



Request for Proposal for

Appointment of an agency for development of an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai

RFP Reference No: SRA/IT/05/2021

Dated: 07/05/2021

Slum Rehabilitation Authority

Administrative Building,
Anant Kanekar Marg, Bandra (E), Mumbai 400051.
Phone: 26565800 Fax: 26590457



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Abbreviations

Abbreviation	Description
DSC	Digital Signature Certificate
EMD	Ernest Money Deposit
MFP	Multi-Function Printer
NDA	Non-Disclosure Agreement
PDF	Portable Document Format
RFP	Request for Proposal
TEC	Tender Evaluation Committee



Glossary of Terms

The definitions of various terms that have been used in this RFP are as follows:

1. **“Request for Proposal (RFP)/ Tender”** means this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
2. **“Contract / Agreement / Contract Agreement”** means the Agreement to be signed between the successful bidder and Buyer including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
3. **“Bidder”** means the parties who will be offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful bidder with whom the department signs the agreement for rendering of services for implementation of this project.
4. **“Proposal / Bid”** means the Technical and Commercial bids submitted for this project against this RFP.
5. **“Requirements”** shall mean and include all the documents prepared by the department for the Project, scope, Service Level Agreement, schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the RFP.
6. **“The Vendor” or “Dealer” or “Successful Bidder”** means the Services Provider whose bid has been accepted by the department and with whom the order has been placed as per requirements and terms and conditions specified in this tender/contract and shall be deemed to include the SP's successors, representatives (approved by the department), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
7. **“The Goods”** means Desktops, Multi-Function Printer, scanners, etc. which the Vendor is required to supply to the Indenter under the Contract;



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Invitation for Bids



1. Invitation for Bids

- 1) SRA, Mumbai invites online bids to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants
- 2) The complete bidding document shall be published on <https://mahatenders.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee and EMD through e-Tendering Online Payment Gateway mode only.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. Safecrypt, (n)Code, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- 4) Bidders are also advised to refer “Bidders Manual Kit” available at <https://mahatenders.gov.in> for further details about the e-tendering process.
- 5) Bidder is 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.
- 6) The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of SRA. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed SRA requirements.
- 7) SRA shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.
- 8) SRA shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of SRA in selecting the agency who qualifies through this RFP shall be final and SRA reserves the right to reject any or all the bids without assigning any reason thereof. SRA further reserves the right to negotiate with the selected



agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

- 9) SRA may terminate the RFP process at any time without assigning any reason and upon such termination SRA shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

1.1. Bidding Schedule

The summary of various activities with regard to this invitation of bids are listed in the table below:-

S No	Items	Description
1.	RFP Reference No.	SRA/IT/05/2021
2.	Name of the Project	Request for Proposal to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai
3.	RFP Document Download Start / Expiry Date & Time	Start Date: 08/05/2021 Expiry Date: 31/05/2021 Please visit the below mentioned e-Tendering website https://mahatenders.gov.in
4.	Last date to send in requests for clarifications	All the queries should be received on or before 15/05/2021 at 5:00 pm, through email only
5.	Last date (deadline) for submission of bids	31/05/2021, 05.00 pm
6.	Date and Time of opening of Pre-Qualification proposals	01/06/2021, 12:00 pm All bidders MUST remain present with hard copies of all documents provided in support of Pre-Qualification.
7.	Date Time and Place of opening of Financial Proposals	Will be intimated later to the qualified bidders
8.	Earnest Money Deposit (EMD) to be paid via Online Payment Gateway mode only.	Rs. 70,000/- (Rupees Seventy Thousand Only)
9.	Bid Validity Period	120 days from the date of submission of Bid



S No	Items	Description
10.	RFP Document Fee to be paid via Online Payment Gateway mode only.	Rs. 5,000/- (Rupees Five Thousand Only)
11.	Performance Bank Guarantee / Security Deposit	5% of Contract Value
	<p>Contact Person: The bidders should meet the following officer for any type of queries related to this RFP.</p> <p>Officer: Shri Harshad Karade, IT Officer Ground Floor, Administrative Building, Anant Kanekar Marg, Bandra (E), Mumbai 400051 ; Email Id: ito@sra.gov.in ; Phone No: 022 – 69125800</p>	



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Instructions to Bidder



2. Instructions to Bidders

2.1. Purpose

SRA seeks the services of Original Equipment Manufacturers or their National distributors/dealer, for **“Request for Proposal to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai for SRA, Mumbai”**. This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in [Section 3](#) of this RFP document.

2.2. Consortium and Subcontracting Conditions

Consortium and Subcontracting are not allowed for this RFP

2.3. Completeness of Response

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

2.4. Proposal Preparation Costs

- 1 The bidder shall submit the bid at its cost and SRA shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over SRA and SRA shall be at liberty to cancel any or all bids without giving any notice.
- 2 All materials submitted by the bidder shall be the absolute property of SRA and no copyright /patent etc. shall be entertained by SRA.

2.5. Amendment of RFP Document

- 1 All the amendments made in the document would be published on the e-Tendering Portal and shall be part of RFP.
- 2 The Bidders are advised to visit the aforementioned websites / portal on regular basis to check for necessary updates. The SRA also reserves the right to amend the dates mentioned in this RFP.

2.6. Supplementary Information to the RFP

If SRA deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.



2.7. SRA's right to terminate the process

SRA may terminate the RFP process at any time and without assigning any reason. SRA reserves the right to amend/edit/add/delete any clause of this RFP Document. This will be informed to all and will become part of the bid /RFP and information for the same would be published on the e-Tendering portal.

