor shall ensure compliance to uptime and performance requirements of Project solution as indicated in the SLA in the RFP and any upgrades/major changes to the software shall be accordingly planned and implemented by the selected vendor at no additional cost for ensuring the SLA requirements.
- **Application Software Maintenance**

- The selected vendor shall address all the errors/bugs/gaps in the functionality offered by solution (vis-à-vis the FRS and SRS signed off for the Project) at no additional cost during the operations and maintenance period.
- For performing any functional changes to system that are deviating from the signed-off Functional Requirements/System Requirements, a separate Change Request shall be raised by the selected vendor and the changes in the software shall be implemented accordingly. The time period for implementation of change shall be mutually decided between the selected vendor and the VMC.
- The selected vendor has to carry out all change requests at no additional cost and no additional efforts.
- **Problem Identification and Resolution**
  - Identification and resolution of application problems (e.g. system malfunctions, performance problems and data corruption etc.) shall be part of the selected vendor's responsibility.
  - The selected vendor shall also be responsible to rectify the defects pointed out by the Project Monitoring Body to be setup by the VMC and carry out the enhancements suggested by such body, as a result of the feedback, during the O&M period. This shall be at no additional cost to the VMC, in so far as the enhancements relate to items of work falling within the purview of the defined Scope of Work for the selected vendor.
  - Resolution of incidents/problem logs created by the users of the application.

- **Software Change and Version Control**

All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:

- Appropriate communication on change required has taken place
- Proper approvals have been received
- Schedules have been adjusted to minimize impact on the production environment

The selected vendor shall define the Software Change Management & Version Control process and obtain approval for the same from the VMC. For any changes to the software, the selected vendor has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc. The selected vendor is required to obtain approval from the VMC for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations and maintenance support.

In case of any upgrades in hardware, OS and system software, the selected vendor will have to migrate the solution on new solution. All patches and/or upgrades which are released by respective OEM for all supplied software must be carried out within 15 days, so as to keep the entire software landscape for ERP solution up-to-date.

- **Maintain Configuration Information**

Maintain version control and configuration information for application software and any system documentation.

- **Maintain System Documentation**

Maintain and update documentation of the software system. Ensure that:

- Source code is documented

- Functional specifications are documented
- Application documentation is updated to reflect on-going maintenance and enhancements including FRS and SRS
- User manuals and training manuals are updated to reflect on-going changes/enhancements
- Standard practices are adopted and followed for version control and management

## **6.6 Deployment and Supervision of Personnel during O&M Period**

- The selected vendor shall be responsible for sourcing of the personnel and the management of all matters relating to such personnel, to carry out the responsibilities assigned to the selected vendor under the agreement with the selected vendor. In particular, these include:
  - Recruitment of the personnel possessing the qualifications prescribed in the RFP
  - Training of the personnel
  - Payment of salaries and benefits to the personnel
  - Meeting all statutory obligations/payments arising out of engaging the personnel
  - Meeting all the liabilities arising out of the acts of the personnel
- All staff deployment by the selected vendor must be done in concurrence with VMC.
- During the course of the contract, if it becomes necessary to replace any of the key personnel due to any reason (including competence, nature, behaviour, characteristic and knowledge), the selected vendor shall forthwith with due approval from VMC, provide as a replacement, a person of equivalent or better qualifications and experience than the resource being replaced / or proposed in the bid.
- The team proposed in the proposal should be on the rolls of the selected vendor(s) at the time of submission of the proposal. For any change of the resource or any resource being proposed for operations, the selected vendor should have to submit the CV of the resource, at least 2 weeks in advance for VMC to decide on the replacement.
- The selected vendor must ensure that the minimum number of personnel proposed in the RFP is available. However, the selected vendor is expected to provide information on the different levels of resources proposed for the project. The selected vendor is expected to estimate the requirements of resources considering the requirements provided in this tender and to implement it successfully. The selected vendor can provide the list of resources for helpdesk for employees after selection.
- It may also be noted that the selected vendor shall be required to deploy separate teams for Project Management, Design & Deployment and Operations & Maintenance, the details of which have to be provided by the selected vendor in the response.
- All the concerned staff shall log attendance on a daily basis at their respective reporting location. In case of requirement of leave, the concerned staff shall seek the permission of Director (IT) or the nominated authority. All concerned staff will be required to work beyond working/office hours of VMC & the bidder and on holidays too, in case there is such need.
- For all resources (i.e. employees) which are deployed on this project by the selected bidder, the salaries of such employees must be paid to their savings bank account (i.e. electronic disbursement of salary). The bidder has to submit such declaration signed by CFO (or equivalent) of the parent organisation of the employee.
- The responsibilities and qualification requirements for the mandatory resource personnel are specified below and must be met by the selected vendor:

Sr.	Level	Implementation Period	Deployment during Implementation	O&M Period	Deployment during O&M
1.	Project Manager (#)	Onsite	As per Scope of Work and Deliverables requirement	Onsite, Full-Time	1
2.	ERP Technical Consultant/Admin (##)	Onsite	As per Scope of Work and Deliverables requirement	Onsite, Full-Time	2
3.	Functional Consultant/Business Analyst (##)	Onsite	As per Scope of Work and Deliverables requirement	Onsite, Full-Time	2

### Manpower Requirements

#The Project Manager has to be from the particular Consortium Member whose projects are being considered in Pre-Qualification and Technical-Qualification criteria in Section 4.1 and 5.13 respectively.

##The ERP technical consultant and functional consultant (sr No 2 and 3) above has to be one each from the lead bidder and consortium partner.

Sr.	Role	Qualification & Experience	Duties & Responsibilities
1	<b>Project Manager</b>	<p><b>Education (all education must be Full time)</b> MCA/Engineering Graduate with Science Background from reputed institute</p> <p><b>Experience (All experience must be post-qualification)</b></p> <ul style="list-style-type: none"> <li>At least 10 years of professional experience</li> <li>Project management experience (post qualification) of at least 5 years of handling ERP projects</li> <li>Experience of minimum 3 projects and implementation experience in minimum 2 ERP implementation lifecycles</li> </ul>	<ul style="list-style-type: none"> <li>Establishes, monitors, and reviews all project deliverables</li> <li>Manages project hardware</li> <li>Plans and manages the project team's activities from contract initiation to completion</li> <li>Evaluates risks and recommends contingency plans</li> <li>Manages quality assurance and ensures compliance with policies and procedures</li> <li>Meets and communicates project milestones to VMC on timely basis</li> <li>Establishes appropriate metrics for measuring key project criteria</li> <li>Maintains awareness on emerging technologies from ERP Solution perspective and applies the same to the project</li> <li>Onsite contact for all escalations</li> <li>Responsible for monthly reviews</li> <li>Provides management summary reports</li> <li>Supports Root Cause Analysis with Technical Specialist/Consultants</li> </ul>

			<ul style="list-style-type: none"> <li>• Acts as local point of contact for customer and end user management communication and escalation of issues</li> <li>• Acts as local point a contact for Technical Support Management for the escalation of support issues and concerns</li> <li>• Any other work as per RFP requirement</li> </ul>
2	<p><b>ERP Technical Consultant / Admin</b></p>	<p><b>Education (all education must be Full time)</b> MCA/MBA and B.Tech./B.E. from a reputed institute</p> <p><b>Experience (All experience must be post-qualification)</b></p> <ul style="list-style-type: none"> <li>• Minimum 3 years of professional experience including 2 years of experience in ERP implementation including minimum 2 ERP implementation experience in the relevant modules</li> <li>• The experience should include a minimum of 1 ERP project implementation in Municipal Corporation/Urban Development authority experience</li> <li>• ERP certification would be preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Technical expertise of the ERP Solution</li> <li>• Manages ERP Licences and ensure compliance with OEM</li> <li>• Contributes to hardware and software evaluations and recommendations</li> <li>• Plans growth and changes (capacity planning), hardware sizing and network planning</li> <li>• Defines and formulates disaster recovery plans, procedures and test scenarios and participates in regular DR rehearsals</li> <li>• Guide/lead junior Basis Consultant on technical issues</li> <li>• Possess Advanced knowledge and skills in all related to ERP Solution and system software</li> <li>• Possess extensive knowledge and experience in maintaining and configuring ERP Systems</li> <li>• Installs and configures ERP software and other related products and upgrades /patches</li> <li>• Manages ERP Login Credentials i.e. User administration (setup and maintaining account, Setup security policies for users)</li> <li>• Manages and support various hardware platform environments - Linux/UNIX/Windows (as applicable)</li> <li>• Participates in the administration of the server</li> <li>• Evaluates, tests and updates system as soon as new version of OS and/or application software is released (after obtaining a formal approval from VMC)</li> <li>• Assists in developing, implementing, testing and maintaining backup and disaster recovery policies and procedures</li> <li>• Carries out backups and recoveries as per schedule decided by VMC like daily, weekly, monthly, etc.</li> <li>• Writes the backup data on DVD/Data Cartridge and submits to VMC as per decided schedule</li> <li>• Provides suggestions and implements software-related measures for maximizing uptime</li> <li>• Supports development team whenever required</li> <li>• Monitors system performance to ensure high availability of the system</li> <li>• Ensures ERP application / user security and authorization management, ERP change correction management / ERP Landscape System management system, etc.</li> </ul>



3	<b>ERP Functional Consultant</b>	<p><b>Education (all education must be Full time)</b></p> <p>MCA/B.Tech./B.E. (IT or CS)/Certified DBA</p> <p><b>Experience (All experience must be post-qualification)</b></p> <ul style="list-style-type: none"> <li>• Minimum of 5 years of professional experience with 2 years or more as a DBA for an IT project</li> <li>• At least 3 years of experience of working on proposed ERP solution</li> </ul>	<ul style="list-style-type: none"> <li>• Any other work as per RFP requirement</li> <li>• Understands the current business process, designs current business flows, studies current business processes and its complication.</li> <li>• Preparation of Flow diagrams and DFD of AS IS processes.</li> <li>• Everything configured has to be documented as per their categories in the form of predefined templates, these have to be then approved by the team leads or whoever the consultant is reporting to</li> <li>• Performs GAP analysis for each module</li> <li>• Prepares DFD/ERD before starting configuring future business processes in ERP i.e. TO BE process.</li> <li>• Prepares test scripts for testing the configured scenarios.</li> <li>• Prepares end user manual and provides training to end user.</li> <li>• Analyses Functional Specifications and get clarifications from Business owners</li> <li>• Creates technical specifications</li> <li>• Develops Custom reports (Classical, Interactive)</li> <li>• Develops Online Interfaces and BDC programs</li> <li>• Fine-tunes and modifies of the custom programs</li> <li>• Performs Pre-Delivery Reviews and Final Testing</li> <li>• Prepares Unit Test Plans, coordinating with middleware and Legacy developers during process chain testing</li> <li>• Supports Unit Testing &amp; Business Acceptance testing</li> <li>• Any other work as per RFP requirement</li> </ul>
---	----------------------------------	---	--

### 6.7 Capacity Building and Training

- Selected vendor should impart end user training to VMC users on solutions being rolled out phase wise to allow end users to effectively and efficiently use the application system to support business processes. Selected vendor should provide solution specific training manual for the training sessions.
- Selected vendor should impart training to different users as stipulated below on usage and implementation of the features of the proposed products. Selected vendor should provide Training Manuals covering product features specific to VMC requirements.
- Selected vendor should update the Training Manuals, Procedures Manual, Deployment/Installation Guides etc. to reflect the latest changes to the solutions implemented.
- All training manuals shall be prepared in English and Gujarati.
- Selected vendor should ensure necessary environment setup, data creation to conduct end user training.
- VMC shall provide the necessary infrastructure such as training classrooms to conduct the end user training.

- Based on the identified education and training needs, selected vendor should provide efficient delivery mechanisms and trainers. Selected vendor should appoint trainers and organize training sessions on a timely basis and ensure that the attendance and performance evaluations are recorded.
- Selected vendor would be required to provide training videos/Computer Based Training (CBT) material to VMC which can later on be used by VMC to train other trainees on its own.
- Performance of selected vendor during these trainings should be assessed based on the trainee feedback collected for each training course. Selected vendor should design the trainee feedback template in consultation with VMC. Selected vendor should provide, collect and collate the trainee feedback and submit the Trainee Feedback Report to VMC. Individual trainee feedback should also be submitted as part of this report.
- The trainers imparting the training should be well versed in Gujarati and English language.
- Training shall also be provided for teaching the basic trouble shooting activities in case of problems.
- The location of the training sessions shall be decided by VMC after discussions with the selected vendor.
- Selected vendor will design different training curriculum for different Grades of employees. The training for Grade 1 employees needs to be more business focused, training material for Grade 2 should be more functional and for Grade 3 & 4 employees it should be more operational. The batch sizes would be as follows:

Sr.	Grade	No. of Employee Per Batch
1	1 and 2	20
2	3 and 4	30

Below is the training details expected from the selected vendor:

Sr.	Training Detail	Training Content	Staff To Be Trained	Training Time	# of Sessions (Indicative)	No. of employees to be trained before UAT
1	Integrated Solution	Business focused training for Change Agents; E.g. generation/analysis of performance dashboards, resource utilization dashboards, etc. of departments and VMC.	All Grade 1 Employees	0.5 day	5	SI will train at least 100 employees before UAT is initiated
2	Core Training for Various Modules	For Change Participants to address functional queries; E.g. detailed product/ solution training for resolving functional queries- application usage, intranet, operation of MIS reports, maintenance of user logins, escalation procedures.	All Grade 2 Employees	1 day	10	SI will train at least 200 employees before UAT is initiated



3	ERP Functional Training	For Change Practitioners for operating and using the ERP system	Most of the Grade 3 & 4 Employees	1 day	20	SI will train at least 500 employees before UAT is initiated Partial Training could be post UAT
4	Refresher Training	Selected vendor will have to provide refresher training to at least 5% of the total Grade 1, 2, 3, 4 employees <b>every year</b> . These trainings will also include personnel movement cases.	Grade 1, 2, 3, 4	To be indicated by the selected vendor in the response		

Apart from above, the selected vendor shall handhold all Technical staff of IT Department, on continuous basis for matters related to ERP Solution, Hardware, System Software etc. during entire contract period.

### 6.8 Work Products/Documents/Reports

(For each Phase/Stage of the Project (wherever applicable))

Work Products / Document / Reports	
<b>Deliverables</b>	<p><b>Software Requirement Specifications (SRS)</b> meeting all the Business and Functional Requirements</p> <p><b>System Design Document (SDD)/Process Design Report</b> meeting all the Technical requirements of the VMC incorporating all the functional specifications and standards.</p> <p><b>Implementation</b></p> <ul style="list-style-type: none"> <li>• Implementation Plan including data migration, user training and rollout plan</li> <li>• User Manuals</li> <li>• Training Manuals</li> <li>• FAQ and Trouble Shooting Guide</li> </ul> <p><b>Testing Stage</b></p> <ul style="list-style-type: none"> <li>• Performance Testing and Load Testing Report</li> <li>• User Acceptance Certificates of all the modules</li> <li>• Owners/Head of Department of all the associated Departments of VMC.</li> <li>• Integration Test Cases with Results</li> <li>• System Test Cases with Results</li> <li>• Installation Manuals</li> </ul> <p><b>Warranty Support</b></p> <ul style="list-style-type: none"> <li>• Defect/Bugs Log with Resolution</li> <li>• Consolidated List of Common Errors and their Resolution</li> </ul> <p><b>Requirements Change Management</b></p> <ul style="list-style-type: none"> <li>• Change Request Log</li> <li>• Impact Analysis including changes in effort and schedule</li> </ul> <p><b>End User Support</b></p>

- Defect/Bugs Log with Resolution
- Consolidated List of Common Errors and their Resolution

#### **Release Plan and Release Note**

### **6.9 User Acceptance Testing**

User Acceptance stage will be deemed to be successful on the timely completion of the following User Acceptance activities:

- Selected vendor to assist the VMC to develop user acceptance test cases
- Selected vendor shall deploy the solution in the test environment
- Selected vendor shall the resolve the defects/bugs users identified during testing
- Selected vendor shall re-test the solution to ensure closure of identified defects/bugs
- Selected vendor shall assist the users during acceptance testing
- After the defects are resolved, selected vendor shall deploy the solutions on the production environment
- The solution will be monitored under production use for a pre-defined period of time for satisfactory performance of the solutions
- In case of any performance issues during this period, selected vendor shall resolve the issues identified on a priority basis

### **6.10 Incident Management**

It deals with service issues, and with all other service and user requests recorded by a support personnel. It also monitors the completion of requests by the service desk or by all other service units. Finally, Incident Management has the task of informing the service requester on the status of a service request. The selected vendor must follow ITIL/ISO 20000 incident management process for duration of the contract.

<b>Sr. Processes to be followed to deliver services</b>	
1	Every incident and all required data is recorded.
2	Every incident runs through a set of standardized activities and procedures, in order to ensure effective and efficient processing.
3	Every incident is categorized and prioritized regarding its (potential) impact and urgency, in order to schedule its resolution in a business-oriented way.
4	Functional and hierarchical escalation procedures are in place in order to ensure that each incident is investigated by qualified members of staff, either by internal or external experts.

### **6.11 Change Management**

A well-defined and controlled process leads to the effective handling of these changes. Change Management is triggered every time a request for change is received from stakeholders who make such requests. Each requested change is classified by determining its priority and impact, and afterwards the responsible change authority decides on the approval or dismissal of the change. Change Management coordinates the incidental tasks in the context of change building, testing and release. For this purpose, close collaboration between Change Management and Project, as well as Release Management, is critical for the success of this process. The selected vendor must follow ITIL/ISO 20000 change management process for duration of the contract.

<b>Sr. Processes to be followed to deliver services</b>	
1	Every change and all required data is recorded.
2	Every change runs through a set of standardized activities and procedures in order to ensure effective and efficient processing.
3	Every change with a risk to normal service operation is carefully assessed and sufficiently tested to avoid service disruption or degradation of service quality, in particular in terms of SLA deviations.
4	Every implemented change is documented and reviewed.
5	Every change request's effort estimates would have to be approved by the VMC.

### **6.12 Service Request Management**

The duty of providing information to the user is part of the Service Request Management controls. The most important actor in the Service Request Management is the function support personnel. The Service Desk is basically responsible for the Acceptance, Classification and also handling of request. The selected vendor must follow ITIL/ ISO 20000 service request management process for duration of the contract.

### **6.13 Problem Management**

The objective of Problem Management is to remedy incidents permanently. This objective is achieved by reactive and preventive actions:

- Reactive Problem Management analyses the issued reasons for incidents and develops proposals on avoiding of those reasons.
- Preventive Problem Management supports the prevention of incidents before they occur and before they can become a major incident. This is achieved by analysing IT services for their weak points and providing proposals to remove those weaknesses.

Moreover, Problem Management: Performs continuous quality improvement of IT infrastructure by preventing Incidents, Will locate, record, track and solve structural defects, Develop a "Knowledge Database", Submits a Request for Change (RFC) to improve the IT infrastructure. The purpose of Problem Management is to establish standardized procedures which will analyse IT-services on their possible weaknesses in their delivery of defined SLAs and analyse incidents that might develop into major issues for the defined IT-services.

Problem Management contributes to an integrated Service Management approach by achieving the following goals: locating the root causes of problems, and consequently preventing incidents. The selected vendor must follow ITIL/ISO 20000 problem management process for duration of the contract.

### **6.14 Release Management**

Release Management aims to provide new or to update services and change requests defined Change Management for the production environment. It also aims to assure their integrity and functionality as defined by the Service Description. Release Management is only triggered by the Change Management process. The selected vendor must follow ITIL/ISO 20000 release management process for duration of the contract.

### **6.15 ISO 27001 Certification**

After Go-Live, the bidder has to obtain ISO 27001 Certification of the implemented system within 6 months from the date of Go-Live. The cost of ISO 27001 certification shall be as per the total charges quoted in the commercial bid. In case of repeat exercise for certification, no additional charges shall be paid to the selected bidder.

## 7 Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected vendor to VMC for the duration of this contract.

The benefits of this SLA are to:

- Trigger a process that applies VMC and the selected vendor management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target.
- Makes explicit the expectations that VMC has for performance.
- Helps VMC control the levels and performance of selected vendor services.

The selected vendor and VMC shall maintain a regular contact to monitor the performance of the services being provided by the selected vendor and the effectiveness of this SLA. This Service Level Agreement is between the selected vendor and VMC.

### 7.1 Service Level Agreement

Following are the criticality levels of the services to be rendered by the Contractor under this contract. The resolution time shall not exceed the stipulated time for the Metric given in the below table. All the calls are to be closed within specified Service Level Agreement (SLA), irrespective of time the call is registered. The Service Level Agreements (SLAs) covered will be calculated on 24 hours a day 7 days a week basis.

**Note:** If total penalty amount crosses 10% of overall contract value, VMC reserve the right to invoke Annulment of the Contract.

#### Service Level Agreement

- The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Implementation Agency to the Client for the duration of this contract period of the Project.
- Timelines specified in the above section (**Work Completion Timelines and Payment Terms**) shall form the Service Levels for delivery of Services specified there-in.
- All the payments to the System Integrator (SI) are linked to the compliance with the SLA metrics specified in this document.
- The project Service Level Agreement are proposed to be performance based. For purposes of Service Level Agreement, the definitions and terms as specified along with the following terms shall have the meanings set forth below:

1. "Uptime" shall mean the time period for which the specified services/components with specified technical and service standards are available for the application. Uptime, in percentage, of any component (Non-IT and IT) can be calculated as:

$$\text{Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})]\} * 100$$

2. "Downtime" shall mean the time period for which the specified services are not available for the Users, the scheduled outages/planned maintenance time planned in advance for application. The planned maintenance time/scheduled downtime will include activities like software upgrades, patch management, security software installations etc.

3. The selected SI will be required to schedule ‘planned maintenance time’ with prior approval of Client. This will be planned outside working time. In exceptional circumstances, Client may allow the SI to plan scheduled downtime in the working hours.
  4. “Incident” refers to any event/abnormalities in the functioning of the application, and services that may lead to disruption in normal operations.
  5. “Helpdesk Support” shall mean the 24x7x365 centre which shall handle Fault Reporting, Trouble Ticketing and related enquiries during this contract.
  6. “Response Time” shall mean the time incident is reported to the help desk and an engineer is assigned for the call.
  7. “Resolution Time” shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the SI and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:
    1. Level 3 (Critical/High): The application is down impacting critical business functions or multiple modules/ functions down impacting users on daily operations or any module/functionality deemed as highly critical by VMC.
    2. Level 2 (Medium): One module/functionality down impacting critical business functions having major impact on daily operations.
    3. Level 1 (Low): Loss of business functionality for less than 10 users impacting day to day operations or minor functionality down impacting less than 10 users.

### 7.1.1 SLA for Project Implementation

The successful bidder will adhere to the project implementation schedule. The Service Level Agreements (SLA) and the applicable penalties in case of non-adherence to project delivery timelines is specified in **Section 11.5**.

### 7.1.2 SLA for System Uptime

The bidder has to design the system solution in such way that the system uptime should be 99%. The system uptime shall be measured on Monthly basis. In case of system uptime falls below 99%, penalty as per following shall be applicable.

Sr.	Uptime	Applicable Penalty
1	>=98% and <99%	0.25% of the IT Infrastructure Cost [Schedule B]
2	>=96% and <98%	0.5% of the IT Infrastructure Cost [Schedule B]
3	>=92% and <96%	1% of the IT Infrastructure Cost [Schedule B]
4	>=85% and <92%	1.25% of the IT Infrastructure Cost [Schedule B]
5	<85%	1.5% of the IT Infrastructure Cost [Schedule B]

### 7.1.3 SLA for Maintenance and Support Term

The successful bidder will adhere to the following Service Level Agreements (SLA) related to the Level 1 and Level 2/3 support for the problems:

Severity Level	Maximum Time To Resolution (MTTR) from Reporting of the Issue	Applicable Penalty on Time Taken Beyond MTTR
Level 3 (Critical/High)	0- 2 Hrs.	0.15% of the Total Project Cost per hour per incident
Level-2 (Medium)	0-24 Hrs.	0.10% of the Total Project Cost per hour per incident
Level-1 (Low)	0-48 Hrs.	0.05% of the Total Project Cost per hour per incident

#### 7.1.4 Hardware SLA

The successful bidder has to maintain the hardware service response time during entire contract period. The Service response time & subsequent penalty applicable (in case of failure of maintaining the service response time) is as mentioned below:

- The Maximum Time To Repair (i.e. time required for successful bidder's maintenance engineer to report at the site after a request call/e-mail/fax is made or letter is written by VMC) shall not exceed 12 hours
- The Replacement Time: In case of failure of any Hardware, the successful bidder will be liable to replace the damaged/faulty parts within 48 working Hours after fault detection. In case of shipment of hardware to OEM service centre for repair/replacement purpose, the total period taken from dismantling of the hardware from site, shipment to OEM service center & reinstallation of the repaired/replaced hardware at site should not exceed 15 working days.

