



RFP No. /9/E-gov/SUDA/2025/5253

Dated- 07/11/2025

Request for Proposal
for
**Selection of Implementation Agency for design,
development and Implementation of
e-Governance in Urban Local Bodies in the State
of Chhattisgarh**

State Urban Development Agency

Government of Chhattisgarh

Indravati Bhavan, Nava Raipur Atal Nagar, Chhattisgarh



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List of Abbreviation

Abbreviation	Meaning
BDD	Bid Due Date
CEO	Chief Executive Officer
CSC	Common Service Centre
EMD	Earnest Money Deposit
GoCG	Government of Chhattisgarh
LOA	Letter of Award
RFP	Request for Proposal
SUDA	State Urban Development Agency
TA	Transaction Advisor
ToR	Terms of Reference
ULB	Urban Local Body
PG	Payment Gateway
ISO	International Organization for Standardization
TSP	Technology Service Provider
BG	Bank Guarantee
DD	Demand Draft
PBG	Performance Bank Guarantee
DSC	Digital Signature Certificate
BEC	Bidder's Evaluation Committee
PO	Purchase Order
OPEX	Operating Expenses
API	Application Programming Interface
MIS	Management Information System
SLA	Service Level Agreement
INR	Indian Rupee
SPOC	Single Point of Contact
MoM	Minutes of Meeting
IA	Implementing Agency
QCBS	Quality and Cost Based Selection
OEM	Original Equipment Manufacturer
UPYOG	Urban Platform for deliverY (UPYOG) of Online Governance

STATE URBAN DEVELOPMENT AGENCY

4TH Floor, D Block, Indravati Bhavan (HOD Building), Nava Raipur Atal Nagar, Chhattisgarh, 492002
Phone 0771-2222402,04 Fax 0771/2222409 Email: sudacg.it@yahoo.com

Notice Inviting Tender

RFP No./9/SUDA/2025/5253

NAVA RAIPUR ATAL NAGAR, DATED 06-11-2025

Online bids are invited for “RFP for Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”

State Urban Development Agency (SUDA) is the Mission Directorate for implementation of all Centrally and State Sponsored Schemes of Urban Development in the State. Through this notice SUDA invites online bid “Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”

System Tender No.	Name of work	EMD	RFP Document Fee
178847	Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh	INR 5,00,000/-	INR 10,000/-

The details can be viewed and downloaded online directly from the Government of Chhattisgarh e-Procurement Portal <https://eproc.cgstate.gov.in> from 07/11/2025 17:30 Hours (IST) onwards.

For more details on the tender and bidding process you may please visit the above-mentioned portal.

1. All eligible/interested Bidders are mandated to get enrolled on e-Procurement portal.
2. Bidders can contact Help Desk for any clarification of their doubts regarding the process of Electronic Procurement System. Help Desk at Toll Free No. 1800 419 9140 or through Email ID helpdesk.eproc@cgswn.gov.in
3. The RFP can be postponed or cancelled at any time due to administrative reasons, and no claim shall be entertained on this account.
4. Modifications/Amendments/Corrigendum, if any shall not be advertised in the newspaper but shall be published in the <https://eproc.cgstate.gov.in> only. The undersigned reserves the right to change the terms and conditions, select/reject any application without assigning any reason thereof.
5. The eligible bidder may submit their bid online only and only physical submission of Original EMD, RFP document fees, Affidavits, Technical Cover Letter, Power of Attorney, signed RFP document and Financial Covering Letter (Form-24, Fin Form 1) in original as detailed in RFP document.

-SD/-

Chief Executive Officer

State Urban Development Agency,
Chhattisgarh, Nava Raipur Atal Nagar

Disclaimer

The information contained in this Request for Proposal document ("RFP") or subsequently provided to Bidder, whether verbally or in documentary or any other form by or on behalf of the SUDA or any of its employees or advisers, is provided to Bidder on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the SUDA to the prospective Bidder or any other person. The purpose of this RFP is to provide interested parties with information that may be useful for formulation of their Bids pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the SUDA in relation to set up the RFP for **"Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh"**. 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 SUDA, its employees or advisers to consider the objectives, technical expertise 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 and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The SUDA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The SUDA, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account to anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The SUDA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.

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

The issue of this RFP does not imply that the SUDA is bound to select Bidder or to appoint the Selected Bidder, as the case may be, **"Selection of Implementation Agency for Design, Development And Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh"** and the SUDA reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.

The Bidder shall bear all costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the SUDA or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the SUDA

shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred

by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.

-SD/-

Chief Executive Officer
State Urban Development Agency,
Nava Raipur Atal Nagar (C.G.)

Quick Information Data Sheet

“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”

Particulars	Details
Name of the client/ Name of the issuer of this RFP	State Urban Development Agency, Raipur, Chhattisgarh
Tender/RFP Number	RFP No. /9/E-gov/SUDA/2025/5253
Name of the engagement	“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”
Web Address to download the RFP	https://eproc.cgstate.gov.in
Date of issue of RFP	Date: 07/11/2025, Time: 17:30 hrs.
Last date and time of Submission of Bid (Bid Due Date)	Up to Date: 08/12/2025; Till 17:30 hrs – Online Up to Date: 11/12/2025; Till 15:00 hrs – Physical
Last date and time for receipt of Pre-Bid queries for clarifications	18/11/2025; 12:00 PM as in specified format & procedure mention in this document, for any clarification & queries bidders may contact sudacg.it@yahoo.com
Date, time and venue of pre-bid conference	CEO SUDA invites for a Pre Bid Meeting for “Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh” via Google Meet Wednesday, November 19 1:00 – 2:00 PM Video call link: https://meet.google.com/gik-fkox-zkc OR Physically as at below mentioned address; Chief Executive Officer, State Urban Development Agency, Block-D, 4th floor, Indravati Bhavan, Nava Raipur Atal Nagar, C.G.-492002
Mode of Submission of RFP	Online (Required Physical documents as mentioned in this RFP must be submitted through speed post /registered post only. Note:- No drop box facility will be available.)
Date & time of opening of Pre-qualification Bid and Technical Bid	Online At 16:00 hours on Date 11/12/2025
Date & time of opening of Financial Bid	To be intimated later to the technically qualified bidders.
Duration of services	6.5 Month Implementation and 3 years Operation and Maintenance Phase
Cost of RFP Document	Rs. 10,000/- (Rupees Ten Thousand Only) Demand draft in favour of CEO, State Urban Development Agency , payable at Raipur.
Earnest Money Deposit (EMD) / Bid Security	Rs. 5,00,000/- (Rupees Five Lakhs only)

Particulars	Details
Validity of EMD	225 Days
Validity of proposal	Proposals must remain valid 180 days after the submission date.
Representative/Contact Person of SUDA, for further information	Phone 0771-2222401; Fax 0771/2222409 Email: sudacg.it@yahoo.com
Method of Selection	QCBS (70:30)
Address for submission of RFP	Chief Executive Officer, State Urban Development Agency, Block-D, 4 th floor, Indravati Bhavan, Nava Raipur Atal Nagar, C.G.-492002
Bidding in Consortium	Not Allowed

Note:

- 1.This document is non-transferable and non-refundable.
- 2.In case a Holiday is declared on any day, the event will be held on the next working day at same time and same venue.
- 3.All the notification and details terms and conditions, clarifications/corrigendum to the queries regarding this RFP notice will be published online on the website <https://eproc.cgstate.gov.in>

-Sd-
Chief Executive officer, SUDA

Section 1: Definitions and interpretation

The words and expressions beginning with capital letters and defined in this RFP shall, unless repugnant to the context, have the meaning ascribed here in. The below mentioned words and expressions used in this RFP shall have the meaning set out below: -

#	Term	Definition
1.	Applicable Law	Shall mean all laws, brought into force and effect by the Government of India or the State Government of Chhattisgarh, including rules, regulations and notifications made there under, and judgments, decrees, injunctions, writs and orders of any court of record, as may be in force and effect during the subsistence of the contract Agreement
2.	Applicable Permits	Shall mean all clearances, licenses, permits, authorisations, no objection certificates, consents, approvals and exemptions required to be obtained or maintained under Applicable Laws in connection with the construction, operation and maintenance of the Project during the subsistence of the Contract Agreement
3.	Authority	Shall mean the State Urban Development Agency (SUDA), Chhattisgarh, Nava Raipur Atal Nagar
4.	Bidder	Means firm/Company who submits Proposal in response to RFP Document.
5.	CEO, SUDA	Shall mean the Chief Executive Officer of State Urban Development Agency, Raipur, Chhattisgarh for the time being in administrative in-charge for hiring Bidder.
6.	Committee	Means Committee Constituted for Evaluation of Proposals.
7.	Contract	Means the written agreement entered into between the State Urban Development Agency (SUDA) and Firm/Company/Agency for execution of services as mentioned in the RFP and Terms of Reference; signed by the Parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
8.	Consortium	Consortium is not permitted for this Bid.
9.	Confidential Information	All information (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each department and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
10.	Deliverables	Services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP.
11.	Nodal Officer	Shall be the person responsible for all the communications to bidder on behalf of the authority.

#	Term	Definition
12.	Request for Proposal / Tender Document/ RFP	Written solicitation that conveys to the Bidder, requirements for services that the SUDA intends to buy and implement
13.	Service Level agreement (SLA)	The level of service and other performance criteria which will apply to the Services delivered by the Bidder;
14.	Successful Bidder/ Implementation Agency	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as Implementation Agency (IA)
15.	Writing	Shall include matter either in whole or in part in manuscript, typewritten, lithographed, cyclostyled, photographed, or printed under or over signature or seal, as the case may be.
16.	OEM	"OEM" means; the Original Equipment Manufacturer of any equipment / system / software / product which are providing such goods to the Client under the scope of the RFP
17.	ToR	Terms of Reference

Section 2: Background and details of project

2.1 Background of the project

With rapid urbanization and economic development, citizens of Chhattisgarh expect significant improvement in service delivery from the ULBs to meet their needs. SUDA realizes that citizens spend a lot of time in availing services that may require multiple visits to ULB offices and hence may not bring a high level of satisfaction.

SUDA in consultation with all the stakeholders has embarked on ambitious plans to deliver end-to-end services to its stakeholders in a user-centric way. This is expected to bring about high levels of accountability and transparency in its service delivery supported by a high degree of efficiency and effectiveness in the internal operations of the department.

The department also recognizes that more and more citizens want to interact with the public administration via electronic media and considers it as the responsibility of the administration to take e-Governance another step forward, encouraging a change of culture and management model for dealing with citizens. The Project has to be implemented in 192 ULB's as mentioned in Vol-2 of this RFP.

Selected Bidder will be Project Successful Bidder and shall be responsible for procurement, implementation, operation and maintenance of the Project under and in accordance with the provisions of the contract agreement (the "Contract Agreement") to be entered into between the Selected Bidder and the SUDA.

The selected firm shall implement the project **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”** as required by the SUDA. SUDA will oversee the project and evaluate the situation and conceptualize the plan for execution along with the SUDA. SUDA will also supervise the execution process of the entire project.

The selected Implementation Agency will be responsible to support the SUDA, Chhattisgarh for a time bound Design, Development and Implementation of e-Governance Applications and services as identified by SUDA and mentioned in this RFP in Urban Local Bodies in the State of Chhattisgarh followed by the O&M phase. The Implementation Agency will enable the production level readiness with all enhancements as desired through open APIs to bridge State and Centre level Applications on near real time basis and provide Operation and Maintenance support and Technical Helpdesk services to the tenure mentioned in this RFP.

2.2 Objective of the assignment

SUDA, Government of Chhattisgarh & ULBs have ambitious plans to reach out to the citizens by providing integrated, end-to-end services using by utilizing advanced ICT tools for citizen-facing service delivery and back-office computerization. The idea is to provide integrated services to citizens in a transparent, effective and efficient manner to bring about high levels of citizen-satisfaction.

The objectives of the project includes:

- Provide local government services to citizens through online / single window service delivery channel and ensure accessible, convenient, transparent and timely delivery of services.
- Bring the ULBs closer to the citizens in minimum turnaround time and minimal physical interaction with the ULB.

- Provide online services to urban citizens and ULB employees anytime, anywhere through an integrated portal and Mobile App.
- Boost the efficiency and productivity of ULBs.
- Unified Information System: Develop a single, comprehensive information system for urban bodies.
- Timely and Reliable Information: Ensure effective decision-making on matters related to urban bodies through timely and reliable information.
- Standard-Based Approach: Establish a standardized approach for all Urban Local Bodies
- Achieve internal efficiency & effectiveness of the ULB by
 - Automating and optimizing their back-office processes, which helps them, focus on their core functions and responsibilities by freeing them from routine operations.
 - Integrating the departments/functions within ULB for better information flow and transparency.
- Integrate with the existing software at SUDA.
- Facilitate secure, instantaneous and online payment options for the taxes and statutory fees associated with services.
- Reduce administrative burden and be a cost-effective service delivery channel for ULBs.
- Improve the ease of doing business for the state of Chhattisgarh.

From the perspective of different stakeholders, following are the objectives

Citizens	ULBs
<ul style="list-style-type: none"> ● Anywhere, Anytime Services via multiple delivery channels ● Delivery of all services within pre-defined timelines ● Ease of availability of Local Government related information online ● Real-time status tracking ● Ease of payment of fees for the services received ● Transparency in availing services ● Ease of doing business 	<ul style="list-style-type: none"> ● Uniform and well-defined work procedures ● Rationalized work norms and clear accountability for performance ● Trainings for requisite skill enhancement ● Better work environment

Through this RFP, SUDA intends to select an Implementation Agency for Design, Development and Implementation, O&M of e-Governance in Urban Local Bodies in the State of Chhattisgarh.

Section 3: Schedule of RFP and Instructions to Bidders

3.1 Request for Proposal

Request for Proposal (RFP) for “**Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh**”. SUDA intends to select the Bidder through a competitive bid process in accordance with the procedure set out herein.

3.2 Due Diligence by Applicants

Bidders are encouraged to inform themselves fully about the assignment before submitting the Bid.

3.3 Sale of RFP Document

Bid document is available online at <https://eproc.cgstate.gov.in> Interested parties may download the bid documents from the website and submit their offer online. Bidders submitting the bid after downloading from the website shall have to furnish the fees online amounting to **INR 10,000.00/- (INR Ten Thousand only)** in the form of a demand draft in favour of Chief Executive Officer, SUDA, Nava Raipur Atal Nagar Chhattisgarh and payable at Raipur (Chhattisgarh) along with bid documents. Physical bid documents (EMD, RFP document fees, Affidavits, Technical Cover Letter, Power of Attorney, signed RFP document and Financial Covering Letter (Form-24, Fin Form 1) in original) needs to be submitted at the address mentioned in data sheet.

3.4 Documents Constituting the Bid

The Bid prepared by the Bidder shall comprise the following components as mentioned in clause no. 3.11:

1. Documents to be submitted online:

- a) Envelope A: RFP document fees and EMD
- b) Envelope B: Technical Bid
- c) Envelope C:
 - 1) Financial Covering Letter (RFP Form – 24, Fin Form-1)
 - 2) Bid Format (RFP Form-25, Fin Form-2)
 - 3) Manpower Monthly Rate format (RFP Form-26, Fin Form -3)

*Note: Financial bid, Envelope C shall be submitted online only.

2. Documents to be submitted Physically:

- a) Envelope A: RFP document fees and EMD in original
- b) Envelope B: Affidavits in original, Technical Covering Letter signed in original (RFP Form 2: Letter of Proposal), Power of Attorney in original, signed RFP document in original and Financial Covering Letter (RFP Form-24, Fin Form-1) in original.

3.5 Earnest Money Deposit (EMD)/Bid Security

- a) The bidder shall furnish, as part of the pre-qualification, an EMD as mentioned in Quick Information Data Sheet. Failure to do so may prevent a tender from being considered.
- b) The EMD shall be in Indian Rupees only and shall be in the form of FDR/TDR/ Bank Guarantee drawn in favour of “Chief Executive Officer, State Urban Development Agency, Nava Raipur Atal Nagar Chhattisgarh,” Payable at Raipur” and valid for 225 days from the date of submission of bid.

- c) Refund of EMD: EMD of all unsuccessful bidders except the 2nd Lowest/Ranked bidder, would be refunded without interest by SUDA within 45 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of the successful bidder would be returned without interest upon submission of Performance Bank Guarantee as per the format provided under Form 23. The EMD of the 2nd Lowest/Ranked bidder shall be returned without interest by SUDA once the agreement has been executed with the successful bidder.
- d) EMD to be submitted in the separate Envelope A.
- e) The EMD shall be forfeited in any of the following circumstances:
- i. If the Bidder withdraws its Bid during the interval between the opening of proposal and expiration of the Bid Validity Period;
 - ii. If the successful Bidder fails to provide acceptance of LOA/LOI within stipulated time;
 - iii. If the successful bidder fails to provide the Performance Security within the stipulated time or any extension thereof provided under the contract and/or LOA/LOI by the State Urban Development Agency.
 - iv. If the successful bidder fails to sign the Contract for any reason.
 - v. A Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified in this RFP
 - vi. The Bidder has made a material misrepresentation or has furnished any materially incorrect or false information.
 - vii. The Bidder does not provide, within the time specified by the State Urban Development Agency, the supplemental information sought by the State Urban Development Agency for evaluation of the Bid.
 - viii. If the Bidder refuses to accept the correction of errors in his Bid.
 - ix. The successful bidder fails to comply with all the terms and conditions of the tender document.
 - x. If the Bidder refuses to accept the correction of errors in his Bid.

3.6 Bid Validity Period

The Bid shall be valid for a period of not less than 180 days from the Bid Due Date (the “BDD”).

3.7 Brief description of the Selection Process

The SUDA has adopted a Single stage three envelope bid process (“Selection Process”). In the first stage, a prequalification would be carried out as specified in RFP and a list of shortlisted (qualifying bidders) will be made. Financial Bid of only shortlisted parties will be opened and evaluated as specified in RFP. The selection of the bidder would be done on the basis of QCBS.

3.8 Payment to Selected Bidder

All payments to the Selected Bidder shall be made in Indian Rupees (INR) in accordance with the provisions of this RFP. The Selected Bidder may convert Indian Rupees into any foreign currency as per Applicable Laws and the exchange risk, if any, shall be borne by the Selected Bidder. The payment schedule is mentioned in 1.7 of Volume 2 of this RFP.

3.9 Duration of the Project

Duration of the Project is as per Service Level Timeline mentioned in Section 6.3 of this RFP.

3.10 Communications

- a) All communications including the submission of Bid should be addressed to:

**The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh
Phone No. 0771-2222401
Email ID: sudacg.it@yahoo.com**

- b) The Official Website of the SUDA is: <http://uad.cg.gov.in>
c) All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters:

RFP No. /9/E-gov/SUDA/2025/5253 “Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”

3.11 Preparation and Submission of Bid

The proposal must be submitted strictly in the manner prescribed herein at 3.11.5 “Submission of Bid”

3.11.1 Language

The Bid with all accompanying documents (the “Documents”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Bid unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of all the relevant passages in English, in which case, for all purposes of interpretation of the Bid, the translation in English shall prevail.