2.8. Earnest Money Deposit (EMD)

- 1 Bidders shall submit, EMD of Rs. 70,000 (Rupee Seventy Thousand only) through online e-Tendering Payment Gateway mode only.
- 2 Unsuccessful Bidder EMD will be returned within 90 days from the date of opening of the Financial Proposal. The Bid Security, for the amount mentioned above, of the successful bidder would be returned upon submission of Performance Bank Guarantee (PBG)/ Security Deposit for an amount equal to 5% of Contract value in the form of Demand Draft.
- 3 No interest will be paid by SRA on the EMD amount and EMD will be refunded to the Successful Bidder without any accrued interest on it
- 4 The Bid submitted without EMD, mentioned above, will be summarily rejected.
- 5 The EMD may be forfeited:
 - a. If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
 - b. In case of a Successful Bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions.
 - c. If during the bid process, a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation.
 - d. If, during the bid process, any information is found false/fraudulent/mala fide, and then SRA shall reject the bid and, if necessary, initiate action.
- 6 The decision of the SRA regarding forfeiture of the EMD shall be final and binding upon bidders.

2.9. Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and SRA is required to pay compensation to a third party resulting from such



Infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs, lawyer fees etc. SRA shall give notice to the Successful Bidder(s) of any such claim and recover it from the bidder.

2.10. Data/ Documents/Software Prepared by the Successful Bidder(s) to be the Property of the SRA

All plans, specifications, reports, customized software, other documents, patent and GIS data shall be absolute property of SRA. The Successful Bidder(s) shall not use, share this information, any other data derived from this survey/application, customized software etc. anywhere, without taking permission, in writing, from the SRA and the SRA reserves right to grant or deny any such request. Intellectual Property Rights (IPR) of the source code will vest solely with the SRA, Mumbai. However, such a system will not be allowed to be misused by quoting same software at other places.

2.11. Authentication of Bid

- 1 Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder, which shall be submitted with the Bid. All pages of the RFP, proposal and annexures, etc. shall be signed and stamped by the person or persons signing the bid.
- 2 Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid.

2.12. Language of Bids

This bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid, and English translation shall be validated at SRA's discretion.

2.13. Bid Submission Format

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

2.15. Bid Submission Instructions

1. Complete bidding process will be online (e-Tendering) in two Envelopes system. Submission of bids shall be in accordance to the instructions given in the Table below:

Particulars	Instructions
Envelope A: Pre-Qualification Proposal	The Pre-Qualification Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in in ANNEXURE 1 of this RFP



Particulars	Instructions
	Pre-Qualification Proposal should be submitted through online bid submission process only.
Envelope B: Technical Proposal	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in in Annexure 6 of this RFP</p> <p>Each page of the Technical Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Technical Proposal should be submitted through online bid submission process only.</p>
Envelope C: Financial Proposal	<p>The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in ANNEXURE 2 of the RFP.</p> <p>Financial Proposal should be submitted through online bid submission process only.</p>

*Note: Bidder is requested to submit the **One Hard Copy** of the Pre-Qualification proposal on the date of Pre-Qualification proposal opening as schedule given in the Section 1.1 of the RFP. Each page of the Pre-Qualification Proposal should be signed and stamped by the Authorized Signatory of the Bidder.*

2. The following points shall be kept in mind for submission of bids;

- SRA shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
- The Bidder is expected to price all the items and services sought in the RFP and proposed in the proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.
- SRA may seek clarifications from the Bidder on the proposal. Any of the clarifications by the Bidder on the proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the proposal and should incorporate all the clarifications provided by the Bidder on the proposal during the evaluation of the technical offer.
- Financial Proposal shall not contain any technical information.



- e. If any Bidder does not qualify the Pre-Qualification criteria stated in [Section 2.22](#) of this RFP, the Financial Proposals of the Bidder shall not be opened in the e-Tendering system.
- f. It is required that the all the proposals submitted in response to this RFP should be unconditional in all respects, failing which SRA reserves the right to reject the proposal.
- g. Proposals sent by fax/ post/ courier shall be rejected.

2.16. Late Proposal and Proposal Validity Period

Proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. The validity of the proposals submitted before deadline shall be till 180 days from the date of submission of the proposal.

2.17. Modification and Withdrawal of Proposals

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

2.18. Non-conforming Proposals

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP
- b. If the Proposal does not follow the format requested in this RFP or does not appear to address the particular requirements of the SRA.

2.19. Acknowledgement of Understanding of Terms

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

2.20. Bid Opening

- a. Total transparency shall be observed and ensured while opening the Proposals/Bids.
- b. SRA reserves the rights at all times to postpone or cancel a scheduled Bid opening.
- c. Bid opening shall be conducted in two stages.



- i. In the first stage, Pre-Qualification proposals shall be opened and evaluated as per the criteria mentioned in [Section 2.22](#) of the RFP. Financial Proposals of bidders who pass the Pre-Qualification criteria shall be opened.
 - ii. In the second stage, Financial Proposal of those Bidders, whose Pre-Qualification Proposals qualify, shall be opened. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- d. The Bidder's representatives who are present shall sign an attendance sheet evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for SRA, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, SRA will continue process and open the bids of the all bidders
- e. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. SRA has the right to reject the bid after due diligence is done.

2.21. Evaluation Process

- a. SRA will form Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids.
- b. TEC shall review the Pre-Qualification proposal of the Bidders to determine whether the requirements as mentioned in [Section 2.22](#) of the RFP are met. Incomplete or partial Proposals are liable for disqualification, but TEC reserves the right to seek clarification, missing or clarification on incomplete responses if required. All those Bidders, whose Pre-Qualification proposal meets the requirements shall be selected for opening of the technical proposal.
- c. TEC shall review the Proposal of the Bidders to determine whether the proposals are substantially responsive. Bids that are not substantially responsive shall be disqualified and TEC reserves the right to seek clarification, additional documents if required.
- d. The Financial Proposals of the Pre-Qualified bidders shall be opened and reviewed to determine whether the Financial Proposals are complete and as per requirements.



- e. Evaluation and award of Contract shall be done as per provisions of Maharashtra State Government Rules.
- f. Please note that TEC may seek inputs from their professional, external experts in the Bid evaluation process.