Time period passed above	Penalty
Up to 1 Day	Minimum of Rs. 500/-
From 2 days to 4 days	Rs. 1,000/-
From 4 days to 10 days	Rs. 5,000/-
More than 10 days	Rs. 5,000/- per day then after

#### 7.1.5 SLA Exclusions

- The time lost due to power or environmental failures not attributed to the bidder shall not be included in calculating "Resolution Time"
- Maximum penalty, for not adhering to SLA requirement, that can be recovered as per rates mentioned above shall be 10% of the total contract price. Once the maximum is reached, client shall have the right to terminate the Contract without prejudice to its rights for claiming further general damages under the law.
- The downtime calculated shall not include the following:
  - Down time due to hardware/software and application which is owned by VMC at their premises
  - Negligence or other conduct of VMC, including a failure or malfunction resulting from applications or services provided by VMC or its other vendors
  - Failure or malfunction of any equipment or services not provided by the selected vendor
- However, it is the responsibility/onus of the selected bidder to prove that the outage is attributable to VMC. The selected vendor shall obtain the proof authenticated by the VMC's official that the outage is attributable to the VMC.

**Note:**

- The selected vendor shall deploy sufficient manpower suitably qualified and experienced in shifts to meet the SLA. Selected vendor shall appoint as many team members as deemed fit by them, to meet the time schedule and SLA requirements.

## **7.2 Issue and Escalation Management Procedures**

Issue Management process provides for an appropriate management structure towards orderly consideration and resolution of business and operational issues in the event of a quick consensus not reached between the VMC and the selected vendor. Implementing such a process at the commencement of services shall significantly improve the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at operational levels.

## **7.3 Issue Management Procedures**

Either the VMC or the selected vendor may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

- The VMC and the selected vendor will determine which committee or executive level should logically be involved in resolution. A chain of management escalation is defined for the same.
- A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The VMC and the selected vendor shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The selected vendor will then communicate the resolution to all interested parties.
- In case the issue is still unresolved, the arbitration procedures described in the Contract will be applicable.

## **7.4 SLA Change Control**

It is acknowledged that this SLA may change as VMC's business needs evolve over the course of the Contract period. This document also defines the following management procedures:

1. A process for negotiating changes to the SLA
2. An issue management process for documenting and resolving difficult issues
3. VMC and selected vendor management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management

Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to this SLA and, subsequently, the Contract.

If there is any confusion or conflict between this document and the Contract, the Tender and its addenda, the Contract will supersede.



## **7.5 SLA Change Process**

The parties may amend this SLA by mutual agreement in accordance with terms of this contract. Changes can be proposed by either party. The selected vendor can initiate an SLA review with the VMC. Unresolved issues will be addressed using the issue management process described in this document. The selected vendor shall maintain and distribute current copies of the SLA document as directed by VMC. Additional copies of the current SLA will be made available at all times to authorized parties.

## **7.6 Version Control**

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

## **7.7 Responsibilities of the Parties**

### **7.7.1 Responsibilities of the Selected Vendor**

Selected vendor is responsible for executing this Contract and delivering the services, while maintaining the specified performance targets.

Additionally the selected vendor is responsible for:

- Reporting problems to VMC as soon as possible
- Assisting VMC in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect selected vendor's ability to deliver the services
- Assisting VMC to address and resolve issues from time to time

Selected vendor shall take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible.

### **7.7.2 Responsibilities of the VMC**

VMC is responsible for:

- Reporting defects and problems to the selected vendor as soon as possible
- Assisting selected vendor in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect selected vendor's ability to deliver the services
- Assisting selected vendor to address and resolve issues from time to time

Selected vendor shall take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible.

## **7.8 Management Escalation Procedures and Contact Map**

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that VMC and selected vendor management are communicating at the appropriate levels.

**Escalation Procedure**

Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- Either the VMC or the selected vendor can initiate the procedure
- The “moving party” should promptly notify the other party that management escalation will be initiated
- Management escalation will be defined as shown in the contact map below
- Escalation will be one level at a time and concurrently

**Contact Map**

Escalation Level	Department Representative with Contact Details	Selected Vendor* Representative with Contact Details
Level 1: Project Manager		
Level 2: Steering Committee		

**\*Selected vendor shall provide Detailed CVs for the following:**

- a) Project Manager
- b) Team Members/Engineers

**Agreement for Management Escalation Procedures and Contact Map**

IN WITNESS WHEREOF, the parties hereto have caused this Service Level Agreement vide Tender No. \_\_\_\_\_ to be executed by their respective authorized representatives.

**For and on behalf of:**

-----**Bidder**

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Office Seal:** \_\_\_\_\_

**For and on behalf of:**

-----**VMC**

**Place:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Office Seal:** \_\_\_\_\_

## **8 Annexure I: Instructions for Pre-Qualification Bid**

### **8.1 Pre-Qualification Cover Letter**

Date: <DD/MM/YYYY>

To

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

**Sub** : Selection of SI for the Project "**Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**"

**Ref** : Tender No: <No> dated <DD/MM/YYYY>

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Appointment of SI for the Project "**Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**".

We attach hereto our responses to pre-qualification requirements and technical & commercial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to VMC, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

---

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Company :

Address :

Telephone & Fax :

E-mail Address :

**8.2 Check-list for the documents to be included in the Pre-Qualification Folder**

#	Pre-Qualification Criteria	Submitted (Y / N)	Documentary Proof (Page No.)
1	Bid Covering Letter <b>as per Section 8.1</b>		
2	Power of attorney/board resolution to the authorized signatory of the bid		
3	Scanned copy of payment slip of EMD and Tender Fee		
4	Copy of certificate of incorporation		
5	Copy of the audited total turnover, turnover from IT Services Business which includes software development, customization, implementation and post implementation support and profit & loss over last 3 FY (2013-14, 2014-15, 2015-16) <b>As per Section 8.3</b>		
6	Certificate from the company secretary/head HR <b>as per Section 8.4</b>		
7	Copy of work order and work completion certificate. <b>Cover letter as per Section 8.5 and 8.6 and enclosed copy of Work Order and Work Completion certificate.</b>		
8	Valid copy of SEI CMMi Level 3 or higher certification		
9	Copy of registration certificate and number - Sales Tax/VAT and/or Service Tax		
10	Copy of Income Tax Returns (ITR) for last 3 FY (2013-14, 2014-15, 2015-16) and copy of PAN card		
11	Declaration regarding blacklisting <b>as per Section 8.7</b>		
12	Copy of Gartner's latest report on ERP Solutions		
13	Certificate from offered ERP product vendor confirming bidder as authorized software solution partner		
14	MAF from OEM(s) authorizing bidder for hardware (server, storage, networking), respective products offered		
15	Performance Bank Guarantee <b>as per Section 8.8</b>		
16	In case of Consortium, Signed Consortium Agreement as per <b>Annexure V</b>		

**8.3 FORMAT PQ\_2: Bidders Turnover and Profit over Last 3 FY**

Date: &lt;DD/MM/YYYY&gt;

To,

The Municipal Commissioner  
 Vadodara Municipal Corporation  
 Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that below are the details regarding Overall Turnover, Turnover from IT Services Business which includes software development, customization, implementation and post implementation support and Profit of our company.

#	Details	FY 2013-14 (in Lacs)	FY 2014-15 (in Lacs)	FY 2015-16 (in Lacs)
1	Overall Turnover			
2	Turnover from IT Services Business which includes software development, customization, implementation and post implementation support			
3	Profit			

Contact details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
<b>Name</b>		
<b>Title</b>		
<b>Company Address</b>		
<b>Phone</b>		
<b>Mobile</b>		
<b>Fax</b>		
<b>E-mail</b>		

**Chartered Accountant Name:****Chartered Accountant Signature:****Chartered Accountant Seal:**

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

### 8.4 FORMAT PQ\_3: Undertaking for Technically Qualified Employees

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for ***Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives.***

I hereby declare that my company \_\_\_\_\_ has \_\_\_\_\_ technically qualified professionals having core expertise in Software/Website Design & Development as on 31 Mar 2016.

Details of the employees are:

#	Name of Resource	Educational Qualification	Designation	Total Work Experience
1				
2				
3				
4				
5				

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

## 8.5 FORMAT PQ\_4: Details of Similar Work Undertaken

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that below are the details regarding relevant work that has been taken up by our company.

**NOTE: To be filled for separately for each project undertaken**

Name of the Project	
<b>General Information</b>	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
<b>Project Details</b>	
Description of the project	
Scope of work of the bidder	
Deliverables of the bidder	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of services provided by the bidder	
Duration of the project (number of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> <li>• Work Order/Purchase Order/Contract for the project</li> <li>• Client Certificate giving present status of the project and view of the quality of services by the bidder</li> </ul>	

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,



## 8.6 FORMAT PQ\_4: Details of Similar Work Undertaken in Central/State Government/ Urban Local Bodies/Public Sector Companies in India

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that below are the details regarding relevant work that has been taken up by our company in Central/State Government/ Urban Local Bodies/Public Sector Companies in India.

**NOTE: To be filled for separately for each project undertaken**

Name of the Project	
<b>General Information</b>	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
<b>Project Details</b>	
Description of the project	
Scope of work of the bidder	
Deliverables of the bidder	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of services provided by the bidder	
Duration of the project (number of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> <li>Work Order/Purchase Order/Contract for the project</li> </ul>	

- Client Certificate giving present status of the project and view of the quality of services by the bidder

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

## 8.7 FORMAT PQ\_8: Self Declaration – No Blacklisting Certificate

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

In response to the Tender Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for implementation and maintenance of ERP at VMC, as an owner/partner/director of \_\_\_\_\_, I/ We hereby declare that presently our company/firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/PSU.

We further declare that presently our company/ firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons other than corrupt and fraudulent practices by any State/Central Government/ PSU on the date of Bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours Sincerely,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Place:

### 8.8 FORMAT PQ\_12: Format for Performance Bank Guarantee

**(For a sum of 10% of the Contract value)**

Ref. No. :

Date :

Bank Guarantee No. :

To

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

\_\_\_\_\_  
Signature of Authorized Signatory (with official seal)

Date :

Place :

Name :

Designation :

Company :

Address :

Telephone & Fax :

E-mail address :

\_\_\_\_\_  
Signature of Witness 1

\_\_\_\_\_  
Signature of Witness 2

Name : \_\_\_\_\_

Name : \_\_\_\_\_

(Bank's common seal)

## 9 Annexure II: Formats for Technical Bid

### 9.1 General Instructions for the Technical Proposal

Bidders have to submit a structured and organized technical proposal, which will be analysed by VMC for different compliances with regards to the requirements of the project. Since the cut-off marks for Technical Bid Score is 75, the quality and completeness of the information submitted by the bidder will matter a lot.

Bidder is expected to divide its proposal in following 5 Sections / Documents:

#### A) Bidder's Competence to Execute the Project

This document should bring about the capability of the firm to execute this project. Some of the required documents are as follows:

- Financial capability of the bidder in required formats and supporting documents
- Experience of bidder in implementing ERP projects in required formats and with supporting documents

#### B) Technical Solution Proposed for the Project

Broad areas to be covered in the Technical Solution documentation are given below:

1. Describe the proposed Technical Solution in a structured manner. Following should be captured in the same:
  - a. Clear articulation and description of the design and technical solution and various components including details of the application software proposed
  - b. Technical Bill Of Material, indicating the make, model/version, item quantity of each of the IT Infrastructure, System Software, COTS ERP software products and any other third-party software products in the following format

#	Name of item	Qty/Lic. Count Offered	OEM / Make	Exact Model No and /or Part Number
A1	ERP COTS Modules			
1	Item 1			
2	Item 2			
	...			
A2	Workflow and File Management			
1	Item 1			
2	Item 2			
	...			
A3	Document Management System			
1	Item 1			
2	Item 2			
	...			

A4	Automatic Building Plan and Drawing Approval Solution			
1	Item 1			
2	Item 2			
	...			
A5	RDBMS and Operating Systems			
1	Item 1			
2	Item 2			
	...			
B1	Servers			
1	Item 1			
2	Item 2			
	...			
B2	Middleware/Virtualisation (if offered)			
1	Item 1			
2	Item 2			
	...			
B3	Storage Solution			
1	Item 1			
2	Item 2			
	...			
B4	Digital Signature Solution			
1	Item 1			
2	Item 2			
	...			
B5	Networking Infrastructure			
1	Item 1			
2	Item 2			
	...			

- c. Reasoning for selection of the proposed technology over other options.
  - d. Extent of compliance to technical requirements specified in the scope of work
  - e. Strength of the bidder to provide services including examples or case-studies of similar solutions deployed for other clients
2. Provide detailed approach and methodology for Implementation & Post Go-Live periods.
  3. Clearly articulate the Strategy and Approach & Methodology for installation, Configuration & Operationalisation of all the key components of the project
  4. Approach & Methodology for Management of SLA Requirements specified in the RFP. Bidder is required to clearly articulate how the SLA requirements would be adhered.
  5. Detailed Project Plan with timelines, resource allocation, milestones etc. in for supply, installation and commissioning of the different project components.
  6. Un-priced version of the commercial bid, WITHOUT ANY PRICE INFORMATION.

**C) Proposed Team for the Project**

As specified in the Technical Bid Evaluation Framework, VMC would like to give importance on the right people proposed for the project. Bidder may propose different people for different skill-sets required & different responsibilities (during Project Implementation & Post-Implementation). Following documentation is expected in this section:

- Overall Project Team (for both Project Implementation & Support phases)
- Escalation Chart for the entire Project Duration
- Summary Table giving Qualification, Experiences, Certifications, Relevance
- Detail CVs in the format attached

All above mentioned documents shall have an index page with page numbers specified for all the key information / headers on company's cover letter.

## 9.2 Check-list for the documents to be included in the Technical-Qualification Folder

#	Technical-Qualification Criteria	Submitted (Y / N)	Documentary Proof (Page No.)
1	Copy of the audited total turnover, , turnover from IT Services Business which includes software development, customization, implementation and post implementation support and profit & loss over last 3 FY (2013-14, 2014-15, 2015-16) <b>as per Section 9.3</b>		
2	Certificate from the Auditor/Company Secretary/Head HR <b>as per Section 9.7</b> . CVs of the proposed resources <b>as per Section 9.8</b> .		
3	Copy of Work Order and Work Completion Certificate. <b>Cover letter as per Section 9.4 &amp; 9.5 and enclosed copy of Work Order &amp; Work Completion Certificate</b> . In case of Current Assignment, at least 40% of the allotted work should have been completed, and certificate from the client has to be submitted for the same.		
4	Module wise functionality compliance matrix <b>as per Section 9.6</b> .		



**9.3 FORMAT TQ\_A1: Bidders Turnover and Profit over Last 3 FY**

Date: &lt;DD/MM/YYYY&gt;

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that below are the details regarding Overall Turnover, Turnover from IT Services Business which includes software development, customization, implementation and post implementation support and Profit of our company.

#	Details	FY 2013-14 (in Lacs)	FY 2014-15 (in Lacs)	FY 2015-16 (in Lacs)
1	Overall Turnover			
2	Turnover from IT Services Business which includes software development, customization, implementation and post implementation support			
3	Profit			

Contact details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
<b>Name</b>		
<b>Title</b>		
<b>Company Address</b>		
<b>Phone</b>		
<b>Mobile</b>		
<b>Fax</b>		
<b>E-mail</b>		

**Chartered Accountant Name:****Chartered Accountant Signature:****Chartered Accountant Seal:**

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

## 9.4 FORMAT TQ\_A2: Details of Similar Work Undertaken

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that below are the details regarding relevant work that has been taken up by our company.

**NOTE: To be filled for separately for each project undertaken**

Name of the Project	
<b>General Information</b>	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
<b>Project Details</b>	
Description of the project	
Scope of work of the bidder	
Deliverables of the bidder	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of services provided by the bidder	
Duration of the project (number of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> <li>• Work Order/Purchase Order/Contract for the project</li> <li>• Client Certificate giving present status of the project and view of the quality of services by the bidder</li> </ul>	

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

## 9.5 FORMAT TQ\_A3: Details of Similar Work Undertaken in Central/State Govt/ ULB/PSU Companies in India

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that below are the details regarding relevant work that has been taken up by our company Central/State Government/ Urban Local Bodies/Public Sector Companies in India.

**NOTE: To be filled for separately for each project undertaken**

Name of the Project	
<b>General Information</b>	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
<b>Project Details</b>	
Description of the project	
Scope of work of the bidder	
Deliverables of the bidder	
Technologies used	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of services provided by the bidder	
Duration of the project (number of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Mandatory Supporting Documents:	
<ul style="list-style-type: none"> <li>Work Order/Purchase Order/Contract for the project</li> </ul>	

- Client Certificate giving present status of the project and view of the quality of services by the bidder

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

### 9.6 FORMAT TQ\_B1: Module-wise Functionality Compliance Matrix

Please follow coding to answer the compliance matrix given as below:

**Column A**

- Y = this feature is provided
- N = this feature cannot be provided.

**Note: If “Y” is the response for a requirement in Column A, you must complete Column B.**

**Column B**

- F = (Full) fully meets requirement “out-of-the box”
- P = (Partial) meets with additional procedures

**Note: If “P” is the response for a requirement in Column B, you must complete Column C.**

**Column C**

- T = meets through third-party software
- W = work around available
- A = available in next version which is scheduled within 6 months of the tender opening date (include estimated date of release)
- C = customization/change of source code would be required

Sr.	Module Functionality	Column A (Y/N)	Column B (F/P)	Column C (T/W/A/C)
1				
2				
·				
·				
<b>n</b>				

Compliance Matrix needs to be specified for all the modules given in **Annexure VI** of the RFP.

Compliance score shall be calculated for each module as per following formula:

- Total Score = sum of (1.0F + 0.7T + 0.7W + 0.6A + 0.4C)/n where n is total number of functionalities/functional requirements

## 9.7 **FORMAT TQ\_D1: Undertaking for Number of Technically Qualified Professionals on Company's Payroll**

Date: <DD/MM/YYYY>

To,

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**. I hereby declare that my company <name has to specify by bidder> has <number to be defined by bidder> technically qualified professionals as on 31 Mar 2016.

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,



**9.8 FORMAT TQ\_D2: Details of Manpower Resources Proposed**

#	Name of the Resource	Proposed Role	Highest Qualification	Total Experience (in years)	Total Relevant Experience for the proposed position (in years)	Certifications
1						
2						
3						

**CV of the Manpower proposed to be submitted in the following format:**

1	Name of the Staff				
2	Current Designation in the Organisation				
3	Proposed Role in the Project				
4	Proposed Responsibilities in the Project				
5	Date of Birth				
6	Education	▪ <Degree> / <Diploma>, <College/University>, <Year of Passing>			
7	Key Training and Certifications				
8	Language Proficiency	Language	Reading	Writing	Speaking
9	Employment Record (For the Total Relevant Experience)	From / To:	Employer	Position Held	
10	Total No. of Years of Work Experience				
11	Total No. of Years of Experience for the Role Proposed				

12	Highlights of relevant assignments handled and significant accomplishments	Use following format for each project	
		Name of Assignment/Project:	
		Year:	
		Location:	
		Client:	
		Main Project Features:	
		Positions Held:	
		Activities Performed:	

## 10 Annexure III: Commercial Proposal Formats

### 10.1 Commercial Proposal Cover Letter

Date: <DD/MM/YYYY>

To

The Municipal Commissioner  
Vadodara Municipal Corporation  
Khanderao Market, Vadodara – 390001, Gujarat

**Sub** : Selection of SI for the Project "**Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**"

**Ref** : Tender No: <No> dated <DD/MM/YYYY>

Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of "**Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**" do hereby propose to provide services as specified in the RFP referred above.

#### 1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of opening of the Tenders.
- We hereby confirm that our Tender prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the RFP formats.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

#### 2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

#### 3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the RFP documents and there are no deviations except for those mentioned in Pre-Qualification Envelope, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further, we agree that additional conditions, if any, found in our bid documents, other than those stated in the deviation schedule in Pre-Qualification Envelope, shall not be given effect to.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP document. These prices are indicated in the subsequent sub-sections of this Section.

6. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the RFP.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Yours Sincerely,

(Signature of the Authorised Signatory)

Name :

Designation :

Company :

Seal :

Date :

Place :

Address :

## 10.2 Commercial Bid Formats

### General Instructions:

1. The bidder should provide all prices as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, bidder must indicate “o” (Zero) in all such fields.
2. All types of taxes and duties must be added in tax columns to depict the different taxes involved for the various price schedule. VMC shall take into account all Taxes, Duties and Levies for the purpose of Evaluation.
3. Any changes in Govt. Taxes/Duties would be applicable as on actual at the time of invoice processing.
4. All the prices (even for taxes) are to be entered in Indian Rupees ONLY (%age values are not allowed)
5. VMC at its discretion may add/reduce the quantity of any item at the time of placing work order/ agreement and payment will be released on actual basis.
6. IT Infrastructure (Hardware) and other line items mentioned in these Schedule are indicative. Bidders to specify the actual ones. If any of the items are not required/not offered in solution, proper justification should be given in un-priced Bill of Material in the Technical Proposal.
7. The bidders are required to carry out due diligence in proposing various systems and keep in mind the overall system requirements and provide justification for the quantities in the Technical Proposal.
8. VMC reserves the right to question the logic of pricing for all the five years ERP and other software as well as CAMC of two years for Hardware, and thus bidders are required to ensure that no unjustified higher (or lower) pricing is done for subsequent years.
9. The bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
10. VMC reserves the right to do market survey for bid prices offered and negotiate with the bidder if their prices are higher than the ones discovered at that point of time.
11. For Commercial Bid calculation purpose, each of the line items in the above schedule shall be considered for specified units. However the actual quantity of the order could be different than the numbers given in these Schedule, and would be based on actual requirements.
12. All the manpower/resources considered is for yearly deployment period. Bidder is expected to factor the necessary leaves of the resources to ensure continuous availability on all working days of VMC (as per VMC Calendar) within the man-power cost quoted. However, the manpower should be available to carry out scope of work items, to meet the SLA requirements.
13. The manpower cost shall be considered for Commercial Bid evaluation. However, the same cost cannot guaranteed for actual deployment as the requirements may change (decreased or increased) during subsequent years.
14. **The bidder who has the lowest Commercial will be selected as the successful bidder and may be awarded the Contract.**

**10.2.1 Summary of Cost Components**

<b>Schedule G: Summary of All Cost Components</b>				
<b>Sr.</b>	<b>Description</b>	<b>Total Amount without Taxes</b>	<b>Total Taxes Amount</b>	<b>Total Amount with Taxes</b>
		<b>S1</b>	<b>S2</b>	<b>S=S1+S2</b>
1	Total Cost of Schedule - A [Software License Cost]			
2	Total Cost of Schedule - B [IT Infrastructure Cost]			
3	Total Cost of Schedule - C [Implementation Cost]			
4	Total Cost of Schedule - D [Software Support Cost]			
5	Total Cost of Schedule - E [IT Infrastructure CAMC Cost for 2 years Post Warranty]			
6	Total Cost of Schedule - F [Support Manpower Cost]			
<b>Grand Total in Rs.</b>				

**Note: Above table will be used for Commercial Bid evaluation (L1 position) purpose.**

**10.2.2 Software License Cost (Schedule A)**

Schedule A: Software License Cost											
Sr.	Item	UOM	Qty.	Basic Rate	Total Cost (Excluding Taxes)	Service Tax		VAT/CST		Total Taxes	Total Amount with Taxes
						Rate	Amount	Rate	Amount		
			Q	A	D= A*Q		E		F	G = E+F	T= D+G
1	<b>Licenses Cost</b> (the cost shall include one-time license cost)										
1.1	Supply and Activation of ERP Licenses	Nos.	200								
1.2	Supply and Activation of Workflow & File Management System	Nos.	600								
1.3	Supply and Activation of Document Management System Licences	Lump-sum	01								
1.4	Supply and Activation of Automatic Building Plan and Drawing Approval Solution	Nos.	05								
1.5	Supply and Activation of Database Licenses	Lump-sum	01								
1.6	Supply and Activation of Employee Self Services Licenses	Nos.	400								
1.7	Supply and Activation of Payroll Licenses	Nos.	15000								
	<b>Total in Rs.</b>										

**10.2.3 IT Infrastructure Cost (Schedule B)**

Schedule B: IT Infrastructure Cost													
Sr.	Item	UOM	Qty.	One-time Supply Cost including 3 years Warranty Period	Recurring Maintenance Cost Post Warranty Period per Annum	Cost for 2 Years	Total Cost (Excluding Taxes)	Service Tax		VAT / CST		Total Taxes	Total Amount with Taxes
								Rate	Amount	Rate	Amount		
	Hardware (the cost*)		Q	A	B	C=B*2	D=(A+C)*Q		E		F	G=E+F	T=D+G
1	Servers (including Operating System)	Lump-sum	01										
2	Middleware/ Virtualization Software (if Any)	Lump-sum	01										
3	Storage System	Lump-sum	01										
4	Server based Digital Signature Solution, with 100 Digital signature Certificates	Lump-sum	01										
5	Networking Infrastructure	Lump-sum	01										
6	Any other IT Infrastructure item (#)	Lump-sum	01										
<b>Total in Rs.</b>													

\* Hardware cost shall include hardware sizing, supply, installation, testing, commissioning of the above components, with 3 years warranty post Go-live.