3.11.2 Format and Signing of Bid

- i. The Bidder shall provide all the information sought under this RFP. The State Urban Development Agency would evaluate only those Bids that are received in the specified forms and complete in all respects.
- ii. The Bid shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall initial each page in blue/black ink. All the alterations, omissions, additions, or any other amendments made to the bid shall be initialled/attested by the authorized person(s) signing the Bid. Authorized representative (the “Authorized Representative”) as detailed below:
 - a) by a partner, in case of a partnership firm and/ or a limited liability partnership; or
 - b) by a duly authorized person holding the Power of Attorney, in case of a Limited Company or a corporation (if applicable);

3.11.3 Technical Bid

- 3.11.3.1 Applicants shall submit the Technical Bid in the formats at Form-28 (the “Technical Bid”).
- 3.11.3.2 While submitting the Technical bid, the bidder shall, in particular, ensure that:
- a) All forms are submitted in the prescribed formats and signed by the prescribed signatories;
 - b) The bid is responsive in terms as follows: -
 - The Technical Bid is received in the form specified at Form-28;
 - It is received by the Bid Due Date and time including any extension as notified by State Urban Development Agency through Corrigendum;
 - It is signed and sealed.
 - It contains all the information (complete in all respects) as requested in the RFP; and
 - It does not contain any condition; No conditional bid with deviations will be accepted. In case of conditional bid with deviations, the respective bidder may be asked for withdrawal of the same and in case of non-withdrawal, bid will be rejected.
- 3.11.3.3 Failure to comply with the requirements spelt out in the Clause 3.11.3.2, shall make the bid liable to be rejected.
- 3.11.3.4 The Technical bid shall not include any information relating to the Financial Bid. If the financial Bid is included with the technical bid section, bid of the concerned bidder will be rejected.
- 3.11.3.5 The proposal must be submitted strictly in the manner prescribed herein. Bidder must submit the bid online and only list of mentioned documents physically as per RFP. In case of any deviation/discrepancy found the content of the documents submitted online shall prevail and be considered as final.

3.11.4 Financial Bid

- 3.11.4.1 Applicants shall submit the financial bid strictly online only in the formats at Form-24, Form-25 & Form-26 (the “Financial Bid”).
- 3.11.4.2 Financial bid shall not be conditional.
- 3.11.4.3 Financial bid shall be strictly submitted online only, any data related to financial bid, rates, amount or whatsoever found in the technical bid shall adhere to the disqualifications of the bidder.

3.11.5 Submission of Bid

- i. The Applicants shall submit the bid online with all pages numbered serially and by giving an index of submissions. In case the bid is submitted on the document downloaded from Official Website, the Bidder shall be responsible for its accuracy and correctness as per the version uploaded by the SUDA and shall ensure that there are no changes caused in the content of the downloaded document. In case of any discrepancy between the downloaded or photocopied version of the RFP and the original RFP issued by the SUDA, the latter shall prevail.
- ii. The physical bid will be sealed in an outer envelope which will bear the address of the SUDA, RFP Notice number and name as indicated (RFP No. /9/E-gov/SUDA/2025/5253 “RFP for Selection of

Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh” It should also include address of the Bidder. If the envelope is not sealed and marked as instructed above, the SUDA assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted and consequent losses, if any, suffered by the Bidder.

- iii. The aforesaid outer envelope will contain two separate sealed envelopes; one clearly marked “EMD & RFP Fee” (Envelope A) and second marked “Technical Bid (Envelope B- Affidavits in original, Technical Covering Letter signed in original (RFP Form 2: Letter of Proposal), Power of Attorney in original, signed RFP document in original and Financial Covering Letter (RFP Form-24, Fin Form-1) in original”.
- iv. The completed Bid must be submitted online on or before the specified time on BDD and only required physical documents needs must be delivered on or before the specified time on BDD (no physical submission and courier submission is permitted)
- v. Bids submitted by fax, telex, telegram or e-mail, courier and physical shall not be entertained.
- vi. The Bidders are requested to go through the RFP advertisement and the RFP carefully to understand the documents required to be submitted and the process to be followed as a part of the Bid. Any deviations may lead to rejection of the Bid.
- vii. The Bid submission date and time are mentioned in the “Quick Information Data Sheet” of this RFP. The Bidder will not be allowed to submit the Bid after the Bid submission time.
- viii. The Bidder should try to submit the Bid well before the last date and hence to avoid any inconvenience at the last moment.

3.11.6 Bid Due Date

3.11.6.1 Bid should be submitted on the Bid Due Date (BDD) as specified at Quick Information Data Sheet at the address provided in Clause 3.10 in the manner and form as detailed in this RFP.

3.11.6.2 The State Urban Development Agency may, in its sole discretion, extend the BDD by issuing an Addendum/Corrigendum.

3.11.7 Late Bids/Submissions

Bids received by the SUDA after the specified time on BDD shall not be eligible for consideration and shall be summarily rejected. In such a case, the bidder has to physically collect the documents (Physically submitted list of documents) from the SUDA office and SUDA will in no manner be responsible for the damage/loss of documents.

3.12 Consortium/JV

Not permitted.

3.13 Pre-Bid meeting

3.13.1. A Pre-bid meeting of the interested parties shall be convened at the designated date, time and place. During the course of Pre-bid meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of the SUDA. The SUDA shall endeavour to provide clarifications and such further information as it may, in its sole

discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

3.13.2. Any queries or request for additional information concerning this RFP shall be submitted through email, mentioned in Quick Information data Sheet of this RFP. Bidders are advised to be specific and pose clause wise queries in an unambiguous manner. SUDA reserves the right not to respond to vague and frivolous queries.

3.13.3. The subject of the email shall mention the following **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”**.

Queries shall be neatly typed/ written as per the following format: Organization Name and Details of point of contact (Queries shall be submitted in editable format either in MS Word or MS Excel.). If not submitted in specified format, queries shall be rejected and non-answered.

Request for clarification				
Name and Address of the Organization submitting request				
Name and Position of Person submitting request				
Contact Details of the Organization / Authorized Representative				
Tel: Mobile: Fax: Email:				
Sl No	Page Number	Clause Number	Particular	Query/Suggestions

3.13.4. Authority shall not be responsible for ensuring that the bidders queries have been received by them. Any requests for clarifications post the indicated date and time shall not be entertained by Authority.

3.13.5. Any modifications of the RFP Documents, which may become necessary as a result of the Pre-Bid Meeting, shall be made by Authority exclusively through a corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP. However, in case of any such amendment, the bid submission date may be extended at the discretion of Authority.

3.13.6. Any corrigendum/notification issued by Authority, subsequent to issue of RFP, shall only be available on the website URL mentioned in the Quick Information Data sheet. Any such corrigendum shall be deemed to be incorporated into this RFP.

3.13.7. SUDA can issue a SUO-MOTO corrigendum and amendments on the RFP based on its requirements or as a response to the pre-bid queries.

3.13.8. Reply shall be published on specified portal, separate response shall not be given to any

bidder.

3.14 Subcontracting/Subletting and assignment

The bidder would not be allowed to sub-contract work without prior written approval of Authority, SUDA. In case the work is sub-contracted following the approval of the Authority, SUDA, the sole responsibility of the work shall lie with the bidder. The bidder shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to SUDA.

3.15 Consequence of breach

Should the selected bidder or a partner in the selected bidder firm commit breach of any of the conditions of this RFP/ LOA/Contract Agreement it shall be lawful for the CEO, SUDA to cancel the contract and complete the assignment at the risk and cost of this bidder. SUDA will also forfeit the Bank Guarantee.

3.16 Assistance to the Bidders

The selected bidder shall be solely responsible to procure any material or obtain any import or other license or permit required for the fulfilment of the work order.

3.17 Number of Bids

No bidder shall submit more than one bid. A Bidder applying individually or as an Associate shall not be entitled to submit another application either individually or as a member of any Bidder, as the case may be.

3.18 Expenses Incurred During Bid Preparation

The bidders shall be responsible for all of the expenses associated with the preparation of their bid and their participation in the Selection Process including subsequent negotiation, visits to the SUDA, Project site etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

3.19 Proprietary Data

3.19.1. All documents and other information supplied by the SUDA or submitted by the Bidder to the SUDA shall remain or become the property of the SUDA. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The SUDA will not return any Bid or any information provided along therewith.

3.20 Modification of Agreement

Modification of the terms and conditions of this Agreement, including any modification of the scope of the Services, may only be made by written agreement between the Parties. Each Party shall give due consideration to any proposals for modification made by the other Party. However, the decision of CEO, SUDA in this regard shall be final and binding.

3.21 Evaluation Process: Evaluation of Proposals

- 3.21.1. Notwithstanding anything to the contrary contained in this RFP, SUDA may, at its sole discretion, waive any minor infirmity, non-conformity or irregularity in a proposal that does not constitute a material deviation, and that does not prejudice or affect the relative position of any Bidder, provided it conforms to all the terms, conditions of the tender documents without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one (i) that affects, in any substantial way, the scope, quality or performance of the contract; (ii) that limits, in any substantial way, inconsistent with the tender documents, SUDA's rights or the selected Bidder's obligations under the contract; or (iii) whose rectification would unfairly affect the competitive position of other Bidders, who are presenting eligible proposals.
- 3.21.2. The Authority shall open the Proposals as per the Date and time mentioned in "Quick information Data Sheet", at the place specified in RFP and in the presence of the Bidders who choose to attend.
- 3.21.3. Prior to opening of financial Proposals, the Authority will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:
- the Proposal is received in the form specified in the RFP document.
 - it is received by the PDD including any extension thereof pursuant to RFP.
 - it is accompanied by the Power of Attorney as specified in Clause 3.11.2.
 - it contains all the information (complete in all respects) as requested in the RFP.
 - it does not contain any condition or qualification; and
 - it is not non-responsive in terms hereof.
 - The bidder qualifies the minimum qualifying marks.
- 3.21.4. The Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in respect of such Proposals.
- 3.21.5. The Authority shall subsequently examine and evaluate Proposals in accordance with the Selection Process and criteria set out in Section 3 of this RFP.
- 3.21.6. After finding the bid responsive, the bidders who secure the minimum technical score shall be shortlisted by the Authority and shall open the financial proposal of only shortlisted bidder. A date, time and venue will be notified to all Bidders for announcing the result of evaluation and opening of Financial Proposals. The opening of Financial Proposals shall be done in presence of respective representatives of Bidders who choose to be present. The Authority will not entertain any query or clarification from Bidders who fail to qualify at any stage of the Selection Process. The financial evaluation and final ranking of the Proposals shall be carried out in terms as mentioned in Section 4.
- 3.21.7. Bidders are advised that Selection shall be entirely at the discretion of the Authority. Bidders shall be deemed to have understood and agreed that the Authority shall not be required to provide any explanation or justification in respect of any aspect of the Selection Process or Selection.

- 3.21.8. Any information contained in the Proposal shall not in any way be construed as binding on the Authority, its agents, successors or assigns, but shall be binding against the Bidder if the Consultancy is subsequently awarded to it.

3.21.9. Confidentiality

All the material/information shared with the Bidder during the course of this procurement process as well as the subsequent resulting engagement following this process with the successful bidder, shall be treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the Authority in relation to matters arising out of, or concerning the Selection Process. The Authority shall treat all information, submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or the Authority or as may be required by law or in connection with any legal process.

3.21.10. Clarifications

- 3.21.10.1. To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing. No change in the substance of the Bid would be permitted by way of such clarifications.
- 3.21.10.2. If a Bidder does not provide clarifications sought under Clause 3.21.10.1 above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Authority may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the Authority.

3.22 Evaluation of Technical Bid

- a. The Technical Bids that are in substantial compliance with the eligibility criteria will be evaluated by the Evaluation Committee and may require meeting with the Bidders or presentations by the bidders on their bids, discuss the bids with each and request clarifications.
- b. Evaluation Committee & SUDA shall be the deciding authority in all matters related to the evaluation process of Technical and Financial Bids. The Technical Bids will be evaluated based on the submissions along with the technical bid.
- c. The consortium's Technical Bid shall be in compliance with the RFP stipulations to qualify for the opening of financial Bid.
- d. SUDA may, at the time of evaluation of the Technical Bid, request for additional information from the Bidder, which the Bidder shall provide within a specified period communicated by SUDA. The Bidder may also be asked to make a presentation to the Evaluation Committee on their proposal (if required)

3.23 Requirements for Substantial Compliance

A Technical Bid that is in substantial compliance is one that confirms to the preceding requirements without material deviation or reservation. Prior to the evaluation of the Technical Bids, Evaluation Committee will determine whether each bid, as the case may be:

- 3.23.1. Qualifies as per the Minimum Eligibility Criteria and has documentary evidence annexed for Technical and Financial Capabilities
- 3.23.2. Is accompanied by the required documents mentioned in Instructions to Bidders and Section 4
- 3.23.3. Has provided Technical information as required (such is defined in RFP Documents) provides clarifications and/or substantiation that the Evaluation Committee may require for determining responsiveness.
- 3.23.4. Material Deviation: A material deviation or reservation is one:
 - Which affects in any substantial way the scope, quality or performance of the Project; or
 - Which limits in any substantial way, SUDA's rights or the Bidder's obligations under the Agreement.

3.24. Opening of Financial Bids

Process: Prior to opening of Financial Bid, Evaluation Committee will determine if (i) General Submissions and Technical Bids of consortium/Bidder meet the requirement (ii) Bid is technically qualified and if the submission satisfies (i) & (ii) then, Evaluation Committee will review and evaluate the Financial Bid. If the submission does not satisfy the criteria, the submission will be rejected, and the Bidder will be eliminated from further evaluation process.

3.25. Requirements for Substantial Compliance:

Although the Financial Bid will be submitted at the same time with Technical Bid, it will be evaluated after completing the evaluation of Technical Bids. Prior to the detailed evaluation of the Price Bid, Evaluation Committee will determine whether each bid or Bidder, as the case may be:

- 3.25.1. continues to meet the eligibility criteria as given in this RFP
- 3.25.2. is in complete compliance with the General Submission and Technical Bid requirements.
- 3.25.3. has been properly signed and contains any required representations or commitments.
- 3.25.4. is presented in a manner that accords with the requirements of the RFP and follows the required pricing formats.
- 3.25.5. confirms to all terms, conditions, and specifications of the bidding documents without material deviation or reservation.
- 3.25.6. Material Deviation: A material deviation or reservation is one
 - 3.25.6.1.1. which affects in any substantial way the scope, quality, or performance of the Project; or

3.25.6.1.2. which limits in any substantial way, inconsistent with the bidding documents, SUDA's rights or the Bidder's obligation under the Agreement

3.25.6.1.3. Whose rectification would affect unfairly the competitive provision of other bidders presenting substantially responsive bids

3.25.7. Corrections of Errors

- a. Bid determined to be substantially responsive will be checked by Evaluation Committee for any arithmetic errors. Wherever there is discrepancy between the amounts in figures and in words, the amount in words will prevail; and
- b. The corrections made by Evaluation Committee, as explained above, shall be considered as binding upon the bidder.
- c. If the bidder does not accept the corrections in bid, Evaluation Committee may reject the bid and Bid Security may be forfeited.

Bidder should provide all prices as per the prescribed format provided under "Financial Bid Form 25". All prices are to be entered in INR ONLY (Values in any other currency are not allowed), SUDA reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated. The Bidder needs to account for all Out of Pocket expenses related to Boarding, Lodging and other related items in the Financial bids. No additional charges shall be paid by SUDA, except GST if applicable.

3.25.8. If the bid of the preferred bidder is seriously unbalanced or is an Abnormally Low Bid in which the bid price, in combination with other elements of the bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price, the Employer may require the bidder to produce detailed price analysis for any or all row items of the Financial Bid, to demonstrate the internal consistency of those prices with the requirements and schedule proposed. However, such information will not have any bearing in valuation of any variation or claim during the execution of the bids. In that case, after evaluation of the price analysis, the Employer may require that the amount of the performance security set forth in Clause 3.30 herein below be increased by an amount to be specified by the Employer as an Additional Performance Security and accepted by such bidder only after which the LOI shall be issued to such preferred bidder. The amount so specified shall be sufficient to financially protect the Employer in the event of default of the preferred bidder under the Contract. In case, such bidder does not accept to provide the performance bank guarantee for additional/ increased amount, the amount so specified shall be deducted from the running bills as additional security. This security will be released after issue of completion certificate by the Employer.

3.25.9. In any of the above conditions, price analysis provided by the bidder cannot be substantiated satisfactorily, or the bidder is not ready to issue additional performance bank guarantee/ deduction of the amount from its running bills; the Employer reserves the rights to reject the bid of preferred bidder without assignment any reason whatsoever and award the work to the next best bid as per the procedure or may annul the Bidding Process and proceeding with re-tendering the Project.

3.26. Award Criteria

The intention to sign Agreement would be conveyed by SUDA to the Preferred Bidder who satisfies all

other compliance requirements, has been qualifying the minimum technical score and has scored the highest marks in the QCBS system as mentioned in the RFP (as per process described in Section 4). Prior to expiration of the bid validity period, SUDA will notify the Preferred Bidder by fax or e- mail confirmed by registered Letter of Intent/ Award (LOI/LOA) that his bid has been accepted.

3.27. Right to reject any or all Bids

- 3.27.1 Notwithstanding anything contained in this RFP, SUDA reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to the award, 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 its action.
- 3.27.2 SUDA reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP or the Bidding Documents. Failure of the SUDA to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the SUDA thereunder.
- 3.27.3 Any misrepresentation or furnishing an improper response shall lead to disqualification of the Bidder.
- 3.27.4 Further, in case disqualification or rejection occur after appointment of Selected Bidder or in case the selected bidder does not sign the Agreement, then the SUDA shall take any such measure as it deems fit in the sole discretion, including annulling the Bidding Process and proceeding with re-tendering the Project.

3.28. Right to Vary Scope of Contract

SUDA may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.

If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the SUDA's changed order.

3.29. Issuance of LOI/LOA after evaluation and approval

After completing the evaluation of Financial Bid and identifying the successful bidder, SUDA shall issue a Letter of Award/Intent (LoA/LOI) to the Successful Bidder, indicating its intention for signing the Contract Agreement. Within 30 days, upon issuance of such LoA/LOI to the Successful Bidder, the Bidder will be required to submit:

- Performance Security and other documents/compliances as mentioned in the LOA/LOI.
- The Performance Security/Performance Bank Guarantee shall be furnished in the format (Form 23) and validity specified in the Clause 3.30.

If the bidder fails to furnish the Performance Security and other documents/compliances within the stipulated period, SUDA would have a right to Forfeit the Bid Security of the Preferred Bidder and issue Letter of Intent/Award to the Next Preferred Bidder after due procedures. The decision of SUDA in this regard is final and binding.

3.30. Performance Security

The Bidder, by submitting its Application pursuant to this RFP, shall be deemed to have acknowledged that without prejudice to the Authority's any other right or remedy hereunder or in law or otherwise, its Performance Security shall be forfeited and appropriated by the Authority as the mutually agreed pre-estimated compensation and damages payable to the Authority for, inter alia, the time, cost and effort of the Authority in regard to the RFP, including the consideration and evaluation of the Proposal, under the following conditions:

- If a Bidder engages in any of the Prohibited/Fraud & Corrupt Practices specified in Clause 3.35 of this RFP;
- if the Bidder is found to have a Conflict of Interest as specified in Clause 3.32; and
- if the selected Bidder commits a breach of the Agreement.