2.22. Pre-Qualification criteria

S No	Eligibility Criteria	Document to be submitted
PQ1	Bidder should be registered company in India registered under the Companies Act, 1956/ 2013, and should be in existence in India for at least the last 5 (Five) years as on date of submission of the bid.	Copy of Incorporation Certificate Copy of GST and PAN
PQ2	The Bidder should have average annual turnover of Rs. 30 lakhs for developing online application modules related business during the last 3 (Three) financial years (FY 2019-20, 2018-19, 2017- 18).	A Certificate from a CA clearly stating that the turnover is Rs. 30 lakhs and Copy of the audited balance sheet and Profit & Loss Statement of the company duly certified by statutory auditor
PQ3	Bidder should have successfully executed e-Governance project at least 1 (one) costing not less than Rs. 20 lakhs OR at least 2 (two) projects each costing not less than 10 lakhs OR at least 3 (three) projects each costing not less than 7 lakhs for any Central Govt. / State Govt. / Public Sector Undertaking (PSU) organizations in India in the last 5 years as on date of submission of bid.	Copy of Work Order / Completion Certificate
PQ4	The Bidder should have valid CMMi Level 3 OR ISO 9001:2015 OR ISO 27001 Certification as on date of submission of bid.	Valid copy of the certification



S No	Eligibility Criteria	Document to be submitted
PQ6	The bidder should have a head office or branch office in Mumbai	Relevant Documents or Undertaking signed by the Authorized Signatory.
PQ7	Bidder should not be banned from participating in any of the Tenders by Government of Maharashtra / Any State Government / Government of India as on date of submission of the Bid. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or fraudulent practices with any of the Government or Public Sector Undertaking (PSU) units.	A self-certified letter signed by the Authorized Signatory of the Bidder.

2.23. Evaluation of Pre-Qualification Proposals

- Bidders, whose EMD and RFP Document Fees are found in order, shall be considered for Pre-Qualification criteria evaluation.
- Bidder shall be evaluated as per Pre-Qualification criteria mentioned at [Section 2.22](#). The bidders who fulfil all the Pre-Qualification criteria shall qualify for further technical evaluation.
- SRA reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the evaluation process.

2.24. Evaluation of Technical Proposals

The evaluation of the Technical Proposals will be carried out in the following manner:

- The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. Detailed Project citations and copy of work order, client contact information for verification, and all others) as required for technical evaluation.
- At any time during the Bid evaluation process, TEC may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.



- c) SRA reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

2.25. Technical Evaluation Methodology

- Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points. (Refer Section 2.26)
- In order to qualify for the opening of Financial Proposal, the Bidder must get a minimum overall technical score of 70 (Seventy).
- The Financial Proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system.
- SRA reserve the right to accept or reject any or all bids without giving any reasons thereof.
- SRA shall inform to the technically shortlisted Bidders about the date and venue of the opening of the Financial Proposals.

2.26. Technical Evaluation Criteria

S No	Eligibility Criteria	Technical Evaluation Criteria	Score	Document to be submitted
TQ1	Average annual Turnover in the last 3 financial years	>= 10 lakhs & < 15 Lakhs : 6 marks >=15 Lakhs & < 30 lakhs : 8 marks >=30 lakhs : 10 marks	10	Copy of Incorporation Certificate Copy of GST and PAN
TQ2	Experience of Bidder in offering e-Governance Services in Maharashtra as on date of submission of bid	<= 3 & <5 years : 6 marks >=5 & <7 years : 8 marks >=7 years : 10 marks	10	Documentary evidence like copy of first work order / client's certificate
TQ3	Experience of bidder in developing and implementing Online application modules for inter departments during the last 5 years with value of each project not less than INR 30 lakhs.	1 project : 15 marks For every additional project: 5 marks, max. up to 30 marks	30	Copy of Work Order / Completion Certificate
TQ4	Quality certification	ISO 9001 or ISO 27001 = 5 marks CMMI Level 3 or higher = 7.5 marks	10	Valid copy of the certification



S No	Eligibility Criteria	Technical Evaluation Criteria	Score	Document to be submitted
		CMMI Level 3 AND ISO 9001/270001 = 10		
TQ5	Technical Presentation and Demonstration of application developed for inter departments	<p>Approach and Methodology for Project Implementation & Bidders understanding of Scope of Work (Handover, Technologies, challenges, mitigations, client references)</p> <p>Project Operation, Customization and Maintenance Plan for application</p>	40	<p>Work Order +Completion Certificate from the Client;</p> <p>OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor);</p> <p>OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p>

Note: SRA reserves right to visit bidder's customer where such a similar project execution has taken place.

Bidder(s) will be called for the demonstration of the proposed system on the date of technical presentation at SRA.

2.27. Financial Proposal Evaluation

- The financial proposal of only the qualified Bidders shall be opened for the evaluation.
- Of all the financial proposal opened, the Bidder whose financial proposal is lowest (hereby referred to as L1 Bidder) shall be considered eligible for negotiations and award of contract after the negotiations.
- If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.

2.28. Award Criteria

- The work shall be awarded to the bidder who's Commercial Offer shall be determined to be L1, the lowest evaluated valid offer.
- However, the CEO, SRA reserves the right to further negotiate the prices quoted by the L1 bidder.



- c) If there is more than one bidder having the lowest offer, SRA reserves the right to select the Bidder(s) and that will be binding on all bidders.

2.29. SRA's Right to Accept any Bid and to Reject any or All Bids

SRA reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or 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 SRA's action.

2.30. Letter of Intent

Prior to the expiration of the period of bid validity, SRA will notify the Successful Bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. The Letter of Intent will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Security, SRA will promptly notify each unsuccessful bidder.

2.31. Signing of Contract

SRA shall notify the Successful Bidder that its bid has been accepted. The Successful Bidder shall enter into contract agreement for the period of 2 Years with SRA within the time frame mentioned in the Letter of acceptance to be issued to the Successful Bidder by SRA.

2.32. Failure to agree with the Terms & Conditions of the RFP / Contract

Failure of the Successful Bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event SRA may invite the next best bidder for negotiations or may call for fresh RFP.