**(#) Please provide complete details and BoQ with make and model, of such "Any other item" along with Technical Proposal.**



**10.2.4 Implementation Cost (Schedule C)**

Schedule C: Implementation Cost								
Sr.	Item	UOM	Qty.	Unit rate	Total Amount without Taxes	Service Tax		Total Amount with Taxes
						Rate	Amount	
			Q	A	B=A*Q	C	D=(C*B/100)	E=B+D
1	Implementation Cost (including data migration, third party software licensing etc), 3 months post Go-live support)							
1.1	Implementation Cost for ERP (i.e. Core COTS) Modules	Lump-sum	01					
1.2	Implementation Cost for Non-Core ERP Modules (Except section 13.8 and 13.6)	Lump-sum	01					
1.3	Development/ Implementation Cost for Mobile App as per section 13.8	Lump-sum	01					
1.4	Development/ Implementation Cost for VGL module as per section 13.6	Lump-sum	01					
2	Training as per Section 6.7 (One-time Training)	Per Batch	20					
3	ISO 27001 Certification	Lump-sum	01					
<b>Total in Rs.</b>								

C1	Implementation Cost for 52 core citizen services	%
C1	Development/ Implementation Cost for 52 Core-citizen services, covering core and non-core modules. This must be specified in % of total implementation cost specified in 1.1+1.2	% of Total of (1.1 + 1.2)

**10.2.5 Software Support Cost (Schedule D)**

<b>Schedule D: Software Support Cost</b>												
Sr.	Item	UOM	Qty.	Recurring Licenses Cost / Recurring Maintenance cost post Go-Live per Annum	Cost for 5 Years	Total Cost (Excluding Taxes)	Service Tax		VAT / CST		Total Taxes	Total Amount with Taxes
							Rate	Amount	Rate	Amount		
			<b>Q</b>	<b>B</b>	<b>C= B*5</b>	<b>D= C*Q</b>		<b>E</b>		<b>F</b>	<b>G = E+F</b>	<b>T=D+G</b>
1	<b>Software Support Cost*</b> (the cost shall include 5 years of AMC support from the date of Go-live).											
1.1	Software Support Cost for ERP Licenses	Nos.	200									
1.2	Software Support Cost for Workflow and File Management System	Nos.	600									
1.3	Software Support Cost for Document Management System	Lump-sum	01									
1.4	Software Support Cost for Automatic Building Plan and Drawing Approval Solution	Nos.	05									
1.5	Software Support Cost for Database License	Lump-sum	01									
1.6	Software Support Cost for Employee Self Services Licenses	Nos.	400									
1.7	Software Support Cost of Payroll Licenses	Nos.	15000									
<b>Total in Rs.</b>												

\* Software Support cost per annum for each of the above Licenses must not be less than 15% of the concerned base cost quoted in Schedule A.

**10.2.6 IT Infrastructure Support Cost (Schedule E)****Schedule E: IT Infrastructure CAMC Cost for 2 years Post Warranty**

Sr.	Item	UOM	Qty.	Basic Rate	Total Cost (Excluding Taxes)	Service Tax		VAT / CST		Total Taxes	Total Amount with Taxes
						Rate	Amount	Rate	Amount		
			Q	C	D= C*Q		E		F	G=E+F	T=D+G
<b>1</b>	<b>CAMC for Hardware Solution - 4th Year*</b>	Lump-sum	01								
1.1	Servers (including Operating System)	Lump-sum	01								
1.2	Middleware/ Virtualization Software (If Any)	Lump-sum	01								
1.3	Storage	Lump-sum	01								
1.4	Server based Digital Signature Solution, with 100 Digital signature Certificates	Lump-sum	01								
1.5	Networking Infrastructure	Lump-sum	01								
1.6	Any other IT Infrastructure item (#)	Lump-sum	01								
<b>2</b>	<b>CAMC for Hardware Solution - 5th Year *</b>	Lump-sum	01								
2.1	Servers (including Operating System)	Lump-sum	01								
2.2	Middleware / Virtualization Software (If Any)	Lump-sum	01								
2.3	Storage	Lump-sum	01								
2.4	Server based Digital Signature Solution, with 100 Digital signature Certificates	Lump-sum	01								
2.5	Networking Infrastructure	Lump-sum	01								
2.6	Any other IT Infrastructure item (#)	Lump-sum	01								
<b>Total in Rs.</b>											

\* CAMC cost for Hardware solution per annum must not be less than 6% of the quoted cost of Schedule B.

**Please provide complete details along with Technical Proposal.**

**10.2.7 Support Manpower Cost (Schedule F)**

Schedule F: Support Manpower Cost								
Sr.	Item	UOM	Qty.	Unit Rate	Total Amount without Taxes	Service Tax		Total Amount with Taxes
						Rate	Amount	
			Q	A	B=A*Q	C	D=(C*B/100)	E=B+D
<b>A</b>	<b>Support Manpower Cost for 1<sup>st</sup> Year</b>							
1	Deployment of Support Manpower during post Go-Live Support Phase for 1 <sup>st</sup> year as per Manpower defined in Tender document.							
1.1	Project Manager	Man-month	12					
1.2	ERP Technical Consultant/Admin	Man-month	24					
1.3	ERP Functional Consultant	Man-month	24					
2	Refresher Training [Post Go-live]							
2.1	Training for 1 <sup>st</sup> Year	Per Batch	8					
<b>Total Support Manpower Cost for 1<sup>st</sup> Year</b>								
<b>B</b>	<b>Support Manpower Cost for 2<sup>nd</sup> Year</b>							
1	Deployment of Support Manpower during post Go-Live Support Phase for 2 <sup>nd</sup> years as per Manpower defined in Tender document.							
1.1	Project Manager	Man-month	12					
1.2	ERP Technical Consultant/Admin	Man-month	24					
1.3	ERP Functional Consultant	Man-month	24					
2	Refresher Training							
2.1	Training for 2 <sup>nd</sup> Year	Per Batch	8					
<b>Total Support Manpower Cost for 2<sup>nd</sup> Year</b>								
<b>C</b>	<b>Support Manpower Cost for 3<sup>rd</sup> Year</b>							
1	Deployment of Support Manpower during post Go-Live Support Phase for 3 <sup>rd</sup> year as per Manpower defined in Tender document.							

## RFP for ERP Solution for VMC under Smart City Initiatives

1.1	Project Manager	Man-month	12					
1.2	ERP Technical Consultant/Admin	Man-month	24					
1.3	ERP Functional Consultant	Man-month	24					
2	Refresher Training							
2.1	Training for 3 <sup>rd</sup> Year	Per Batch	8					
<b>Total Support Manpower Cost for 3<sup>rd</sup> Year</b>								
<b>D</b>	<b>Support Manpower Cost for 4<sup>th</sup> Year</b>							
1	Deployment of Support Manpower during post Go-Live Support Phase for 4 <sup>th</sup> years as per Manpower defined in Tender document.							
1.1	Project Manager	Man-month	12					
1.2	ERP Technical Consultant/Admin	Man-month	24					
1.3	ERP Functional Consultant	Man-month	24					
2	Refresher Training							
2.1	Training for 4 <sup>th</sup> Year	Per Batch	8					
<b>Total Support Manpower Cost for 4<sup>th</sup> Year</b>								
<b>E</b>	<b>Support Manpower Cost for 5<sup>th</sup> Year</b>							
1	Deployment of Support Manpower during post Go-Live Support Phase for 5 <sup>th</sup> years as per Manpower defined in Tender document.							
1.1	Project Manager	Man-month	12					
1.2	ERP Technical Consultant/Admin	Man-month	24					
1.3	ERP Functional Consultant	Man-month	24					
2	Refresher Training							
2.1	Training for 5 <sup>th</sup> Year	Per Batch	8					
<b>Total Support Manpower Cost for 5<sup>th</sup> Year</b>								
<b>Total in Rs.</b>								

## 11 Annexure IV: Draft Contract Agreement

-----  
On a (minimum) Rs. 100/- Non Judicial Stamp Paper  
-----

This Contract Agreement, hereinafter referred to as “CA” is made this \_\_\_\_ day of \_\_\_\_\_ 2017 at [office address]

BETWEEN

The Municipal Commissioner, Vadodara Municipal Corporation, (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns) of the First Part (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns) of the First Part

AND

M/s \_\_\_\_\_, a company registered under The Companies Act, 1956 having its registered office at \_\_\_\_\_ and place of business at \_\_\_\_\_, hereinafter referred to as “SI” (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors and permitted assigns) of the Second Part

Each individually a “Party” hereto and collectively the “Parties”

And Whereas VMC intends to ----- and published the tender to seek services of a reputed IT firm for Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives at VMC

And whereas M/s. ----- has submitted its proposal to Design, develop, test, implement, operate and maintain the Project "**Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives**";

And whereas VMC and M/s. ----- have decided to enter into this Agreement on the terms and conditions stipulated hereinafter.

NOW, THEREFORE, in consideration of the premises covenants and promises contained herein and other good and valuable considerations, the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, IT IS HEREBY AGREED between the Parties as follows:

## 11.1 Definitions, Interpretations and Other Terms

- a) **Bid** means the tender process conducted by VMC and the technical and commercial proposals submitted by the successful bidder, alongwith the subsequent clarifications and undertakings, if any;
- b) **Confidential Information** means all information including VMC Data (whether in written, oral, electronic or other format) which relates to the technical, financial, business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this CA (including without limitation such information received during negotiations, location visits and meetings in connection with this CA);
- c) **Customers** means all citizens and business organization and users who would be using ERP
- d) **Deliverables** means all the activities related to the setting up and operations of the infrastructure, documents, Software Applications, Source Codes, as defined in the RFP & subsequent Corrigendum (if any), based on which the technical proposal & commercial proposal was submitted by the bidder and as required as per this CA;
- e) **Effective Date** means the date on which this CA is executed;
- f) **CA** means this Contract Agreement, together with the recitals and all schedules and the contents, requirements, specifications and standards of the RFP (as may be amended, supplemented or modified in accordance with the provisions hereof) and the Bid. **In the event of a conflict between this CA and the Schedules, the terms of the CA shall prevail; with overriding effect;**
- g) **Performance Security** means the irrevocable and unconditional Bank Guarantee provided by the SI from a Nationalized Bank/Scheduled Bank other than Co-operative Bank in favor of the Commissioner, Vadodara Municipal Corporation, for an amount equivalent to 10% of the total contract value i.e. Rs.....(Rupees.....only);
- h) **Proprietary Information** means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned/licensed by either Party or granted by third parties to a Party hereto prior/ subsequent to the execution of this MSA;
- i) **Required Consents** means the written consents, clearances and licenses, rights and other authorizations as may be required to be obtained by the SI, for all tasks/activities/software/hardware and communication technology for this project; from all the concerned departments/agencies, etc. as the case may be.
- j) **RFP** means the Request for Proposal released vide Bid Document no. <<>> dated <<>>, and include all clarifications/addendums, explanations and amendments issued by the department in respect thereof;
- k) **Service Level(s)** means the performance standards, which will apply, to the services delivered through the software application & hardware implemented by the SI.
- l) **Service Level Requirement(s)** means the timelines and the quality levels to be adhered to by the SI for delivering various services under the contract;

- m) **Services** means the content and services delivered and to be delivered to the customers or the department's offices by the SI, and includes but not limited to the services specified in the RFP document or as may be specified and incorporated in the subsequent Agreement/s under Contract Agreement.
- n) **Users** means VMC staff / officials;

## 11.2 Interpretations

- a) References to any statute or statutory provision include a reference to that statute or statutory provision as from time to time amended, extended, re-enacted or consolidated and to all statutory instruments made pursuant to it;
- b) Words denoting the singular shall include the plural and vice-versa and words denoting persons shall include firms and corporations and vice versa;
- c) Unless otherwise expressly stated, the words "herein", "hereof", "hereunder" and similar words refer to this CA as a whole and not to any particular Article, Schedule. The term Articles, refers to Articles of this CA. The words "include" and "including" shall not be construed as terms of limitation. The words "day" and "month" mean "calendar day" and "calendar month" unless otherwise stated. The words "writing" and "written" mean "in documented form", whether electronic or hard copy, unless otherwise stated;
- d) The headings and use of bold type in this CA are for convenience only and shall not affect the interpretation of any provision of this CA;
- e) The Schedules to this CA form an integral part of this CA and will be in full force and effect as though they were expressly set out in the body of this CA;
- f) Reference at any time to any agreement, deed, instrument, license or document of any description shall be construed as reference to such agreement, deed, instrument, license or other document as the same may be amended, varied, supplemented, modified or suspended at the time of such reference;
- g) Any word or expression used in this CA shall, unless defined or construed in this CA, bear its ordinary English language meaning;
- h) The damages payable by a Party to the other Party as set forth in this CA, whether on per diem basis or otherwise, are mutually agreed genuine pre-estimated loss and liquidated damages likely to be suffered and incurred by the Party entitled to receive the same and are not by way of penalties;
- i) This CA shall operate as a legally binding agreement specifying the master terms, which apply to the Parties under this agreement and to the provision of the services by the SI;
- j) The department may nominate a technically competent agency/individual(s) for conducting acceptance testing and certification of the various requisite infrastructure to ensure a smooth, trouble free and efficient functioning of the Scheme or carry out these tasks itself;
- k) The agency/individual nominated by the department can engage professional organizations for conducting specific tests on the software, hardware, networking, security and all other aspects;



- l) The agency/individual will establish appropriate processes for notifying the SI of any deviations from the norms, standards or guidelines at the earliest instance after taking cognizance of the same to enable the SI to take corrective action;
- m) Such an involvement of and guidance by the agency/person will not, however, absolve the SI of the fundamental responsibility of designing, developing, installing, testing and commissioning the application & the infrastructure for efficient and effective delivery of services as contemplated under this RFP.
- n) The documents forming this Agreement are to be taken as mutually explanatory of one another. The following order shall govern the priority of documents constituting this Agreement, in the event of a conflict between various documents, the documents shall have priority in the following order:
- i) This Agreement;
  - ii) Scope of Services for the SI (hereby annexed as Annexure I)
  - iii) Detail Commercial proposal of the SI accepted by VMC (hereby annexed as Annexure II)
  - iv) Clarification & Corrigendum Documents published by VMC subsequent to the RFP for this work (hereby annexed as Annexure III)
  - v) RFP Document of VMC for this work (hereby annexed as Annexure IV)
  - vi) LoI issued by the VMC to the successful bidder (hereby annexed as Annexure V); and
  - vii) Successful bidder's "Technical Proposal" and "Commercial Proposal" submitted in response to the RFP (hereby annexed as Annexure VI).

### **11.3 Term of the Contract Agreement**

- The term of this CA shall be a period of 1 year from the date of execution of this Agreement. In the event of implementation period getting extended beyond 6 months, for reasons not attributable to the SI, VMC reserves the right to extend the term of the Agreement by corresponding period to allow validity of contract for 6 months from the date of successful go live.
- VMC also reserves the right to extend the contract at its sole discretion for duration of 1 year, beyond the initial 1 year period.

### **11.4 Fees**

The fees shall be inclusive of Value Added Tax or Sales Tax, Service Tax, Income Tax, duties, fees, levies, charges, and commissions as applicable under the relevant Laws of India. Should there be a change in applicable taxes, the actual taxes on the date of billing would prevail.

## 11.5 Work Completion Timelines and Payment Terms

- Project delivery/work completion milestones and payment milestones given below is from the date of Work Order.

Sr.	Milestone	Deliverables	Timeline	Payment Terms	Liquidated Damages Applicable on Delay
1.	Detailed Project Plan (Covering Project Schedule Plan, Application Modules Phasing Plan, Business Continuity Plan, etc.) Infrastructure Gap Analysis / Recommendations Documents.	Detailed Project Plan, User Requirement Specifications, Gap Analysis Documents, Module Delivery Plan	T + 3 weeks	1% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost, per week (to be recovered from subsequent Invoice)
2.	User Requirements Document, Gap Analysis Documents with Business Process Reengineering Recommendations	SRS Documents, System Design Documents, BPR Requirement Document	T + 7 weeks	14% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost per week
3.	Supply and Activation of Licenses	Licenses copy* and media of relevant software(s)	within 30 days of receipt of VMC intimation	70% of the licenses cost [Schedule-A]	1% of the Schedule A cost per week
4.	Completion of Development of Prototype and Demonstration of ERP module	Prototype Demonstration of Core ERP Modules	T + 18 weeks	15% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost per week
5.	Data Migration	Data Migration Report	T + 19 weeks	5% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost per week
6.	Delivery, Installation and Commissioning IT Infrastructure	Delivery Report and/or Licenses Copy (as applicable), Installation Report	T + 22 weeks	60% of the Infrastructure Cost [Schedule-B]	0.30% of the Schedule B Cost per week
7.	User Acceptance Testing of the Core Module	Test Cases Reports (Unit Test, Integration Test, System, Test, Load Test, Performance Test, UAT Testing Reports	T + 24 Weeks	10% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost per week

RFP for ERP Solution for VMC under Smart City Initiatives

8.	End User Training & Documentation Submission	1. Training Certificate from the Department 2. User Manual Documentation 3. System Documentation (incl. IT infra Design Document)	T + 28 weeks	10% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost per week
9.	Implementation and Go-live of Core ERP Modules	On Completion, Acceptance Certificate of Core ERP modules provided by VMC.	T + 34 weeks	10% of the Implementation Cost [Schedule-C]	0.30% of the Schedule C Cost per week
10.	User Acceptance Testing of the Non-Core Modules	UAT Testing Reports of the Non-Core modules	T + 36 weeks	1. 10% of the Implementation Cost [Schedule-C] 2. 10% of the Licenses Cost [Schedule-A]	0.30% of the Schedule (A+C) Cost per week
11.	Implementation and Go-live of Entire Project (Completion of Implementation)	On Completion, Acceptance Certificate provided by VMC.	Go-live = T + 40 weeks	1. 15% of the Implementation cost [Schedule-C] 2. 15% license cost [Schedule-A] 3. 10% of the IT infrastructure Cost [Schedule-B]	0.30% of the Schedule (A+B+C) Cost per week
12.	Hand Holding Support (Stabilization period)-##	Please see note below	Go-Live + 3 months	5% of the Implementation Cost [Schedule-C]	-
13.	ISO 27001 Certification	ISO 27001 Certification for the project	Go-Live + 6 months	5% of the Implementation Cost [Schedule-C] 10% of the Infrastructure Cost [Schedule-B]	0.30% of the Schedule C Cost per week
14.	Maintenance Support (Software Licenses / Manpower / IT Infrastructure) for 5 Years after Go-Live	Periodic and Required Work Products/ Documents/ Reports	Go-Live + 5 Years	On Quarterly basis in arrears. 1. Software support cost (Schedule-D) 2. Deployed manpower cost- at actual (Schedule-F) 3. IT Infrastructure cost (Schedule-E)- for 4th and 5th year	Penalty as per SLA
15.	IT Infrastructure Support during Warranty Period of 3 years	Periodic and Required Work Products/ Documents/ Reports	Go-Live + 5 years	On Quarterly basis in arrears i.e. 2.5% of the IT Infrastructure Cost [Schedule-B] per quarter in arrears	Penalty as per SLA

**Note:**

Phase-wise implementation will be allowed, vendor will have to implement key (Core) modules in Phase 1 & other modules will have to be implemented in later phases. However, the successful Live Run milestone for the entire project needs to be achieved as per above mentioned timelines.

## - This period will be considered as stabilisation period for the implemented solution. The successful Bidder should support the closure of account books through the deployed system.

### **11.6 Commercial Terms**

VMC will release the payment within 30 days of submission of invoice subject to the condition that invoice and all supporting documents produced are in order.

### **11.7 Annual Technical Support (ATS)**

The Annual Technical Support (ATS) to be provided by the Systems Integrator is for the period of five years from the date of acceptance of the system by VMC. Scope of ATS is as per the Section 6 of the RFP.

### **11.8 Service Level Agreements**

- The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the SI to the department for the duration of this contract period of the Project.
- Timelines specified in the above section (Work Completion Timelines & Payment Terms) shall form the Service Levels for delivery of Services specified there-in.

### **11.9 Professional Project Management**

SI shall execute the project with complete professionalism and full commitment to the scope of work and the prescribed service levels. SI shall attend regular Project Review Meetings called by VMC and shall adhere to the directions given during the meeting. Following responsibilities are to be executed by the SI in regular manner to ensure the proper management of the project:

- Finalization of the Project plan in consultation with VMC and its consultant. Project Plan should consist of work plan, communication matrix, timelines, Quality Plan, Configuration Management Plan, etc.
- Plan and deploy the resources in conjunction with the Project Plan and to execute roles and responsibilities against each activity of the project plan
- Preparation & regular updation of the Risk Register and the Mitigation Plan. Timely communication of the same to all the identified project stakeholders
- Submission of Weekly Project Progress Reports
- Monthly Compliance report, which will cover compliances to Project Timelines, Project Team, Hardware & Software delivered, SLAs, etc.

### **11.10 Use & Acquisition of Assets during the Term**

SI shall

- a) Take all reasonable & proper care of the entire hardware & software, network or any other information technology infrastructure components used for the project & other facilities leased/owned by the SI exclusively in terms of the delivery of the services as per this CA (hereinafter the “Assets”) in proportion to their use & control of such Assets which will include all upgrades/enhancements & improvements to meet the needs of the project arising from time to time.
- b) Term “Assets” also refers to all the hardware/software/furniture/data/documentations/manuals/catalogues/brochures/or any other material procured, created or utilised by the SI or VMC for the **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives** project.
- c) Keep all the tangible Assets in good & serviceable condition (reasonable wear & tear excepted) &/or the intangible Assets suitably upgraded subject to the relevant standards as stated in of the RFP to meet the SLAs mentioned in the contract & during the entire term of the Agreement.
- d) Ensure that any instructions or manuals supplied by the manufacturer of the Assets for use of Assets & which are provided to the SI will be followed by the SI & any person who will be responsible for the use of the Asset.
- e) Take such steps as may be recommended by the manufacturer of the Assets & notified to the SI or as may be necessary to use the Assets in a safe manner.
- f) To the extent that the Assets are under the control of the SI, keep the Assets suitably housed & in conformity with any statutory requirements from time to time applicable to them.
- g) Not, knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to law.
- h) Use the Assets exclusively for the purpose of providing the Services as defined in the contract.
- i) Ensure the integration of the software with hardware to be installed and the current Assets in order to ensure the smooth operations of the entire solution architecture to provide efficient services to VMC of this Project in an efficient and speedy manner.
- j) SI shall not use VMC data to provide services for the benefit of any third party, as a service bureau or in any other manner

### **11.11 Security and Safety**

- a) The SI will comply with the directions issued from time to time by VMC and the standards related to the security and safety in so far as it applies to the provision of the Services.
- b) SI shall also comply with VMC/Government of Gujarat’s information technology security and standard policies in force from time to time as applicable.
- c) SI shall use reasonable endeavours to report forthwith in writing to all the partners / contractors about the civil and criminal liabilities accruing due to by unauthorized access (including unauthorized persons who are employees of any Party) or interference with VMC's data, facilities or Confidential Information.
- d) The SI shall upon reasonable request by VMC or his/her nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.