An amount equal to 10% (Ten per cent) of the Agreement Value shall be deemed to be the Performance Security for the purposes of this Clause 3.30, which the agency will have to submit in the form of a Bank Guarantee valid for a period of contract duration plus 6 months from the date of signing of the Agreement, a draft format of which has been prescribed in this RFP and which may be forfeited and appropriated in accordance with the provisions hereof. Performance Security shall be returned to the IA within 14 days of giving final clearance by the Client.

<u>Clients Bank Details – SUDA Bank Details</u>		
Beneficiary Name	:	CEO, STATE URBAN DEVELOPMENT AGENCY
Name of Bank	:	ICICI Bank
Address:	:	Bhanpuri, Raipur
A/c Number	:	181701000187
IFSC Code	:	ICIC0001817
PAN No	:	AAALS1568B
GSTN No	:	22AAALS1568B1DN

3.31. Signing of Contract Agreement

Selected Bidder shall sign Contract Agreement with SUDA within 30 days of issue of LoI/LOA, but only after furnishing of the Performance Security as stipulated above along with the other documents/compliances.

3.32. Conflict of Interest

The Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, Authority shall forfeit the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to Authority for, inter alia, the time, cost and effort of Authority including consideration of such Bidder's Bid, without prejudice to any other right or remedy that may be available to Authority hereunder or otherwise.

Authority requires that the bidder provides solutions which at all times hold Authority's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of Authority.

3.32.1. Some guiding principles for identifying and addressing Conflicts of Interest have been illustrated. Without limiting the generality of the above, an Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

- a. The Bidder, its consortium member (the "**Member**") or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause 3.33.1(a), indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "**Subject Person**") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to Sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
- b. a constituent of such Bidder is also a constituent of another Bidder; or
- c. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
- d. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
- e. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Application of either or each of the other Bidder; or
- f. there is a conflict among this and other consulting assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the IA will depend on the circumstances of each case. While providing consultancy services to the Authority for this particular assignment, the IA shall not take up any assignment that by its nature will result in conflict with the present assignment; or
- g. a firm which has been engaged by the Authority to provide goods or works or services for a project, and its Associates, will be disqualified from providing consulting services for the same project save and except as provided in Clause 3.33.4; conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and its Members or Associates, will be disqualified

from subsequently providing goods or works or services related to the same project; or

- h. the Bidder, its Member or Associate (or any constituent thereof), and the bidder or Concessionaire, if any, for the Project, its contractor(s) or sub-contractor(s) (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be,) in the bidder or Concessionaire, if any, or its contractor(s) or sub-contractor(s) is less than 5% (five per cent) of the paid up and subscribed share capital of such Concessionaire or its contractor(s) or sub-contractor(s); provided further that this disqualification shall not apply to ownership by a bank, insurance company, pension fund or a Public Financial Institution referred to in sub-section (72) of section 2 of the Companies Act, 2013. For the purposes of this Sub-clause (h), indirect shareholding shall be computed in accordance with the provisions of Sub-clause (a) above. For purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder, or is deemed or published as an "Associate Office"; or has a formal arrangement such as tie up for client referral or technology sharing, joint venture with the Bidder (the "Associate"); provided, however, that if the Bidder has any formal arrangement such as consortium membership in a consortium of advisers/ IAs for a particular assignment/ project, not being this project, with any other person, then such other person shall not be treated to be an Associate of the Bidder solely due to the reason of forming such consortium. As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

- 3.32.2. An Bidder eventually appointed to provide Consultancy for this Project, its Associates, affiliates and the Experts, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 1(One) years from the completion of this assignment or to any consulting assignments granted by banks/ lenders at any time; provided further that this restriction shall not apply to consultancy/ advisory services performed for the Authority in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for the Authority in accordance with the rules of the Authority. For the avoidance of doubt, an entity affiliated with the IA shall include a partner in the IA's firm or a person who holds more than 5% (five per cent) of the subscribed and paid up share capital of the IA, as the case may be, and any Associate thereof. For the avoidance of doubt, in the event that: (a) the Lead Expert of an Bidder/ IA was a partner or an employee of another firm, which attracts the provisions relating to Conflict of Interest hereunder; and (b) was directly or indirectly associated with any assignment that causes a Conflict of Interest hereunder, then such Lead Expert shall be deemed to suffer from Conflict of Interest for the purpose hereof.

- 3.32.3. In the event that the IA, its Associates or affiliates are auditors or financial advisers to any of the bidders for the Project, they shall make a disclosure to the Authority as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the opening of the RFP applications for the Project and any breach of this obligation of disclosure shall be construed as Conflict of Interest. However, the said obligation shall not apply to services that are of statutory audit nature. The Authority shall, upon being notified by the IA under this Clause 3.32.5, decide whether it wishes to terminate this Consultancy/Services or otherwise, and convey its decision to the IA/ Bidder within a period not exceeding 15 (fifteen) days.

- 3.32.4. A Bidder shall not have a Conflict of Interest with regard to the future RFPs. Any Bidder found to have such a conflict of interest shall be disqualified from participation in the relevant RFP(s) in

the future process of calling financial proposals.

- 3.32.5. SUDA requires that the IA/Bidder provide professional, objective, and impartial advice and at all times hold, SUDA's interests paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. The IA/Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other employers or that may place it in a position of not being able to carry out the assignment in the best interest of SUDA.
- 3.32.6. Without limitation on the generality of the foregoing, the IA/Bidder and any of its associates shall be considered to have a conflict of interest and shall not be selected under any of the circumstances set forth below:
- 3.32.7. If there is a conflict among this and other consulting assignments of the IA (including its personnel and sub-IA) and any subsidiaries or entities controlled by such IA. The duties of the IA depend on the circumstances of each case. While providing Consultancy services to SUDA for this particular assignment, the IA shall not take up any assignment that by its nature will result in conflict with the present assignment.
- 3.32.8. A firm which has been engaged by SUDA to provide goods or works for a project, and any of its affiliates, will be disqualified from providing consulting services for the same project. Conversely, a firm hired to provide consulting services for the preparation of implementation of a project, and any of its affiliates, will be disqualified from subsequently, providing goods or works or services related to the same project.
- 3.32.9. An Bidder eventually appointed to provide Consultancy for this Project, as well as any of its affiliates, shall be disqualified from subsequently providing goods or works or services related to the construction and execution of the same project (other than a continuation of the Firm's earlier consulting services) till one year from the date of completion of services under this Consultancy.

3.33. Rejection Criteria

- 3.33.1. Authority reserves the right to reject in full or part, any or all bids without assigning any reason thereof. Authority reserves the right to assess the Bidder's capabilities and capacity. The decision of Authority shall be final and binding.
- 3.33.2. Bid should be free of over writing. All correction or addition must be clearly written both in words and figures. In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature submitted along with the Bid, Authority reserves the right to reject the Bid and forfeit the EMD.

Besides other conditions and terms highlighted in the RFP document, bids may be rejected under circumstances as stated in 3.34 and 3.34.1.

3.34. General Rejection Criteria

- Bids not qualifying under eligibility criteria.
- Bids submitted without or improper EMD or RFP document fees.
- Bids received through Telex /Telegraphic / Fax / E-Mail.
- Bids which do not confirm unconditional validity of the bid as prescribed in the Tender.
- If the information provided by the Bidders is found to be incorrect / misleading at any stage /time during the Tendering Process.
- Any effort on the part of a Bidders to influence the SUDA's bid evaluation, bid comparison or contract award decisions.
- Bids received by the SUDA after the last date for receipt of bids prescribed in the bid document.
- Bids without signature of person (s) duly authorized on required (specified) pages of the bid.

- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidders.
- Technical Bid containing commercial details or any such hints/calculations/extrapolations/records.
- Revelation of Prices in any form or by any reason before opening the Financial Bid.
- Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the RFP/Tender documents, addendum (if any) and any subsequent information given to the Bidders.
- Bidders not complying with the General Terms and conditions as stated in the RFP/Tender Documents.
- RFP forms 1 to 26 submitted along with bid not in prescribed format or any missing data.
- Bids submitted with any of the missing RFP forms 1 to 26 as listed in RFP document.
- The Bidders not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

3.34.1. Financial Bid Rejection Criteria

- Incomplete Financial Bid.
- Financial Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidders does not include all statutory taxes and levies applicable, and applicable GST.
- If submitted physically along with list of technical documents as required in this RFP.

3.35 FRAUD AND CORRUPT PRACTICES

3.35.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Authority shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Performance Security, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

3.35.2 Without prejudice to the rights of the Authority under Clause 3.35.1 hereinabove and the rights and remedies which the Authority may have under the LOA or the Agreement, if an Bidder or Consultant, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Bidder or Consultant shall not be eligible to participate in any tender or RFP or RFP issued by the Authority during a period of 2 (two) years from the date such Bidder or

Consultant, as the case may be, is found by the Authority to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

3.35.3 For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- a) **“Corrupt practice”** means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Authority in relation to any matter concerning the Project;
- b) **“Fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- d) **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e) **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
- f) **“collusive practice”** means is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.

3.35.4 The successful bidder will, prior to the commencement of the operation of the contract, make available to SUDA, the particulars of all the employees who will be employed on behalf of the bidder, such particulars inter-alia should include age, date of birth and permanent address of the employee should be enclosed. The bidder shall be responsible for engaging adequately trained manpower for providing efficient service.

3.35.5 The successful bidder shall obtain adequate insurance policy/ policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc. The successful bidder shall be responsible for the safety and security of the personnel deployed for duty in office. In case

of any accident to the personnel employed by the bidder, the bidder is liable to pay the compensation and any other statutory dues and payments and SUDA is not liable for any payment of such kind.

- 3.35.6 The successful bidder shall be fully responsible about the conduct of his employees and shall ensure that their behaviour with the citizens, SUDA personnel and other personnel directly or indirectly associated with the project is always good and cordial. If it is found that the conduct or efficiency of any person employed by the successful bidder is unsatisfactory, the bidder shall have to remove the person concerned and engage a new one immediately. The decision of the designated officer in this regard shall be final and binding on the contracts.
- 3.35.7 The payment of salary/wages shall be disbursed by the successful bidder to his workmen. Salary/Wages to the workmen will be disbursed through ECS mode.
- 3.35.8 All the workers deployed by the successful bidder for carrying out tasks under the contract, shall be deemed to be the employees of the bidder. The bidder shall be solely responsible for their wages, fringe benefits, conduct, leave records, relievers etc. The bidder shall also provide its workers photo identity cards which shall be checked by the SUDA officials as and when necessary. SUDA shall in no way be responsible for any default with regard to any statutory obligations and the bidder will indemnify SUDA in case of any loss or damage or liability, which may arise on account of action of the bidder.
- 3.35.9 The successful bidder shall ensure that either he himself or his representative is available for proper Administration and supervision at the works.
- 3.35.10 The workmen employed by the successful bidder shall be directly supervised and controlled by the bidder and shall have no relation whatsoever with SUDA shall have no power to control or supervise such workmen or to take any action against them except as permissible under law. Such workmen shall also not have any claim against SUDA for service or regularization of services by virtue of being employed by the Successful bidder in order to implement the project of SUDA against any temporary or permanent posts at SUDA.
- 3.35.11 The Successful bidder shall be responsible to maintain the equipment and other articles supplied by the SUDA, if any, in good condition. In case of any damage, bidder shall be responsible to carry out the repairs without any delay to avoid any interruption in service. Cost of repairs shall be borne by the bidder.
- 3.35.12 The bidder shall be liable with regard to compliance of all the laws regulation, rules and directions given by any statutory authority with regard to safety, labour laws or any other laws both Central & State in force in the State of Chhattisgarh including registrations with Contract Labour Regulation Act, Workmen's Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, Employees State Insurance (ESI) Act, GST Registration, Municipal Registrations etc.

3.36 Right to terminate the process

Authority may terminate the RFP process at any time and without assigning any reason. Authority 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 Authority.

3.37 Non-conforming bids

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

- i. If it does not comply with the requirements of this RFP.

- ii. If a bid does not follow the format requested in this RFP or does not appear to address the particular requirements of the solution.

3.38 Amendment of Request for Proposal

At any time prior to the due date for submission of bid, Authority may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder(s), modify the RFP document by amendments. Such amendments shall be uploaded on the website of SUDA through corrigendum and shall form an integral part of RFP document. The relevant clauses of the RFP document shall be treated as amended accordingly.

It shall be the responsibility of the prospective bidder(s) to check the Authority's website from time to time for any amendment in the RFP document. In case of failure to get the amendments, if any, Authority shall not be responsible.

In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their bids, Authority, at its discretion, may extend the deadline for submission of bids. Such extensions shall be uploaded on website of the Authority.

Section 4: Process of Bidding and Qualification and Evaluation criteria

4.1 Purchase of RFP: - The bidder has to purchase the RFP as mentioned in clause 3.3 of Section 3.

4.2 EMD: - Submission of EMD as per clause 3.5 of Section 3.

4.3 Submission of RFP: - As per clause 3.11 & 3.11.5 of Section 3

4.4 Deleted

4.5 Preliminary Examination of Bids/Proposals

Authority shall examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be nonresponsive for any reason or not meeting any criteria specified in the RFP, shall be rejected by Authority and shall not be included for further consideration.

Initial Bid scrutiny shall be held and bids will be treated as non-responsive, if bids are:

- i. Not submitted in format as specified in the RFP document.
- ii. Received without the Letter of Authorization (Power of Attorney)
- iii. Found with suppression of details.
- iv. With incomplete information, subjective, conditional offers and partial offers submitted.
- v. Submitted without the documents requested.
- vi. Non-compliant to any of the clauses mentioned in the RFP.
- vii. With lesser validity period

4.6 Evaluation of Bid

- The evaluation will be done in 3 stages i.e., Pre-Qualification Evaluation (PQ), Technical-Qualification Evaluation (TQ) & Financial/Commercial Evaluation of the proposal submitted by the bidders.
- The bidders will be shortlisted based on the Pre-Qualification criteria as given in Section 4 of the RFP document.
- The Bidders who qualify in Pre-Qualification (PQ) evaluation will be eligible for further Technical Evaluation.
- The Bidders have to score more than or equal to 70 marks out of 100 marks in the Technical Evaluation to be considered for Financial Evaluation.
- The Financial Proposals of the Bidders who have qualified in the Technical Evaluation will be evaluated.
- The overall method of evaluation is Quality cum Cost Based Selection (QCBS (70:30)) only. The Technical Evaluation Score will be given a weightage of 70% and the Financial Evaluation Score, a weightage of 30%, in arriving at the overall score. The bidder who scores the highest overall score will be considered for selection.

- Authority shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their bids.
- The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or conformations on their bids.
- The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.7. Conditions of Pre-Qualification and Eligibility of Bidder/s

S. No.	Parameter	Eligibility Criteria	Supporting document to be Submitted
1	Legal Entity	Bidder should be a company registered under the Companies Act, 2013 (OR the Companies Act, 1956) OR a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 and should have a registered office and operations in India. The Bidder should be operational in India for at least last Five (5) years as of 31st March 2025.	Bidder should submit documents as following: a) Certificate of Incorporation/ registration b) In case of a Company, Copy of Memorandum and Articles of Association. c) If the Contractor is a partnership firm, then a copy of the Partnership Deed d) Copy of GST Registration Certificate. e) Copy of PAN
2	Turnover	The Bidder should have Rs. 150 Crores as minimum average annual Turnover from Software Development related services in the last 3 last three financial years, 2022-23, 2023-24 & 2024-25. Note: Turnover in areas other than mentioned above; shall not be considered for evaluation.	Bidder should submit any of the following: a. Copies of Certified audited Financial statements/ Balance sheet / Profit & Loss statement for last Three financial years as of 31 st March 2025. b. Certificate from the statutory auditor /Certificate from CA

S. No.	Parameter	Eligibility Criteria	Supporting document to be Submitted
			regarding this condition.
3	Net worth	<p>Bidder should have positive Net worth after tax during each of the last three financial years namely (2022-23, 2023-24 & 2024-25).</p> <p>Net worth (NW) = Share Capital +Reserves and Surplus — Miscellaneous Expenditure-Revaluation Reserves, if any</p>	Same as Sr. No 2
4	Technical Capability	<p>The Bidder have successfully executed/is executing IT Project of at least the following number of projects in India for any Central Govt./State Government Organization/ PSU / ULB in last 5 years as on the last date of bid submission:</p> <ul style="list-style-type: none"> Any 1 project of value \geq Rs. 24 Crores <p>OR</p> <ul style="list-style-type: none"> 2 projects each with contract value \geq Rs. 15 Crores and $<$ Rs. 24 Crores <p>OR</p> <ul style="list-style-type: none"> 3 projects each with contract value \geq Rs. 12 Crores and $<$ Rs. 15 Crores <p>Note: Definition of Project for this context:</p> <p>IT Project: Single work order/ Multiple work orders in a single agreement on IT project in IT Application /e-Governance in India</p>	<p>Bidder should submit the documents as following:</p> <ol style="list-style-type: none"> Project Description summary Bidder should submit the PO / Work Orders. Project Completion/ Provisional Completion/Ongoing Certificate from the client not below the rank of E.E/Nodal Officer (clearly specifying Implementation phase and/or O & M phase) <p>Note:</p> <p>a) Multiple Order copy against the Same RFP/ Tender will be considered as single order and cumulative Value of all the order will be considered as single Project.</p> <p>b)Completion certificate/ work order SHOULD include scope of work clearly highlighting the required experience. Absence of terms required to clearly distinguish scope may result in disqualification of the</p>

S. No.	Parameter	Eligibility Criteria	Supporting document to be Submitted
			submitted project against bid evaluation. c) For ongoing project, Experience the project should be atleast 6 months old on the last date of bid submission.
5	Certification	The Bidder should have a valid CMMI Level 3 or higher	Bidder should submit Copy of certificates
6	Manpower	The Bidder should have at least 50 Software Development experts (with educational background in BE/ ME/B.Tech/M.Tech/MCA) on its payroll/contractual to provide necessary support for the project as on date of submission of the bid.	Bidder should submit the self- declaration letter by the authorized signatory (HR Head/Power of Attorney Holder)
7	Blacklisting	As on date of submission of the proposal, the Bidder, shall not be under a declaration of ineligibility for corrupt or fraudulent practices with any of the State government/ Central Government / semi government / PSU / Municipal agencies in India at the time of submission.	Bidder should submit. Self- Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head (Form-4).
8	Local Office	The bidder should have or submit an undertaking to establish (if work gets awarded) an office in Raipur, Chhattisgarh.	Bidder should submit requisite proof of having office in Chhattisgarh or submit undertaking to establish one within 1 month from award of work.
9	Corrupt or Fraudulent practices:	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices by any of the Government agencies as on the date of submission of the bid.	Undertaking in this regard by the authorized signatory of the bidder as per the given format

Bidder must read carefully the minimum conditions of eligibility (the “Conditions of Eligibility”) provided herein. Proposals of only those Bidders who satisfy the Conditions of Eligibility will be considered for further evaluation.

To be eligible for technical evaluation of its Proposal, the bidder shall fulfil the following:

Note:

- The Bidders are mandated to submit documentary evidence of the parameters being evaluated, failing which bids shall be out rightly considered as disqualified.

- b) The bidders MUST ensure that all scanned documents are legible. Non-legible text may lead to disqualification of the document.
- c) Bidders should ensure that the information sought for the evaluation can be easily inferred from the submitted documents. For this, all bidders are required to properly paginate and create a table of content for all project related documentation which they intend to submit. Documents related to a single project should be clubbed together instead of presenting it in a jumbled-up manner.
- d) All bidders are required to attach only the relevant number of projects required against evaluation parameters (after properly reading the requirement). Bidders are discouraged from submitting a huge lot of irrelevant projects with an underlying malafide intention to confuse the bid evaluation team.