2.33. Performance Bank Guarantee

1. The Successful Bidder shall at his own expense submit with SRA within 2 (Two) working days of the date of letter of acceptance or prior to signing of the contract whichever is earlier, PBG/Security Deposit in the form a Demand Draft (DD) from Nationalized or Scheduled Bank, payable at Mumbai, for the due performance and fulfilment of the contract by the bidder.
2. The PBG/Security Deposit shall be denominated in the currency of the contract and shall be in the form of bank guarantee.
3. The PBG/Security Deposit will be in the form of a DD. All charges whatsoever such as premium; commission etc. with respect to the PBG/Security Deposit shall be borne by the bidder.
4. The PBG/Security deposit shall be valid until the end of six months after the completion of the contract (i.e. 2 years) with successful bidder. After the completion



of period security deposit amount will be refunded after deduction of penal amount, if any.

5. In the event of the Bidder being unable to service the contract for whatever reason SRA would forfeit PBG/security deposit. Notwithstanding and without prejudice to any rights whatsoever of SRA under the contract in the matter, the proceeds of the PBG shall be payable to SRA as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. SRA 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.
6. SRA shall also be entitled to make recoveries from the bidder's bills, PBG/Security Deposit, 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.



3

Scope of Work



3. Scope of Work

Selection of the service provider for the “Development of Software Application to accept online requests from the tenants for allotments of the rooms” and Operation and Maintenance of the developed software application for 24 months (2 Years) after completion of the development.

The selected Bidder shall develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai for SRA, Mumbai. The Bidder shall also be accountable for loading and installing any Bespoke content, Application, Software provided by SRA on the desktops.

3.1. Detailed Scope of Work

SRA has decided to develop an application to accept the online form from the tenants, it will help to streamline the process of allotments of rooms to tenants from master data of the SRA. It will help internal stakeholders to come on the single platform & process applications. Broadly, the Process includes the following activities:

- Collection of tenements PAP & PTC data
- Maintain Visit status Record of tenements PAP & PTC
- Scrutiny of application & supporting documents submitted by tenants.

Software application solution should have to provide detailed information of status of the application. Moreover, it should provide various analytical reports, which help in maintaining and monitoring the flow of the application. An application form to accept the online requests from the tenants should be bilingual i.e. in Marathi & English language.

The system should have the following features:

- Role based User Access and Authentication
- Defined User Roles, Hierarchy, Rights
- Master Database Management
- Admin role level application Search.
- Application Status Tracking, Assignment, History and Search
- Customised reports generation
- Facilitate Printing, Download and export form/receipt etc. in predefined format i.e. excel or pdf format
- Application/ Document Operations (Download, Print, Export)

3.1.1. Primary requirement of the software application

- Create Master Data : Collection of PAP and PTC tenements data.
 - Maintain the History of PAP & PTC Tenements by visiting actual records and get photo to upload in the system(for status) using mobile app.
- Ward wise segregation of collected data.



- Deployment of Developed application to accept the online application from the tenants and scrutiny of application System at SRA Data Centre.
- Training, Deployment at Data Centre Services & Go Live.
- SMS/E-mail gateway compatible.
- Web browsers compatibility
- Any other requirement as requested by SRA for the smoothly completion of Project or Development, Deployment, Implementation of online application to accept the online form from the tenants and scrutiny of application.
- Online application form needs to be in Marathi and English language.
- Application should be compatible to run on multi server environment for load sharing.
- Timely sharing of the documentation of the project
- SMS and Email Integration.
- Selected bidder should have to visit each department of SRA to assess the application requirement

3.1.2. Applicant Details

Applicant will be able to register himself / herself in the software application solution mobile app / Web Application.

By clicking on “Register”, Applicant will get redirect on registration form.

3.1.3. Applicant Registration

Applicant has to enter following details to complete registration:

- Name of Applicant
- Email ID
- Mobile number
- Password
- Confirm password

Applicant will be able to complete registration by clicking on “Register” button. On successful registration, Applicant will redirect on login page & receive email & text message of successful registration.

3.1.4. Login

Registered Applicant will be able to login using their credentials:

- Email Id
- Password
- Captcha code

On click of “Login” button, Applicant will be logged into the portal.

3.1.5. Application Form

On successful login Applicant will be able to view guideline page to fill application form.

On the click on “proceed to application form”, Applicant will redirect on



application form page.

Application Form

Name	
Present Address	
Aadhar Card No.	
PAN No.	
Mobile No.	
Email id	
Occupation	
Room No./ Shop No.	
Carpet area	
Building Name and No.	
Room No. allotted by SRA	
Name of Road	
Pin Code	
Ward No.	

On the click on submit application form will be successfully submitted

List of Mandatory documents:

- OC copy with plan
- Last LOI
- Last amendment IOA
- Last paid electricity bill of PAP
- Lift maintenance agreement
- P – form for water connection
- No due certificate from society

3.1.6. Master List Assistant

Master list assistant will be able to view list of applications submitted by applicants Search; User will be able to search application by following;

- Application number
- User name
- Keyword

3.1.7. Print Functionality

User will be able to print information in table. Download; user will be able to download .csv format List of applications; User will be able to view following details on List of hearing;

- Application number
- Name of applicant
- Date of submission of application
- Status



- Actions

3.1.8. View application

User will be able to view application form submitted by user in pdf format. View supporting documents Master list assistant will be able to view all documents uploaded by user. Forward Application; On selection of “Forward Application”, user will redirect on Forward Application page.

3.1.9. View supporting documents

Master list assistant will be able to view all documents uploaded by user. Forward Application; On selection of “Forward Application”, user will redirect on Forward Application page.