- e) SI shall promptly report in writing to VMC any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security of ERP modules.

### **11.12 Indemnity**

The SI agrees to indemnify and hold harmless VMC, its officers, employees and agents (each a "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorneys fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from

- (i) Any mis-statement or any breach of any representation or warranty made by the SI or
- (ii) The failure by the SI to fulfill any covenant or condition contained in this Agreement, including without limitation the breach of any terms and conditions of this Agreement by any employee or agent of the SI. Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created by SI pursuant to this Agreement, or any equipment, software, information, methods of operation or other intellectual property created by SI or sub-contractors pursuant to this Agreement, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by (A) "Implementation of Project by itself or through other persons other than SI or its sub-contractors; (B) Third Parties (i.e., other than SI or sub-contractors) at the direction of VMC, or
- (iii) any compensation / claim or proceeding by any third party against VMC arising out of any act, deed or omission by the SI or
- (iv) claim filed by a workman or employee engaged by the SI for carrying out work related to this Agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

Any payment made under this Agreement to an indemnity or claim for breach of any provision of this Agreement shall include applicable taxes.

### **11.13 Third Party Claims**

- a. Subject to Sub-clause (b) below, the SI (the "Indemnified Party") from and against all losses, claims litigation and damages on account of bodily injury, death or damage to tangible personal property arising in favour or any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's performance or non-performance under this Agreement or the SLAs.
- b. The indemnities set out in Sub-clause (a) above shall be subject to the following conditions:
  - i) the Indemnified Party, as promptly as practicable, informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

- ii) the Indemnified Party shall, at the cost and expenses of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defence of such claim including reasonable access to all relevant information, documentation and personnel. The indemnifying party shall bear cost and expenses and fees of the Attorney on behalf of the Indemnified Party in the litigation, claim.
- iii) if the Indemnifying Party does not assume full control over the defense of a claim as provided in this Article, the Indemnifying Party may participate in such defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be borne and paid by the Indemnifying Party.
- iv. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- v. SI hereby indemnify & hold indemnified VMC harmless from & against any & all damages, losses, liabilities, expenses including legal fees & cost of litigation in connection with any action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement.
- vi. all settlements of claims subject to indemnification under this Article will: (a) be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld & include an unconditional release to the Indemnified Party from the claimant for all liability in respect of such claim; & (b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- viii. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings; &
- ix. in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates;
- x. in the event that the Indemnifying Party is obligated to indemnify the Indemnified Party pursuant to this Article, the Indemnified Party will be entitled to invoke the Performance Bank Guarantee, if such indemnity is not paid, either in full or in part, & on the invocation of the Performance Bank Guarantee, the Indemnifying Party shall be subrogated to all rights & defenses of the Indemnified Party with respect to the claims to which such indemnification relates.

#### **11.14 Publicity**

Any publicity by the SI in which the name of VMC is to be used should be done with the explicit written permission of the Commissioner, VMC.

#### **11.15 Warranties**

- a. The SI warrants and represents to VMC that:
  - i. It has full capacity and authority and all necessary approvals to enter into and to perform its obligations under this Agreement;
  - ii. This Agreement is executed by a duly authorized representative of the SI;



- iii. It shall discharge its obligations under this Agreement with due skill, care and diligence so as to comply with the service level agreement.
- b. In the case of the SLAs, the SI warrants and represents to VMC, that:
- i. the SI has full capacity and authority and all necessary approvals to enter into and perform its obligations under the SLAs and to provide the Services;
  - ii. the SLAs shall be executed by a duly authorized representative of the SI;
  - iii. the Services will be provided and rendered by appropriately qualified, trained and experienced personnel as mentioned in the RFP;
  - iv. SI has and will have all necessary licenses, approvals, consents of third Parties free from any encumbrances and all necessary technology, hardware and software to enable it to provide the Services;
  - v. the Services will be supplied in conformance with all laws, enactments, orders and regulations applicable from time to time;
  - vi. SI will warrant that the goods supplied under the contract are new, of the most recent higher version /models and incorporate all recent improvements in design and materials unless provided otherwise in the contract.
  - vii. The SI shall ensure defect free operation of the entire solution and shall replace any such components, equipments, software and hardware which are found defective and during the entire contract period the SI shall apply all the latest upgrades/patches/releases for the software after appropriate testing. No additional costs shall be paid separately for the warranty other than what are the costs quoted by the SI and as specified in the contract.
  - viii. If the SI uses in the course of the provision of the Services, components, equipments, software and hardware manufactured by any third party and which are embedded in the Deliverables or are essential for the successful use of the Deliverables, it will pass through third party manufacturer's Warranties relating to those components, equipment, software and hardware to the extent possible.
- c. Notwithstanding what has been stated elsewhere in this Agreement and the Schedules attached herein, in the event the SI is unable to meet the obligations pursuant to the implementation of the Project, Operations and Maintenance Services and any related scope of work as stated in this Agreement and the Schedules attached herein, VMC will have the option to invoke the Performance Guarantee after serving a written notice of thirty (30) days on the SI.

### **11.16 Force Majeure**

The SI shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the "reasonable" control of the SI, not involving the SI's fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.

For the SI to take benefit of this clause it is a condition precedent that the SI must promptly notify VMC, in writing of such conditions and the cause thereof within 5 calendar days of the Force Majeure event arising. VMC, or the consultant / committee appointed by VMC shall study the submission of the SI and inform whether the situation



can be qualified one of Force Majeure. Unless otherwise directed by VMC in writing, the SI shall continue to perform its obligations under the resultant Agreement as far as it is reasonably practical, and shall seek all reasonable alternative means for performance of services not prevented by the existence of a Force Majeure event.

In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, VMC and the SI shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding anything to the contrary mentioned above, the decision of VMC shall be final and binding on the SI.

### **11.17 Resolution of Disputes**

VMC and the SI shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Agreement. If after 30 days from the commencement of such informal negotiations, VMC and the SI are unable to resolve amicably such dispute, the matter shall be referred to two Arbitrators: one Arbitrator to be nominated by VMC and the other one to be nominated by the SI. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. Proceedings under this clause shall be subject to applicable law of the Arbitration and Reconciliation Act, 1996 and the venue of such arbitration shall be Vadodara. Cost of arbitration shall be borne by each party proportionately. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. The provisions of this clause shall survive termination of this Agreement.

### **11.18 Risk Purchase Clause**

In the event SI fails to execute the project as stipulated in the CA, or as per the directions given by VMC from time to time, VMC reserves the right to procure similar services from the next eligible bidder or from alternate sources at the risk, cost and responsibility of the SI. Before taking such a decision, VMC shall serve a notice period of 1 month to the SI. SI's liability in such case would not be higher than 50% of the contract value.

### **11.19 Limitation of Liability towards VMC**

The SI's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The SI shall be liable to VMC for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to VMC on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed the total value of the Agreement.

### **11.20 Conflict of Interest**

The SI shall disclose to VMC in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the SI or its Team) in the course of performing the Services as soon as it becomes aware of such a conflict. SI shall hold VMC's interest paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments.

### **11.21 Data Ownership**

All the data created as the part of the project shall be owned by VMC. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only to the personnel working on the projects and their names & contact details shall be shared with VMC in advance. VMC / its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI to data / system security.

### **11.22 Intellectual Property Rights**

For the customized solution developed for the project, IPR of the solution would belong exclusively to VMC, Government of Gujarat. The SI shall handover the source code to VMC at the stage of Go Live. The SI shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product.

Deliverables provided to VMC by SI during the course of its performance under this Agreement, in which subject to the foregoing provisions of this Article, all right, title and interest in and to such Deliverables, shall, as between SI and VMC, immediately upon creation, vest with VMC. To the extent that the SI Proprietary Information is incorporated within the Deliverables, SI and its employees engaged hereby grant to VMC a perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to VMC facilities, and prepare from them, use and copy derivative works for the benefit of and internal use of VMC, of such SI Proprietary Information, VMC's rights pursuant to the preceding sentence include the right to disclose such SI Proprietary Information to third party contractors solely for use on the Project provided that all such third party contractors execute, deliver and comply with any customary confidentiality and non-disclosure agreements reasonably required by VMC.

### **11.23 Fraud and Corruption**

VMC requires that SI must observe the highest standards of ethics during the execution of the contract. In pursuance of this policy, VMC defines, for the purpose of this provision, the terms set forth as follows:

- a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of VMC in contract executions.
- b. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to VMC, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive VMC of the benefits of free and open competition.

- c. “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which is given by VMC in Volume II.
- d. “Coercive Practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

If it is noticed that the SI has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be a sufficient ground for VMC for termination of the contract and initiate black-listing of the vendor.

## 11.24 Exit Management

### (i) Exit Management Purpose

This clause sets out the provisions, which will apply during Exit Management period. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.

The exit management period starts, in case of expiry of contract, at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the SI. The exit management period ends on the date agreed upon by VMC or Three months after the beginning of the exit management period, whichever is earlier.

### (ii) Confidential Information, Security and Data

SI will promptly on the commencement of the exit management period, supply to VMC or its nominated agencies the following:

- a) Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to the Project, Project’s Intellectual Property Rights; any other data and confidential information related to the Project;
- b) Project data as is reasonably required for purposes of the Project or for transitioning of the services to its replacing successful bidder in a readily available format.
- c) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable VMC and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to VMC or its nominated agencies, or its Replacing Vendor (as the case may be).

### (iii) Rights of Access to Information

At any time during the exit management period, the SI will be obliged to provide an access of information to VMC and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, Live data, policy documents or any other material related to the **Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives** Project.

### (iv) Exit Management Plan

Successful bidder shall provide VMC with a recommended "Exit Management Plan" within 90 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- a) A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- b) Plans for the communication with such of the successful bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- c) Plans for provision of contingent support to the ERP Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
- d) Exit Management Plan shall be presented by the SI to and approved by VMC or its nominated agencies.
- e) The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.
- f) During the exit management period, the SI shall use its best efforts to deliver the services.
- g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

### **11.25 Termination of Contract**

VMC may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 30 days stating the reason for default to the SI and as it deems fit, terminate the contract either in whole or in part:

- If the SI fails to deliver any or all of the project requirements / operationalization / go-live of project within the time frame specified in the contract; or
- If the SI fails to perform any other obligation(s) under the contract.

Prior to providing a notice of termination to the SI, VMC shall provide the SI with a written notice of 30 days instructing the SI to cure any breach/ default of the Contract, if VMC is of the view that the breach may be rectified.

On failure of the SI to rectify such breach within 30 days, VMC may terminate the contract by providing a written notice of 30 days to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to VMC. In such event the SI shall be liable for penalty/liquidated damages imposed by VMC.

In the event of termination of this contract for any reason whatsoever, VMC is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and

provide all such assistance to VMC and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution/ continued execution of the requirements of this contract.

## 11.26 Miscellaneous

### a) Confidentiality

“Confidential Information” means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and operational affairs, business rules, citizen information, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party or its subcontractors (whether a Party to the contract or to the SLA) in the course of or in connection with the contract (including without limitation such information received during negotiations, location visits and meetings in connection with the contract or to the SLA) or pursuant to the contract to be signed subsequently.

Except with the prior written permission of VMC, the SI and its Personnel shall not disclose such confidential information to any person or entity not expected to know such information by default of being associated with the project, nor shall the SI and its Personnel make public the recommendations formulated in the course of, or as a result of the Project.

The SI recognizes that during the term of this Agreement, sensitive data will be procured & made available to it, its Sub contractors & agents & others working for or under the SI. Disclosure or usage of the data by any such recipient may constitute a breach of law applicable causing harm not only to the Department whose data is used but also to its stakeholders. SI needs to demonstrate utmost care, sensitivity & strict confidentiality. Any breach of this Article will result in VMC & its nominees receiving a right to seek injunctive relief & damages, from the SI.

The restrictions of this Article shall not apply to confidential Information that:

- i. is or becomes generally available to the public through no breach of this Article by the Recipient; &
- ii. was in the recipient's possession free of any obligation of confidence prior to the time of receipt of it by the Recipient hereunder; &
- iii. is developed by the Recipient independently of any of discloser's Confidential Information; &
- iv. is rightfully obtained by the Recipient from third Parties authorized at that time to make such disclosure without restriction; &
- v. is identified in writing by the Discloser as no longer proprietary or confidential; or vi. is required to be disclosed by law, regulation or Court Order, provided that the recipient gives prompt written notice to the Discloser of such legal & regulatory requirement to disclose so as to allow the Discloser reasonable opportunity to contest such disclosure.

To the extent that such disclosure is required for the purposes of this Agreement, either Party may disclose Confidential Information to:

- i. its employees, agents & independent contractors & to any of its affiliates & their respective independent contractors or employees; &

- ii. its professional advisors & auditors, who require access for the purposes of this Agreement, whom the relevant Party has informed of its obligations under this Article & in respect of whom the relevant Party has informed of its obligations under this Article has used commercially reasonable efforts to ensure that they are contractually obliged to keep such Confidential Information confidential on terms substantially the same as set forth in this Article. Either Party may also disclose confidential Information or any entity with the other Party's prior written consent.

The provisions of this Article shall survive the expiration or any earlier termination of this Agreement.

**b) Standards of Performance**

The SI shall provide the services and carry out their obligations under the Contract with due diligence, efficiency and professionalism/ethics in accordance with generally accepted professional standards and practices. The SI shall always act in respect of any matter relating to this contract. The SI shall abide by all the provisions / Acts / Rules / Regulations, Standing orders, etc of Information Technology as prevalent in the country. The SI shall also conform to the standards laid down by Government of Gujarat or Government of India from time to time.

**c) Sub Contracts**

All the personnel working on the project and having access to the Servers / data should be on payroll of the SI. Sub-contracting would be allowed only during Pre-Go Live stage, for certain non-technical work like Passive Networking, Physical Movement of Goods, etc. The SI shall take prior approval from VMC for sub-contracting any work, if not already specified in the proposal and approved by VMC. Such sub-contracting shall not relieve the SI from any liability or obligation under the Contract. The SI shall be solely responsible for the work carried out by subcontracting under the contract.

**d) Care to be taken while working at VMC Office**

SI should follow instructions issued by concerned Competent Authority from time to time for carrying out work at designated places. SI should ensure that there is no damage caused to any private or public property. In case such damage is caused, SI shall immediately bring it to the notice of concerned organization and VMC in writing and pay necessary charges towards fixing of the damage. SI shall ensure that its employees/representatives don't breach privacy of any citizen or establishment during the course of execution or maintenance of the project.

**e) Compliance with Labour regulations**

The SI shall pay fair and reasonable wages to the workmen employed, for the contract undertaken and comply with the provisions set forth under the Minimum wages Act and the Contract Labour Act 1970. The salary of the manpower working on VMC project should be paid using ECS / NEFT / RTGS. A record of the payments made in this regard should be maintained by the SI. Upon request, this record shall be produced to the appropriate authority in State Government and/or Judicial Body. If complaints are received by Government of Gujarat (or any appropriate authority) appropriate action

(Liquidation of Security Deposit, Blacklisting, etc.) may be initiated as deemed necessary against the SI.

**f) Independent Contractor**

Nothing in this Agreement shall be construed as establishing or implying any partnership or joint venture or employment relationship between the Parties to this Agreement. Except as expressly stated in this Agreement nothing in this Agreement shall be deemed to constitute any Party as the agent of any other Party or authorizes either Party (i) to incur any expenses on behalf of the other Party, (ii) to enter into any engagement or make any representation or warranty on behalf of the other Party, (iii) to pledge the credit of or otherwise bind or obligate the other Party, or (iv) to commit the other Party in any manner whatsoever in each case without obtaining the other Party's prior written consent.

**g) Waiver**

A waiver of any provision or breach of this Agreement must be in writing and signed by an authorized official of the Party executing the same. No such waiver shall be construed to affect or imply a subsequent waiver of the same provision or subsequent breach of this Agreement.

**h) Notices**

Any notice or other document, which may be given by either Party under this Agreement, shall be given in writing in person or by pre-paid recorded delivery post.

In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below

Vadodara Municipal Corporation:

The Municipal Commissioner  
Vadodara Municipal Corporation

-----

Tel: -----

Fax: -----

SI:

-----

-----

Tel: -----

Fax: -----

Any notice or other document shall be deemed to have been given to the other Party when delivered (if delivered in person) if delivered between the hours of 9.30 am and 5.30 pm at the address of the other Party set forth above or on the next working day thereafter if delivered outside such hours, and 7 calendar days from the date of posting (if by letter).



**i) Personnel/Employees**

- i. Personnel/employees assigned by SI to perform the services shall be employees of SI and/or its sub-contractors, & under no circumstances will such personnel be considered as employees of VMC. SI shall have the sole responsibility for supervision & control of its personnel & for payment of such personnel's employee's entire compensation, including salary, legal deductions withholding of income taxes & social security taxes, worker's compensation, employee & disability benefits & the like & shall be responsible for all employer obligations under all laws as applicable from time to time. VMC shall not be responsible for the above issues concerning to personnel of SI.
- ii. SI shall use its best efforts to ensure that sufficient SI personnel are employed to perform the Services, & that, such personnel have appropriate qualifications to perform the Services. VMC or its nominated agencies shall have the right to require the removal or replacement of any SI personnel performing work under this Agreement. In the event that VMC requests that any SI personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule & upon clearance of the personnel based on profile review & upon schedule & upon clearance of the personnel based on profile review & personal interview by VMC or its nominated agencies, within not later than 30 working days. SI shall depute quality team for the project & as per requirements, VMC shall have the right to ask SI to change the team.
- iii. Management (Regional Head / VP level officer) of SI needs to be involved in the project monitoring & should attend the review meeting atleast once in a month.
- iv. The profiles of resources proposed by SI in the technical proposal, which are considered for Technical Bid evaluation, shall be construed as 'Key Personnel' & the SI shall not remove such personnel without the prior written consent of VMC. For any changes to the proposed resources, SI shall provide equivalent or more experienced resources in consultation with VMC.
- v. Except as stated in this clause, nothing in this Agreement will limit the ability of SI freely to assign or reassign its employees; provided that SI shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. VMC shall have the right to review & approve SI's plan for any such knowledge transfer. SI shall maintain the same standards for skills & professionalism among replacement personnel as in personnel being replaced.
- vi. Each Party shall be responsible for the performance of all its obligations under this Agreement & shall be liable for the acts & omissions of its employees & agents in connection therewith.

**j) Variations & Further Assurance**

- a. No amendment, variation or other change to this Agreement or the SLAs shall be valid unless made in writing & signed by the duly authorized representatives of the Parties to this Agreement.
- b. Each Party to this Agreement or the SLAs agree to enter into or execute, without limitation, whatever other agreement, document, consent & waiver & to do all other things which shall or may be reasonably required to complete & deliver the obligations set out in the Agreement or the SLAs.



**k) Severability & Waiver**

- i. if any provision of this Agreement or the SLAs, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this Agreement or the SLAs or the remainder of the provisions in question which shall remain in full force & effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid & enforceable provision which achieves to the greatest extent possible the economic, legal & commercial objectives of the illegal, invalid or unenforceable provision or part provision within 7 working days.
- ii. No failure to exercise or enforce & no delay in exercising or enforcing on the part of either Party to this Agreement or the SLAs of any right, remedy or provision of this Agreement or the SLAs shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further exercise or enforcement of any other right, remedy or provision.

**l) Survivability**

The termination or expiry of this Agreement or the SLAs for any reason shall not affect or prejudice any terms of this Agreement, or the rights of the Parties under them which are either expressly or by implication intended to come into effect or continue in effect after such expiry or termination.

**11.27 Applicable Law**

The contract shall be governed by the laws and procedures prescribed by the Laws prevailing and in force in India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All legal disputes are subject to the jurisdiction of Vadodara courts only.

The Stamp Duty Payable for the Contract shall be borne by SI

IN WITNESS whereof the parties hereto have signed this on the day, month and year first herein above written.

Signed, sealed and delivered

By -----

-----,

For and on behalf of VMC, Government of Gujarat

Signed, sealed and delivered

By -----

For and on behalf of the "SI",

-----

Witnesses:

(1)

(2)

**Attachments to the Agreement:**

- i) Scope of Services for the SI (Annexure I)
- ii) Detail Commercial proposal of the SI accepted by VMC (Annexure II)
- iii) Corrigendum Document published by VMC subsequent to the RFP for this work (Annexure III)
- iv) RFP Document of VMC for this work (Annexure IV)
- v) LoI issued by VMC to the successful bidder (Annexure V)
- vi) The successful bidder's "Technical Proposal" and "Commercial Proposal" submitted in response to the RFP (Annexure VI)

## 12 Annexure V: Format of Consortium Agreement

-----  
On a (minimum) Rs. 100/- Non Judicial Stamp Paper  
-----

This Consortium Agreement (hereinafter the "Agreement") entered into this \_\_\_\_ day of \_\_\_\_\_ ("Date of Signing")

BETWEEN

1. \_\_\_\_\_ (First Party) through Authorized Signatory \_\_\_\_\_ having their principal place of business at \_\_\_\_\_ in India for and on behalf of \_\_\_\_\_ (hereinafter called "the Bidder" which expression shall include its legal successors and permitted assignees) of the

ONE PART;

2. \_\_\_\_\_ (Second Party) through Authorized Signatory \_\_\_\_\_ having their principal place of business at \_\_\_\_\_ in India for and on behalf of \_\_\_\_\_ (hereinafter called "the Consortium Partner" which expression shall include its legal successors and permitted assignees) of the

SECOND PART;

### RECITALS

A. Vadodara Municipal Corporation, herewith called as VMC, has issued a E- TENDER NO: \_\_\_\_\_ (hereinafter the "Tender Document"), inviting bids for Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives at Vadodara Municipal Corporation (hereinafter the "Project" or "ERP Project");

B. As specified in Clause No. " \_\_\_\_\_ " of the Tender Document, the Bidder has formed a Consortium and hereby enters into this Agreement and the Parties have agreed to the participate as members of the Consortium subject to said terms and conditions of this Agreement

The members of the Agreement shall each be referred to as the "Party" and together as the "Parties"

NOW THEREFORE, in consideration of the mutual covenants of the Parties, the sufficiency whereof is hereby acknowledged and other good valuable consideration, the Parties agree as follows:

### 1 Definitions and Interpretation

#### 1.1 Definitions

Capitalized terms used in this Agreement shall have their respective defined meanings, and/or shall have the meaning specified in the Tender Document, unless the context expressly or by necessary implication otherwise requires.

## **1.2 Interpretation**

- a. For the purpose of this Agreement, where the context so admits, (I) the singular shall be deemed to include the plural and vice-versa, and (ii) masculine gender shall be deemed to include the feminine gender and vice-versa.
- b. References to a “person” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;
- c. The headings and sub-headings are inserted for convenience only and shall not affect the construction and interpretation of this Agreement.
- d. References to the word “include” and “including” shall be construed without limitation.
- e. Any reference to day shall mean a reference to a calendar day;

## **2 Purpose of Consortium Agreement**

The purpose of this Agreement is to specify the roles and responsibilities of the Parties in implementation and matters connected with the “.....Tender floated by VMC and to set out further rights and obligations of the Parties supplementing but not conflicting with those present in the Tender Document. The Roles of each parties are specifically defined at each stage of the Project is as per Annexure-1 [Note: Bidder has to separately submit Annexure – 1 if any].

## **3 Duration**

This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Project, which have been taken on by the Parties under Tender Document and under this Agreement.