4.8. Technical Evaluation Criteria

The Bids will be evaluated as per following technical evaluation criteria:

Sr No.	Description	Supporting document to be Submitted	Maximum Marks
1.	<p>Average annual turnover of bidder in the last 3 consecutives audited financial years (2022-23, 2023-24 & 2024-25) from Information Technology related services.</p> <ul style="list-style-type: none"> • >150 Cr and < 200 Cr: 6 marks • ≥200 Cr and <250 Cr: 9 marks • ≥250 Cr and <300 Cr: 12 marks • ≥300 Cr: 15 marks 	<p>Bidder should submit any of the following:</p> <ol style="list-style-type: none"> a. Copies of Certified audited Financial statements/ Balance sheet / Profit & Loss statement for last Three financial years as of 31st March 2025. b. Certificate from the statutory auditor /Certificate from CA regarding this condition. 	15
2.	<p>The Bidder should have following certification as on date of submission of Bid</p> <ul style="list-style-type: none"> • CMMI Level 3: 3 marks • CMMI Level 3 and ISO 27001:2022: 4 marks • CMMI Level 5 and ISO 27001:2022: 5 marks 	<p>Bidder should submit any of the following:</p> <ol style="list-style-type: none"> a. Valid CMMI/ISO certificate should be submitted. 	5

Sr No.	Description	Supporting document to be Submitted	Maximum Marks								
3.	<p>The Bidder should have successfully completed or in the process of completion at least the following numbers of IT Projects in India for any Central Govt./State Government Organization/ PSU / ULB in last Five years as on last date of bid submission of of bid, wherein the minimum contract value of assignment and marking shall be as follows:</p> <table><tr><th>Projects Executed/In Process</th><th>Marks Per Assignment</th></tr><tr><td>≥ INR 24 Crores OR</td><td>10 Marks</td></tr><tr><td>≥ INR 15 Crores and < INR 24 Crores OR</td><td>8 Marks</td></tr><tr><td>≥ INR 12 Crores and < INR 15 Crores</td><td>6 Marks</td></tr></table> <p>Note: Definition of Project for this context:</p> <p>IT Project: Single work order/ Multiple work orders in a single agreement on IT project in IT Application /e-Governance in India</p>	Projects Executed/In Process	Marks Per Assignment	≥ INR 24 Crores OR	10 Marks	≥ INR 15 Crores and < INR 24 Crores OR	8 Marks	≥ INR 12 Crores and < INR 15 Crores	6 Marks	<p>Bidder should submit the documents as following:</p> <p>a. Project Description summary</p> <p>b. Bidder should submit the PO / Work Orders.</p> <p>c. Project Completion/ Provisional Completion/Ongoing Certificate from the client not below the rank of E.E/Nodal Officer (clearly specifying Implementation phase and/or O & M phase)</p> <p>Note:</p> <p>a) Multiple Order copy against the Same RFP/ Tender will be considered as single order and cumulative Value of all the order will be considered as single Project.</p> <p>b)Completion certificate/ work order SHOULD include scope of work clearly highlighting the required experience. Absence of terms required to clearly distinguish scope may result in disqualification of the submitted project against bid evaluation.</p> <p>c) For ongoing project, Experience the project should be at least 6 months old on the last date of bid submission.</p>	20
Projects Executed/In Process	Marks Per Assignment										
≥ INR 24 Crores OR	10 Marks										
≥ INR 15 Crores and < INR 24 Crores OR	8 Marks										
≥ INR 12 Crores and < INR 15 Crores	6 Marks										
4.	<p>The Bidder should have successfully implemented minimum 5 municipal services in a single project implemented by Urban Administration Department/ ULB/State Govt/Central Govt in last Five years as on last date of bid submission covering:</p> <ul style="list-style-type: none">• < 5 Municipal Services = 0 Marks• ≥ 5 Municipal Services and <10 Municipal Services = 4 Marks• ≥ 10 Municipal Services and <15 Municipal Services = 8 Marks• ≥ 15 Municipal Services and <20 Municipal Services = 12 Marks• ≥ 15 Municipal Services and <20 Municipal Services = 16 Marks• ≥ 20 Municipal Services = 20 Marks		20								

Sr No.	Description	Supporting document to be Submitted	Maximum Marks
	Note: Definition of Project for this context: Municipal Services refers to the Online Public Services provided by local government authorities through e-governance platforms , probable online public services are listed in Section 7, Clause 7.3.2 for reference.		
5.	The Bidder should have Software Development experts (with educational background in BE/ME/B.Tech/M.Tech/MCA) on its payroll/Contractual to provide necessary support for the project as on date of submission of the bid. <ul style="list-style-type: none"> < 50 Software Development experts =0 Marks >50 and up to 100 Software Development experts = 4 Marks >100 and up to 150 Software Development experts = 6 Marks >150 and up to 200 Software Development experts = 8 Marks >200 Software Development experts = 10 Marks 	Bidder should submit the self- declaration letter by the authorized signatory (HR Head/Power of Attorney Holder)	10
6.	Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs)	Technical Proposal and Technical Presentation {Notes to Bidder: The client will assess whether the proposed understanding, methodology is clear, responds to the TOR and leads to achieving results.	10
6.1	Technical approach and methodology	The Bidder shall also clearly define methodology to achieve the milestones envisaged in the RFP} — Marks shall be awarded by the Committee constituted by the Client.	2
6.2	Understanding of scope of work and proven similar experiences		1
6.3	Proposed Solution Architecture and Project Roll-out Plan		1
6.4	Organization and staffing		1
6.5	Technical Presentation		5
7.	Key Experts' qualifications and competence for the Assignment		20
K1	Project Manager – 1 Nos. Educational Qualification/Certification <ul style="list-style-type: none"> B.E./ BTech in Information Technology/ Computer Science/ Electronics Engineering = 0.5 Mark 	Curriculum Vitae As per format mentioned in Form-20	5

Sr No.	Description	Supporting document to be Submitted	Maximum Marks
	<ul style="list-style-type: none"> MBA/MS/MTech/M.E= 0.5 Mark PMP/ Prince2/ TOGAF/ Scrum Master Certification =0.5 Mark. <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 15 Years of relevant Experience with 10 year experience in IT Project Management = 1.5 Mark Should have Experience in managing IT Project of value >= Rs 30 Crores in Central Government/State Government /ULB/PSU =1 Mark Experience in IT Project in e-Governance projects in Urban Sector=1 Mark 		
K2	<p>Business Analyst cum Trainer – 2 Nos</p> <p>Educational Qualification/Certification</p> <ul style="list-style-type: none"> B.E./ BTech =0.5 Mark MBA/MS/MTech/M.E= 0.5 Mark <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 7 Years of relevant Experience with 5 year experience as Business Analyst in IT Project =0.5 Mark <p>Note: Bidder to submit 2 Candidate CVs for this position</p>		3 (1.5 marks for each CV)
K3	<p>Solution Architect – 1 Nos.</p> <p>Educational Qualification/Certification</p> <ul style="list-style-type: none"> B.E./ BTech In Information Technology/Computer Science/ Electronics engineering or M.C.A= 0.5 Mark TOGAF/Scrum Master Certification=0.5 Mark. <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 08 Years of relevant Experience in Solution Architecture Designing = 0.5 Mark Should have worked in at least 01 IT project as an IT Solution Architect in Government set-up and also have experience in microservice architectures = 1 Mark 		2.5
K4	<p>Technical Team Leader- Full Stack Application Developer – 1 Nos.</p> <p>Educational Qualification/Certification</p>		2.5

Sr No.	Description	Supporting document to be Submitted	Maximum Marks
	<ul style="list-style-type: none"> B.E./ BTech in Information Technology/Computer Science/ Electronics engineering or M.C.A= 0.5 Mark <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 08 Years of relevant Experience in Full Stack Application development = 0.5 Mark Should have worked as a Full stack/Application developer in at least 03 IT project = 0.5 Mark Should have worked in at least 01 IT project as a Full stack/Application developer in Government set-up= 1 Mark 		
K5	<p>DevOps & Cloud Monitoring expert – 1 Nos.</p> <p>Educational Qualification/Certification</p> <ul style="list-style-type: none"> B.E./ BTech or M.C.A with = 0.5 Mark DevOps/ITIL Certification=0.5 Mark. <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 08 Years of relevant Experience in DevOps& cloud Monitoring = 0.5 Mark Should have worked as a DevOps& cloud Monitoring expert in at least 03 IT project = 0.5 Mark 		2
K6	<p>Database Administrator – 1 Nos.</p> <p>Educational Qualification/Certification</p> <ul style="list-style-type: none"> B.E./ B.Tech or M.C.A=0.5 Mark DBA Certification=0.5 Mark. <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 08 Years of relevant Experience in database management = 0.5 Mark Should have worked as a Database Administrator in at least 03 IT project = 0.5 Mark 		2
K7	<p>Subject Matter Expert (SME)- Finance and Accounts – 1 Nos.</p> <ul style="list-style-type: none"> Graduation Degree in Commerce and Chartered Accountant with qualified DISA/ISA course by ICAI = 0.5 Mark <p>Professional Experience</p> <ul style="list-style-type: none"> Should have Min. 08 Years of relevant Experience in the Finance and Accounting=0.5 Mark. Should have worked in at least 01 IT project as Urban Administration Subject Matter Expert = 0.5 Mark 		2

Sr No.	Description	Supporting document to be Submitted	Maximum Marks
	<ul style="list-style-type: none"> Should have minimum 3 Years of experience in State or Cluster level, Internal Auditing, Accounting project of accrual-based accounting in Urban Local Bodies = 0.5 Mark 		
K8	Subject Matter Expert (SME)- Municipal Functions – 1 Nos. <ul style="list-style-type: none"> Any Graduate Professional Experience <ul style="list-style-type: none"> Should have Min. 07 Years of relevant Experience in the Urban domain=0.5 Mark. Should have worked in at least 01 IT project as Urban Administration Subject Matter Expert = 0.5 Mark 		1
Total Marks			100
Only the bidders qualifying the minimum technical score (70) will be considered for financial evaluation.			

Note:

- IA has to deploy additional technical resource or other resource during Implementation phase or Operation Phase in order to complete the Milestones of Project within specified timeline of Project.
- SUDA may ask IA to increase or decrease number of Helpdesk Operators based on project requirement, accordingly SUDA will adjustment payment of IA.
- All the key members as per above mentioned qualification criteria shall be deployed to office setup in Naya Raipur/Raipur with arrangements of attending regular meetings at Client office till implementation phase. In Operation and Maintenance phase deployment can be modified as per the requirement and approval from client, however in no case the Project Manager and Survey Manager would be allowed to work other than Raipur Location.
- The Minimum technical score required to pass is: 70, if under qualified key professional staff is proposed, then the proposal will not be considered.

4.9. Financial Evaluation

Financial Bid of short-listed Bidders who qualify the minimum eligibility criteria and get past the minimum technical score shall be opened in the presence of the representatives of qualified Bidders, who choose to attend.

The financial score shall be given to each bidder. The IA with lowest financial bid (L1) will be awarded 100% score of 1000.

Financial Scores for other IAs will be evaluated using the following Formula, Financial Score (FS) = (Total Financial Quote of L1/ Total Financial Quote of the IA under consideration) X 100

Overall Evaluation

In determination of the best value bid, the following weightage should be given for the technical and commercial scores of the IAs in a Quality and Cost Based Selection methodology (QCBS):

Technical Score: 70%

Financial Score: 30%

For every IA the Final Total Score (S) will be calculated using the formula $S = 0.70 \times TS + 0.30 \times FS$ the IA with the highest value of S should be selected as the successful bidder.

Notwithstanding anything mentioned herein above, it shall be noted that the final decision of awarding the work shall remain with the Authority, and no bidder shall be allowed to question the decision of the authority. SUDA also retains the right to annul the bidding process for a particular division or all divisions and re-invite the proposals.

Bidders are advised that selection will be entirely at the combined score achieved and discretion of the Client if two bidders arrive at the similar combined score, then financial score shall prevail. Bidders will be deemed to have understood & agreed that no explanation or justification on any aspect of the Selection Process or Selection will be given by the Client.

Any information contained in the Proposal shall not in any way be construed as binding on the Client, its agents, successors or assigns, but shall be binding against the Bidder if the work is subsequently awarded to it.

4.10. Negotiations: - Negotiations may, however, be undertaken with successful bidder, when the rates are considered to be higher than the prevailing market rates or found to be on higher side upon analysing by bid evaluation committee. The bid evaluation committee shall have full power to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.

Section 5: General Terms of Condition

PROPOSED FORM OF CONTRACT Agreement

This AGREEMENT (hereinafter called the “Agreement”) is made on the day of the month of 20..., between, on the one hand, the [SUDA, acting through.....] (hereinafter called the “Authority” which expression shall include their respective successors and permitted assigns, unless the context otherwise requires) and, on the other hand, (hereinafter called the “Implementing Agency” which expression shall include their respective successors and permitted assigns).

WHEREAS

- A) The Authority vide its RFP for **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”** (hereinafter called the “Project”);
- B) The Implementing Agency submitted its proposals for the aforesaid work, whereby the Implementing Agency to the Authority that it had the required professional skills, and in the said proposals the IA also agreed to provide the Services to the Authority on the terms and conditions as set forth in the RFP and this Agreement; and
- C) the Authority, on acceptance of the aforesaid proposals of the Implementing Agency, awarded the work to the IA vide its Letter of Award/ Letter of Intent dated (the “LOA/ LOI”) (hereinafter referred to as “the Assignment”) for the Capital Cost Rs.____/-(Rupees____ only) and Operational Cost Rs.____/-(Rupees____ only) including Service Fee of Rs.____/-(Rupees____ only) per successful transaction (hereinafter referred to as the “Service Fee”) inclusive of all applicable taxes, duties, cess, statutory charges levies and any other charges except the GST subject to fulfilment of all terms and conditions specified in the RFP document of the SUDA and LOA issued by SUDA to the IA; and
- D) in pursuance of the LOA, the parties have agreed to enter into this Agreement. NOW, THEREFORE, the parties hereto hereby agree as follows:

1. General

In this Contract, the following terms shall be interpreted as indicated below and the Implementing Agency must bind all the definitions and prepare financial quotations.

1.1. Definitions and Interpretation:

1.1.1. The words and expressions beginning with capital letters and defined in this Agreement shall, unless the context otherwise requires, have the meaning hereinafter respectively assigned to them:

- “Agreement”: means this Agreement, together with all the Annexures.
- “Additional Services” means the services other than the normal Scope of Services mentioned under RFP Document of the Contract to be carried out by the Manage

service provider only after receiving a written communication from the Client.

- “Applicable Law(s)” shall mean and include all applicable Indian statutes, enactments, Acts passed by the State Legislature or by the Parliament, ordinances, rules, byelaws, regulations, notifications, guidelines, policies, directions, directives and orders of any Government (Central or State), statutory authority, tribunal, board or court as may be applicable from time to time.
- “Assignment” shall mean the Services to be provided, carried out and/or performed by the Implementing Agency (IA) as provided in the scope of services, under the terms of RFP Documents.
- “Affiliate” or “Associate” shall mean a body corporate or any other legal entity which is under the control of the IA or does have control over the IA, directly or indirectly.
- “Confidential Information”: shall have the meaning set forth in Clause 3.3.
- “Conflict of Interest”: shall have the meaning set forth in Clause 3.2 read with the provisions of RFP.
- “Implementing Agency”/Technology Partner”/ “Selected Bidder”/ “Bidder”: Shall mean the bidder fulfilling all the conditions as mentioned in RFP for prequalification, marking and having been selected as the preferred bidder by the client for execution of Contract for the scope as mentioned in the said RFP.
- “Contract”: means the Service Agreement entered into between the Client and the Implementing Agency (IA) together with all the Appendices, Annexure and schedules mentioned and enclosed thereto.
- “Contract Price” or “Service Fee” means the price payable to the Implementing Agency (IA) under the contract for the full and proper performance of all its contractual obligations.
- “Contract Period” means the period of contract from the date mentioned in Notice to commence/Proceed as defined in the SCC.
- “Competent Authority” means the agency, or the person authorized by Government of Chhattisgarh in present case State Urban Development Agency (SUDA), to exercise the powers and discharge the functions of the Competent Authority under appropriate Regulations. Different persons or authorities may be authorized to perform different functions.
- “Day” means calendar day and “year” means 365/366 days.
- “Dispute”: shall have the meaning set forth in Clause 9.2.1.
- “Client / Employer” means STATE URBAN DEVELOPMENT AGENCY (SUDA), Chhattisgarh, and includes its successor(s) in interest and permitted assigns.
- “Effective Date”: means the date on which this Agreement comes into force and effect pursuant to Clause 2.1;
- “Final Clearance” means the final clearance given by the Client upon successful completion of all the Services as specified in Scope of Services.
- “GCC” mean this General Conditions of Contract;
- “SUDA” means State Urban Development Agency.
- “Government” means the Government of Chhattisgarh (GoCG) and the Government of India (GoI) as the case may be and shall include any department, authority and/or body within their respective or joint control discharging governmental and administrative functions.
- “Letter of Award” means the formal acceptance of the bid/ proposal by the Client.
- “INR, Re. or Rs.”: means Indian Rupees

- “Member”: in case the Implementing Agency (IA) consists of a consortium of more than one entity, means any of these entities, and “Members” means all of these entities (If Applicable);
- “Party”: means the Authority or the Implementing Agency, as the case may be, and Parties means both of them;
- “Personnel”: means persons hired by the Implementing Agency (IA) as employees and assigned for the performance of the Services or any part thereof;
- “RFP”: shall mean this Request for Proposal along with all schedules, Annexures and RFP Project Document attached thereto and shall include any modification, amendment or alterations thereto.;
- “Services”: means the work to be performed by the Implementing Agency (IA) pursuant to this Agreement, as described in the Terms of Reference hereto;
- “Third Party”: means any person or entity other than the Government, the Authority, the Implementing Agency (IA).
- Project sites means the place or places named in the schedule or requirements for delivery of services.
- Pre-qualification and Technical bid means that part of the offer that provides information to facilitate assessment by SUDA, professional, technical and financial standing of the Implementing Agency (IA), conformity to specifications etc.
- All terms and words not defined herein shall, unless the context otherwise requires, have the meaning assigned to them in the RFP.

1.1.2. The following documents along with all addenda issued thereto shall be deemed to form and be read and construed as integral parts of this Agreement and in case of any contradiction between or among them the priority in which a document would prevail over another would be as laid down below beginning from the highest priority to the lowest priority:

- Agreement
- Letter of Award/Appointment/Intent
- Annexures/appendix/schedule of RFP; and
- RFP;

1.2. Relation between the parties

Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the Authority and the Implementing Agency (IA). The relationship of parties under this Agreement is on “Principle to Principle basis”. The Implementing Agency (IA) shall provide, carry out and perform the Services under this Agreement, as an independent Agency. The execution of the Services or the performance of the Services under the contract shall not be construed to create or intend to create a partnership, or a joint venture or Client employee relationship between the Parties. The employees/personnel of the Implementing Agency (IA) shall always considered to be the employees of Implementing Agency (IA) for all purposes whatsoever under this Contract and they shall not have any right or claim of employment against the Client. The Implementing Agency (IA) shall, subject to this Agreement, have complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

1.3. Rights and Obligations

The mutual rights and obligations of the Implementing Agency (IA) shall be as set forth in the Agreement, in particular:

- the Implementing Agency (IA) shall carry out the Services in accordance with the provisions of the Agreement; and
- the Authority shall make payments to the Implementing Agency (IA) in accordance with the provisions of the Agreement.