3.1.10. Forward Application

On selection of “Forward Application”, user will redirect on Forward Application page. In this section user will be able to forward application to EE by selecting/ entering following details;

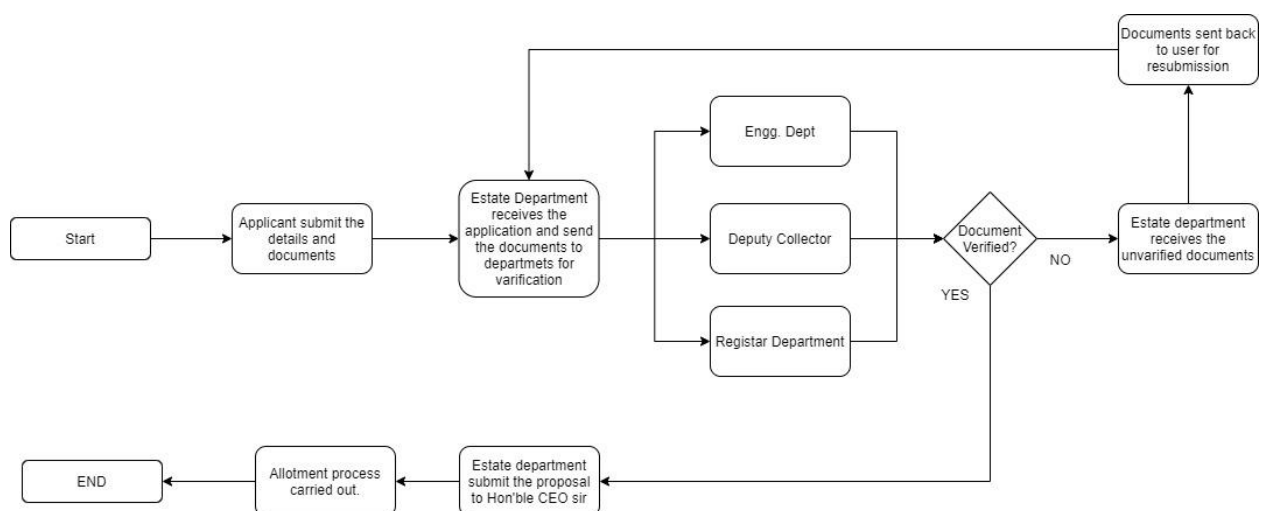
- Select forward application
- Department name – EE (drop list)
- Enter remark/comment if any

On the click on forward application will get forwarded to Executive engineer of respective word with covering letter (auto generate cover letter).

3.1.11. Scrutiny History

- Scrutiny History will maintain history of comments/ remarks

3.1.12. Indicative High Level workflow





3.2. Solution requirement and Standards

The application should enable user so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session.

Scalability: One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal users and their transactions) and capable of delivering high performance. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components.

Security: The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens / employees. Some primary security considerations are described below.

- The security services used to protect the solution shall include Identification, Authentication, and Access Control, Administration and Audit and support for industry standard protocols.
- The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.
- Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
- The primary requirement is the need to comply with ISO 27001 standards of security.
- The application design and development should comply with Open Web Application Security Project (OWASP) top principles

Adherence to Open Source Standard: The solution must be designed as per an open standard, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

Compliance with Industry Standards: In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.

3.3. Project Management

Selected bidder shall be responsible to Design, Development, Implementation and Maintenance of the this software application at SRA as per the plan given in Bid Document following best practices and adopting the security constraints for access and control rights. The Selected bidder shall follow proper assessment, documentation, and other criteria to



ensure long term continuity of this project. The major deliverables to be submitted by the selected bidder are as follows:

a. System Design

The Selected bidder shall prepare and submit the complete architecture of the proposed “Software Application” including the system architecture, solution architecture, hardware deployment architecture and network architecture.

The selected bidder shall ensure all possible and required improvements are incorporated in the solution architecture, as applicable; and also ensure that the architecture would not restrict any scalability or enhancements in future.

The Selected bidder shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, security etc. as described in this document including system sizing.

Detailed Technical manual shall be submitted by the Selected bidder.

b. Documentation and Versioning

The Selected bidder shall ensure that complete documentation of the project is provided with comprehensive user manuals. The following documents are the minimum requirements:

- i. System Requirement Specifications and Solution Design Document
- ii. All Architecture documents, Design documents, testing and deployment manuals, non-functional requirements, etc.
- iii. Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of the project
- iv. Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions)
- v. User Manual (hardcopy as well as online and downloadable content) providing detailed instructions in the form of a narrative on how to use the software
- vi. A data dictionary listing out all the data elements shall be prepared
- vii. Minutes of Meeting, Agenda, Proceedings and tracking of decisions during the entire implementation period.
- viii. All the documents including, but not limited to the above shall be submitted to user department at the time of sign-off



c. Criteria for User Acceptance Testing (UAT)

The Selected bidder shall ensure that the developed software application solution is thoroughly tested as per standard process GIGW, WCAG, Meity guidelines or by department. The process shall evolve over the contract period. The department requires thorough and well-managed test methodology to be conducted.

The Selected bidder shall build up an overall plan for testing and acceptance of system, in which specific methods and steps shall be clearly indicated and approved by the department. The Selected bidder is required to incorporate all suggestions / feedback provided after the elaborate testing of the application, within a pre-defined, mutually agreed timeline.

Competent Authority from department Estate and Information Technology Department SRA may issue appropriate acceptance certificate to the Selected bidder for UAT of the proposed solution.

d. Operational Acceptance of the Application

Operational Acceptance shall be given to the Selected bidder upon final acceptance of the completion of development of the proposed software solution. After the Operational Acceptance has occurred, the Selected bidder may give a notice to the department requesting the issue of an Operational Acceptance Certificate. Within fourteen (14) days after receipt of the Selected bidder notice, the department shall:

- 1) Issue an Operational Acceptance Certificate; or
- 2) Notify the Selected bidder in writing of any deficiencies or other reason for the failure of the Operational Acceptance Tests.

➤ Operation and Maintenance Phase

The Selected bidder shall be responsible for the Operation and maintenance (O&M) support of the proper functioning of the proposed software application.

Bidder shall provide operation and maintenance support for a period of two years after deployment and Go-Live of application. Bidder shall deploy one resource at SRA as per actual requirement for smooth operation of application.