## **4 Coordinator**

- 4.1 The Parties hereby understand and agree that there shall be a “Lead Partner” who shall be the point of contact for the purpose of the Project. It is hereby agreed by the Parties that for the purpose of the Agreement \_\_\_\_\_ has been appointed as “Lead Partner”. The Lead Partner is hereby authorized by the Parties to make representations and declarations/ incur liabilities and receive instructions on their behalf and the parties shall not raise any dispute/ claim in this regard in future.
- 4.2 For the purpose of this Agreement, the Tender Document, the Lead Partner shall be the single point of contact for the VMC, shall have the overall responsibility of the management of the Project and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Tender Document.
- 4.3 All instructions/communications from VMC to the Lead Partner shall be deemed to have been duly provided to all the members of the consortium.
- 4.4 Notwithstanding anything to the contrary contained elsewhere in this agreement, all Parties of the consortium shall be jointly & severally responsible for the obligations under the Tender Document, irrespective of the specific roles/responsibilities undertaken by them.

## **5 Rights and Obligations**

- 5.1 For delivery of all services as per the agreement with VMC, Lead Partner shall be primarily accountable and responsible.

- 5.2 The Lead Partner shall be responsible for the transmission of any documents and information connected with the Project to the Parties concerned.
- 5.3 It is hereby clarified that representations and declarations made by the Lead Partner shall be legally binding on all the Parties of the Agreement.
- 5.4 Each Party shall use reasonable efforts to perform and fulfill, promptly, actively and on time, all of its obligations under the Tender Document and this Agreement.
- 5.5 All commercial activities with VMC will be conducted by the Lead Partner.
- 5.6 In case VMC suffers any loss or damages on account of any breach of the Contract, the Lead Partner as well as the other consortium members undertakes to promptly make good such loss or damage caused to VMC on demand without any demure. VMC shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of VMC to proceed against the Lead Partner before proceeding against the other consortium members.

## **6 Responsibilities towards each other**

- a) Each Party undertakes:
- i. To promptly notify other Parties about any significant delay in fulfillment of milestones in relation to the Project;
  - ii. To inform other Parties of relevant communications it receives from third parties in relation to the Project.
- b) Each Party shall use reasonable efforts to ensure the accuracy of any information or materials it supplies hereunder and promptly to correct any error that came to its knowledge.
- c) Each Party shall act in good faith. When a Party believes that for carrying out the Project or use of knowledge from the Project it might require access rights to another Party's pre-existing know-how or to another Party's knowledge and material which is not from the Project, it shall obtain written permission from the Party prior to the use of such material.
- d) Each Party shall abide with the terms of confidentiality as described in Tender Document and shall also abide with all the clauses of the Tender Document.
- e) Each Party shall share and disclose information including confidential information and documents as may be necessary for the Project. The Parties hereby understand and agree that the information shall be used solely for the purpose of the Project and not for its own use or for any third party benefit.

## **7 Assignment**

No Party shall, without the prior written consent of the VMC and of the other Parties, assign or otherwise transfer partially or totally any of its rights and obligations under Agreement.

## **8 Representation and Warranties**

- 8.1 The Parties hereby represents and warrants that:
- a) They are duly organized and validly existing under the laws of India and have full power and authority to enter into this Agreement and to perform its obligations under this Agreement. The execution and validity of this Agreement and the consummation of the transactions contemplated by this Agreement have been duly authorized by all necessary action on the part of the Parties;
  - b) This Agreement constitutes a valid and binding obligation of the Parties, enforceable against them in accordance with the terms hereof, and the execution, delivery and performance of this Agreement and all instruments or agreements required hereunder do not contravene, violate or constitute a default of or require any consent or notice under any provision of any agreement or other instrument to which the Bidder is a party or by which the Bidder are or may be bound.

- c) Each of the representations and warranties shall be construed as a separate representation, warranty, covenant or undertaking, as the case may be, and shall not be limited by the terms of any other representation or warranty or by any other term of this Agreement.
- d) The Parties have read, understood and agree with the terms of this Agreement and the Tender Document.

**9 Irrevocable**

Parties herein agrees that this Consortium Agreement shall be irrevocable and shall form an integral part of Contract and shall continue to be enforceable against the Parties herein by VMC till the terms of the Agreement for ERP Project are fulfilled.

**10 Miscellaneous**

a) Notices, demands or other communication required or permitted to be given or made under this Agreement shall be in writing in the English language and delivered personally or sent by prepaid post with recorded delivery addressed to the intended recipient at its address set forth below:

- I. If to the Party of the First Part
- II. If to the Party of the Second Part
  - a) Any such notice, demand or communication shall, unless the contrary is proved, be deemed to have been duly served at the time of delivery in the case of service by delivery in person or by registered post.
  - b) Each Party shall bear its own legal, accounting, professional and advisory fees, commissions and other costs and expenses incurred by it in connection with this Agreement and the transactions contemplated herein.
  - c) This Agreement supersedes all prior discussions and agreements (whether oral or written, including all correspondence) if any, between the Parties with respect to the subject matter of this Agreement.
  - d) Any provision of this Agreement, which is invalid or unenforceable, shall be ineffective to the extent of such invalidity or unenforceability, without affecting in any way the remaining provisions hereof.
  - e) This Agreement shall be governed and interpreted by, and construed in accordance with the substantive laws of India, without giving effect to the principles of conflict of laws there under.
- III. Any and all disputes or differences between the Parties arising out of or in connection with this Agreement or its performance shall, so far as it is possible, be settled amicably through consultation between the Parties.
- IV. If after 30 (thirty) days of consultation, the Parties have failed to reach an amicable settlement, on any or all disputes or differences arising out of or in connection with this Agreement or its performance, such disputes or differences shall be submitted to final and binding arbitration. The arbitration panel shall consist of three arbitrators: one nominated \_\_\_\_\_, one nominated by \_\_\_\_\_ and the third nominated jointly by both the arbitrators. The arbitration shall be governed by the Arbitration and Conciliation Act, 1996. The place of arbitration shall be Vadodara, India. The language to be used in the arbitration proceedings shall be English. The award of the arbitration proceedings will be final and binding on both Parties to the Agreement.

V. This Agreement shall be governed by the laws of India. Courts Vadodara shall have exclusive jurisdiction in all matters arising hereunder.

IN WITNESS WHEREOF, the Parties have entered into this Agreement the day and year first above written.

For \_\_\_\_\_

Authorized Signatory

Name:

Designation:

In the presence of:

Name:

Address:

For, \_\_\_\_\_

Authorized Signatory

Name:

Designation:

In presence of:

Witness 1: \_\_\_\_\_

Witness 2: \_\_\_\_\_

## 13 Annexure VI: Functional and Technical Requirements

### 13.1 List of Core Modules and Non-Core modules/functions

Description of the all the modules with initial set of functionalities required provided in detail in subsequent sections.

#### ❖ List of Core Modules to be implemented (in order to achieve Functional Requirements as specified in subsequent sections)

- Core Modules
  - Financial Accounting / Accounting
  - Controlling
  - Materials Management (Procurement, Inventory, Quality Management)
  - Human Resource Management
  - Project System / Engineering System
  - Asset Management
  - Employee Self Service / Manager Self Service

#### Note:

- Bidder may visit VMC to understand and gather all necessary requirement/information required in order to submit comprehensive bid.

### 13.2 Integrated Application Requirements

Following are the requirements for the integrated applications covering above Core Modules and Other Functional Requirements as specified in subsequent sections.

- The integrated application should offer all the functionalities required as per scope.
- Noncore Modules which are not a part of standard ERP may be provided as custom developed applications. The same must be integrated with offered ERP.
- The integrated application should provide wide range of security features such as Authentication, Single Sign-On (SSO), Authorization (at various authorisation levels) and Integrated User Management.
- The integrated application must be cross-device compatible/OS independent/browser independent.
- The integrated application should be able to configure and host various types dashboards to provide graphical and tabular reports/data as per requirements, at various viewing levels and filters.

The requirement of integration with VMC's custom applications/software will be finalized in To-Be Phase.

### 13.3 Indicative Functional Requirement

Following are the indicative functional requirements for various modules. The requirements will be finalized during the As-Is and To-Be phase). Bidder is required to provide his response as per following table for proposed solution.

ACCOUNTS
A] Masters



- Account Head Definition
- Account Grouping and Sub-Grouping
- Bank Account Details
- Vendor Details

**B] Departmental Process**

- Budget Preparation, Distribution and Management System
  - Budget Classification
  - Department-wise estimated provision, revision for income and expenditure
  - Budget Appropriation between different budget heads through approval process
  - Administrative approval / dis-approval of works linked to budget availability
- Receipts through Internet / CCCs / KIOSKS
  - Counter-wise Collection Detailed and Summary Reports
  - Revenue Stamp Management
  - Cheque/ Cash Deposit Slips into Bank
  - Capture of Cheque dishonour cases, Remittance entry
- Payment Management
  - Bill / Liability Entry
  - Payment Authorization
  - Payment Voucher (Full or Partial Amount)
  - Maintaining Check details, Check Printing
  - Recording of Check Issuance Details
  - Recording of Cheque Cancellation details
- Security Deposit / Earnest Money Deposit Management / Bank Guarantee Register
- Zone/Ward/CCC wise Bank Collections
- Loans Management
  - Maintenance of Loan Details
  - Alerts for Loan Instalment Payments
  - Loan Instalment Payments
  - Generate Bill and Carry out payment
  - Interest Calculation
- Grants Management
  - Maintenance of Grant Details
  - Timing of Grant (Regular/Irregular)
  - Utilization Details
  - Interest Calculation
  - Utilization Certificates
  - Generate alerts for Grant Received or not.
- Debt Management
- Accrued Payment Management / Fund Management
- Investment Management
  - Maintenance of Investment Register
  - Alerts on due dates
  - Comparison of different options for Investments
  - Interest Calculation
  - FD Register
  - Generate Voucher/Challan
- Advance Managements
- Bank Reconciliation
- TDS/ VAT Register, Online Payment of Tax
- Maintenance of Bank Account wise balances
- Integration of Ledger A/c with ECS Payment
- Demand details for various departments and approved values in budget for different departments should be viewed by account official.
- Demand Notice Generation
- Print ECS Receipt

**C] Reports**

**D] Other Requirements**

- Creating account no. as per National Accounts Manual which suggests a 15 digit number format and enabling migration easier whenever required.

- Demand details for various departments and approved values in budget for different departments should be viewed by account official.
- Integration of Account department with various public/private banks.
- Bank guarantee register

### PROJECT / ENGINEERING MODULE

#### A] Project Initiation

- Defining New Project
- Selection of Department, Officers for scrutiny
- Selection of Budget Code

#### B] Project Estimation

- Identification of different items, defining units
- Selection of SOR / Market Rates / DSR /ESR / WSR Rates
- Preparation of Measurement Sheet
- Addition of specifications not included in Standard DSR (for special items)
- Preparation of Abstract sheet
- Preparation of Rate Analysis Sheet
- Preparation of Recapitulation Sheet
- Defining various Milestones / Time limit

#### C] Technical Sanction

- Workflow for Technical sanction as per chart of competent authorities
- Workflow system to support To & Fro movement of proposal/file

#### D] Administrative Sanction

- Workflow for Administrative sanction as per Delegation of Powers(DEP)
- Workflow system to support To & Fro movement of proposal
- Negotiation

#### E] Project Execution

- Project Scheduling
- Measurement Book Entry and it's movement diary
- Monitoring of progress
- Quality Control (PMC / TPIA report)
- Notices to agencies / vendors (for delay, for poor quality, any other reason)
- Levy of Penalty
- Agencies Black-listed / restricted for certain period

#### F] Billing & Completion Certificate

- Running Account Bills
- Billing for Extra / Excess items
- Completion / utilization certificate

#### G] MIS Reports

- Project wise comparison of Budgeted Expenditure Vs. Actual Expenditure
- Milestone Monitoring Report
- Measurement Sheet / Abstract Sheet / Rate Analysis Sheet / Recapitulation Sheet
- Technical Bid Comparison
- Financial Bid Comparison
- Billing Information
- Project Summary Sheet
- Reasons for delay in achieving milestones. The responsible parties to be identified like any VMC Department or Contractor.
- Reports / Alerts through other systems for New Projects
  - Building Permission Module
  - Grievance Redressal Module
  - Alerts for Road Re-surfacing / Repairing
- Cross-departmental information as alerts while defining new projects o E.g. : Water Department should get alerts for Pipeline laying, if the Road (location, measurement) is being prepared / re-surfaced / Grouting / Paving

### ASSET MANAGEMENT

#### A] Classification of Assets

- Immovable Assets

- Land
- Building
- Roads, Footpaths
- Bridges, Culverts, Flyovers, Subways & causeways
- Drains including underground drains
- Water Works Distribution
- Public Lighting System / Streetlights
- Lakes and Ponds
- Capital Work-in Progress
- Movable Assets
  - Plant and Machinery – including machinery of Water Works & Drainage, Road dept. machinery
  - Vehicles
  - Furniture & Fixtures
  - Office Equipment
  - Other Equipment
  - Live Stock
- Investments
- Capture Various details for the Assets
  - Ownership
  - Cost Details (construction / Purchase / Transfer)
  - Depreciation Principles
  - Other details to arrive at Current Value
- Preparation of Opening Balance for Asset Valuation

**B] Asset Transactions**

- Purchase of New Assets
- Acquisition of Land
- Asset Sale
- Investment on Assets (like construction of new floors, road re- surfacing, etc.)
- Insurance Details
- Insurance Claim Related Information capture

**C] MIS**

- Asset Register
- Revenue Report
- Outstanding Register
- Search facility for various information (like search for name of road)

**D] Other Requirements**

- Data Porting / Data Entry Suite

**LAND AND ESTATE MANAGEMENT**

**A] Land Management**

- Proposal for Land Acquisition
- Scrutiny of Land Details
- Valuation of Land
- TDR Process & Possession of Land
- Transfer of Details to Concerned Department (Bhavan for Construction, Other department for Information)

**B] Estate Management (which should include Hoardings)**

- Creation of Record in the Estate Register
  - Hand-over from other agencies
  - Hand-over by Builders
  - Construction by Projects Dept.
- Issuance of Municipal Property on rent / lease
- Generation of Bills
- Acceptance of Payment
- Renewal of Rent / Lease agreement
- Allotment of House to the employee
- Maintenance of Property on Contract
- Maintenance Inspection report

**C] MIS**

- VMC Land Register
- Land Acquisition related reports
- Revenue Reports for Estate on Rent / Lease
- Outstanding Register for Estate on Rent / Lease
- Top Defaulters List

D] Other Requirements

- Data Porting / Data Entry Suite

**STORES AND INVENTORY**

A] Masters

- Categorization of Stores
  - Central Stores
    - Biomedical Engineering Store
    - General Stores (issuing stationery and non-medical materials)
    - Electrical Stores
    - Civil Stores
- Street Light Department Stores o Water Supply & Drainage Dept. o Roads & Building Dept.
- Central Workshop Stores Dept.
- Dead stock Register (for movable assets)
- Defining Various Items under each category
- Approved Vendor List of VMC along with their details
- Price-list for the Rate Contract Items
- Maintenance of Reorder level i.e. procurement after reaching reorder level.
- Payment to Vendor

B] Disposal of Dead Stock

- Department-wise submission of details
- Disposal of Dead Stock

C] MIS

- List of Vendor-wise / Material-wise orders
- Material-wise, Department-wise consumption report
- Disposal of Dead Stock
- Status report to department w.r.t. their order
- Alerts if the Batch Nos. or Sr. No. is not in order
- ABC Analysis, EOQ analysis, Min order, Max. order etc.
- Work Completion Report
- Work Comparison Report
- Demand & Issuance Comparative Report

**FILE TRACKING, DMS AND WORKFLOW**

A] File Tracking System

- Scanning & Marking the inward to the respective department
- Incorporation of separate hierarchy for RTI letter movements & Commissioner Office.
- Fresh applications
- Appeals
- Tracking of the Inward
- File Closure to be carried out as per the final decision of respective authorities.

B] Document Management

- Please refer to Section 13.5 – Document Management System

C] Workflow Management System

- Movement of Proposals/documents/notings/objects on various parameters
- Facility to mark the application to pre-defined hierarchy
- Inbox for officers (listing applications received)
- FIFO principle for taking action on application
- Creation of a Note Sheet for Scanned Documents
- Alerts for delay in action
- Information/Alert to be sent to higher authority in case of delay in action by specific employee of the department
- Pre-defined scrutiny for citizen applications
- Display of all application data during scrutiny process

- Check-list for rejection
- Facility to mark the application to other officer
- Facility to mark the application to other department for their NOC / Comments / Input
- Alerts via Email/SMS
- Final Decision by the Decision Authority

### CITIZEN SERVICES

#### A] Citizen Help Desk

- Facility to lodge New Complaints, Check Status of complain redressal
- Facility to check citizen data
  - Birth / Death registrations
  - Bill Dues
  - Application Status
  - Payment Status
  - Renewal Status
  - Certificates issuance
- Citizen Charter

#### B] Application Acceptance & Delivery of Outputs

- Department-wise categorization
- Allow system to accept service specific inputs
- Capture of Mobile No. of Applicant
- Re-submission of rejected application after compliance
- Check-list for documents to be submitted along-with application
- Define citizen charter (list of the officers & duration for service delivery)
- Fees to be accepted
- Generate Token of Application acceptance
- Rejection Note in case of inadequate application
- Marking the application to Corresponding Department / Ward / Officer
- Delivery of the output through Internet and CFC
- SMS alert to applicant upon decision

#### C] Payment Acceptance

- Property Tax
- Water Tax
- Professional Tax
- Vehicle Tax
- Licenses
- All Departmental Services
- Tender Document Fees
- All stockholders forms submitted to VMC with integration to payment gateway must be provided along with online citizen portal
- VMC Facilities booking (Town-hall, Swimming pool, Zoo, Parks, Planetarium, Guesthouses etc.) – As member or single instance – On first-come-first-serve basis or by draw)
- POS terminal integration
- Any other payment services

#### D] Citizen Services (General)

- Marriage Certificate
- NOCs for other govt. departments
- Issue of health license for shop
- RTI Application Management
- Any other services

#### E] Marriage Registration Sub-Module

- Design of Forms & Database for the Marriage Registration
- Capture of Thumb Impressions of the Applicants & Witnesses
- Capture of the Photograph of the Applicants & Witnesses
- Scrutiny of the Applications

#### F] Professional Tax

- Enrolment and Registry Enrolment of firms. (PEC & PRC)
- Details of firms along with their contact details, address details
- Outstanding Professional Tax details for different firms.

<b>G] Vehicle Tax</b>
<ul style="list-style-type: none"> <li>• Capturing Vehicle details such as Engine No. / Chassis no. , etc.</li> <li>• Capturing type of Vehicle for collection of taxes.</li> <li>• Capturing details of the Vehicle owner (Name, Address, Contact details, etc.)</li> </ul>
<b>H] MIS</b>
<ul style="list-style-type: none"> <li>• SMS alert to applicant upon decision</li> <li>• Services Statistics</li> <li>• CCC-wise / KIOSK-wise</li> <li>• Department-wise</li> <li>• Officer-wise list of services pending beyond the stipulated time</li> <li>• Marriage Registration periodic / statistical reports</li> <li>• Professional Tax collection / outstanding report</li> <li>• Interest calculation for outstanding Professional tax</li> <li>• Defaulter list for Professional Tax payment</li> <li>• Property Tax collection report</li> <li>• Report containing license issued details and payment collected for the same.</li> <li>• Vehicle Tax collection report</li> </ul>
<b>I] Issuing License</b>
<ul style="list-style-type: none"> <li>• Gumasta License</li> <li>• Hawker's License</li> <li>• Health license for shop</li> </ul>
<b>Property Tax</b>
<b>A] Capture of various details of the Property</b>
<ul style="list-style-type: none"> <li>• Ward/ Zone/ Block/Route – Administration or Geographical divisions</li> <li>• Property Holder's Name – One or multiple owners</li> <li>• Property Holder's Email ID / Mobile No.</li> <li>• Property Holder's Address (Present Address, Permanent Address)</li> <li>• Property Location details (FP No., TP No., Survey No., etc.)</li> <li>• Property address</li> <li>• Linkage with Building Permission Module to carry forward building details</li> </ul>
<b>B] Capture of various details required for Property Assessment</b>
<ul style="list-style-type: none"> <li>• Type and Sub Type of Property</li> <li>• Usage of Property</li> <li>• Construction Class / Vicinity Factor / Amenity Factor</li> <li>• Age of Building</li> <li>• Property tax as per rent assessment.</li> <li>• Any other factor required for Assessment</li> <li>• Re-Assessment of the affected properties to be carried out again in case of road widening.</li> </ul>
<b>C] Self-Assessment Module</b>
<ul style="list-style-type: none"> <li>• Allow citizens to enter their property details through Web Portal</li> <li>• Option to the citizens to submit their Assessment to the department for confirmation</li> </ul>
<b>D] System based calculation of Ratable Value</b>
<ul style="list-style-type: none"> <li>• Room-wise / Flat-wise/ Whole Property Assessment</li> </ul>
<b>E] Tax Generation</b>
<ul style="list-style-type: none"> <li>• Tax Generation as per Rate Chart</li> <li>• Tax Exemptions</li> <li>• Bifurcation of rates for General Tax, Fire Fighting, Water Tax, Conservancy Tax, Educational Cess, etc.</li> </ul>
<b>F] Other relevant Details for Property</b>
<ul style="list-style-type: none"> <li>• Property history</li> <li>• Advance property tax payment</li> <li>• Property Rental details</li> <li>• Date of Assessment</li> </ul>
<b>G] Other Departmental Process</b>
<ul style="list-style-type: none"> <li>• Generation of Special Notice</li> <li>• Objection</li> <li>• Hearing</li> <li>• Property Billing                             <ul style="list-style-type: none"> <li>○ Individual flat-wise billing/ Property wise billing</li> </ul> </li> </ul>

- Calculation of Property Tax as per prevailing Stamp Duty for different areas.
- Interest Calculation
- Consideration of Advance paid earlier
- Demand Notice Generation
- Issue of Warrant Notice
- Seizure of Property
- Auction of Property
- Rebate Calculations
- Automatic mailing of Bills / Notices to the E-Mail ID
- Advance / Excess Collection / Refunds
- Cheque Dishonour and Outstation Cheque charges
- Facility for online tracking of bounced checks
- E-Mail / SMS to be sent to the owner upon transactions

**H] Citizen Services**

- Change in Property Ownership
- Splitting of Property Tax Assessment
- Duplicate Bill
- Assessment Certificate
- Copy of Property Tax Assessment Extract
- No Dues Certificate
- Payment of Property Tax
- Linkage with Grievance module for Property Tax related grievances

**I] MIS**

- Demand / Collection Register
- Assessment Register
- Closing Register
- Ward-wise / Zone-wise Recovery reports
- Top Defaulters Report
- Occupancy wise / Flat wise report
- Escalation alert to be generated for new property assessments to zonal assessors, Deputy Municipal Commissioner and Municipal Commissioner.
- Tax-wise Recovery Details
- Tax-wise Demand Details
- Advance Payment Reports
- Objection / Hearing Details
- Inspector wise report (Assessment of property as per Building permission / Citizen request / Inspection)
- Assessment as per citizen / Assessment as per inspector
- MIS reports for self-assessment, concessions.
- Alerts from License Module upon New License / change in business

**J] Other Requirements**

- Data Porting / Data Entry Suite
- Query of Property Dues
- Scope to link up to Land Records / Registration system

**Birth and Death**

**A] Registration of Birth / Death**

- Registration of Birth (Hospital / Home / Jail / etc.)
  - Normal & Delayed Registration
  - Child Details – Gender, DOB, Time, Weight, Name, Birth Place etc.
  - Parent Details – Name, Address, Qualification, Occupation
  - Delivery Method, Informant Details, Attachments in case of delayed registrations
- Registration of Still Birth
  - Fetal Death Cause along with other birth registration details
- Child Name Insertion
- Registration of Death
  - Normal & Delayed Registration
  - General Details – Gender, DOD, Time, Name, Attention type, Pregnancy related Death
  - General Details –Death place type, death place, Cemetery type, Informants Details
  - Medical Certificate Details - Death Cause, Death Manner



- Create link with Birth Database by giving lookup while registering the death
- Online Registration of Birth / Death by Hospitals through proper Authentication
- Defining charges For Birth and Death Services
  - Delay Charges based on no. of days of delay
  - Birth Certificate charges
  - Death Certificate charges
  - NRC charges For Birth & Death
  - Child Name Insertion charges
- Linking of Birth / Death with Property Tax & GIS Database

**B] Citizen Services**

- Issue of Birth Certificate
  - Free Copy as per rule.
  - Charges for additional copies
  - Search Charges
- Generation of On-line Certificate with auto generated letter by the department confirming the authenticity of the Certificate
- Birth Registration Correction
- Issue of NRC for Birth
- Death Certificate
- Death Registration Correction
- Issue of NRC for Death
- Issue of Cremation Certificate
- Online Birth / Death Certification
- Integration with Web to validate the Birth / Death Certificate

**C] Marriage Registration Sub-Module**

- Design of Forms & Database for the Marriage Registration
- Capture of Thumb Impressions of the Applicants & Witnesses
- Receiving/Gathering of the Photograph/documents of the Applicants
- Scrutiny of the Applications
- Acceptance of fees
- Issue of original and duplicate certificate

**D] MIS**

- Variety of Reports to be sent to State / Central govt. authority
- Monthly Summary Report of Birth
- Monthly Summary Report of Still Birth
- Monthly Summary Report of Death
- Birth Reports for Polio Vaccination Drives
- Birth / Death reports for various Health Schemes
- PNDT report
- Reports to Health Department w.r.t. Death Causes in a particular period, for particular location
- Reports to analyse services delivered through various delivery channels

**E] Other Requirements**

- Data Porting / Data Entry Suite
- Search of Registration No. by various parameters like name, date of birth / death, hospital name etc.