1.3.1. Implementing Agency 's General Responsibilities

The Implementing Agency shall, with due care and diligence, prepare (to the extent provided for by the Contract) and complete the Services in accordance with the provisions of the Contract.

The Implementing Agency (IA) shall provide the Services and carry out and perform its obligations hereunder with all due diligence, professional prudence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Implementing Agency (IA) shall always act, in respect of any matter relating to the Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with any Third Party.

The IA will abide by the job safety, insurance, customs and immigration measures prevalent and laws in force in the Client's country and will indemnify the Client from all demands or responsibilities arising from accidents or loss of life. The IA will pay all indemnities arising from such incidents and will not hold the Client responsible or obliged.

The IA is responsible for and obligated to conduct all contracted activities with due care and diligence, in accordance with the Contract and using state of the art methods and economic principles and exercising all reasonable means to achieve the performance specified in the Contract.

The IA must provide a team of qualified technical persons for constant interaction with SUDA officials during the entire duration of contract including installation, customization, testing, validation, trials, live running and maintenance.

The IA is obliged to work closely with the Client's staff, act within its own authority, and abide by directives issued by the Client that are consistent with the terms of the Contract. IA is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.

The IA is obliged to implement the "Minimum Wages Act" of the state.

Maintenance Calls: The maintenance calls during contract period should be attended as per terms and conditions in agreement, for which a register shall be maintained by SUDA, and no extra cost shall be paid beyond the contract price.

In addition to the above, the Implementing Agency (IA) shall also comply with the provisions

as mentioned in Special Conditions of the Contract (SCC).

1.3.2. Contract Agreement

The Implementing Agency (IA) shall, enter into and execute the Agreement with the Client in the form annexed to these conditions with such modifications as may be necessary.

1.3.3. Sufficiency of Bid

The Implementing Agency (IA) shall be deemed to have based his Bid on the data made available by the Client and on his own inspection and examination, all as aforementioned.

The Implementing Agency (IA) shall be deemed to have satisfied himself as to the correctness and sufficiency of the Bid and of the stages and milestones stated in the Scope of Services under Section 7, all of which shall, except insofar as it is otherwise provided in the Contract, cover all his obligations under the Contract (including those in respect of the deliverables, reports etc.) and all matters and things necessary for the proper completion of the Services.

1.3.4. Services to be in Accordance with Contract

The Implementing Agency (IA) shall carry on, provide and / or perform the services in accordance with the Contract to the satisfaction of the Client. The Implementing Agency shall comply with and adhere strictly to the Client/Client Representative's instructions on any matter, whether mentioned in the Contract, or not, touching or concerning the Services.

1.3.5. Performance Security/ Performance Bank Guarantee

The Implementing Agency (IA) shall provide Performance Security for due and faithful performance of the Contract to the Client within 30 days after the receipt of the Letter of Award/ Intent. The performance security shall be in the form of unconditional bank guarantee issued by any Nationalized/Scheduled Bank located in India, of an amount as specified in the RFP or SCC and in the form provided in Form 23 of this RFP documents. The cost of complying with the requirements of this clause shall be borne by the IA. When providing such security to the Client, the IA shall notify the Client/Client's Representative of so doing.

The Performance Security will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Security/ Performance Bank Guarantee shall be borne by the IA.

1.3.6. Period of validity of Performance Security/ Performance Bank Guarantee

The Performance security shall be valid for the Contract Period plus three (3) months. No claim shall be made after giving final clearance by the Client and the Performance Security shall be returned to the IA within 14 days of giving final clearance by the Client.

1.3.7. Client/Client's Representative at Liberty to Object

The Client/Client Representative shall be at liberty to object to and require the IA to remove forthwith from the Services any person provided by the IA who, in the opinion of the Client/Client's Representative, misconducts himself, or is incompetent or negligent in the performance of his duties, or whose presence on the Services is otherwise considered by the Client/Client Representative to be undesirable, and such person shall not be again allowed upon the Services without the consent of the Client/Client Representative. Any person so removed from the Services shall be replaced by competent person with qualifications and

experience satisfying the requirements of this RFP, shall have equivalent or better qualifications and experience than the original person as approved by the Client/Clients Representative.

1.3.8. Language Ability of Implementing Agency 's Staff

It is expected that the Implementing Agency and his representative shall have adequate knowledge of English, Hindi and/or local language so as to ensure proper transmission of instructions and information.

A reasonable proportion of the IA personnel shall have working knowledge of Hindi and English.

1.3.9. Compliance with Statutes, Regulations

The Implementing Agency (IA) shall conform and comply in all respects, including by the giving of all notices and the paying of all fees, with the provisions of:

- a. any National or State Statute, Ordinance, or other Law, or any regulation, or by law of any local or other duly constituted authority in relation to providing, performing, carrying out and completion of the Services and the remedying of any defects therein, and
- b. The Implementing Agency (IA) shall, at all times during the period of Contract for providing the Services shall comply fully with all labour laws, Acts, rules & regulations. The manpower so deployed by the IA shall remain under the control and supervision of the IA and the IA shall be liable for payment of their wages, EPF, ESI, Bonus etc., as applicable, and all other dues payable under various labour regulations and other statutory provisions. The IA shall be solely liable for any violation of provisions of the said Acts or other laws applicable to such service.

And the IA shall keep the Client indemnified against all penalties and liability of every kind for breach of any such provision.

1.3.10. Other obligations

1. The main objective of the Services is to provide, carry out and/or perform the Services as per the terms of RFP Document and the Contract.
2. The Implementing Agency (IA) shall provide, carry out and perform the Services in accordance with the Scope of Work. The Implementing Agency shall be liable to pay penalty for any non-performance/poor performance of the Services.
3. The Implementing Agency (IA) shall study carefully the technical/other information's provided by the Client and shall visit the site as and when required. In the event that the IA becomes aware of any errors or doubts about the information and data provided, the IA Partner shall notify in time in writing.
4. The Implementing Agency (IA) shall rely upon and be responsible for the accuracy and completeness of the Services, information and reports provided by any of their personnel or employees at their own risk and responsibility. The prime responsibility rests with the Implementing Agency (IA) for any of the tasks and activities that are performed by their personnel or employees. The Implementing Agency (IA) shall have the responsibility to inform in writing to the Client of information that has obvious defects in data, information and reports provided.

5. The Implementing Agency (IA) shall comply with all the provisions of law, rules, regulations and compliances applicable for the performance of the services.
6. The IA at all Stages shall coordinate with the other parties associated or appointed by the Client for this Services.
7. The IA shall designate at their cost a representative authorized to render decisions on behalf of the IA and to exercise the duties and obligations of the IA and to deal with matters in relation to the Services.
8. The Implementing Agency shall be liable to Client for the Performance of Services in accordance with the provision of this Contract and for the losses suffered by Client, as a result of any failure or default of the IA, its Agents or servants in Performance of Services.

1.3.11. Compliance with Contract Labour Act

The selected bidder/ Implementing Agency has to adhere to the following but not limited to labour laws and acts, along with minimum wages act.

- The Contract Labour (Regulation and Abolition) Act, 1970
- The payment of Wages Act, 1936
- The Industrial Disputes Act, 1947
- The employee's provident funds and miscellaneous provisions Act, 1952
- The employees State Insurance act, 1948
- The payment of Bonus Act, 1965
- The payment of Gratuity Act, 1972
- The Equal Remuneration Act, 1976
- The Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service Act, 1979

The selected bidder/ Implementing Agency shall comply with all provisions of the contract labour (Employment & Regulation) Act and rules from time to time.

STATUTORY LABOUR LAWS COMPLIANCE REQUIREMENT

Sr No	Labour laws applicable	Rates	Proof of documents to be maintained by the bidder
1.	The Contract Labour (Abolition & Regulation) Act, 1970		<ul style="list-style-type: none"> Regional office to be registered with local labour office and registration certificate to be obtained. Copy of valid labour license issued by local labour office to the bidder based on work order.
2.	The Employees Provident Funds and Miscellaneous Provision Act, 1952	<p>EPF- As applicable at the time of payment.</p> <p>EDLI- As applicable at the time of payment</p> <p>Admin Charges-As applicable at the time of payment</p>	<ul style="list-style-type: none"> Monthly electronic challan cum Receipt (ECR) of EPFO having details contributions for applicable resources deployed.
3.	The Employee State Insurance Act, 1948	ESI- As applicable at the time of payment	<ul style="list-style-type: none"> Monthly Contribution History sheet (CHS) of ESIC having detail of contributions for the applicable resources deployed.
4.	The payment of Bonus Act, 1965	Bonus: As applicable at the time of payment	<ul style="list-style-type: none"> Wage slip and copy of Bank Passbook/statement of the applicable resources deployed indicating credit of bonus.
5.	The Payment of Gratuity act. 1972	As applicable at the time of payment.	<ul style="list-style-type: none"> Declaration by bidder on its printed letter head stating adherence to the Act & its rules.
6.	The Equal Remuneration Act, 1976		<ul style="list-style-type: none"> Declaration by bidder on its printed letter head stating adherence to the Act & its rules.
7.	The inter- state migrant workmen (Regulation of Employment and Conditions of service) Act, 1979		<ul style="list-style-type: none"> Declaration by bidder on its printed letter head stating adherence to the Act & its rules.

1.4. Governing Law and Jurisdiction

This Agreement shall be construed and interpreted in accordance with and governed by the laws of India, and the courts of Raipur/Bilaspur in the State of Chhattisgarh shall have exclusive jurisdiction over matters arising out of or relating to this Agreement.

1.5. Governing Language

The contract shall be written in English. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in same languages. However, the notice from the client can be drafted in either English or Hindi.

1.6. Table of Contents and Heading

The table of contents, headings or sub-headings in this Agreement are for convenience of reference only and shall not be used in, and shall not affect, the construction or interpretation of this Agreement.

1.7. Notices

Any notice given by one party to the other pursuant to the contract shall be sent to the other Party in connection with the matters contemplated by this Agreement shall be in writing and shall:

- a. in the case of the Implementing Agency , be given by e-mail and by letter delivered by hand/registered post to the address given and marked for attention of the IA's Representative set out below in Clause 1.10 or to such other person as the IA may from time to time designate by notice to the Authority; provided that notices or other communications to be given to an address outside the city specified in Sub-clause (b) below may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, air mail or by courier, be sent by e-mail to the number as the IA may from time to time specify by notice to the Authority;
- b. in the case of the Authority, be given by e-mail and by letter delivered by hand and be addressed to the Authority with a copy delivered to the Authority Representative set out below in Clause 1.10 or to such other person as the Authority may from time to time designate by notice to the IA; provided that if the IA does not have an office in the same city as the Authority's office, it may send such notice by email and by registered acknowledgement due, air mail or by courier or by post; and
- c. any notice or communication by a Party to the other Party, given in accordance herewith, shall be deemed to have been delivered when in the normal course of post it ought to have been delivered and in all other cases, it shall be deemed to have been delivered on the actual date and time of delivery; provided that in the case of e-mail, it shall be deemed to have been delivered on the working days following the date of its delivery.

1.8. Location

The Services shall be performed in accordance with the provisions of RFP and at such locations as are incidental thereto, including the offices of the IA.

1.9. No interest for EMD and Performance Bank Guarantee

No interest shall be paid on the Earnest Money Deposit and Performance Bank Guarantee.

1.10. Authorised Representative

1.10.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Agreement by the Authority or the IA, as the case may be, may be taken or executed by the officials specified in this Clause 1.10.2 & 1.10.3 of 1.10.

1.10.2. The Authority may, from time to time, designate one of its officials as the Authority Representative. Unless otherwise notified, the Authority Representative shall be:

Chief Executive Officer,
State Urban Development Agency,
4th Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh
Phone No. 0771-222405
Email ID: sudacg.it@yahoo.com

1.10.3. The IA may designate one of its employees as IA's Representative. Unless otherwise notified, the IA's Representative shall be:

Phone No. : _____ Email ID: _____

1.11. Taxes and Duties

Unless otherwise specified in the Agreement, the IA shall pay all such taxes, duties, fees and other impositions as may be levied under the Applicable Laws and the Authority shall perform such duties in regard to the deduction of such taxes as may be lawfully imposed on it. However, GST shall be paid extra (if applicable).

2. Commencement, Completion and Termination of Contract

2.1. Effectiveness of Agreement

This Agreement shall come into force and effect on the date of this Agreement (the "Effective Date").

2.2. Commencement of Services

The IA shall commence the Services immediately after signing of the contract, or such other date as may be mutually agreed.

2.3. Termination of Agreement for failure to Commence Services

If the IA does not commence the Services immediately after signing of the contract as specified in Clause 2.2 above, the Authority may, by not less than 2 (two) weeks' notice to the IA, declare this Agreement to be null and void, and in the event of such a declaration, the Performance Security/Performance Bank Guarantee of the IA shall stand forfeited.

2.4. Expiry of Agreement

Unless terminated earlier pursuant to Clauses 2.3 or 2.9 hereof, this Agreement shall, unless extended by the Parties by mutual consent, expire upon the earlier of (i) expiry of a period of 90 (ninety) days after the delivery of the final deliverable to the Authority; and (ii) the expiry of [contract duration] from the Effective Date. Upon Termination, the Authority shall make payments of all amounts due to the IA hereunder.

2.5. Entire Agreement

This Agreement and the Annexes together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn; provided, however, that the obligations of the IA arising out of the provisions of the RFP shall continue to subsist and shall be deemed to form part of this Agreement.

2.5.1. Without prejudice to the generality of the provisions of Clause 2.5.1, on matters not covered by this Agreement, the provisions of RFP shall apply.

2.6. Modification of Agreement

Modification of the terms and conditions of this Agreement, including any modification of the scope of the Services, may only be made by written agreement between the Parties. Each Party shall give due consideration to any proposals for modification made by the other Party.

2.7. Force Majeure

2.7.1. Definition

- a. For the purposes of this Agreement, "**Force Majeure**" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

- b. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

2.7.2. No breach of Agreement

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Agreement insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement.

2.7.3. Measures to be taken

- a. A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay.
- b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than 14 (fourteen) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- c. The Parties shall take all reasonable measures to minimise the consequences of any event of Force Majeure.

2.7.4. Extension of Time

Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.7.5. Payments

During the period of its inability to perform the Services as a result of an event of Force Majeure, the Implementing Agency (IA) shall be entitled to be reimbursed for Additional Costs reasonably and necessarily incurred by it during such period for the purposes of the Services and in reactivating the Services after the end of such period.

2.7.6. Consultation

Not later than 30 (thirty) days after the Implementing Agency (IA) has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

2.8. Suspension of Agreement

The Authority may, by written notice of suspension to the Implementing Agency (IA), suspend all payments to the IA hereunder, if the IA shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension (i) shall specify the nature of the breach or failure, and (ii) shall provide an opportunity to the IA to remedy such breach or failure within a period not exceeding 30 (thirty) days after receipt by the IA of such notice of

suspension.

2.9. Termination of Agreement

2.9.1. By the Authority

The Authority may, by not less than 30 (thirty) days written notice of termination to the IA, such notice to be given after the occurrence of any of the events specified in this Clause 2.9.1, terminate this Agreement if:

- a. the IA fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause
- b. 2.8 hereinabove, within 30 (thirty) days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing;
- c. the IA becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
- d. the IA fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 9 hereof;
- e. All the penalties are kept to maximum of 10% of contract value after which contract is liable to be terminated on the discretion of Authority
- f. the IA submits to the Authority a statement which has a material effect on the rights, obligations or interests of the Authority and which the IA knows to be false;
- g. any document, information, data or statement submitted by the IA in its Proposals, based on which the IA was considered eligible or successful, is found to be false, incorrect or misleading;
- h. as the result of Force Majeure, the IA is unable to perform a material portion of the Services for a period of not less than 60 (sixty) days; or
- i. the Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.
- j. In case the IA does not perform the Services as per the Contract.
- k. If the Client considers that the IA is without any valid reason not discharging his obligations, he can inform to the IA by notice stating the grounds for the notice. If a satisfactory reply is not received within fifteen (15) days thereof.
- l. If the Client is of an opinion that the IA has resorted to any fraudulent practise and has impacted the implementation of the services detrimentally, then the Client can terminate the contract by giving 15 days' notice to the IA to represent their stand on the same, failing which the client shall terminate the contract and have right to forfeit the Performance security and debar the IA from participating in any future services/works for 2 Calendar Years from the date of such debarment.

2.9.2. By the Implementing Agency

The IA may, by not less than 30 (thirty) days' written notice to the Authority, such notice to be given after the occurrence of any of the events specified in this Clause 2.9.2, terminate this Agreement if:

- a. the Authority fails to pay any money due to the IA pursuant to this Agreement and not subject to dispute pursuant to Clause 9 hereof within 120 (One Hundred and Twenty) days after receiving written notice from the Implementing Agency (IA) that such payment is overdue;
- b. the Authority is in material breach of its obligations pursuant to this Agreement and has not remedied the same within 120 (One Hundred and Twenty) days (or such longer period as the IA may have subsequently granted in writing) following the receipt by the Authority of the IA's notice specifying such breach;
- c. as the result of Force Majeure, the IA is unable to perform a material portion of the Services for a period of not less than 120 (One Hundred and Twenty) days; or
- d. the Authority fails to comply with any final decision reached as a result of arbitration pursuant to Clause 9 hereof.

2.9.3. Cessation of rights and obligations

Upon termination of this Agreement pursuant to Clauses 2.3 or 2.9 hereof, or upon expiration of this Agreement pursuant to Clause 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, or which expressly survive such termination; (ii) the obligation of confidentiality set forth in Clause 3.3 hereof; (iii) the IA's obligation to permit inspection, copying and auditing of such of its accounts and records, as relate to the IA's Services provided under this Agreement; and (iv) any right or remedy which a Party may have under this Agreement or the Applicable Law.

2.9.4. Cessation of Services

Upon termination of this Agreement by notice of either Party to the other pursuant to Clauses 2.9.1 or 2.9.2 hereof, the IA shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

2.9.5. Payment upon Termination

Upon termination of this Agreement pursuant to Clauses 2.9.1 or 2.9.2 hereof, the Authority shall make the following payments to the IA (after offsetting against these payments any amount that may be due from the IA to the Authority):

- a. remuneration for Services satisfactorily performed prior to the date of termination;
- b. reimbursable expenditures for expenditures actually incurred prior to the date of termination; (if applicable)

2.9.6. Disputes about event of termination

If either Party has dispute whether an event specified in Clause 2.9.1 or in Clause 2.9.2 hereof has occurred, such Party may, within 30 (thirty) days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to Clause 9 hereof, and this Agreement shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

2.9.7. Termination for Convenience:

The State Urban Development Agency reserves the right to terminate, by prior written notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for the State Urban Development Agency convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

3. Obligation of the IA

3.1. General

3.1.1. Standards of Performance

The IA shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The IA shall always act, in respect of any matter relating to this Agreement or to the Services, as a faithful adviser to the Authority, and shall at all times support and safeguard the Authority's legitimate interests in any dealing Third Parties.