The selected bidder will provide on-site post implementation support.

- a. The selected bidder must provide Post Implementation Support (including warranty) till the end of contractual period as per timelines mentioned
- b. The selected bidder should provide an Incident Management Support till the end of contractual period

➤ Maintenance and Monitoring

The maintenance and monitoring during the O & M period includes:

- a. Compliance to the Functional and Technical Requirements
- b. Compliance to Service Level Agreement (SLA)
- c. Software Maintenance, Problem identification and Resolution



➤ **Software Updates**

Any required version/software / patch management, etc. shall be the responsibility of the selected bidder for the entire contract period at no extra cost to SRA. The required upgrades for the entire stack has to be implemented within 10 days of release/general availability including –

- i. Supply, installation and maintenance of the updated/upgraded versions of software
 - ii. Rectification of bugs/ defects if any
 - iii. Fine tuning of the application, as and when required
 - iv. Maintenance of the application
 - v. Re-installation of software/application whenever required
- **Bug fixing**, which are reported within a period of one year from the date of deployment shall be covered in AMC. Bugs in this case is defined as an error, flaw, failure or fault in the software application's code that causes it to produce an incorrect or unexpected result, or to behave in unintended ways from the defined specifications in the original software specifications.
- Deviations are applicable only to the existing software application's modules and functionalities and arise due to changes in SRA's rules or workflow e.g. correction / modification in existing bye laws
- Scope of Services will not include incorporation of additions like a new code or functionality or modules in software architecture and source code. SRA will pay the additional charges and effort estimation of such work will be on mutually agreed terms between Bidder and SRA.

3.4. Security Vulnerabilities

This is selected bidder responsibility to provide the CERT-IN agencies security audit certificate before deploying the application on the production server.

The Application components shall be developed in a manner that is resistant to hacking and other potential security vulnerabilities. The Respondent shall describe their process for ensuring security vulnerabilities do not exist in the application, including their process for scanning for Vulnerabilities.



3.5. Pre-Development Phase

- Development environment to be provisioned by the Bidder/Developer.
- Intellectual Property Rights (IPR) of the source code will vest solely with SRA, Mumbai, Maharashtra. However, such a system will not be allowed to be misused by quoting same software to other districts or departments.

3.6. Development Phase

- Application form needs to be developed in Marathi and English languages.
- Application should be compatible to run on multi server environment for load sharing.
- Application should be compatible with all browser.
- The proposed software should be developed using robust open source technology.
- Logging to be enabled for Web Server / DB Server.

3.7. Deliverables

- FRS finalization
- SRS – System Requirement Specification.
- Source code, Database scripts, Project status reports.
- Acceptance – UAT would be conducted by SRA and provide acceptance based on agreed acceptance criteria (environment shall be provided by the bidder)
- Migration of data & data cleaning from legacy system to new system if required.
- Documentation- SRS, user guide.

3.8. Database

- The Bidder shall be responsible for creation of masters and shall be responsible for its security, risk and integrity.
- Bidder will be required to migrate the data from Legacy system to new system including necessary data cleaning for consistency if required.

3.9. Primary Responsibilities of the Bidder:

- Finalization of the Functional Requirement Specifications (FRS) of the proposed application
- Software Requirement Specification (SRS) after assessment of the user requirements by interacting with the user as well by studying the existing manual processes.
- System construction i.e. programming/development and testing including Pilot Data entry should be Parallel.



- Preparation of user manual covering operating instructions for use of software at SRA End-users levels.
- Arrangement of technical staff to manage the Application for maintenance of database, and other support activities if required.
- Thorough testing of software and removal of bugs.
- Ensure complete knowledge transfer of the system to the SRA staff.
- Migration of data & data cleaning from legacy system to new system if required.

3.10. Acceptance Testing and Certification

Aim of the testing is to determine, if the requirement of a specification are met with developed system. The developed application should meet requirements, specifications as discussed in the scope of work. It is the responsibility of the Bidder to take any corrective action required to remove all shortcomings identified by SRA or Chief ICT before the roll out of the project.

This is selected bidders' responsibility to carried out third party Security Audit of the application through the Cert- IN agency. Bidder may add cost of the security audit in financial proposal.

3.11. Intellectual Property Rights

The department shall have total and exclusive intellectual property rights over the source code written for developing or customizing the SRA online application to accept the online form from the tenants and scrutiny of those applications system. The Bidder shall not use the source code in any other place without seeking permission from the department and without carrying out a basic sanitation of the code. The sanitation activity would involve all such activities which would ensure that the code cannot be misused for hacking into the SRA system.

3.12. Stages of Work

- Assessment study /Requirement Analysis, Finalization of the FRS and accordingly preparation of the SRS.
- Review and submission of SRS
- Design, Development, application testing, and successful functional testing.
- Successful UAT and submission of Source Code with all supportive dependencies/documents.
- Go-Live of application.

Note: Agency needs to give capacity building of ICT & Domain people of SRA and six months support after Go-live free of cost.



The selected Bidder shall develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai for SRA, Mumbai. The Bidder shall also be accountable for loading and installing any Bespoke content, Application, Software provided by SRA on the desktops.

3.13. Project Timelines

SRA envisages the completion of the proposed software solution (as per Scope of Work given in Section 3) within a timeframe of 4 months from the date of work order. An Indicative Project Timeline has been given below:

Activity/ Task	Timeline (T = date of work order)	Deliverable
Submission of Project Implementation Plan & Team Mobilization	T + 2 weeks	<ul style="list-style-type: none"> Activity wise Detailed Project Plan Detailed Deployed Resource Profile
Finalization of System Requirement Specifications & Design of Modules	T + 4 weeks	<ul style="list-style-type: none"> Detailed System Study Report To-Be report Software Requirement Specification (SRS) report
System Design, Development & Implementation	T+ 6 weeks	<ul style="list-style-type: none"> Software Requirement Specification (SRS) report Architecture & Deployment Plan HLD documents Logical and physical database design LLD documents
Testing & UAT and Go - Live	T + 12 weeks = T1	<ul style="list-style-type: none"> Test Cases Test Reports UAT Sign-off Certificate Implementation Report and Complete source code with supported documentations
Software Maintenance	T1 + 2 years	<ul style="list-style-type: none"> Monthly progress reports for activities done during maintenance period

Note:

- In case there are delays in any milestones, which are due to reasons beyond the Bidder's control, the Bidder is required to immediately submit a formal



communication to SRA with regards to the reasons of the delay as well as the ways to mitigate the circumstances. SRA at its discretion may grant additional time to complete the work. The penalty or its waiver will be decided at the sole discretion of SRA.