**F] Additional Functional Requirements**

- Capturing thumb impression of Doctor/Approving authority of the private hospital for approving data entry of Birth and Death registration
- Intimation about the application being accepted, generation of birth & death certificate and collection of the same as per the scheduled date and time
- Sending vaccination details to all new born babies by integrating the core software solution with CMTS (Child Mother Tracking System).

**Licenses**

**A] Citizen Services**

- Issue of New License (Food, Market, Hawkers, Gumasta, etc.)
- Duplicate License (Food, Market, Hawkers, Gumasta, etc.)
- Change in Name of Business
- Change in Business
- Transfer of License
- Renewal Of License (Food, Market, Hawkers, Gumasta, etc.)



- Cancellation of License (Food, Market, Hawkers, Gumasta, etc.)

**B] Issuance of License**

- Capture of License Details
  - License Holder's Details – One or multiple owners
  - Capture of Mobile No. / E-Mail ID
  - License holder's photograph(s) (optional)
  - Link to Property Number (optional)
  - License Details – Temporary/ Permanent License, Name of Business, Business Address, Business Details
  - Trade/ Business Details – License Type, Subtype - multiple levels to define types and sub types.
  - License type, sub-type, unit of measure wise license amount.
- Calculation of License Fee
- License Certificate
- Digital Signing of certificate and online delivery of certificates

**C] Other Departmental Process**

- Scrutiny of Applications
- Inspection Entry
- Generation of Show cause Notice
- Hearing
- Reminder Notice for Renewal
- Cancellation of License/Revoke by Force

**D] MIS**

- License Register
- List of Defaulters
- Reminder Notice for Renewal
- Demand / Collection Register
- Reports showing Changes in License Types, Business Partners, Cancellation Licenses, etc.
- Facility to forecast the impact of reduction / deduction of License Fee
- Reports w.r.t. Bills / Notices generated
- E-Mail / SMS to be sent to the owner upon transactions

**E] Other Requirements**

- Data Porting / Data Entry Suite

**GENERAL ADMINISTRATION/ HR**

- System should provide for Retrospective calculations to be handled for all types of scenarios (employee joining, leaving, pay hike, promotions, etc.)
- System should be able to handle all statutory regulations and maintain the details directly in the screens provided for data entry. All rules related to such acts should be preconfigured in the system.
- Vendor to provide for Legal change patch to take care of any statutory changes.
- System should provide the capability to upload documents of employees like certificates, transfer, promotion letters in a scanned format into the system and ability to retrieve them whenever required
- Capability to integrate with VMC web portal for employees self service
- Employee Master Data
- System should be able to record and store Master Data Information for an Employee / Councillors for following areas and should be able to provide a snapshot of employee's history at any point in time on a click
  - Name
  - Address
  - Education Qualification
  - Previous Employment
  - Phone Numbers / Contact Information / E-Mail ID
  - Date of birth
  - Work Experience
  - Languages known
  - Family Information
  - Employee photo, Signature, Biometrics
  - PAN No./ Passport / PF number/GPF No/ TAN No./ UID No. for dept.
  - Bank account information
  - Employee blood group
  - Property Tax No.

- Any other information that VMC may require should be easy to enter and report on
- Employee Type– (Permanent / Temporary / contract workers / Project Based)
- Employee category (SC/ST/OBC/Others)
- Ex-service man / Handicap / Sports man etc.
- Location (HO/zone/ward/Election ward/branch)
- Department
- Job code/designation/ Class with scale efficiency bar
- Grade/cadre (with facility for sub grouping)
- Job Role (access rights to different modules will be assigned based on the roles)
- Job history covering details of appointments
- Departmental Inquiry details
- Any other punishment details
- Any awards (Puraskar) received
- Details of significant work done
- Health Check-up while joining the duty & as per the policy
- History of election duties attended
- Promotions, transfers
- Trainings attended
- Deputation, temporary transfers
- Increments
- Increment for passing of Govt. Exams.
- Date of pay rate change, etc. – Increment
- Date of joining
- Date of probation/confirmation
- Date of Termination/retirement/sus w(with details)
- Previous employment details
- Union Information (if applicable)
- Compensation data including components of pay
- Compensation of pay for calculation of gratuity and pension
- Family photo in case of pension, nominee photograph
- Capture Biometric Details of employee. (Fingerprints of each finger, retina scan, etc.)
- Recruitment
- Provision to define Roles and Designations as per VMC requirements and assigning employee to the same.
- Uniform, Equipment given (period-wise & quantity-wise)
- Quarter allotted (if any)
- Roster functionality for recruitment and promotion applications.
- Capturing physical disability of the person (if any) at the time of recruitment along with the type and percentage of disability.

**A] Payroll Management**

**B] General Provident Fund Management**

**C] Employees Transfer**

**D] Time Management and Leave Management**

- Support attendance entry from various sources such as direct entry, rule-based and automatic (through biometric device / swipe card / smart card)
- Definition and maintenance of leave calendars for different types of leave depending upon the scales of the employee
- Provision to maintain all types of leave like CL, PL, ML SL extra- ordinary leave, special leave etc.
- Ability to maintain leave eligibilities for each type of leave depending on the rules specified by VMC
- Facility to identify Collisions when Employee goes for Leave and take appropriate action
- Ability to maintain rules for leave taken in terms of rules for availing leave, encasing leave, accrual of leaves, lapsing of leaves, ceilings for accumulation of leaves, rules for combination of leave types, etc.
- Ability to record actual leaves taken
- Ability to calculate actual leave balance at any point of time
- Link Leave management to payroll and employee history
- Provision to accounting of leave including automatic credit of leave and also provision with manual credit / debit / modification / cancellation etc.
- Leave cancellation and leave extension / amendments advancement, postponement of leave
- Supports extra-ordinary leave on loss of pay
- Leave availment / carry-over processes administration as per the statutes laid down by the government / VMC

- Incorporating second level authentication mechanism such as fingerprint scanning / retina scan for applications such as attendance, approval of various files, etc. for all the departments.

E] Performance Appraisal

- Capability to create Performance documents for employees depending on the cadre / grade in the organization
- Ability to define competency wise / parameter wise desired levels of performance for each cadre / grade in the organization
- Ability to define proficiency descriptions for each parameter for each cadre / grade so as to ensure that the same measures of performance are communicated to the appraiser as well as the appraisee
- Facility to attach different rating model (5 point scale, 7 point scale) depending upon the cadre / grade in the organization
- Ability to define the period for which appraisal is being carried out
- Capture appraisal details as given by the appraising authority, reviewing authority
- Support parameter wise ratings, final ratings, strengths / weakness and suggestions / recommendations for improvements by the appraising / reviewing authority
- Facility to give weightage to each parameter and points against each rating attained along with remarks for the same
- Facility to consolidate the overall points and calculate an overall grade for the appraisee
- Facility to import Short / Long term goals (particularly at officer level and above) in the Performance appraisal document
- Support maintenance of history of performance appraisals and promotions
- Support maintenance of automatic release of time based increments
- Release of increments for qualifications acquired
- Increments released should automatically be integrated with the payroll module and other relevant modules
- Support generation of increments due for each month or for user defined period for employees – cadre wise/scale wise/other user defined combination
- Support to generate reminder letters / mails / workflows to the employees / appraising authorities in case of non-submission of self- appraisals, etc.
- Support memo letters / mails / workflows to be issued to the employee in case of unsatisfactory performance

F] Reporting for HR

- Reporting capabilities for AdHoc Reporting
- Reports on Demographic
- Reports on Vacancies
- Report on Employees Salary Details
- Report on Leave Availed
- Report on Leave Entitlements
- Employee Attendance List for a Business Event
- List of the Departmental Enquiries being conducted at a point of time or for a specific time with drill down option to get further details on the enquiries
- Headcount Report
- Report on time spent in a grade / employee tenure
- Transfer List
- Roster report for recruitment and promotion application.
- Form 16 with Form 12 BA
- Provident Fund Returns: Monthly returns to the Regional Provident Fund Commissioner for joining (Form 5) or leaving employees (Form 10) and the contributions paid (Form 12A) as well as monthly returns for Pension contributions for exempted trusts for joining (Form 4) or leaving employees (Form 5) and the contributions paid (Form 6)
- Professional Tax returns
- Form 6 and Form 7, the Quarterly / half yearly returns to be generated by the payroll for the eligible employees with the relevant annexure listing the employees and the amounts earned and deducted
- Facility to configure and use the system to develop additional reports on a need basis with tools like Crystal Reports

F] Reimburse management

- Medical bill reimbursement
- LTC/LTA reimbursement
- Conveyance/Tour reimbursement

- Petty expense reimbursement

**G] Other Requirements**

- Compulsory Cash-less (i.e. Digital/electronic) mode for all types of payments to employees
- Data Porting / Data Entry Suite
- E-Mail / SMS to be sent to all / selected categories / Selected employees
- Pay-Slips / Regular Communications
- Urgent Communications
- Notices
- Employee Self Service Module
- BG Reports
- Salary Details
- Leave Availed
- Income Tax related reports

**BUILDING PLAN APPROVAL**

**A] Building Plan Approval**

- Approval Process work flow up to approval
  - Online application including submission of docs in pdf or AutoCAD drawings
  - Facility for Tracking all relevant steps, notes, actions, and information used in processing the requests online
  - Layout Approval Process
- On Line Mobile Modules
  - The system integrator is required to give a mobile interface to the module which enables users to perform approve or request activity using a mobile
- Overall all modules/departments integrated in ERP

**13.4 Business Process Management**

#	Description	Specification
1	Routing	The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including: <ul style="list-style-type: none"> <li>• Sequential routing –Tasks are to be performed one after the other in a sequence</li> <li>• Parallel routing – Tasks can be performed in parallel by splitting the tasks among multiple users and then merging as single composite work item. The system shall support conditional merging of multiple parallel activities i.e. Response from mandatory parallel work stages before it can be forwarded to next stage</li> <li>• Rule based routing - One or another task is to be performed, depending on predefined rules</li> <li>• Ad-hoc routing - Changing the routing sequence by authorized personnel.</li> </ul>
2	Business Rule	The proposed workflow management system should include process modelling and design tool which should handle drag and drop facilities, business rule engine for designing complex rules and conditions, workflow engine, simulation module and business activity monitoring tool.
3	Integration with Applications	The workflow system should be platform independent and should support both Linux and Windows platform. It should support both these platforms with or without virtualization.
4	Process Modification	Effective Change Management and Version Management capabilities to interface with Process Modifications so that Process owners can change the business process as and when required without any programming knowledge.
5	Mapping of Processes	The system shall enable process designers to design multiple sub-processes. This includes mapping of the existing process instance to the newly created process instance as per mapping defined in the route.
6	Forms	The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow.
7	Data Entry	The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.

8	Custom Triggers	The system shall provide facility to define custom triggers like Emails, Word template or launching executable, To Do lists, Alerts, Exception Handling etc. On conditions.
9	User Authentication	The workflow management system shall support extensive password validations i.e. locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be alphanumeric and of minimum character length etc.
10	Reports	As per Client requirements, The BPM workflow management system shall support the generation of statistical and management reports like: * Number of pending files * Time taken to complete each task * Process History Report * User Performance Report * Average Process Time Report * Participant Report * Participant Processing Time Report * Process Definition Summary Report * Exception Details Report * Expired Work item Report * Diversion Report
11	Dashboard	Users at various authorization and viewing levels should be able to configure and host dashboard to provide graphical and tabular tools as per requirements.
12	Publisher	User can design layout of various certificates issued by various application. The solution should allow users to easily connect to multiple backend databases and select the data elements that need to be presented. Alternatively the input can also be taken via the message formats of the middleware. The users should also have an easy to use interface to design the consolidated certificate template.
13	Integration with eSign and Digital Locker	Integration of business approval processes with eSign and DigitalLocker as per client requirements.
14	Notification Centre	Notification centre to set up and configure email, sms to various stakeholders as per process requirements. To set up auto scheduling of user notification, bulk notification and system alerts.  Email messages sent should have configurable Mail Body and support for digital signatures.

### 13.5 Document Management System

The objective is to create centralized Document Management repository which will allow easy archival and retrieval of the documents archived into the system. The system would be accessible by citizens through portal, departmental officials and scanning operators etc.

#	Description	Specification
1	Scanning Solution	<ul style="list-style-type: none"> <li>Should provide an integrated scanning engine with capability for centralized and decentralized Scanning &amp; Document Capturing. The scanning and document management solution should be from same OEM and tightly integrated, so as to provide an integrated solution right from capture to archival of documents</li> <li>In Built mobile based document capture application and scanning solution and indexing entry capabilities as meta data form.</li> <li>Support open, scalable, Multi-tier architecture with each tier fully independent with support for clustering</li> <li>Scanning solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which</li> </ul>

		<p>can be used to audit scanned documents for resolution, format/ compression, orientation, etc.</p> <ul style="list-style-type: none"> <li>Scanned documents should be in PDF format, preferably PDF/A.</li> <li>Number of scanning devices / stations shall be as per the requirements finalized by VMC from time to time.</li> </ul>
2	Document Management System	<ul style="list-style-type: none"> <li>Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering.</li> <li>The system shall support separate Document/Image server for better management of documents and store only metadata information in database.</li> <li>Solution should be compliant to ODMA, WebDav open source standards.</li> <li>The System shall provide facility to link cross-related documents like Application form and supporting documents, certificates and reply sent etc.</li> <li>The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features.</li> <li>System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review.</li> <li>The system should be certified to one of the Record Management standards i.e. DoD 5015.2, VERS and ISO 15489 and to comply with regulatory and legal policies for long-term archival of content.</li> <li>Solution should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.</li> <li>Solution should have facility to export / import electronic record with metadata in XML format.</li> <li>The System shall support Applet for viewing Image documents- No third party viewers should be there for viewing of scanned images.</li> <li>The system should support creation of unlimited profile of users and vendor should quote for processor based licensing.</li> <li>Support archival &amp; view of PDF/A format documents (open ISO standard for long term archival of documents).</li> <li>The system should support viewing and rendering of PDF/A documents in inbuilt viewer.</li> <li>The system shall provide facility of putting text, graphic and image annotations on scanned document pages.</li> </ul>
3	Reports and Search	<ul style="list-style-type: none"> <li>The system shall support saving of search queries and search results.</li> <li>The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports.</li> <li>Should be based on open standards and have XML based API support for data import &amp; export and integration with third party applications.</li> </ul>

### 13.6 Vadodara Gas Limited (VGL) piped gas billing module

#	Description	Specification
1	Gas Subscriber Billing and accounting	<ul style="list-style-type: none"> <li>Monthly/Bi-monthly billing solution for about 80k subscribers (and scalable upto 5L)</li> <li>Integrated with accounts module</li> <li>Online bill payment</li> <li>Advance Bill payment</li> <li>Payment reminders</li> <li>SMS alerts for due dates, payment</li> </ul>
2	Mobile App for Meter-reader (Ref : MGL App)	<ul style="list-style-type: none"> <li>Android based Mobile App for meter-reader</li> <li>Meter reader login and authentication (2-step)</li> <li>Capture of meter dial through app and automatic reading through OCR</li> <li>Automatic upload of meter reading data</li> <li>Status of meter reading for all subscribers in a days's trip</li> <li>Day-wise trip-planning based on team size of readers</li> </ul>



3	Mobile App for Subscribers (Ref : MGL App)	<ul style="list-style-type: none"> <li>Android based Mobile App for meter-reader</li> <li>Subscriber registration, login and authentication (2-step)</li> <li>Capture of meter dial through app and automatic reading through OCR</li> <li>Automatic upload of meter reading data</li> <li>Manual input of meter data</li> <li>Day-wise trip-planning based on team size of readers</li> </ul>
4	Reports and Search	<ul style="list-style-type: none"> <li>The system shall support saving of search queries and search results.</li> <li>The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports.</li> <li>Should be based on open standards and have XML based API support for data import &amp; export and integration with third party applications and mobile app that may come up later.</li> </ul>

### 13.7 List of Other Departmental Processes to be Computerized

For managing the below mentioned Functions and Activities, VMC has developed some home-grown IT systems which shall be replaced by the new ERP system including all the functionalities of current legacy systems and any other functions that may be required by VMC. Post Go-Live, no legacy systems will be used in VMC. Same /similar applications should be developed by the vendor (to be implemented through Core ERP Module and/or Non-Core Modules as per suitability). SRS to be developed in consultation with concerned department. The table below gives major modules/applications and current user count.

Sr.	Module Name	Department	VMC Users
1.	Legal Case Management (GAD)	Legal Dept. + GAD	6
2.	Building Plan Approval (Automatic Building Plan and Drawing)	Town Planning (B.P.)	15
3.	Solid Waste Management	Solid Waste Dept.	15
4.	Intranet *New CMS based web portal do be developed, as per GIGW guidelines. (Current Website, intranet/common portal can studied)	All Dept. for Intranet	All VMC Users
5.	Health Department (Crematorium, BCG, Mission Mangalam, RNTPC, NHRC, PHC, Hospital Management, Pathology, X-Ray, etc.)	Health Dept.	45
6.	Municipal Secretary Office Module (via Workflow)	Sabha Office	10
7.	Public Health Laboratory: (Testing of Food sample collected from various restaurant, Hotels, etc. Testing of Potable waters also collected from various area of Overhead tanks) Public Health (Engineering) Laboratory: (Testing of contamination water, Testing of Industrial, VMC Site and Sewerage Treatment plant of VMC, Testing of Potable waters also collect from various area of overhead tanks)	Health Dept.	4
8.	Water Management (treatment plant, Tube-wells, STP, New Projects etc.	Water Works Dept.	40
9.	Fire Brigade Module	Fire Brigade	8
10.	Public Relation Officer (PRO) work Module	PRO	8

## RFP for ERP Solution for VMC under Smart City Initiatives

11.	MP/MLA Status Module – (Reporting module and link with budget)	City Engg. + Acct	8
12.	Town Planning Module (TP Scheme Revision, Impact Fee, etc.)	Town Planning (T.P.)	17
13.	Departmental Inquiry Module	GAD	2
14.	Vigilance Module	Vigilance Dept.	2
15.	Press Dept. Mgmt.	Press Dept.	3
16.	Vehicle & Workshop Management	Vehicle Pool + Mechanical Dept.	5
17.	UCD/ICDS (Anganwadi)	UCD/ICDS	5
18.	Activity Monitoring (Street Cleaning, Garbage collection etc.)	All Ward Office - Civic Centers	30
19.	Storm Water & Drainage Management	Engineering Dept.	10
20.	Hot Mix Plant	Road Project	2
21.	JnNURM/BSUP/RAY/MGY/PMAY Project Management (Applications, Payments, Draw, Allotment, MIS, Reporting)	JnNURM/BSUP-MGY Project	12
22.	Fileria (Fogging activity)	Health Dept.	2
23.	Family Welfare Dept.	Health Dept.	2
24.	Encroachment	Encroachment	7
25.	Nirbhayta, Flood Control	Fire Brigade Dept.	2
26.	Election Dept.	Election Dept.	2
27.	Cattle Pond Management / Mkt. Dept.	Mkt Dept.	4
28.	Security Dept.	Encroachment	2
29.	Mail Management	IT Dept.	7
30.	Vendor Registration (To be covered in Procurement module)	City Engg. Office	2
31.	Grant Management (To be covered in Account Module)	Account Dept.	5
32.	Roster Management (To be covered in HR module)	GAD	2
33.	Training Module (To be covered in HR Module)	GAD	2
34.	NOC Module (To be covered in HR Module)	GAD	2
35.	Zone Wise Work Distribution	Zone Office / Ward Office	12
36.	Service Book Digitization (To be covered in HR Module)	GAD	2
37.	Co-Ordination Dept. Work	Co-Ordination Dept.	2
38.	PRO Module	PRO	2
39.	Right to Service Management and RTI	All Dept./GAD	2
40.	Water Treatment Plant Raika, Dodka, Ajwa, Nimeta, Khanpur, etc.)	Engineering Dept.	5
41.	Collection of Dues through Bank Branches connected via VPN (A separate portal interface shall be developed for facilitating collection of Dues in various Bank branches, which are connected to VMC WAN Network over VPN, and generate receipts. This will enable citizens to pay cash at the Bank branches instead of Wards and CFCs)	Account Dept.	5
<b>Total</b>			<b>318</b>



**Notes:**

- More information about the Departments and Processes at VMC can be accessed at the VMC's Proactive Disclosure webpage (available in Gujarati) (<https://vmc.gov.in/dept/Rtiinfo.aspx>), where majority of departments RTI Information pages are available.
- The number of users is based on present volume which may increase. The ERP solution (including hardware, software, and storage) should be capable of taking additional load with minimum 10% increase in transactions load year-on-year.

**13.8 SMS and Email Alerts/Services**

#	Description	Specification
1	<b>SMS &amp; Email Alerts/ Services</b>	<ul style="list-style-type: none"> <li>• For following activities/transactions/services <ul style="list-style-type: none"> <li>○ Vaccination</li> <li>○ Property Tax Transaction</li> <li>○ Professional Tax Transaction</li> <li>○ Birth &amp; Death Registration</li> <li>○ Bill Payment to Venders/Contractors</li> <li>○ Avas Yojana Installment Transaction</li> <li>○ Cheque Return</li> <li>○ Property Name Change</li> <li>○ Payment Reminder Service <ul style="list-style-type: none"> <li>▪ Property Tax Dues Reminder Service</li> <li>▪ Water Charger Dues Reminder Service</li> <li>▪ Profession Tax Dues Reminder Service</li> </ul> </li> </ul> </li> <li>• Interactive Services <ul style="list-style-type: none"> <li>○ Property Tax Outstanding Dues</li> <li>○ Water Charges Outstanding Dues</li> <li>○ Property Name Change Details</li> <li>○ Property Tax Assessment Request</li> <li>○ Registration of Mobile No for Property Tax</li> <li>○ Complain Status</li> <li>○ Light Pole complain registration</li> </ul> </li> <li>• Management Services <ul style="list-style-type: none"> <li>○ Call Center</li> <li>○ Daily Income Expenditure SMS to Higher Officer</li> <li>○ Daily Grievance Management Statistics to Higher Officers</li> <li>○ Daily Cheque Return Details to Commissioner</li> </ul> </li> <li>• Employee presence registered on Face Detector to Department Head</li> </ul>

**13.9 Mobile App - Integrated with ERP Solution**

#	Description	Specification
1	<b>Mobile App</b>	<p>Web, Mobile Web (mWeb) and Mobile Application (on Android and iOS Platforms – along with playstore hosting charges for the contract duration), for following functionality:</p> <ul style="list-style-type: none"> <li>• Integrated one Mobile application for all the utilities of VMC</li> <li>• Payment of Taxes like Property tax, Professional Tax, water charges, housing scheme monthly instalments, street vendors etc.</li> <li>• Marriage certificates, birth certificates, death certificates</li> <li>• Different Licenses like shop, fire, industrial</li> </ul>

- Building plan permission
- Grievance registration
- Community hall booking
- Auditorium/Townhall booking
- Sports activity registration
- Online Tenders of VMC
- Recruitment Details
- Feedback of Citizen
- Complaint Details of Citizen
- Contact Details of VMC etc.
- Different types of MIS Reports and Graphical Dashboards for VMC Authorities and higher management.
- Other minor services/functions to be finalised at SRS stage.