3.1.2. Terms of Reference (ToR)

The scope of services to be performed by the Implementing Agency (IA) is specified in the Terms of Reference (the "TOR") at Section 7 of the RFP document. The IA shall provide the deliverables specified therein in conformity with the time schedule stated therein.

3.2. Conflict of Interest

3.2.1. The Implementing Agency shall not have a Conflict of Interest and any breach hereof shall constitute a breach of the Agreement.

3.2.2. The Implementing Agency and Affiliates not to be otherwise interested in the Project. The Implementing Agency agrees that, during the term of this Agreement and after its termination, the Implementing Agency or any Associate thereof and any entity affiliated with the Implementing Agency, shall be disqualified from providing goods, works, services, loans or equity for any project resulting from or closely related to the Services and any breach of this obligation shall amount to a Conflict of Interest; provided that the restriction herein shall not apply after a period of Two years from the completion of this assignment or to consulting assignments granted by

banks/lenders at any time; provided further that this restriction shall not apply to consultancy/ advisory services provided to the Authority in continuation of this Consultancy or to any subsequent consultancy/ advisory services provided to the Authority in accordance with the rules of the Authority. For the avoidance of doubt, an entity affiliated with the Implementing Agency shall include a partner in the Implementing Agency's firm or a person who holds more than 5% (five per cent) of the subscribed and paid-up share capital of the Implementing Agency, as the case may be, and any Associate thereof.

3.2.3. Prohibition of Conflicting Activities

Implementing Agency shall not engage, either directly or indirectly, in any of the following activities:

- a. during the term of this Agreement, any business or professional activities which would conflict with the activities assigned to them under this Agreement.
- b. after the termination of this Agreement, such other activities as may be specified in the Agreement; or
- c. at any time, such other activities as have been specified in the RFP as Conflict of Interest.

3.2.4. Implementing Agency not to benefit from commissions, discount, etc. The remuneration of the Implementing Agency shall constitute the Implementing Agency's sole remuneration in connection with this Agreement or the Services and the Implementing Agency shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or to the Services or in the discharge of its obligations hereunder, and the Implementing Agency well as the Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

3.2.5. The Implementing Agency and its Personnel shall observe the highest standards of ethics and shall not have engaged in and shall not hereafter engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices"). Notwithstanding anything to the contrary contained in this Agreement, the Authority shall be entitled to terminate this Agreement forthwith by a communication in writing to the Implementing Agency, without being liable in any manner whatsoever to the Implementing Agency, if it determines that the Implementing Agency has, directly or indirectly or through an agent, engaged in any Prohibited Practices in the Selection Process or before or after entering into of this Agreement. In such an event, the Authority shall forfeit and appropriate the performance security, if any, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority towards, inter alia, the time, cost and effort of the Authority, without prejudice to the Authority's any other rights or remedy hereunder or in law.

3.2.6. Without prejudice to the rights of the Authority under Clause 3.2.5 above and the other rights and remedies which the Authority may have under this Agreement, if the Implementing Agency is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practices, during the Selection Process or before or after the execution of this Agreement, the Implementing Agency shall not be eligible to participate in any tender or RFP issued during a period of 2 (two) years from the date the Implementing Agency is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any Prohibited Practices.

3.2.7. For the purposes of Clauses 3.2.5 and 3.2.6, the following terms shall have the meaning hereinafter respectively assigned to them:

- a. **“corrupt practice”** means (i) the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for removal of doubt, offering of employment or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with Selection Process or LOA or dealing with matters concerning the Agreement before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) engaging in any manner whatsoever, whether during the Selection Process or after the issue of LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical adviser the Authority in relation to any matter concerning the Project;
- b. **“Fraudulent practice”** means and include any act or omission committed by the bidder or with his connivance or by his agent by misrepresenting/ submitting false documents and/or false information or concealment of facts or to deceive in order of influence a selection process or during execution of agreement/ bid.;
- c. **“Coercive practice”** means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Selection Process or the exercise of its rights or performance of its obligations by the Authority under this Agreement;
- d. **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
- f. **“collusive practice”** means is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.

3.3. Confidentiality

The Implementing Agency /s, and their Personnel shall not, either during the term or within 2 (two) years after the expiration or termination of this Agreement disclose any proprietary information, including information relating to reports, data, drawings, design software or other material, whether written or oral, in electronic or magnetic format, and the contents thereof; and any reports, digests or summaries created or derived from any of the foregoing that is provided by the Authority to the Implementing Agency, and the Personnel; any information provided by or relating to the Authority, its technology, technical processes, business affairs or finances or any information relating to the Authority’s employees, officers or other professionals or suppliers, customers, or contractors of the Authority; and any other information which the Implementing Agency is under an obligation to keep confidential in relation to the Project, the Services or this Agreement (“Confidential Information”), without the prior written consent of the Authority.

Notwithstanding the aforesaid, the Implementing Agency, and its Personnel may disclose Confidential Information to the extent that such Confidential Information:

- a. was in the public domain prior to its delivery to the Implementing Agency, and its Personnel or becomes a part of the public knowledge from a source other than the Technology Partner, and its Personnel;
- b. was obtained from a third party with no known duty to maintain its confidentiality;
- c. is required to be disclosed by Applicable Laws or judicial or administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the Implementing Agency, and its Personnel shall give the Authority, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment; and
- d. is provided to the professional advisers, agents, auditors or representatives of the Implementing Agency, as is reasonable under the circumstances; provided, however, that the Implementing Agency or Personnel, as the case may be, shall require their professional advisers, agents, auditors or its representatives, to undertake in writing to keep such Confidential Information, confidential and shall use its best efforts to ensure compliance with such undertaking.

3.4. Liability of Implementing Agency

- 3.4.1.** The Implementing Agency's (IA) liability under this Agreement shall be determined by the Applicable Laws and the provisions hereof.
- 3.4.2.** The Parties hereto agree that in case of negligence or wilful misconduct on the part of the IA or on the part of any person or firm acting on behalf of the IA in carrying out the Services, the IA, with respect to damage caused to the Authority's property, shall be liable to the Authority:
- 3.4.3.** IA's liability towards Client under or in connection with the Assignment under the contract whether for breach of obligations, tort, negligence or otherwise howsoever arising, shall not exceed total amount of the Contract price

3.5. Reporting Obligations

The IA shall submit to the Authority the reports and documents specified in the RFP document, in the form, in the numbers and within the time periods set forth therein.

3.6. Documents prepared by the IA to be property of the Authority

- 3.6.1.** All plans, drawings, specifications, designs, reports, submittals and other documents (collectively referred to as "Project Documents") prepared by the IA in performing the Services shall become and remain the property of the Authority, and all intellectual property rights in such Project Documents shall vest with the Authority. Any Project Document, of which the ownership or the intellectual property rights do not vest with the Authority under law, shall automatically stand assigned to the Authority as and when such Project Document is created and the IA agrees to execute all papers and to perform such other acts as the Authority may deem necessary to secure its rights herein assigned by the IA.
- 3.6.2.** The IA shall hold the Authority harmless and indemnified for any losses, claims,

damages, expenses (including all legal expenses), awards, penalties or injuries (collectively referred to as 'Claims') which may arise from or due to any unauthorised use of such Project Documents, or due to any breach or failure on part of the IA or a Third Party to perform any of its duties or obligations in relation to securing the aforementioned rights of the Authority.

3.7. Accuracy of Documents

The IA shall be responsible for accuracy of the data collected by it directly or procured from other agencies/authorities, the designs, drawings, estimates, reports, submittals and all other details prepared by it as part of these services. If such inaccuracy is the result of any negligence or inadequate due diligence on part of the IA or arises out of its failure to conform to good industry practice, the IA shall also be responsible for promptly correcting, at its own cost and risk, the drawings/submittals including any re-survey / investigations.

4. IMPLEMENTING AGENCY'S PERSONNEL

4.1. General

The Implementing Agency shall employ and provide such qualified and experienced Personnel as may be required to carry out the Services. SUDA has identified certain key positions and minimum qualifications for each of the positions that should be part of project team of the bidder (hereby referred to as "Key Manpower Requirements").

5. OBLIGATIONS OF THE AUTHORITY

5.1. Assistance in clearances etc.

Unless otherwise specified in the Agreement, the Authority shall make best efforts to ensure that the Government shall:

- a. provide the Implementing Agency (IA), necessary support and such other documents as may be necessary to enable the IA to perform the Services;
- b. issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.

5.2. Access to land and property

The Authority warrants that the IA shall have, free of charge, unimpeded access to the site of the project in respect of which access is required for the performance of Services; provided that if such access shall not be made available to the IA as and when so required, the Parties shall agree on (i) the time extension, as may be appropriate, for the performance of Services.

5.3. Change in Applicable Law

If, after the last date of receipt of bid, there is any change in the Applicable Laws, GST if applicable and duties which increases or decreases the cost or reimbursable expenses incurred by the IA in performing the Services, by an amount exceeding 2% (two per cent) of the Agreement Value

specified in Agreement, then the remuneration and reimbursable expenses otherwise payable to the IA under this Agreement shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the aforesaid Agreement Value.

5.4. Payment

- i. The Client shall make the payments to the IA for the Services on submission of Invoices in accordance with the terms and conditions and with the details as stated in payment schedule (Milestones and Payment Criteria) under Clause 7.7 in Sections 7, and shall pay for any Additional Services at rates and prices as agreed and approved by the client.
- ii. Unless otherwise agreed in writing, the Client shall pay the IA in respect of Additional Services:
 - a. as for Additional Services for extra time spent by the IA's personnel in the performance of the Services,
 - b. The net cost, approved by the Client/Client Representative, of all extra expense incurred by the IA.

6. PAYMENT TO THE IMPLEMENTING AGENCY (IA)

6.1. Currency of payment

All payments shall be made in Indian Rupees. The IA shall be free to convert Rupees into any foreign currency as per Applicable Laws.

6.2. Mode of billing and payment

Billing and payments in respect of the Services shall be made as follows:-

- (a) The IA shall be paid for its services as per the Payment Schedule of this Agreement, subject to the IA fulfilling the following conditions:
 - (i) No payment shall be due for the next stage till the IA completes, to the satisfaction of the Authority, the work pertaining to the preceding stage.
 - (ii) The Authority shall pay to the IA, only the undisputed amount.
 - (iii) Payment will be released on submission of invoice.
 - (iv) IA will submit invoice as per the schedule only.
- (b) The Authority shall cause the payment due to the IA to be made within 60 (Sixty) days after the receipt by the Authority of duly completed bills/invoices with necessary particulars (the “**Due Date**”).
- (c) The final payment under this Clause shall be made only after the final report and a final statement, identified as such, shall have been submitted by the IA and approved as satisfactory by the Authority. The Services shall be deemed completed and finally accepted by the Authority and the final deliverable shall be deemed approved by the

Authority as satisfactory upon expiry of 120 (One Hundred and Twenty) days after receipt of the final deliverable by the Authority unless the Authority, within such 120 (One Hundred and Twenty) days period, gives written notice to the IA specifying in detail, the deficiencies in the Services. The IA shall thereupon promptly make any necessary corrections and/or additions, and upon completion of such corrections or additions, the foregoing process shall be repeated. The Authority shall make the final payment upon acceptance or deemed acceptance of the final deliverable by the Authority.

Any amount which the Authority has paid or caused to be paid in excess of the amounts actually payable in accordance with the provisions of this Agreement shall be reimbursed by the IA to the Authority within 30 (thirty) days after receipt by the IA of notice thereof. Any such claim by the Authority for reimbursement must be made within 1 (one) year after receipt by the Authority of a final report. Any delay by the IA in reimbursement by the due date shall attract simple interest @ 10% (ten per cent) per annum.

- (d) All payments under this Agreement shall be made to the account of the IA as may be notified to the Authority by the IA.

6.3. Correction of Certificate

The Nodal Officer/SUDA Representative may by any Interim Payment Certificate make any correction or modification in any previous Interim Payment Certificate which has been issued by him, and shall have the authority, if any Services are not being carried out to his satisfaction, to omit or reduce the value of such Services in any Interim Payment Certificate.

6.4. Final Bill and Statement at Completion

Not later than 42 days after the issue of the Completion Certificate in respect of the completion of Assignment, the Implementing Agency shall submit to the Nodal Officer/SUDA Representative a Statement at Completion with supporting documents showing in detail, in the form approved by the Nodal Officer/SUDA Representative:

- a. The final value of all Assignment completed in accordance with the Contract up to the date stated in such Completion Certificate.
- b. Any further sums which the IA considers to be due; and
- c. An estimate of amounts which the Implementing Agency considers will become due to him under the Contract.

Estimated amounts shall be shown separately in such statement at Completion.

6.5. Discharge

Upon submission of all the deliverables/ stages to the Final Acceptance of the Client, the IA shall give its final invoice to the Client, a written discharge confirming that the total of the full and final settlement of all amount due to the IA arising out of or in respect of the Contract.

7. Liquidated Damages and Penalties

7.1. Liquidated Damages

7.1.1. For the Implementation Phase related Performance Levels, the liquidated damages are capped at 10% of Capital Cost of Bid as defined in the SLA. During O&M phase, liquidated damages are capped at 10% of the total amount payable for O&M phase.

If SLA penalty calculations exceed 15% of the quarterly payment for two consecutive quarters or 25% in any quarter, then Client may take appropriate action including termination of the contract and invoking the Performance Bank Guarantee.

7.1.2. The Client may recover / deduct the Liquidated damages from the payable amount or Performance Security as the case may be. Once the 10% amount shall be achieved, the client shall have the right to terminate the contract at the risk and cost of the IA.

7.1.3. Provided that in case of any delay due to force majeure event or reasons beyond the control of the IA, suitable extension of time may be granted for completion of the Assignment without any financial implication on the IA.

7.2. Penalty Clause

7.2.1. The penalties implied on the IA on non-fulfilment of the conditions of the RFP are as mentioned in Section 8.

For any penalty levied on the IA, client would give a fair chance to the IA to present the facts and figures stating they followed the defined processes and are not at fault. Failure to do so, at the satisfaction of the client may lead to levy of penalty as decided by the Employer.

8. Fairness and Good Faith

8.1. Good Faith

8.1.1. The Parties undertake to act in good faith with respect to each other's rights under this Agreement and to adopt all reasonable measures to ensure the realisation of the objectives of this Agreement.

8.2. Operation of the Agreement

8.2.1. The Parties recognise that it is impractical in this Agreement to provide for every contingency which may arise during the life of the Agreement, and the Parties hereby agree that it is their intention that this Agreement shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Agreement either Party believes that this Agreement is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute

subject to arbitration in accordance with Clause 8 hereof.

9. SETTLEMENT OF DISPUTES

The parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution and the success of the assignment. The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or its interpretation.

9.1. Amicable settlement

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.

9.2. Dispute resolution

9.2.1. Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "Dispute") shall, in the first instance, be attempted to be resolved amicably in accordance with the conciliation procedure set forth in Clause 9.3.

9.2.2. The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.

9.3. Conciliation

In the event of any Dispute between the Parties, either Party may call upon CEO, SUDA for amicable settlement, and upon such reference, the said persons shall meet no later than 10 (ten) days from the date of reference to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the 10 (ten) days period or the Dispute is not amicably settled within 30 (thirty) days of the meeting or the Dispute is not resolved as evidenced by the signing of written terms of settlement within 30 (thirty) days of the notice in writing referred to in Clause 9.2.1 or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration in accordance with the provisions of Clause 9.4.

9.4. Arbitration

9.4.1. Any Dispute which is not resolved amicably by conciliation, as provided in Clause 9.3, shall be finally decided by reference to arbitration by a Single Arbitrator appointed in accordance with Clause 9.4.2. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and its amendments thereof. The place of such arbitration shall be the capital of the State i.e Raipur, where the Authority has its headquarters and the language of arbitration proceedings shall be English.

9.4.2. There shall be a sole arbitrator and Principal Secretary/Secretary/Special Secretary UADD, Chhattisgarh shall act as the Sole Arbitrator.

9.4.3. The arbitrator/s shall make a reasoned award (the "Award"). Any Award made in any arbitration held pursuant to this Clause 9 shall be final and binding on the Parties as

from the date it is made, and the Implementing Agency and the Authority agree and undertake to carry out such Award without delay.

9.4.4. The Implementing Agency and the Authority agree that an Award may be enforced against the Implementing Agency and/or the Authority, as the case may be, and their respective assets wherever situated.

9.4.5. This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder.

10. Indemnity

10.1. The IA is expected to carry out its Assignment with due diligence and in accordance with the prevailing standards of the profession. The IA shall indemnify the Client against any losses or damages arising out of IA's failure to perform its obligation, during the course of providing/performing the Services under the Contract.

10.2. The IA shall indemnify the Client and shall hold the Client harmless from any claims by any Third Party against the Client for adopting the IA's reports, certification and recommendation and use of other intellectual property supplied by the IA under the Contract. The IA shall indemnify Client under or in connection with the Assignment under the contract whether for breach of obligations, tort, negligence or otherwise howsoever arising, which shall not exceed total amount of the Service Fee.

11. Copyright

Copyrights and other intellectual property rights in all materials, ideas, software, applications and work or any kind generated by the activities of the IA performed hereunder shall vest in client, to the extent copyright belongs to the IA, provided that client has paid the IA for its services.

12. Intellectual Property

In order to perform the Services, the IA must obtain at its sole account, the necessary licenses, permissions and authorizations from the titleholder of the corresponding patents, models, trademarks, names or other protected rights and shall keep the Client harmless and indemnify the Client from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/or on account of infringements of said patents, models, trademarks names or other protected rights.

- (a) All inventions, discoveries, improvements, copyrightable material, concepts, the final products, all documents, report, applications, software, information, data etc. collected and prepared by IA in connection with the scope of Services submitted to the Client shall be deemed to be the sole property of the Client.
- (b) The IA shall not be entitled either directly or indirectly to make use of the documents, reports given by the Client for carrying out of any Services with any third parties.
- (c) The IA shall not without the prior written consent of the Client be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the

performance of services.

- (d) The IA shall hand over all the working papers, workable and editable models with all linkages as developed for the Assignment and outputs of the Assignment generated for executing the Assignment on successful completion of the Assignment in editable soft and hard copies to the client.
- (e) Such documents, working papers, analysis, workable and editable Models as developed for the assignment and all related workings and outputs are the Sole Property of the Client and the IA shall treat all this information Confidential and shall not share the same with anybody else except on specific written instructions of the Client.
- (f) The certification and other documentation provided to the **Client** by the IA are solely for the purpose of the Assignment under the Contract, and intellectual property therein to the extent and for the purpose of the Assignment remain vested with the Client and the IA shall not use the same or any part thereof for any other client.

(g) Products and fixes

- All licenses bought under this agreement shall be brought on behalf of and in the name of SUDA or mentioning SUDA as the end user of such licenses. SUDA shall not be responsible for payment of any of the licenses cost.
- “Product” means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to SUDA for license which is published by product owner or its affiliates, or a third party.
- “Fixes” means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.
- All intellectual property rights in any development/enhancement/customization etc. done on the COTS products pursuant to this Agreement shall be owned by SUDA. Source code/Product available under open-source policy as per DIT guidelines is exempt from the above clause provided that the enhancements done under the project are made available in the open source.