4

General Conditions of Contract (GCC)



4.0. General Conditions of Contract (GCC)

4.1. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India

4.2. Payment Terms

1. No advance payment shall be made.
2. Software Cost for Development and Implementation
 - SRA will release the 10% payment on finalization of Software Requirement Specifications.
 - Next 50% payment will be released on successfully delivering the following milestones:
 - SRA will release the 30% payment after successful User Acceptance Testing Certificate issuance
 - SRA will release the 20% payment after successful Security Audit of the entire application and submission of the Security Audit Certificate by the selected bidder
 - SRA will release the 20% payment on successful deployment of the software application on server- (Go Live) provided by SRA.
 - Remaining 20% payment will be released after one-month period on smooth functioning of the application on the production (Go Live) environment
3. Software AMC Cost
 - To be paid on quarterly basis on submission of the quarterly deliverable report.
4. The Bidder's request(s) for payment shall be made to the SRA in writing, accompanied by an invoice describing, as appropriate, services completed. The invoice should be submitted and upon fulfilment of other obligations stipulated in the contract.
5. Payments shall be made promptly by the SRA within thirty (30) days after submission of the invoice or claim by the Bidder, only after quality inspection and verification by the SRA's Official of the conformity of the Goods/Products/Services/Solutions supplied as per the agreed specifications.
6. Payment shall be made in Indian Rupees by RTGS / NEFT on Bank in the name of bidder.

4.3. Validity period of the contract

The rates shall be valid for a period of two year from the date of issue of work order. Based on the performance of the bidder and approval from competent Authority, SRA reserves the right to extend the contract for another year at the same rates.

4.4. Confidential Information

- a) SRA and the Successful Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with



the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

- b) The Successful Bidder shall not use the documents, data, and other information received from SRA for any purpose other than the services required for the performance of the Contract.

4.5. Change in Laws and Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Successful Bidder has thereby been affected in the performance of any of its obligations under the Contract.

4.6. Force Majeure

- a) The Successful Bidder shall not be liable for termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, Force Majeure means an event or situation beyond the control of the Successful Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Successful Bidder. Such events may include, but not be limited to, acts of SRA in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the Successful Bidder shall promptly notify SRA in writing of such condition and the cause thereof. Unless otherwise directed by SRA in writing, the Successful Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.7. Settlement of Disputes

- 1. Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GCC 5.7 (2) shall become applicable.



2. Arbitration:

- a) In the case of dispute arising, upon or in relation to, or in connection with the contract between SRA and the Successful Bidder, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of three arbitrators, one each to be appointed by the SRA and the Successful Bidder, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the CEO, SRA. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.
- b) Arbitration proceedings shall be held in Mumbai, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- c) The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by SRA and the Successful Bidder. However, the expenses incurred by each party in connection to the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

4.8. Termination

1. SRA may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (1) through (11) of this GCC Clause 4.8. In such an occurrence, SRA shall give a not less than 30 days' written notice of termination to the Successful Bidder.
2. If the Successful Bidder does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as SRA may have subsequently approved in writing.
3. If the Successful Bidder becomes insolvent or goes into liquidation, or receivership whether compulsory or voluntary.
4. If, in the judgment of SRA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
5. If, as the result of Force Majeure, the Successful Bidder is unable to perform a material portion of the Services for a period of not less than 60 days.



6. If the Successful Bidder submits to the SRA a false statement which has a material effect on the rights, obligations or interests of SRA.
7. If the Successful Bidder places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to SRA.
8. If the Successful Bidder fails to provide the quality services as envisaged under this Contract, SRA may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. SRA may decide to give one chance to the Successful Bidder to improve the quality of the services.
9. If the Successful Bidder fails to comply with any final decision reached as a result of arbitration proceedings.
10. If SRA, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
11. In the event SRA terminates the Contract in whole or in part, pursuant to GCC Clause 4.8, SRA may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Successful Bidder shall be liable to SRA for any additional costs for such similar services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated.

4.9. Service Level Agreement

The development and implementation of the project completed as per the schedule given above.

Activity/Task	Timeline (T= Date of work order)	Penalty in case of default
Project Kickoff	T+2 weeks	Rs. 1000 per week delay
Understanding of the existing functionality and Requirement Gathering and deployment of new Software solution	T+ 4 weeks	Rs. 2000 per week delay
UAT, Submission of Security Audit Certificate, Training, & Go-Live	T+ 12 weeks	Rs. 2000 per week delay

4.10. Penalties

- i. The Penalty shall be calculated and deducted from the immediate payment due.



- ii. All above mentioned penalties are exclusive to each other
- iii. The maximum penalty at any point of time and for any period should not exceed 20% of project cost as per the Total Commercial Bid submitted by the successful bidder. If the penalty exceeds this amount, SRA reserves the right to terminate the contract. The project cost for this purpose shall be the rate quoted by the bidder per image in the RFP multiplied by the estimated image volume mentioned in the work order.

4.11 Other Conditions

- a) The Successful Bidder should comply with all applicable laws and rules of GoI/GoM/ULB.
- b) Support Executive/Supervisor deployed by the Successful Bidder shall not have right to demand for any type of permanent employment with SRA or its allied Offices.
- c) CEO, SRA reserves the right to withdraw / relax any of the terms and condition mentioned in the RFP, so as to overcome the problem encountered at a later stage for the smooth and timely execution of the project.