### 13.10 Integration with Existing Systems at VMC

Sr.	Description of Existing System	Brief Functional Requirement for integration
1.	<p><b>Bio Matrix-Face Recognition system</b></p> <ul style="list-style-type: none"> <li>• Attendance of All the employee (including VMC Regular Staff, Daily Wagers, sweepers &amp; Contractual Persons), done through this Face Recognition machine</li> <li>• Software of this machine is integrated with current Payroll system of VMC</li> <li>• Leave Management of employee can be get from this software and integrated with VMC Payroll module.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to provide automatic calculation of deductions / earnings based on leave, bonus declaration, GPF Loan, Home Loan, Computer loan , tax deductions, Quarter Rent - HRR (person won't be eligible for HRA), etc.</li> <li>• Support attendance entry from various sources such as direct entry, rule-based and automatic (through biometric device /Face Recognition/ swipe card / smart card).</li> </ul> <p>NOTE: To be integrated with Payroll and accounts module. Regular interval data transfer mechanism to be frozen during SRS Phase.</p>
2.	<p><b>V-Safal App</b></p> <ul style="list-style-type: none"> <li>• All the detail of Augmenting Livelihood entered with their mobile number, id proof, residence proof, etc.</li> <li>• Citizen can find the Augmenting Livelihood nearby their residence like Carpenter, Blacksmith, Kadiya, Electrician, Plumber etc.</li> <li>• Citizen can get detail skill wise, Area wise</li> </ul>	<ul style="list-style-type: none"> <li>• Integration with New VMC website and App Integration</li> </ul>
3.	<p><b>Smart Anganwadi Mobile Apps</b></p> <ul style="list-style-type: none"> <li>• Cloud based App developed</li> <li>• Anganwadi head will measure weight-height of all kids (Red, yellow, green coded kids) on a monthly basis using the mobile application.</li> <li>• Distribution Center head takes a photo of consumables once the truck is loaded. Once clicked, the database will store the photo and timestamp</li> </ul>	<ul style="list-style-type: none"> <li>• To be integrated with ERP system and</li> </ul> <p>NOTE: To be detailed out in SRS/Blue Print Stage.</p>

	<ul style="list-style-type: none"> <li>• Each Anganwadi head has to confirm receipt of consumables.</li> <li>• Anganwadi head will choose kids color-coded red or yellow and then take a photo of them drinking milk or eating fruits.</li> <li>• With the help of GPS facility, location and tracking is possible and so address is not required.</li> <li>• Easily available reports in mobiles.</li> </ul>	
4.	<b>Mobile Apps : Share the Happiness</b>	
	<ul style="list-style-type: none"> <li>• Easy-to-use mobile application to share / donate items.</li> <li>• View citizens sharing items around you.</li> <li>• Get notified when your item is delivered.</li> <li>• Select a category to share items.</li> <li>• Provide item details, take a photo, input address, name and phone number.</li> <li>• Select pickup date and time and share the items.</li> <li>• Gets notification with a photo, once delivered</li> </ul>	<ul style="list-style-type: none"> <li>• Existing Cloud Based Mobile Application. Needs to be integrated with the ERP System.</li> </ul> <p>NOTE: To be detailed out in SRS/Blue Print Stage.</p>
5.	<b>Call Center Management (PC Based and Mobile Apps) – third party Integration</b>	
	<ul style="list-style-type: none"> <li>• Citizens can log complaint via Internet or call on Toll free number (1800 233 0265) from anywhere 24 x 7 any time so, no needs to travel.</li> <li>• Centralized system</li> <li>• Auto Escalation</li> <li>• Higher authority can view complaint online</li> <li>• SMS forwarded to VMC employees for quick resolution</li> <li>• Citizens can view their complaint status online.</li> </ul>	<ul style="list-style-type: none"> <li>• Registration of queries/Feedback/Complaints</li> <li>• Allocation of Complaints/Queries to the appropriate department/personnel</li> <li>• SMS Gateway Integration</li> <li>• Facility to Check Status</li> <li>• MIS Generation</li> </ul> <p>NOTE: To be replaced with New System &amp; to be integrated with Proposed ERP.</p>
6.	<b>KIOSK Machine Software (integration)</b>	
	<ul style="list-style-type: none"> <li>• Collection of property tax (Cash, Cheque, cards) through KIOSK</li> <li>• Collection of fees and issuance of digitally signed birth, death, marriage certificates</li> <li>• Collection of fees and issuance of licenses like fire, shop, industrial etc.</li> <li>• Generate Daily collection report</li> <li>• Accessing VMC website on KIOSK</li> <li>• Need to be integrate (at present integrate with legacy system and access our DB)</li> </ul>	<ul style="list-style-type: none"> <li>• Integration the KIOSK Software.</li> <li>• Web Portal to be made available on KIOSK.</li> </ul>
7.	<b>GIS System</b>	<ul style="list-style-type: none"> <li>• Integration for property tax and all property related functions.</li> </ul>
8.	<b>CCC (Command and Control Centre)</b>	<ul style="list-style-type: none"> <li>• City wide Revenue Dashboard on GIS, Ward wise</li> <li>• City wide Grievance redressal/complain resolution dashboard</li> </ul>

		<ul style="list-style-type: none"> <li>• Other CCC Systems integration</li> </ul>
9.	<b>SCADA System</b>	<ul style="list-style-type: none"> <li>• Asset Management and Maintenance.</li> </ul>
10.	<b>Vehicle Tracking System</b>	<ul style="list-style-type: none"> <li>• Integration with existing VTS</li> </ul>
11.	<b>Solid Waste Collection Vehicle (Door to door)</b>	<ul style="list-style-type: none"> <li>• Integration with automatic weighbridge system (for weight of the vehicles)</li> </ul>

**Note:** API will be provided for any future integration.

### 13.11 Minimum Technical Requirements for IT Infrastructure

- The following sections define the minimum technical requirements for major IT Infrastructure items which are to be used for designing the IT Infrastructure for ERP solution. Apart from these items, bidders can add any hardware/software items required, in order to provide complete solution.
- There should not be any single point of failure in IT Infrastructure design and setup offered as part of the ERP solution.

#### 13.11.1 Servers

(As building block to establishing computing requirement for Application/Database/Web/Test Server(s), etc.)

#	Parameter	Minimum Specifications
	Make	Must be specified.
	Model	Must be specified. All relevant technical brochures must be submitted.
1.	Processor	<ul style="list-style-type: none"> <li>• Latest series/generation of 64 bit x86 processor(s) with Eight or higher Cores</li> <li>• Processor speed should be minimum 2.4 GHz</li> <li>• Minimum 2 or 4 processors per each physical server (as per requirements)</li> </ul>
2.	RAM	<ul style="list-style-type: none"> <li>• Minimum 128 GB ECC memory per physical server</li> </ul>
3.	Internal/External Storage	<ul style="list-style-type: none"> <li>• Minimum 2 x 300 GB SAS (10k rpm) hot swap disk with extensible bays</li> </ul>
4.	Network Interface	<ul style="list-style-type: none"> <li>• 2 x 20GbE LAN ports for providing Ethernet connectivity</li> <li>• Optional: 1 X Dual-port 16Gbps FC HBA for providing FC connectivity</li> </ul>
5.	Power Supply	<ul style="list-style-type: none"> <li>• Dual Redundant Power Supply</li> </ul>
6.	RAID support	<ul style="list-style-type: none"> <li>• As per requirement/solution</li> </ul>
7.	Operating System	<ul style="list-style-type: none"> <li>• Licensed version of 64 bit latest version of Linux/Unix/Microsoft® Windows based Operating system)</li> </ul>
8.	Form Factor	<ul style="list-style-type: none"> <li>• Blade</li> </ul>
9.	Virtualization	<ul style="list-style-type: none"> <li>• Shall support industry standard virtualization hypervisor like Hyper-V, VMWARE and Citrix</li> </ul>

#### Blade Chassis Specifications

The blade chassis shall have the following minimum technical specifications:

1. Minimum 6U size, rack-mountable, capable of accommodating minimum 8 or higher hot pluggable blades
2. Dual network connectivity of 10 G speed for each blade server for redundancy shall be provided
3. Backplane shall be completely passive device. If it is active, dual backplane shall be provided for redundancy.
4. Have the capability for installing industry standard flavors of Microsoft Windows, and Enterprise RedHat Linux Oss as well as virtualization solution such as VMware

5. DVD ROM shall be available in chassis, can be internal or external, which can be shared by all the blades allowing remote installation of software
6. Minimum 1 USB port
7. Two hot-plug/hot-swap, redundant 10 Gbps Ethernet or FCoE module with minimum 16 ports (cumulative), having Layer 2/3 functionality
8. Two hot-plugs/hot-swap redundant 16 Gbps Fiber Channel module for connectivity to the external Fiber channel Switch and ultimately to the storage device
9. Hot plug/hot-swap redundant power supplies to be provided, along with power cables
10. Power supplies shall have N+N. All power supplies modules shall be populated in the chassis.
11. Required number of PDUs and power cables, to connect all blades, Chassis to Data Center power outlet
12. Hot pluggable/hot-swappable redundant cooling unit
13. Provision of systems management and deployment tools to aid in blade server configuration and OS deployment
14. Blade enclosure shall have provision to connect to display console/central console for local management such as troubleshooting, configuration, system status/health display
15. Single console for all blades in the enclosure, built-in KVM switch or Virtual KVM features over IP
16. Dedicated management network port shall have separate path for remote management

### 13.11.2 External Storage Specifications (if Storage is designed as External)

#	Parameter	Minimum Specifications
	Make	Must be specified.
	Model	Must be specified. All relevant technical brochures must be submitted.
1.	Solution/Type	<ul style="list-style-type: none"> <li>• IP Based/iSCSI/FC/NFS/CIFS</li> </ul>
2.	Storage	<ul style="list-style-type: none"> <li>• Storage capacity should be as per Overall Solution Requirement (Minimum 10 TB usable, (or higher if required) - After configuring in offered RAID configuration.</li> <li>• RAID solution offered must protect against double disc failure</li> <li>• Disks should be preferably minimum of 1.2 TB capacity</li> <li>• To store all types of data (Data, Voice, Images, etc.)</li> <li>• Storage system capable of scaling vertically and horizontally</li> </ul>
3.	Hardware Platform	<ul style="list-style-type: none"> <li>• Rack-mounted form-factor</li> <li>• Modular design to support controllers and disk drives expansion</li> </ul>
4.	Controllers	<ul style="list-style-type: none"> <li>• At least 2 controllers in active/active mode</li> <li>• The controllers/storage nodes should be upgradable seamlessly, without any disruptions/downtime to production workflow for performance, capacity enhancement and software/firmware upgrades</li> </ul>
5.	RAID Support	<ul style="list-style-type: none"> <li>• RAID 0, 1, 1+0, 5+0 and 6 or RAID DP</li> </ul>
6.	Cache	<ul style="list-style-type: none"> <li>• Minimum 64 GB of useable cache across all controllers. If cache is provided in additional hardware for unified storage solution, then cache must be over and above 64 GB.</li> </ul>
7.	Redundancy and High Availability	<ul style="list-style-type: none"> <li>• The storage system should be able to protect the data against single point of failure with respect to hard disks, connectivity interfaces, fans and power supplies</li> </ul>
8.	Management Software	<ul style="list-style-type: none"> <li>• All the necessary software (GUI Based) to configure and manage the storage space, RAID configuration, logical drives allocation, snapshots etc. are to be provided for the entire system proposed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Licenses for the storage management software should include disc capacity/count of the complete solution and any additional disks to be plugged in in the future, up to max capacity of the existing controller/units.</li> <li>• A single command console for entire storage system.</li> <li>• Should also include storage performance monitoring and management software</li> <li>• Should provide the functionality of proactive monitoring of Disk drive and Storage system for all possible disk failures</li> <li>• Should be able to take "snapshots" of the stored data to another logical drive for backup purposes</li> </ul>
--	---

### 13.11.3 Layer 3 Switch (to be installed in HA Mode)

Sr No	Features	Compliance (Yes/No)
	Make : Make must be specified.	
	Model : Must be specified. All relevant technical brochures must be submitted.	
1	The switch should have min. 24 port 1G/10G Ethernet ports matching the server solution	
2	Switch should have additional minimum 2 SFP+ ports	
3	Switch should support both IPv4 and IPv6 – Switch should support features like Neighbour Discovery, Syslog, Telnet, SSH, Web GUI, SNMP, NTP, DNS, RADIUS over IPv6	
4	Switch should support advance routing protocols like BGP, OSPF, EIGRP, DVMRP, static IP routing, IGMPv3, GRE, static IPv4 routing, static IPv6 routing, policy-based routing (PBR), MPLS	
5	IEEE 802.1Q VLAN tagging	
6	Spanning Tree Protocol as per IEEE 802.1d	
7	Switch should support Static routes and Inter-VLAN routing	
8	Switch should support QoS configuration on per switch port basis	
9	Switch should provide traffic shaping and rate limiting features	
10	Switch should support MAC Address based Filters/Access Control Lists (ACLs) on all switch ports	
11	Switch should support Port based Filters ACLs	
12	Secure Shell (SSH) Protocol, HTTP and DoS protection	
13	The switch should support CLI as well as web-based management	
14	Switch should be SNMP manageable with support for SNMP Version 1, 2 and 3	
15	Switch should support System & Event Logging functions as well as forwarding of these logs to multiple syslog servers	
16	Switch should support multiple privilege levels to provide different levels of access	
17	Switch should support FTP/TFTP for software upgrade	
18	Switch support multiple configuration file & backup configuration file	
19	Operating temperature – 0 to 45 degree	
20	Power Supply: AC 120/230 V (50/60 Hz)	

### 13.11.4 Server/Storage Rack (Qty=1)

#	Parameter	Minimum Specifications
	Make	Make must be specified.
		Must be specified. All relevant technical brochures must be submitted.
1.	Type	<ul style="list-style-type: none"> <li>19" 42U racks mounted on the floor</li> <li>Floor Standing Server Rack - 42U with Heavy Duty Extruded Aluminium Frame for rigidity. Top cover with FHU provision. Top &amp; Bottom cover with cable entry gland plates. Heavy Duty Top and Bottom frame of MS. Two pairs of 19" mounting angles with 'U' marking. Depth support channels - 3 pairs with an overall weight carrying Capacity of 500Kgs.</li> <li>All racks should have mounting hardware 2 Packs, Blanking Panel.</li> <li>Stationery Shelf (2 sets per Rack)</li> <li>All racks must be lockable on all sides with unique key for each rack</li> <li>Racks should have Rear Cable Management channels, Roof and base cable access</li> </ul>
2.	Wire managers	Two vertical and four horizontal
3.	Power Distribution Units	<ul style="list-style-type: none"> <li>2 per rack</li> <li>Power Distribution Unit - Vertically Mounted, 32AMPS with 25 Power Outputs. (20 Power outs of IEC 320 C13 Sockets &amp; 5 Power outs of 5/15 Amp Sockets), Electronically controlled circuits for Surge &amp; Spike protection, LED readout for the total current being drawn from the channel, 32AMPS MCB, 5 KV AC isolated input to Ground &amp; Output to Ground</li> </ul>
4.	Doors	<ul style="list-style-type: none"> <li>The racks must have steel (solid / grill / mesh) front / rear doors and side panels. Racks should NOT have glass doors / panels.</li> <li>Front and Back doors should be perforated with at least 63% or higher perforations.</li> <li>Both the front and rear doors should be designed with quick release hinges allowing for quick and easy detachment without the use of tools.</li> </ul>
5.	Fans and Fan Tray	<ul style="list-style-type: none"> <li>Fan 90CFM 230V AC, 4" dia (4 Nos. per Rack)</li> <li>Fan Housing Unit 4 Fan Position (Top Mounted) (1 no. per Rack) - Monitored - Thermostat based - The Fans should switch on based on the Temperature within the rack. The temperature setting should be factory settable. This unit should also include - humidity &amp; temperature sensor</li> </ul>
6.	Metal	Aluminium extruded profile
7.	Side Panel	Detachable side panels (set of 2 per Rack)



## 14 Annexure VII: Indicative List of Collections to be made Online

(With Payment Gateway Integration)

Sr.	Department/Office/Zone	Description of Collection
1	Ward	
		Property Tax
		Special Sene. Cess
		Water Charges-Metered Conn.
		Water Charge (Non-Metered)
		Water Tax
		Penal Interest On Property Tax
		Warrant Fees
		Notice Fees
		Drainage Tax
		Area Based Property Tax
		Area Based Water Charge (Non Met)
		Professional Tax Inc.
		Conser. & SewTax (Current)
		Conser. & SewTax (Previous)
		Penal Interest On Professional Tax
		Vehicle Tax
		Fire Tax
		Shops Rent
		Parking Plots
		Rent Of Cable Conn.
		Safai Charge (Current Year)
		Removal Of Dangerous Struct.
		Safai Charge (Previous Year)
		Copy Fee For Different Dept
		Nakal Sodhay Fee Back Year
		Uttarayan
		Land Of Rent Hangami Imla Less Than 500 Sqft
		Rent Of Land Hamgami Imla For Garden
		Cabin Fee For City Area
		Rent Of Baroda Dairy Cabin Space
		Int. On Rent
		Late Fee
		Pay & Park Scooter
		Adm. Charge Marriage Reg. Copy
		Health License Fee (Confectionary Shop)
		License Fee For (Restaurant)
		License Fee For (Bakery)
		License Fee For Up To 50 Bottle Coldrink Shop
		License Fee For GPMC/BPMC Act For Hotel
		License For Health
		License Fee For Milk Product
		License Fee For Sale Vegt Oil
		License Fee For (Sweet/Tea)
		License Fee For Colour Cloths By Machine
		License Fee For Mixing Charbi
		Lic. Fee For Ghanti
		Lic. Fee Small Scale Ind.
		Lic. Fee Ghandhk Damar
		Lic. Fee For Retail Kerosene
		New Connection Charges 1" (Comm.)
		Name Transfer Resi.
		Name Transfer Non Resi.



RFP for ERP Solution for VMC under Smart City Initiatives

		Name Transfer (Varsai Resi.)
		Name Transfer (Varsai Non Resi.)
		Misc. Depo.
		Adm.Charge Deposit (Misc.)
		Adm. Charge (Ward 1)
		Education Cess
		Service Tax Ward 1(A)
2	B.C.G.	
		Vaccine Certi. Charge For Foreign Tour
3	Birth & Death	
		Birth & Death Regist. Fee
		Birth & Death Reg. Late Fee 30 Days
		Birth & Death Reg. Late Fee After 30 Days
		Birth & Death Reg. Late Fee After 1 Yr
		Copy Fee Birth & Death (Guj)
		Copy Fee Birth & Death (Eng)
		Copy Fee Urgent Birth & Death (Guj)
		Copy Fee Urgent Birth & Death (Eng)
		Copy Fee For Searching Pre. Year
		Adm. Charge Marriage Reg.
		Fees For Non-Tearable/Laminated Copy
4	Cattle Pond	
		Cattle Trespass Act(Fine)
		Adm. Charges Cattle Pond
		Cattle Pond Food Charges
		Misc. (Gomandal)
5	ECS Zone	
		Contractor Registration Fee
		Contractor Fine
		From Public (Road Repairs)
6	I.T. Department	
		Income Of Revenue Exp. Paid
		Reg. Fees Of Technology Fair
7	Ele. Mech	
		Tender Fee Up To 5000
		Tender Fee From 5000 To 10000
8	Zone (North, East & South)	
		Water Fee For Constr.
		Tender Fee
		Reduce Level Certificate Fee
		Copying Charges
		Water Dev. Charges For Res.
		Drainage Dev. Contribution For Non Res.
		Connection Fee For Kachi Chari
		Connection Fee Paki Chari
		Connection Band Khol
		Admin. Exp
		Water Connection Fee 1/2"
		Chamber Conn. For Res.
		Metter Con. Fee Adv. Water Charges
		Scrutiny Fee
		Renewal Charges
		Occupation Fee (Res.)
		Charges For Material Dumping
		New Connection Charges 3/ 4" (Comm.)
		Reduce Level Certificate Fee For Final Plot
		Road Repairs Damar Gen.
		Road Repairs (Foot Path Paving)
		Amenities Fees As Per Rs. 150 Per Sq. Mt
		Amenities Fees As Per Other Rate

		Sale Of Forms
		Right To Information Fee
		2% Earnest Money Depo.
		3% Security Depo.
		Retention Money Depo.
		Plantation Deposit
		Govt. Cess On Construction
		New Connection Charges
		Chamber Connection Charges
		Private Drainage Cleaning
		Water Dev. Charges For Non Res.
		Water Sup. & Admch.
		Adm. Charge Cheque Return
		Rent Of Cable Connection
		Tran. Fee For Water Conn
		Connection Fee Patthar Chari
		Connection Fee Drainage Cleaning
		Khad Kuwa Safai
		Water Conn. 3/4"
		Water Conn. Fee 1"
		Water Conn. Fee 1/2" (Commercial)
		Water Conn. Fee 1" ( Commercial)
		Metter Con. Fee Damar Chari
		Chamber Conn. For Non Res.
		Metter Con. Penalty For Elc. Motor
		Advertisement by Sky Balloon
		Fee For Strom Water Drain
		New Connection Charges 1/2" (Res)
		New Connection Charges 1" (Res)
		New Connection Charges 1/ 2" (Comm.)
		Drainage Connection Form Sale
		Road Repairs (Kacho Rasta)
		Adm. Charge Shop & Esta.
		Water Conn. Transfer Form Fee Resi.
		Misc. Income General
		5% Security Depo.
		Road Restoration Deposit East Zone
		Road Restoration Deposit South Zone
		Service Tax Ward 4(D)
		Service Tax Ward 12(M)
9	Fire & Emergency Services	
		Ambulance User Charges Inside VMC Area
		Ambulance User Charges Outside VMC Area
		Waiting Charges For Ambulance User
		Driver Charges For Ambulance User
		Ambulance Van For VMC Employee Relative
		Deadbody Van Inside VMC Area
		Deadbody Van Outside VMC Area
		Waiting Charges Deadbody Van
		Dead Body Van Charges Out Side VMC (Driver)
		Big Dead Body Van Chrg.
		Dead Body Van Chrg (More Than 30 Min)
		Sprayer Water Tank Without Pump (Marriage)
		Sprayer Water Tank Without Pump (Resi)
		Sprayer Water Tank Without Pump (Comm.)
		Sprayer Water Tank With Pump (Marriage)
		Sprayer Water Tank With Pump (Resi)
		Sprayer Water Tank With Pump (Comm.)
		Sprayer Water Tank (Own)
		Sprayer Water Tank Income ( Religious)