(h) Bespoke development

- Upon acceptance of any bespoke development as per this Agreement or RFP, the ownership of all Intellectual Property Rights (IPRs) rights in any and all bespoke development done specifically for Chhattisgarh during the Term for implementation of the Project under this Agreement will lie with SUDA.
- The IA shall provide source code, object code and all other relevant materials, artefacts etc. of all bespoke development to SUDA and SUDA shall own all IPRs in them.
- All material related to such bespoke development shall be treated as confidential information by the bidder. This will also include any developments on COTS.

(i) Pre-existing work

- For the purpose of this Agreement, ‘pre-existing work’ shall mean such pre-existing work of bidder and that of its subcontractors, agents, representatives that were identified by the bidder in its Proposal for which bidder had provided sufficient documentary proof to establish that such work belongs solely to bidder (or its

subcontractors, agents, representatives) Which were accepted by SUDA (based on the documentary proof) as pre-existing work of bidder.

- To the extent bidder uses any of pre-existing work of the bidder (or its subcontractors, agents, representatives) in provision of services/ Deliverables under this Agreement, the bidder shall provide to SUDA (to the satisfaction of SUDA) all documentation including, without limitation, source code, object code, SRS, FRS, operational documents etc. of such pre-existing work of the bidder.

(j) Training and Other material

- The ownership of all IPRs in any and all documents, artefacts, etc. (including all training material) made during the Term for implementation of the Project under this Agreement will lie with SUDA.
- The IA's obligations under this Clause will survive even after expiration / termination of this Contract.

13. Patent Rights

The IA shall save and hold harmless and indemnify the Client from and against all claims and proceedings for or on account of infringement of any patent right, design trademark or name or other protected rights in respect of any written materials or resources used for or in connection with or for incorporation in the Assignment from and against all damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto, except where such infringement results from compliance with the design or Specification provided by the Engineer.

14. Variations

14.1. The Agreement can be varied/ amended on application by either party by a written agreement executed by and between the parties.

14.1.1. Change Requests/ Management

- 1) An institutional mechanism will be set up for taking decisions regarding requests for changes. The SUDA will set up a Change Control Committee with members from the IA, PMU and client. If it is unable to reach at an agreement, the decision of the CEO, SUDA will be final.
- 2) SUDA may at any time, by a written order given to the IA, make changes within the general scope of the Agreement in any one or more of the following: -
 - Requirements of service to be provided under the Agreement are to be specifically developed and rendered for SUDA.
 - The method of deployment
 - The place of services to be provided by the IA.
- 3) The change request/ management procedure will follow the following steps: -
 - Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of

the change will be documented by SUDA.

- Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule & cost impact will be analysed and documented by the IA.
 - Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the IA.
 - Verification of the change - The change will be verified by SUDA on implementation of the change request.
- 4) All changes outside the scope of services agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by IA only after securing the express consent of SUDA. In the event that the consent of SUDA is not received then the change will not be carried out.
- 5) While approving any change request, if required, SUDA may ask the IA to deploy the required resources on-site.
- 6) If any such change outside the scope of services agreed to herein causes an increase or decrease in cost of, or the time required for, the IA's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended.

14.2. No Price Variation: No Price variation is allowed to the IA during Contract Period except if allowed in Section 6.

14.3. Further Proposals

If requested by the Client in writing, the IA shall submit proposals for altering the Services. The preparation and submission of such proposals shall be an Additional Services.

14.4. Changed Circumstances

If circumstances arise for which the IA is not responsible and which make it irresponsible for him to perform in whole or in part the Services in accordance with the Agreement, IA shall promptly dispatch a notice to the Client.

In these circumstances if certain Services have to be suspended, the time for their completion shall be extended until the circumstances no longer apply plus a reasonable period not exceeding 42 days for resumption of them.

If the speed of performing certain Services has to be reduced, the time for their completion shall be extended as may be made necessary by the circumstances.

14.5. Extra Services/ Work

Upon the occurrence of circumstances described in Clause 2.7 or abandonment or suspension or resumption of Services or upon termination of the Agreement, any necessary Services or expense by the IA extra to the Normal and Additional Services shall be regarded as Exceptional Services.

The performance of Exceptional Services shall entitle the IA to extra time necessary for their performance and to payment for performing them.

15. Infrastructure and Safety

The IA shall establish an office in Nava Raipur/Raipur, Chhattisgarh, by making available essential office equipment including computers, telephone, documents, Internet connectivity, power backups, data backups, servers, and other essential resources. Such office shall be used by the IA as its common platform for rendering services in respect of all the projects which may eventually become a subject matter of the services provided by the IA to the Client.

Necessary arrangements shall also be made by the IA to ensure safety and security of the established office and staff. IA shall ensure availability of fire safety equipment's, fire exit etc. at the proposed office setup. Certification with respect to the various safety measures must be ensured by the IA and shall be renewed timely. Breach of the same may invite serious penalty and actions over the IA.

16. Insolvency and Breach of Contract

The Client may at any time terminate the Contract by giving written notice to the IA, if they become bankrupt or otherwise insolvent. In this event, termination will be without compensation to the IA, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Client.

17. Exit Management

17.1. Preamble

- 17.1.1.** The word 'parties' include the procuring entity/client and the selected bidder/IA.
- 17.1.2.** This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA.
- 17.1.3.** In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- 17.1.4.** The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- 17.1.5.** During exit process and final acceptance by State Urban Development Agency, Chhattisgarh all OEM warranties will be transferred to the State Urban Development Agency at no additional charge. All warranty documentation (whether expired or not) will be delivered to State Urban Development Agency based on which final acceptance and project closure certificate will be issued to bidder.

17.2. Transfer of Assets

- 17.2.1.** The IA may continue work on the assets (tangible/intangible) for the duration of the exit management period which may be as decided by client from the date of expiry or termination of the agreement, if required by SUDA to do so. During this period, the IA will transfer all the assets in good working condition and as per the specifications of the bidding document. The security deposit/ performance security submitted by the IA will only be returned after the successful transfer of the entire project including its infrastructure.
- 17.2.2.** The IA, if not already done, will transfer all the Software Licenses under the name of the SUDA as desired by the client during the exit management period.
- 17.2.3.** SUDA during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the IA at any time during the exit management period requiring the IA to provide SUDA or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
- 17.2.4.** Upon service of a notice, as mentioned above, the following provisions shall apply:
- 1) In the event, if the assets which to be transferred to SUDA mortgaged to any financial institutions by the IA, the IA shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to SUDA or its nominated agencies.
 - 2) All title of the assets to be transferred to SUDA or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the IA.
 - 3) That on the expiry of this clause, the IA and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by IA to SUDA.
 - 4) That the products and technology delivered to SUDA during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by IA to other locations apart from the locations mentioned in this bidding document without prior written notice and approval of SUDA. Supplied hardware, software & documents etc., used by IA for SUDA, shall be the legal properties of SUDA.

17.3. Cooperation and Provision of Information during the exit management period

- 17.3.1.** The IA will allow SUDA or its nominated agencies to access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable SUDA or its nominated agencies to assess the existing services being delivered.
- 17.3.2.** The IA shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any

material aspect of the services provided by the IA. SUDA or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The IA shall permit SUDA or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by SUDA or its nominated agencies to understand the methods of delivery of the services employed by the IA and to assist appropriate knowledge transfer.

17.4. Confidential Information, Security and Data

- 17.4.1.** The IA will promptly on the commencement of the exit management period supply to SUDA or its nominated agencies the following:
- 1) Documentation relating to Intellectual Property Rights;
 - 2) Project related data and confidential information;
 - 3) All current and updated data as is reasonably required for purposes of SUDA or its nominated agencies transitioning the services to its replacement IA in a readily available format nominated by SUDA or its nominated agencies; and
 - 4) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable SUDA or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to SUDA or its nominated agencies, or its replacement operator (as the case may be).
 - 5) Before the expiry of the exit management period, the IA shall deliver to SUDA or its nominated agencies up-dated materials from the categories set out above and shall not retain any copies thereof, except that the IA shall be permitted to retain one copy of such materials for archival purposes only.

17.5. Transfer of certain agreements

- 17.5.1.** On request by Client or its nominated agencies, the IA shall effect such assignments, transfers, innovations, licenses and sub-licenses as Client or its nominated agencies may require in favour of client or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between IA and third party leasers, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by SUDA or its nominated agencies, or its replacement operator.
- 17.5.2.** Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the IA's premises, the IA will be obliged to give reasonable rights of access to the Client or its nominated agency.

17.6. General Obligations of the IA

- 17.6.1.** The IA shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to SUDA or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.

- 17.6.2.** The IA shall commit adequate resources to comply with its obligations under this Exit Management Clause.

17.7. Exit Management Plan

- 17.7.1.** The IA shall provide SUDA or its nominated agencies with a recommended exit management plan ("Exit Management Plan") 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 SOWs.
- 17.7.2.** A detailed program of the transfer process that could be used in conjunction with a replacement operator 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; and
- 17.7.3.** Plans for the communication with such of the IA's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on SUDA operations as a result of undertaking the transfer; and
- 17.7.4.** If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to SUDA or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- 17.7.5.** The IA shall submit the Exit Management Plan after signing of contract within 6 months of time.
- 17.7.6.** Exit Management Plan shall be presented by the IA to and approved by SUDA or its nominated agencies.
- 17.7.7.** In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- 17.7.8.** During the exit management period, the IA shall use its best efforts to deliver the services.
- 17.7.9.** Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- 17.7.10.** A Standard Operating Procedures (SOP) will be designed by the IA in a very simple language (in English) to manage system (including application, IT systems and other relevant things), document the same and train the designated personnel of SUDA or its nominated agencies on the same.
- 17.7.11.** If SUDA decides to take over the operations and maintenance of the Project on its

own or identifies or selects any other agency for providing operations & maintenance services on this Project, then IA shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the ICT components , conducting Training sessions etc.

17.7.12. It would be the responsibility of the IA to support new operator during the transition period.

17.8. Right of Monitoring, Inspection and Periodic Audit

State Urban Development Agency reserves the right to inspect and monitor / assess the progress / performance at any time during the course of the Contract, after providing due notice to the Implementing Agency. State Urban Development Agency may demand, and upon such demand being made, the Implementing Agency shall provide with any document, data, material or any other information required to assess the progress of the project. SUDA shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit to monitor the performance by the Implementing Agency of its obligations/functions in accordance with the standards committed to or required by the SUDA and the Implementing Agency undertakes to cooperate with and provide to the SUDA/any other Consultant/ Agency appointed by the SUDA, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Implementing Agency, failing which the SUDA may, without prejudice to any other rights that it may have, issue a notice of default.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names as of the day and year first above written.

SIGNED, SEALED AND DELIVERED

SIGNED, SEALED AND DELIVERED

For and on behalf of
SUDA

For and on behalf of Implementing Agency

(Signature)

(Signature)

(Name)

(Name)

(Designation)

(Designation)

(Address)

(Address)

In the presence of:

1.

2.

Section 6: Special Conditions of the Contract (SCC)

The following Special Conditions of Contract (SCC) shall supplement to the General Conditions of Contract (GCC). Whenever, there is a conflict, the provision of SSC shall prevail over those in the General Conditions of Contract.

6.1. Subject Matter of Contract

- Contract Agreement

The successful IA should enter into agreement with client.

6.2. Contract Signing

The IA has to enter into agreement with the Client for which he has quoted and awarded within the stipulated time as mentioned in the bid document.

6.3. Contract period/duration

Initial Contract Period for the project shall be **3 years & 6.5 months (42.5 month)** from the date of execution of the contract agreement. However, based on the performance of the Implementing Agency and approval from the Competent Authority of the client, the contract duration may be extended for a further period up to 24 months.

6.4. Payment

- **Contract price and payments**

Prices are fixed and no adjustment will be made to the contract price unless otherwise indicated in the agreement. The payment will be done by the client on submission of invoices supported by uptime certification form the authorized officer of the client department for the uptime and performance.

The payment will be made on Milestone basis as defined in this RFP Section 1.7 of Volume 2 of this RFP.

- **Price Escalation**

No Price Escalation shall be applicable for the original contract period. After completion of original contract duration, a 10% escalation on overall contract cost is applicable.

- **Payment Milestones**

- The Payment shall be released to the IA based on the deliverables against each milestone. The payments shall be released as defined in RFP section 7.4 of Section 7 (Terms of Reference and Scope of Work).
- In consideration of the obligations undertaken by the IA under this Agreement and subject to the provisions of this Agreement, SUDA shall pay the IA for successful delivery of Services/

Deliverables in pursuance of this Agreement, in accordance with the Terms of Payment Schedule of this RFP. SUDA shall make payments only to the IA at the time and in the manner as set out in this Agreement subject always to the fulfilment by the IA and Consortium Member/s of their obligations herein.

- SUDA shall not be responsible / obligated for making any payments or any other related obligations under this Agreement to the Consortium Partner/s, if any. The IA shall be fully liable and responsible for meeting all such obligations and all payments to be made to Consortium Member/s by the IA in any way connected with the discharge of the IA's obligation under the Agreement and in any manner whatsoever.

- **Payment Authority**

The client will make the payment as per payment terms and conditions on submission of invoices with necessary certifications.

- **Insurance to Men, Machine and Material**

The IA has to insure against all risks on his men, machine and material and provide the evidence before commencing the work to the client.

- **Subcontract**

Subcontract is not allowed in any form. During the program, if found that IA has given subcontract without obtaining prior approval from the Client's authority, the contract will be cancelled and implementation cum performance security will be forfeited besides blacklisting the IA to participate in any future tender of SUDA.

- **Infrastructure arrangement by IA**

The IA shall make his own arrangements for infrastructure which includes power, water, and transportation of personnel deployed by him, security at the site in addition to the men, machine and material.

6.5. Time for Implementation of the project/assignment

The successful IA shall complete and implement the project as per the agreed time frame starting from the date of award of contract. The implementation schedule will be finalized in consultation with the IA and shall be strictly adhered to.

In reference to the Clause 6 of Section 5, the payment shall be made to the IA based on the submission of requisite submittals along with supporting documents/reports as per project timelines.

6.6. Responsibility for Completeness

Any work/s which may not be specifically mentioned in the term of reference but which are usual or

necessary, are to be completed /provided by the IA without extra charge.

6.7. Liabilities

Liability towards each other

The Parties hereby understand and agree that all the Parties shall be jointly and severally liable for any default with regard to the deliverables as per the Terms of Reference/ RFP documents.

- a. Reference to Clause No.3.4–Section 5, the IA’s liability towards Client under or in connection with the Assignment under the contract whether for breach of obligations, tort, negligence or otherwise howsoever arising, shall not exceed total amount of the contract value.
- b. The Implementing Agency shall be solely responsible for any loss or damage due to accident caused to the life and property of the IA including its employees, workers, representatives, agents etc. during the execution of the Assignment and in no case the SUDA shall be liable/ responsible for the ‘same.

6.8. Travels Expenses and entitlement

No other fees/amount other than the contract price is to be considered by the client.

Section 7: Terms of Reference

7.1 Objective

The primary objective of eGovernance is to deliver urban local body services to citizens in an online, simple, easy, and effective manner. SUDA, GoCG & ULBs have ambitious plans to reach out to the citizens by providing integrated, end-to-end services using by utilizing advanced ICT tools for citizen-facing service delivery and back-office computerization. The idea is to provide integrated services to citizens in a transparent, effective and efficient manner to bring about high levels of citizen-satisfaction. The yearly/quarterly/monthly/daily reports are required in a very short span of time, which becomes extremely difficult at times due to their complex nature. In the current scenario, the transparency is very vital for all the activities of the Authority.

The main objective of this RFP is to engage resources for Designing, developing and deploying a centralized web portal. Mobile App and Chatbot for Chhattisgarh, Urban Development Department, integrate all the online solutions of subordinate departments like ULB/ JD office etc. at a single unified portal with Single Sign On option to cater the needs of Urban Development. This project would be both – an electronic repository of all data pertaining to all the functions of ULB/JD/UADD and a strategic and operational tool, which would help all levels of ULB/JD/UADD management in making informed decisions. This project will incorporate all backend operations of Urban local Bodies and Citizen services. Since the ULB/JD/UADD employees are the major stakeholders for this initiative, the implementation agency must make sure that overall design and working, meets the requirements and expectations set by the UADD.

The objectives of the project include:-

- Provide local government(ULBs) services to citizens on anytime - anywhere basis through online / single window service delivery channel and ensure accessible, convenient, transparent and timely delivery of services.
- Bring the ULBs closer to the citizens in minimum turnaround time and minimal physical interaction with the ULB.
- Provide online services to urban citizens and ULB employees anytime, anywhere through an Integrated Portal and Mobile App.
- Boost the efficiency and productivity of ULBs.
- Unified Information System: Develop a single, comprehensive information system for urban local bodies.
- All modules should have a unified, easy, flexible, GUI based, web browser based and user-friendly interface.
- Timely and Reliable Information: Ensure effective decision-making on matters related to urban bodies through timely and reliable information.
- Standard-Based Approach: Establish a standardized approach for all Urban Local Bodies
- Achieve internal efficiency & effectiveness of the ULB by
 - Automating and optimizing their back-office processes, which helps them, focus on their core functions and responsibilities by freeing them from routine operations.
 - Integrating the departments/functions within ULB for better information flow and transparency.
- Integrate with the existing software at SUDA, Division Offices, ULBs, Chhattisgarh Government Departmental Software and GoI Software .
- Facilitate secure, instantaneous and online payment options for the taxes and statutory fees associated with services.
- Reduce administrative burden and be a cost-effective service delivery channel for ULBs.

- Improve the ease of doing business for the state of Chhattisgarh.
- Develop a single and integrated view of ULB information system across the state.
- Provide timely & reliable management information relating to municipal administration for effective decision making.
- Adopt a standards-based approach to enable integration with other related applications.
 - The implementation agency shall develop AI & Data- Driven decision making data analytic based State/JD/ULB level Dashboard for all the online services provided by ULB/UADD with the option to integrate with the National dashboard, UMEED etc.
 - AI & Data-Driven Decision Making
 - AI-powered urban analytics
 - AI based Chatbot and virtual assistants to answer citizens' questions any time in multiple languages. Users can speak to these chatbots for government services instead of visiting an office.
 - AI based systems to scan and verify documents based on set rules.
 - AI based systems to scan and verify documents based on set rules.
 - AI based systems to boost government citizen services by
 - a. Removing delays
 - b. Reducing the chances of human mistakes
 - c. Allowing business owners like citizens to get faster approvals (without needing middlemen).
 - Deploy AI-driven analytics to monitor adoption and service performance.
 - WhatsApp integration
 - Citizen Engagement & Public Feedback
 - Mobile app Citizens services and real-time complaint tracking
 - Public dashboard for urban development updates
 - Multilingual support (English, Hindi)
 - Launch citizen awareness campaigns through social media, workshops, and local outreach.
 - Continuously update the system based on feedback loops from stakeholders

From the perspective of different stakeholders, following are the objectives-

Citizens	ULBs	Implementing Agency
<ul style="list-style-type: none"> ● Anywhere, Anytime Services via multiple delivery channels ● Delivery of all services within pre-defined timelines ● Ease of availability of Local Government related information online ● Real-time status tracking ● Ease of payment of fees for the services received ● Transparency in availing services ● Ease of doing business 	<ul style="list-style-type: none"> ● Uniform and well-defined work procedures ● Rationalized work norms and clear accountability for performance ● Trainings for requisite skill enhancement ● Better work environment 	<ul style="list-style-type: none"> ● Improved service delivery to citizens and backend offices. ● Standardized practices and procedures across all ULBs and ward offices ● Opportunity to work for citizens of a fast growing hub ● Trainings for requisite skill enhancement

7.2 Present Solutions/Applications in the SUDA

Presently in the state of Chhattisgarh the cgurbangis property tax module are being provided by <https://cgurbangis.in> in 46 ULBs. Apart from the above-mentioned portal, SUDA has also developed Software Applications for many functionalities like Nidaan 1100 for Grievance Management, Building Permission Management System in 14 Municipal Corporation, and many other Applications for purpose of Ease of Doing Business Reforms.