4.12 Risk Purchase

In case the Successful Bidder fails to deliver the required material due to inadvertence, error, collusion, incompetency, termination, misconstruction or illicit withdrawal, the CEO, SRA reserves the right to procure the same or similar services from the alternate sources at risk, cost and responsibility of the Successful Bidder.



5. Annexures



Annexure 1 - Guidelines for Pre-Qualification Bid

5.1 Check-list for the documents to be included in the Pre-Qualification Proposal

S No.	List of Documents	Submitted (Y / N)	Description
1.	Bid Covering Letter		Reference No: Date of Letter:
2.	Power of Attorney in favor of Authorized signatory		Date of PoA:
3.	Declaration that the bidder has not been debarred / blacklisted by any Government / Semi-Government organization		Reference No: Date of Letter:
4.	Copy of Incorporation Certificate, ROF, LLP		Registration Number: Date of Incorporation:
5.	Copy of work for supply of computers peripherals to any Central Govt. / State Govt. / Public Sector Undertaking (PSU) organizations in India.		Customer Name: Work Order Number: Date of Work Order: Project Value: Completion Date
6.	A Certificate from CA clearly stating that turnover is Rs. 30 lakhs during the last 3 financial years (FY 2019-20, 2018-19 and 2018-17) and Copy of the audited Profit & Loss Statement and Balance sheet of the company duly certified by statutory auditor.		Name of Statutory Auditor: Year-wise Total Turnover :
7.	Valid documentary proof of Sales Tax / Service Tax / VAT registration number		Date of document:



S No.	List of Documents	Submitted (Y / N)	Description
	and the details of income tax registration (PAN)		Sales Tax / Service Tax / VAT Registration Number: PAN:
8.	Valid documentary proof of office address located in Mumbai and the contact details of authorized service center/service personnel in Mumbai		Name of Document: Date of Document: Address:

Note: Bidder(s) needs to submit the above table with appropriate details with pre-qualification documents.



5.2 Pre-Qualification Cover Letter

(To be submitted on the letterhead of the bidder)

Place

Date}

To

The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Subject: Submission of proposal in response to the Request for Proposal to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai

RFP Reference No:

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 **“Request for Proposal to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai”**.

We attach hereto our responses to Pre-Qualification requirements & Financial 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 SRA, 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 SRA 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 of submission of Bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Security 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 :

Address :

Telephone & Fax :

E-mail address :



5.3 Format to share Bidder's and Bidding Firms Particulars

The Table below provides the format in which general information about the bidder must be furnished.

S No	Information	Details
1.	Name of Bidding firm:	
2.	Address and contact details of Bidding firm:	
3.	Firm Registration Number and Year of Registration	
4.	Web Site Address	
5.	Status of Company (Public Ltd., Pvt. Ltd., etc.)	
6.	Company's Service Tax Registration No.	
7.	Company's Permanent Account Number (PAN)	
8.	Company's Revenue for the last 3 years (Year wise)	
9.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
10.	Telephone number of contact person:	
11.	Mobile number of contact person:	
12.	Fax number of contact person:	
13.	E-mail address of contact person:	

Please submit the relevant proofs for all the details mentioned above along with your Bid response

Authorized Signatory

Name

Seal



5.4 Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on the Letterhead of the responding company)

Date: dd/mm/yyyy

To

The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

RFP Reference No:

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of Maharashtra/ Any other state government/ Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, SRA, Government of Maharashtra reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date :

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :



5 Annexure 2 – Guidelines for Financial Proposal

6.1 Financial Proposal Cover Letter

(To be submitted on the Letterhead of the bidder)

Date: dd/mm/yyyy

To,
The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Subject: Submission of proposal in response to the Proposal to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai

Ref:

Dear Sir,

We, the undersigned, offer to provide the services for “**Proposal to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai**” in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal for is for the sum of [Insert amount(s) in words and figures]. We are aware that any conditional financial offer will be outright rejected by SRA. This amount is exclusive of all taxes as listed at [ANNEXURE 2.2](#) attached.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal (180 days) from the date of submission of Bid.

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. We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:
Date and Stamp of the signatory
Name of Firm:



6.2 Financial Proposal Format & Instructions

RFP Reference No:

Cost to develop an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai

Sr. No.	Item	Quantity in No.	Unit	Rate in figures per qty (exclusive of GST)	Total Cost (In INR)
1.	Develop and deploy an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai	1			
2.	AMC for 2 years (Including resource cost)	1			
# Total Cost					
# Total Cost in word					

***Unit Rate is the rate inclusive of all taxes and charges (i.e. Basic Price, P&F, installation and maintenance charges, insurance, etc.)**

The Total Cost shall be considered for arriving at L1

Instructions:

- The quoted rates should be valid for 2 year from the date of contract agreement including AMC.
- SRA does not guarantee the quantity for the particular line items. The actual quantity for the given items may be more or less. The payment shall be made based on unit cost quoted for the particular item on actual service/product ordered by SRA.
- The bidder should fill bid rates for all the items mentioned here. If rate for any item is not mentioned then the bid will be rejected by SRA.
- All the prices are to be entered in Indian Rupees ONLY
- The Bidder needs to account for all Out of Pocket expenses due to Boarding, Traveling, Lodging and other related items.
- SRA may use the same rate for the other offices under SRA during the contract period.
- Based on the requirements of SRA, Mumbai multiple purchase orders will be placed throughout the year from the date of contract agreement.



7 Annexure 3- Power of Attorney

Know by all men by these presents, We _____ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms _____ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of _____ as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the **RFP for Develop and deploy an application to accept the online form from the tenants to streamline process of allotments of rooms to tenants for Slum Rehabilitation Authority, Mumbai**", including signing and submission of all documents and providing information / responses to the SRA, representing us in all matters before SRA, and generally dealing with the SRA in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

_____ (Signature)

(Name, Title and Address of the Attorney)

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- The Power of Attorney shall be provided on Rs. 500/- stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.