RFP for ERP Solution for VMC under Smart City Initiatives

		Rent Of Fire Appliance Up To 4 Hours
		Rent Of Fire Zip & Trailer Up To 4 Hurs
		Rent Of Fire Engine Up To 8 Hours
		Rent Of Potable Pump & Toin Van For Entnt
		Rent Of Motor Fire Engine (Fac) 4 Hrs
		Rent Of Motor Fire Engine (Res) 4 Hrs
		Fire Inspection Fee For Trip
		Fire Inspection Fee For Officer Allowance
		Fire Inspection Fee For Other Emp. Staff
		Fire Inspection Fee For Vehicle Per Km
		First Fire Inspec. Fee For Highrise Build.
		Renewal Fire Inspec. Fee For Highrise Build.
		Use Of Fire Engine, Water Tanker Up To 4 Hrs
		Road Repairs For Commercial Purpose 2"
		Fire Brigade Deposit
10	Food Department	
		Registration Fee (Food Dept)
		License Fee (Food Dept)
		Penalty Of Lic. & Reg. (Food Dept)
11	Family Welfare	
		Beuro Aid & Admngrant
12	GAD	
		Flag Day / Blind Person Contribution
13	Housing Building	
		Misc. Income (Pubic Services)
		Land Revenue Tarsali First Stage
		Land Revenue Tarsali Second Stage
		Land Rev. Tarsali Vijaynagar
		Land Rev. Gorwa Ews
		Land Rev. Tandalja 236 Ews
		Land Rev. Harni Sawad
		Land Rev. Harni Lig 108
		Name Transfer Fee For Slum Quarters/ Rent Ho
		Misc. Income Public Work
		Fine For Illegal Cons. Corp.H.Sch.
		Tarsali First Stage
		Tarsali Second Stage
		Tarsali Fourth Stage
		Residences Near Harni
		Harni Savad
		Harni Lig 108
		Tandalja 236
14	Health	
		Ponds (Fishing Charges) On Contract
		X Ray Fee (Teeth)
		X Ray Fee( Body Parts)
		Income Of Sample Checking For Water, Chemical
		Income Of Sample Checking For Bacteriological
		Income Of Sample Checking For Fatakdi
		Income Of Sample Checking For Clorine Liquid
		Income Of Sample Checking For Chuna Ni Fak
		Admini. Charge For Food Sample
		Public Health Labo. Deposit
15	JNNURM	
		Tender Fee From 50 Lakh To 1 Crore
		Tender Fee Above 1 Crore
16	Land and Estate	
		Permit Fee For Using Land
		Rent On Advt. at Muni. Prop.
		Income From Temp.Dwellings On Lease

		Rent For Use Of Rooftop (Solar Panel)
		Incr. Contri. from T.P. Sch.
		Site Plan
		Site Plan With Rasta Resa
		Space Near Road For Temp. Usage
		T.P. Open Land On Rent
		T.P. Open Land For Religious
		Others Festival
		Rent Of Shopping Center
		Hoardings Pvt. Places A-Grade
		Hoarding For Regional, Social, Political
		Hoarding For Commercial Advertisement
		Hoarding Niyat Form Sale
		Installation Of Communication Towers
		Signboard On VMC Places 1Sqmetr
		Clothes Baner For Social/Politics Size 6X3Ft
		Clothes Baner In Private Place In VMC Area
		Advt by Niyon Board In VMC Place
		Advt. for Road Show By Niyon Board
		Advt. Without Permission
		Rent On Mun. Prop For Social More 5 Dyas
		Entertainment Fee
		License Fee T.P Land (Crakers Shop) 100Ft
		Rent Of Communication Pole
		Lease Hold Land (F.A.)
		Advertisement Deposit
		Govt. Service Charge
		Service Tax Land & Estate
17	Swimming Pool	
		Swimming Pools Income
		Swimming Pool Form Income
		Swimming Pool Guest/Test Fee
		Swimming Pool Life Time Member Fee
		Swimming Pool Individual Fee
		Swimming Pool Family Fee
		Swimming Pool Entry Fee Common man
		Swimming Pool Fee (Half Yearly)
		Swimming Pool Fee (Yearly)
		Swimming Pool Entry Fee (VMC Member)
		Swimming Pool Fee (VMC Member Half Yearly)
		Swimming Pool Fee (Trainer)
		Swimming Pool Fee (Trainer - Membership)
		Swimming Pool Fee (Trainer - Training Fee)
		Swimming Pool Duplicate Id Fee
		Swimming Pool Entry Fee (Student)
		Swimming Pool Fee (Student - Half Yearly)
		Swimming Pool Locker Fee (Monthly)
		Swimming Pool Locker Fee (Yearly)
18	Mechanical	
		Rent Of Road-Roller
		City Bus Service Contract Income
		Tender Fee From 10000 To 50000
		Tender Fee From 50000 To 100000
		Tender Fee From 1 Lakh To 5 Lakh
19	M.G. Gruh	
		Rent Of M.G. Gruh First Ship
		Rent Of M.G. Gruh Second Shift
		Rent Of M.G. Gruh Third Shift
		Rent Of M.G. Gruh First Shift(O/S Artist)
		Rent Of M.G. Gruh Second Shift (O/S Artist)

RFP for ERP Solution for VMC under Smart City Initiatives

		Rent Of M.G. Gruh Third Shift (O/S Artist)
		Rent Of M.G. Gruh Speech 1/2 Shift (Non. Com)
		Rent Of M.G. Gruh Rehearsal
		Rent Of M.G. Gruh For A.C. Light
		Rent Of M.G. Gruh For Garden
		Rent Of M.G. Gruh Over Time Fee
		M.G. Gruh Income Of Extra Charges Admin
		Show Tax Of M G Gruh
		Sponsor Ship Banner At M G Gruh 3X6
		Rent Income Art Gallery (Non Business)
		Rent Income Art Gallery (Business)
20	Market	
		Rent Of Market
		Administrative Charges (Market)
		Name Transfer Fee (Without Nominee)
		Rent Of Market (Fish Market)
		Rent Of Market (Mutton Market)
		Slaughter House
		Market Health License Fee
		Market Rent (Fine)
		Market Rent Of Open Land
		Service Tax Market Branch
21	Marriage Registration	
		Admini. Charge For Marriage Registration
		Marriage Regd. Fee
22	Press	
		Publications
23	Parks and Garden	
		Joy Train
		Entry Fee Ajwa Up To 12 Year
		Garden Income Kunda Bhadu
		Rent For Satkar Vatik
		Film Shooting Fee (Gujarti)
		Film Shooting Fee (Non. Guj.)
		Rent For Amphi Theater For School Programme
		Rent For Amphi Theater For Other Programme
		Income Of Excess Salary Paid
		Adm. Charge (Ward 6)
		Donation Box Inc. Sayajibaug
24	Public H. Eng. Lab.	
		Fixed Charge On Sludge Water Of Factory
		Income Of Sludge Water
25	Planetarium	
		Planetarium Fee For 5 Person
		Planetarium Fee (Out Side VMC School)
		Planetarium Fee (For Basement)
26	Road	
		Interest On Bank Deposits
27	Security	
		Musical Band Fee For 1 Hrs
		Musical Band Fee For 2 Hrs
		Musical Band Fee For 3 Hrs
		Musical Band Fee Reserve (Transport Chrg)
		Fine Of Enchroachment ( Cabin)
		Fine Of Enchro. (Cabin) Above 2Mt
		Fine Of Enchroachment (Hand Cart)
		Fine Of Enchro. (Hand Cart) Above 2Mt
		Fine Of Enchroachment (Small Hoading)
28	Sewage D. Works	
		Income Of Sludge Water Fertil.

RFP for ERP Solution for VMC under Smart City Initiatives

29	Shop & Establishment	
		Shop & Esta License Fee (Commercial)
		Shop & Esta License Fee More Than 10 Emp.
		Shop & Esta License Fee Less Than 10 Emp.
		Shop & Esta License Fee Hotel & Rest
		Shop & Esta Lice. Fee More Than 10 Res. Busi.
		Shop & Esta License Fee Renewal Other Emp.
		Change In E. Form
		Duplicate Certi. Fee
		Groupvima Premium
30	S.S. Nagar Gruh	
		Rent Of SSNG First Shift
		Rent Of SSNG Second Shift
		Rent Of SSNG Third Shift
		A.C./Light Charge Of SSNG
		Adm. Charge Of SSNG
		Show Tax Of SSNG
		Rehearsal Charge Of SSNG
		Overtime Charge Of SSNG
		Banner Charge Of SSNG
		Damage & Misc. Of SSNG
		Tax Collection At Source
		Service Tax Tourist Dept
31	Street Light	
		Streetlight Shifting Deposit
32	Special Project Department	
		Tender Fee From 5 Lakh To 25 Lakh
		Tender Fee From 25 Lakh To 50 Lakh
33	Store	
		Sale Of Scraps
		V.A.T.
34	TDO	
		Octroi & Toll
		Building Plan & Lay Out Plan
		Water Fee Of Construction
		Lic. Fee For Architecture
		Penalty Fee For April
		Permit Fee For 1/5 T.P.F Plot
		Permit Fee For 1/20 T.P.F Plot
		Permit Fee For 1/20 T.P. Scheme Map
		Sale Of Form Income
		Land Permission (Non Res)
		Building Permission (Res.)
		Land Permission (Res.)
		Removal Of Illegal Const. Charges Per Hour
		Plint Checking Fee Resident
		Plint Checking Fee (Non. Res)
		Comlition Fee (Res.)
		Comlition Fee (Non. Res.)
		Occupation Fee (Non. Res)
		Building Permission Non Res.
		Premium FSI
		Non T.P. Deduction
		Impact Fee
35	Tourist	
		Sayajibaug Atithigruh -1
		Sayajibaug Atithigruh -2
		Sayajibaug Atithigruh -3
		Sayajibaug Loan Rent
		Akota Atithigruh

RFP for ERP Solution for VMC under Smart City Initiatives

		Sardarbaug Atithigruh
		Subhanpura Atithigruh
		Nizampura Atithigruh
		Manjalpur Atithigruh
		Premanand Sanskar Kendra
		Indrapuri Atithigruh
		Saradnagar Atithigruh
		Lalbaug Atithigruh
		Harni Vijaynagar & Warasiya Commu Hall
		Tarsali Community Hall
		Atithigruh Ele. Fee
		Recreational Bul. For Cultural (Comm)
		Diwalipura Atithigruh
		Gas Deposit
		Akota Stadium Deposit
36	Water Supply	
		Drainage Dev. Contribution For Res.
		Water Stationery Charge More Than 1 Lakh
		Water Supervision Charge
		W.S Plumber Lic. Fee For New
		W.S Plumber Lic. Fee For Renewal
		Drainage Stationery Charges More Than 1 Lakh
		Drainage Supervision Charges (Stationery)
		Drain. Plumbing Lic. Fee For New
		Drain. Plumbing Lic. Fee For Renewal
		Water Line Deposit
37	Zoo	
		Zoo Entry Fee (Sayajibaug) Upto 12 Years
		Zoo Entry Fee (Sayajibaug) Above 12 Years
		Zoo Entry Fee (Sayajibaug) Camera Fee
		Zoo Entry Fee (Sayajibaug) Video Camera Fee
		Animal/Birds Adoption Depo.

**Note:**

The above tables is provided here for better understanding of various types of payments that are currently processed (electronically, manually or semi-manually) in VMC. The selected bidder is required to study them, suggest suitable BPR and re-design of the forms/screens/fields etc. to have modular, simplistic software solution.

## 15 Annexure VIII: Information about Existing Systems at VMC

### 15.1 Existing Applications/Software at VMC

The following information can be used for hardware, software and effort-estimation purpose. However, the selected bidder is required to study these systems in detail, during SRS phase. All necessary and required data from current system to new system needs to be migrated by the selected bidder.

Existing Applications at VMC							
Sr.	Name of Application	Since	Front End	RDBMS	Computerized (%)	Data Migration Required	Web Based
1	Birth & Death - Old Application	2004	Visual Basic.Net 2005	Oracle 11g	100	Yes	No
2	Property Tax	2008	Visual Basic 6	Oracle 11g	100	Yes	Yes
3	Shop & Establishment	2008	Visual Basic 6	Oracle 11g	100	Yes	Yes
4	Professional Tax	2009	Visual Basic.Net 2005	Oracle 11g	100	Yes	Yes
5	Audit Application	2009	Visual Basic.Net 2005	Oracle 11g	100	Yes	Partial
6	Solid Waste Management	2009	Visual Basic.Net 2005	Oracle 11g	100	Yes	No
7	IFAS	2010	ASP.Net 2010	Oracle 11g	100	Yes	No
8	Pay Roll	2010	Visual Basic.Net 2005	Oracle 11g	100	Yes	No
9	Marriage	2010	Visual Basic.Net 2005	Oracle 11g	100	Yes	No
10	Vehicle Tax	2013	ASP.Net 2010	Oracle 11g	100	Yes	No
11	Pension	2013	Visual Basic.Net 2008	Oracle 11g	100	Yes	No
12	Tender	2013	ASP.Net 2010	Oracle 11g	100	Yes	Yes
13	Hot Mix Plant	2013	Visual Basic.Net 2010	Oracle 11g		Yes	No
14	Water Meter Tax	2014	ASP.Net 2010	Oracle 11g	100	Yes	No
15	Recruitment	2014	ASP.Net 2010	Oracle 11g	60	Yes	Yes
16	Registration of Hospital	2015	ASP.Net 2013	Oracle 11g	100	Yes	Yes
17	Food License	2015	ASP.Net 2010	Oracle 11g	100	Yes	Yes
18	MPMLA	2016	ASP.Net 2010	Oracle 11g		Yes	Yes
19	Birth & Death - New Application	2016		Oracle 11g		Yes	Yes

Apart from the above, following IT initiatives have been undertaken by VMC:

1. VMC is executing a project on GIS covering GIS Platform IT Infrastructure, GIS Application, Satellite imagery, Base Map, Field Survey and integration of spatial data with E-governance System.
2. VMC is executing a project on scanning of old files and documents with a target to cover approximately 10 Lakh scanned pages by June 2017. Out of this, about 1 Lakh pages have been scanned and converted into PDF documents. The proposed DMS solution from the ERP project shall utilize aforementioned data store to offer full-fledged DMS solution.



**15.2 Department-wise Grade Wise Employees of VMC**

Department-wise Grade-wise Employees of VMC								
Sr No	Department	Grade						Total
		Fix	I	II	III	IV	Other	
1.	Account		1	6	49	12	2	70
2.	Additional City Engineer					2		2
3.	Ajwa Sub Division			1	8	5		14
4.	Akota Tank				5	16	2	23
5.	Akota Tarasali Tank				5	14	2	21
6.	Alkapuri Boring				6	4		10
7.	Amc (East Zone)			1	1	1		3
8.	Amc (North Zone)				1	1		2
9.	Amc (Press Publicity) Pro				4	3		7
10.	Apprentice				4	2	2	8
11.	Assessment			10	28	17		55
12.	Assessment-Govt. Building				3			3
13.	Asst. Muni. Commissioner(South Zone)Office				1			1
14.	Asst. Muni. Commissioner(R) Office			1	4	7		12
15.	Atithi Gruh-Tourist				1	39		40
16.	Audit Dept.		1	1	31	3		36
17.	Bawachawad	5		13	35	25		78
18.	BCG Dept.			1	4	5		10
19.	Birth-Death Registration			1	16	13	3	33
20.	Buddhdev Colony U.P.H.C.				4	1		5
21.	Building Department			2	9	1		12
22.	Building Dept.				2	18	3	23
23.	Building Permission Dept.		1	2	15	4		22
24.	Census-2001				1			1
25.	Central Stores			2	21	17	2	42
26.	Chhani Tank				1	5		6
27.	City Engineer		1	3	3	2		9
28.	City Family Welfare Centre Fw			1	1			2
29.	City Family Welfare Fw Office		1		1	1		3
30.	Co-Ordination				1	1		2
31.	Deepak Open Air Theatre					1		1
32.	Departmental Enquiry			1		1		2
33.	Drainage Project (Road)		1	1	7	2		11
34.	East Zone		1		7	21	4	33
35.	East Zone (Audit)			1	5			6
36.	Election				1	1		2
37.	Electric Mechanical				1			1
38.	Fileria					17		17
39.	Fileria Dept.			5	21	72		98
40.	Fire & Emergency Services Dandia Bazar		1		250	20		271
41.	Food Dept.				11	12		23
42.	Gajarawadi U.P.H.C.			1	5			6
43.	Garden-New Baug				4	92		96
44.	Garden-Permanent Establishment					127		127
45.	Gas Project Permanent Establishment				1			1
46.	General Administration Department		1	1	24	19		45
47.	GIDC Tank					2		2
48.	Gorwa Tank				3	14		17
49.	Gorwa U.P.H.C.			1	3			4
50.	Gotri Gayatrinagar Tank				6	20		26
51.	Gotri U.P.H.C.			1	2			3
52.	Harni Tank				4	9	1	14
53.	Health Main Office		2	3	9	11		25
54.	Health World Bank				1			1

RFP for ERP Solution for VMC under Smart City Initiatives

55.	Housing Connection (South Zone)			2	6	3		11
56.	Housing Dept.			2	7	3		12
57.	IT Department		1	2	13	3		19
58.	ICDS	10					2	12
59.	ICDS Ghatak-1	146			4	1	38	189
60.	ICDS Ghatak-2				2	1		3
61.	Immunisation Dept.				6	1		7
62.	Jail Overhead Tank				1			1
63.	JNNURM Project			5	3		64	72
64.	JNNURM Project (A/C Dept.)						2	2
65.	Jubilee Baug Staff Dispensary	2		3	6	9		20
66.	Kishan Wadi U.P.H.C.				1	1		2
67.	Labour Welfare (Staff)				1	1		2
68.	Labour Welfare (Urban)	3						3
69.	Lalbaug Swimming Pool				7	6		13
70.	Lalbaug Tank				1	2		3
71.	Land And Estate			4	36	47	4	91
72.	Legal			2	8	4		14
73.	Mahatma Gandhi Nagargruh				4	4	3	11
74.	Makarpura U.P.H.C.			1	3			4
75.	Manjalpur U.P.H.C.			1	5			6
76.	Market Dept.			1	3	45		49
77.	Mechanical		1		4	1		6
78.	Municipal Court				2	1		3
79.	Municipal Secretary's Office		1	1	14	24		40
80.	Navayard U.P.H.C.			1	4	1		6
81.	Navidharti U.P.H.C.			1	4			5
82.	North Zone		1		6	15	5	27
83.	North Zone (Audit)				4	1		5
84.	Old Padra Road U.P.H.C.			1	3			4
85.	Parks & Gardens		1		17	10	2	30
86.	Parks & Gardens-Ajwa Nimeta Baug				3	79		82
87.	Pathological Lab.			1	6	4		11
88.	Pied Project			1		3		4
89.	Planetarium				2	4		6
90.	Pravasi Gruh				3	10		13
91.	Press Dept.				10	7		17
92.	Public Health Engineering Lab			2	5	4		11
93.	Public Health Lab.			2	4	14		20
94.	Rajiv Gandhi Swimming Pool				4			4
95.	Road Project		1	4	16	31	1	53
96.	Sardar Baug Swimming Pool				5	2	1	8
97.	Savad U.P.H.C.			1	3			4
98.	Security Encroachment		1	1	7	86		95
99.	Sewage D. Works			1	48	187		236
100.	Shop Establishment				9	4	1	14
101.	Sir Sayajirao Nagargruh				2	4	1	7
102.	Solid Waste Management		1	1	1	3	1	7
103.	South Zone		1		7	20		28
104.	South Zone (Audit)				5			5
105.	Street Light Building Unit				2	2		4
106.	Streetlight Dept.			3	66	125	23	217
107.	Tandalaja Tank				5	21	1	27
108.	Telephone				4	1		5
109.	Tourist (Akota Stadium)				1	2		3
110.	Tourist Office				1	1	1	3
111.	Town Development (Traffic)			2	12	5		19
112.	Town Development Office			3	15	15	1	34
113.	UCD Project	1		1	18	2	1	23
114.	Varshiya Colony U.P.H.C.				2			2

RFP for ERP Solution for VMC under Smart City Initiatives

115.	Vehicle Pool			2	92	16	5	115
116.	Vigilance			1	1			2
117.	Wadi Tank				5	15		20
118.	Wadi Tower U.P.H.C.				2			2
119.	Waghodia Road Tank				6	20	1	27
120.	Ward No. 01 Engineering			1	4	59	1	65
121.	Ward No. 01 Revenue			3	26	13	2	44
122.	Ward No. 01 Sanitary					321		321
123.	Ward No. 02 Engineering	1		4	11	47		63
124.	Ward No. 02 Revenue			3	22	15	2	42
125.	Ward No. 02 Sanitary				1	292		293
126.	Ward No. 03 Engineering			1	6	71	2	80
127.	Ward No. 03 Revenue			3	31	16	4	54
128.	Ward No. 03 Sanitary				2	328		330
129.	Ward No. 04 Engineering			3	6	48	5	62
130.	Ward No. 04 Revenue			5	18	12	4	39
131.	Ward No. 04 Sanitary				1	126		127
132.	Ward No. 05 Engineering				3	44	1	48
133.	Ward No. 05 Engineering Dept.			1	6	6		13
134.	Ward No. 05 Revenue			3	23	11	2	39
135.	Ward No. 05 Sanitary				1	367		368
136.	Ward No. 06 Engineering			1	4	35		40
137.	Ward No. 06 Revenue			3	24	14	1	42
138.	Ward No. 06 Sanitary				1	151		152
139.	Ward No. 07 Engineering			2	8	58	2	70
140.	Ward No. 07 Revenue			4	30	15	2	51
141.	Ward No. 07 Sanitary				2	227		229
142.	Ward No. 08 Engineering			3	8	49	2	62
143.	Ward No. 08 Revenue			4	30	14	2	50
144.	Ward No. 08 Sanitary				1	386		387
145.	Ward No. 09 Engineering			4	6	64	1	75
146.	Ward No. 09 Revenue			3	27	9	2	41
147.	Ward No. 09 Sanitary				2	181		183
148.	Ward No. 10 Engineering			3	5	31	1	40
149.	Ward No. 10 Revenue			5	26	13	1	45
150.	Ward No. 10 Sanitary				2	180	1	183
151.	Ward No. 11 Sanitary				1	82		83
152.	Ward No. 12 Sanitary				1	117		118
153.	Ward-11 (Engineering)			2	5	29	2	38
154.	Ward-11 (Revenue)			2	7	5	2	16
155.	Ward-12 (Engineering)			2	3	22	2	29
156.	Ward-12 (Revenue)			1	10	7	1	19
157.	Water Supply				12	74		86
158.	Water Supply Ajwa Sub Division					106		106
159.	Water Supply Dodka Intakewell			1	6	17		24
160.	Water Supply Hand Pump Maintan				2	14		16
161.	Water Supply Mahi Intakewell				2			2
162.	Water Supply Office Staff	1		8	18	4		31
163.	Water Supply Permanent Award				22	91		113
164.	Water Supply Permanent				3	16	1	20
165.	Water Supply Poicha Intakewell				6	21		27
166.	Water Supply Raika Intakewell				9	13		22
167.	Water Supply Sevasi Gotri			1	12	6	1	20
168.	Water Supply Warasia Pumping H				4	11		15
169.	Water Supply Work Charge				13	23	2	38
170.	West Zone	1			3	20		24
171.	West Zone (Audit)				6	1		7
172.	Workshop				8	12	6	26
173.	Workshop Staff				3			3
174.	Zoo	1	1		7	26		35

175.	Other Departments	13		1		1	5	20
	<b>Grand Total</b>	<b>181</b>	<b>23</b>	<b>191</b>	<b>1677</b>	<b>5452</b>	<b>239</b>	<b>7763</b>

### 15.3 Pensioners at VMC

Pensioners of VMC	
Type of Pension	No.
C1-Staff Pension	3,029
C2-Sweeper Pension	658
C3-Staff Family Pension	2,015
C4-Sweeper Family Pension	868
C5-Fixed Pension	9
E1-Elec. Pension	11
E3-Elec. Family Pension	85
G1-Gas Pension	221
G3-Gas Family Pension	128
<b>Total</b>	<b>7,024</b>

## **Annexure IX: Manufacturer's Authorization Form (MAF)**

(This form has to be provided by the OEMs of the products proposed in their letter head)

<Location, Date>

To

Commissioner

Vadodara Municipal Corporation

Subject: OEM Authorization Letter

Dear Sir:

Ref: Tender for Selection of System Integrator for ERP Solution for VMC under Smart City Initiatives

We, who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (address of factory / facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation. We also hereby certify that the proposed products for this project are not end of life & we shall continue to support the supplied product till end of contract period of the SI.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as the VMC may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
  - i. advance notification to the VMC of the pending termination, in sufficient time to permit the VMC to procure needed requirements; and
  - ii. Following such termination, furnishing at no cost to the VMC, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.