Detailed Functional and System Study

- Study of existing systems and rules, regulations, procedures, Masters etc. Departmental functional requirements, business processes, and user requirements as provided by the authorized person nominated by SUDA and finalize the baseline requirement.
- Bidder shall map the requirement and identify the gaps for customization, configuration and development. Bidder team shall visit at least 14 ULBs (04 Nagar Nigam, 05 Nagar Palika and 05 Nagar Panchayat) falling under Chhattisgarh and other authorities to conduct a comprehensive requirement analysis of the system (As-Is & To-Be), infrastructure and training needs in discussion with all the stakeholders (SUDA or its representatives).
- Bidder shall interact with the department's project team to gather requirements, including but not limited to modules and MIS reporting templates.
- Bidder shall submit the SRS document to the authorized representative of SUDA for their approval. The approved SRS will be the base document for customization of the solution.
- Service Provider should adhere to the municipal act and any future documents w.r.t this.
- Provide the system that automatically checks the timelines as per the Public Service Guarantee Act and shall be able to monitor the time taken by every official for processing of request

7.3 Scope of Work for Implementation Agency

- Implementation Agency has to Develop, and Implement the e-Governance Applications, Mobile App, Chatbot services and Integration with existing Applications/Platforms.
- The Implementation Agency (IA) may utilise their own products for developing the Application or UPYOG (Urban Platform for delivery of Online Governance) and Services required/mentioned in this RFP or as part of this Project. The IA has to handover the source code/developed product at the end of contract to SUDA. Product shall be developed in open source platform.
- Implementation Agency will create their own instance of UPYOG or any other Product used under this Project, and should hosting on a MeiT Y empanelled cloud service provider.
- Implementation Agency will procure the needed cloud infrastructure, and will work with Cloud Service Provider on configuring, customizing, and extending the platform and solutions as per their needs
- The Implementation Agency has to provide following services during the tenure of their contract. Overall scope of work for the Implementation Agency will be to:

Scope	Description
Locations to be covered	<p>Total 192 Urban Local Bodies of Chhattisgarh will be covered in the Project:</p> <p>Implementation Agency (IA) will be responsible to rollout the Project in any additional Urban Local Bodies (ULBs) notified by Government of</p>

	Chhattisgarh (based on the quoted price through this tender and its Contract). In case of the rollout of Project in any additional ULB, no additional charges will be paid by SUDA, other than any additional License cost (based on mutual consent of SUDA and Implementation Agency).
Requirement gathering and Solution Design, Project documentation	IA has to do primary and secondary study and assessment required to understand project requirement. All the requirement has to be documented following Industry standard like IEEE.
IT Application Development, Implementation, Integration	<ul style="list-style-type: none"> • The Implementation Agency (IA) shall be responsible for development/customisation and implementation of 21 modules. They may use UPYOG or any other Product or do bespoke development. • Also, IA has to do Integration of existing Applications of SUDA, ULBs. • Apart from specified Modules defined in section 7 of this RFP, the IA has to do customisation and implementation of any new module of UPYOG or Bespoke development of any new Modules as per instruction of SUDA. The timeline for these additional modules will be based on mutual agreement between SUDA and IA, however no additional payment will be made to IA for these new modules. <p>Details of the Module is mentioned in section 7.3.2</p>
Operation and Maintenance	<p>The IA shall be responsible for following Operation and Maintenance service:</p> <ul style="list-style-type: none"> • Warranty Support • Annual Technical Support • Help Desk and Trouble ticket management system • Service Level Management • Provide/deploy SLA tools and reports required for SLA monitoring • Additional Module development through IT manpower provided by IA.
Deployment of Manpower	IA shall also provide sufficient number of Technical Manpower as mentioned in this RFP during Implementation and Operation and Maintenance Phase.
Data Centre and Disaster Recovery centre on Cloud	<p>All hosting IT Infrastructure and Software provisioned under the scope shall be hosted in the any of the MeitY empanelled Cloud Service Provider. IA to deploy sufficient number of licenses, servers, VMs etc to meet the SLA and fulfil all requirement of this RFP/Contract after written approval of department. IA should take necessary approval from the department prior to selection of Cloud Service Provider.</p> <p>All other services including hardware, software and network needs to be provisioned by IA.</p>
Other IT Hardware	IA has to deploy all required software and Hardware for its Technical

and software	team and helpdesk team .
Incorporation of best practices	IA need to ensure incorporation of best practices in the project like <ul style="list-style-type: none"> ▪ PMP/Prince 2 ▪ ITIL ▪ ISO 27001 ▪ SDLC processes/Agile/Scrum
Technical Helpdesk	IA would need to provision Technical Helpdesk to log Technical issues and ensure seamless resolution of issues, faults, problem as per prescribed SLA for smooth operation of the system. IA to provision sufficient Hardware software for smooth functioning of Helpdesk.
Connectivity	The IA is required to provision the necessary network links at Hosting and its Local Office
Data Migration	SUDA has many legacy systems. IA has to develop new Applications for these systems as specified in this RFP. However, the existing citizen/department, transaction data has to be migrated to new system in order to ensure business continuity
Capacity Building / Training	IA has to provide capacity building and provide necessary training of all concerned employees of 192 ULBs. These training shall be mix of in person and Online training. IA may need to conduct few trainings at ULBs and Division office also.
Business Continuity Planning /exit Management Project Management	The IA is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the IA. IA has to follow Exit Management procedure defined in this RFP. IA has to ensure Business continuity during exit and ensure handover to new IA (if any).

7.3.1 Requirement gathering and Solution Design, Project documentation

- a. The Implementation Agency shall carry out a detailed study of the Functional Requirements Specification (FRS) and update it based on SUDA's requirement. Based on the final FRS, Implementation Agency has to formulate the Solution Design Document (SDD). The SDD shall necessarily contain the following details:
 - Detailed mapping of the prevailing workflows for different processes.
 - Functional logic for various Citizen service and support processes-for example issue of trade license, property mutation etc.
 - User groups, roles and types of access needed.
 - Service access channels-such as portals, CSCs, mobile app, hand held devices, etc.;
 - System checks requirements;
 - Master Data requirements;
 - Reporting requirements;
 - Security requirements;
 - Audit Requirements;
 - Migration requirements - Digital and Manual records;

- Language and Localization requirements;
 - Integration requirements with existing systems and any other external agencies;
 - Any other relevant details which are required to clearly articulate solution requirement.
- The IA shall visit at least 03 Municipal Corporations, 05 Municipal Councils/ Nagar Palika(1 ULB per division)and 05 Nagar Panchayats(1 ULB per division) to understand the process and shall work with the stakeholders to get a comprehensive understanding of the gaps as part of the assessment.
 - The IA shall conduct workshops with relevant users of the systems wherever necessary, to obtain more details on the requirements of the project.
 - The IA shall compare the prevailing processes and any planned changes to these processes with the Platform/ product.
 - for the implementation. Any changes required in the proposed processes will have to be explicitly discussed and agreed with SUDA and relevant stakeholders.
 - Based on the requirements study, Implementation Agency shall submit an SDD which should be agreed upon with SUDA through a formal signoff.
 - The SRS/SDD and other Design documentation shall take into account the Business Process Reengineering (BPR) notified during the Requirement gathering stage.
 - The IA shall identify the configurations, extensions and integration requirements.
 - Once the SSD is approved, the Implementation Agency would create a High Level Design (HLD) which should be agreed upon with SUDA through a formal sign off. The HLD would consist of deployment design, coding standards, architectural requirements etc.

IA has to provide following deliverables as part of scope under this

- Updated/vetted FRS
- Requirements Traceability Matrix
- SRS document
 - Detailed System Study
 - List of services, Service Definitions, Service Levels
 - Migration of the existing applications
 - Business Process Reengineering for the applications/ services
- System Design Document-HLD and LLD
 - System Study and Design
 - e-Governance Application architecture documents
 - Application component design including component deployment views, control flows, etc
 - GUI design (screen design, navigation, etc.).

7.3.2 IT Application Customization, Development, Implementation, Integration

- Web Portal and Mobile applications shall be the interface and delivery channel for citizens, employees and other stakeholders to access various services of the ULBs. Users shall have direct access to this portal from their office/homes/other locations. The portal shall also be accessible from Mor Sangwari system, Lok Sewa Kendra/CSCs kiosks etc.
- The IA is required to customise, develop, implement, Integrate following applications/modules.

Sno	Application
Development/Customization and Implementation of Modules	

Sno	Application
1	State/ULBs Portal and Mobile App
2	Property Tax Assessment and Payment
3	Trade License Issuance and Payment
4	Miscellaneous Collections
5	Dashboard
6	No-Objection Certificate Issuance
7	Building Plan Approval
8	NMAM- Municipal Accounting and Finance
9	Water and Sewerage Connection Management
10	Desludging Service
11	Municipal Property Booking
12	Works Management
13	Right To Information
14	Legal Case Management
15	Asset Management
16	Payroll / Pension
17	Store Inventory
18	Solid Waste Management and e-Waste Management Module
19	Road Cutting/ Road Digging for Cable Laying/ Utility Cable Laying etc
20	Advertisement Tax
21	Pet and Dairy Cattle Registration
22	Application and Web-portal for the Mobile Based Attendance System (MBAS)
Integration of existing Modules	
1	Nidaan with Public Grievance System
2	Single Window System of Industries Department for EoDB
3	Current Building Plan Approval System
4	GIS based Property Tax Enhancement System
5	Mor Sangwari Sewa Portal
6	Integration with Existing Application of ULBs(If Required).
7	Integration with e-District Portal – Birth, Death, Marriage, Shop & Establishment)
8	Integration with Food Dept for Ration Card Services
9	DigiLocker - PUSH and PULL Integration/UIDAI
10	Integration with Bhuiyan portal
11	Integration with CSEB portal
12	Bharat Payment System

- In order to extend and configure the platform to provide the solutions listed in this RFP, the Implementation Agency must adhere to all applicable guiding principles of UPYOG if the same is being used or integrated.
- The Implementation Agency will procure the SSL Certificates required for all domain/subdomains used in this project. The number of SSL certificates will depend on the number of domain/subdomains.
- Shall get VA PT audit of Applications from government recognized certified auditors/CERT IN empanelled auditors before deployment of application.
- The Implementation Agency needs to operate/maintain all third-party services like Word Press plugins, Google Play Store/IOS Store account etc.

- IA shall meet all the Compliances of Ease of Doing Business and Business Action Reform Plan related to guidelines while Solution Customization/Development.
- The IA will develop a detailed design document that meets the users' requirements. IA shall be required to perform at least the below mentioned activities:
 - a) Preparation of e-Governance Solution Architecture specifying the Functional, Infrastructure, Data, Deployment, Network and Security Architecture for the proposed application.
 - b) Preparation of e-Governance System Design Document specifying the construction details of the system, each system component's interaction with other components and external systems, and the interface that allows end users to operate the system and its functions
 - c) Development of Security Plan
 - d) Dashboard and Analytical Report design
 - e) Exceptions and Business Alerts definitions
- The solution design should be on microservices based architecture for all environments.
- The solution design should focus on developing workflow and business transaction, rules management, configuration management.
- The IA should ensure that addition, removal, failure or update of one component has a minimum impact on other components.
- The IA should ensure that services should be written in such a way that they can be automated for testing. Test automation is necessary to ensure services can be upgraded, re-factored, etc. without breaking other services that use them. The IA should ensure that all services should be inherently versioned, and all
- invocations must specify the version of service.
- The IA should ensure that new versions of services should be backward compatible with at least one or two previous versions so that users of the service can start using new version of the service without mandatorily making changes to their code.
- The solutions design should provide for service abstraction, to control what part of the service logic of an application needs to be private (hidden) and which parts need to be made public (consumable).
- The solution should not only be modular in nature but be adaptive to converse with other technology components such as platforms and databases, complete with management suites or with the induction of adaptors and interfaces or even smaller bespoke solutions to support the same.
- All applications must take into account appropriate security, performance, efficiency and maintainability issues based on the functional, technical and non-functional requirements and the defined SLAs.
- The IA needs to set up, operationalize and maintain system for APIs and web services.
- While doing application development and maintenance the IA is expected to follow and comply with the processes as per CMMi Level 5 standards.
- The solution must be supported by at least 'N-1' versions of any underlying products. This will be required in case some / other functionalities become non-functional upon deployment on the latest version, or in case a roll-back is required.
- Any proprietary software which would be part of the solution must be of the latest commercially available version.
 - a) Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and
 - b) patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract.
 - c) OEM support should be made available on all deployed versions for the contract period.
- The IA shall provision for following environments –
 - a) Development environment
 - b) Testing /UAT / Pre-Production/Staging environment
 - c) Sandbox (for API deployment)
 - d) Production environment

- **General Guidelines for solution**

- a) The proposed Product/ Solution should be built on Open Standard technologies.
- b) The functionalities/ services of the proposed Product/ Solution should be highly configurable. It means new development/ customization should not be required for most of the modules.
- c) The proposed Open-Source Product/ Solution should have Enterprise/ OEM level support.
- d) The solution design should be based on open industry standards and protocols
- e) The solution should be centrally deployed and globally accessed
- f) The solution should provide interoperability across Cloud and on premise providers, platforms.
- g) The solution should utilize “best practices” and should preferably follow design driven architecture.
- h) The solution will have to use microservices based Architecture.
- i) The solution should be modular, scalable and may be flexible as a true ‘Cloud Deployable’ solution.
- j) Mobility services (mobile applications) should be a key solution component i.e. all the features can be accessed through mobile applications

- **Guideline to be followed for Data**

- a) Data will be owned, shared, controlled and protected as a corporate asset of the SUDA.
- b) Data should only be accessed through application / interfaces for create, update and delete. There should not be any direct access to the data layer for users.
- c) The IA shall provide the details of data synchronization strategy both in batch mode and in real time. SUDA, in consultation with IA, shall decide on the methodology of data synchronization based on service requirements.

7.3.2.1 Development, Customization and Implementation of Modules

- The Implementation Agency will freshly develop 22 modules and integration with 12 modules (and any other integration) mentioned in this RFP. The detailed functional requirement for these modules are mentioned in Functional requirement specification section of this RFP. The IA has to discuss the requirement with SUDA and ULB during requirement gathering phase and arrive to final FRS.
- Bidder should propose latest platform/technology for the proposed solution. However, SUDA may not prefer PHP for the Solution proposed for requirement mentioned in this RFP. IA should Design, Configure/ Customize and Deploy microservices based application. The proposed Product/ Solution should be built on Open Source technologies.
- The IA may utilise UPYOG platform or any other Product for customisation/development of the said modules as per the requirement of SUDA and implement in all ULBs of Chhattisgarh. IA shall fulfil the all requirement of eGovernance modules as per RFP and SUDA requirements.

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7.3.2.2 Integration of Existing Modules

- SUDA has developed Applications like Nidaan 1100 for Grievance management. These applications has to integrated with Public Grievance Module and Payroll/pension Module. At no extra cost to SUDA.
- Similarly, existing GIS based Property Tax system already developed by SUDA for 46 ULB has to be integrated with Property Tax system to be developed by Implementation Agency selected through this RFP. At no extra cost to SUDA.
- SUDA and CHiPS has developed Applications related to Shop and Establishment and other for Single Window as part of Ease of Doing Business Initiative. These modules are also required to be integrated. At no extra cost to SUDA.
- CHiPS has developed Applications related to Marriage certificate. These modules are also required to be integrated. At no extra cost to SUDA.
- Current Building Plan Approval System has to be integrated with new Building Plan Approval module. Legacy data available in portal is to be mandatorily shifted/copied from existing portal.
- Government of India and Government of Chhattisgarh may come up with new modules like common dashboard etc. Integration with these Applications/system is required to be done by IA as part of overall scope of work. At no extra cost to SUDA.
- In addition to above, IA must ensure Integration and data migration (copy) from all existing portals of department. At no extra cost to SUDA.

Note: No Additional amount shall be paid to the IA for Integration and Data Migration of above mentioned modules or any additional modules which may be integrated to the proposed solution in this RFP.

7.3.2.3 Other Integrations

- The Solution should be able to integrate with the other e-Governance applications if any as determined during the study phase and necessary APIs should be developed for integration. Also, IA has to do integration with SMS gateway, e-Mail Gateways and Whatsapp for Notification/OTP etc. All SMS, e-mail, integration and operation cost shall be borne by IA.

7.3.3 Testing and deployment

- The Implementation Agency must build up an overall plan for testing and acceptance of system, in which specific methods and steps should be clearly indicated and approved by SUDA. The acceptance test plan will be defined by the Implementation Agency, agreed and approved by SUDA

and will include all the necessary steps to ensure complete functionality, operation and performance of the system.

- Primary goal of Testing & Acceptance would be to ensure that the project meets requirements, standards, specifications and performance prescribed by the RFP by ensuring that the following are associated with clear, quantifiable metrics for accountability:
 - Functional Requirements
 - Availability
 - Performance
 - Security
 - Manageability
 - Project Documentation
 - Data Quality
- UAT shall be done centrally at SUDA office in presence of selected pilot ULBs. Installation and operation testing has to be done at all installation sites.
- It is Implementation Agency's responsibility during the tests to evaluate and recommend any further changes to the infrastructure & application, at no extra cost to SUDA. Any recommendations for change will be discussed with SUDA.

SUDA reserves the right to conduct Third Party Audit for functional, performance, security, SLA monitoring, hardware & infrastructure, etc. Cost incurred towards Third Party Audit will be borne by the Implementation Agency.

IA has to provide following deliverables as part of scope under this

- Load Testing Report
- All Test Plans
- UAT reports

7.3.4 Operation and Maintenance

- The Implementation Agency will operate and maintain all the components of the proposed solution for period specified in this RFP.
- During the O&M phase, Implementation Agency shall customise, implement and manage the Solution in accordance with the service level defined for the project and as per ULBs and department requirement.
- Implementation Agency shall provide operational support and maintenance services for the term of the Project including but not limited to the overall system stabilisation, IT infrastructure solution maintenance, system administration, security administration, database administration, network administration and end-user problem resolution. The Implementation Agency will have to ensure that the solution is functioning as intended and attending to all problems associated in operation of the application system.

IA has to provide following deliverables as part of scope under this

- SLA and Performance Monitoring Plan.

7.3.4.1 Warranty and Application Solution Management

- The Implementation Agency will provide full support to ensure that the Solution implemented under this Contract shall have no defect arising from development/ customisation /configuration or from any act or omission of the Implementation Agency.
- This support should also cover adapting the Solution for any additional requirement that might come to the notice of SUDA at the time of actual use of the same.
- During the Project term, the Implementation Agency shall be completely responsible for defect-free functionality of the Solution implemented under this Contract and shall resolve any related issues (including bug-fixing, etc.) within the duration agreed between the SUDA and the Implementation Agency, at no additional cost to SUDA.
- Since it has been considered that application may undergo the changes post-go live of application, hence Implementation Agency shall deploy the required resources during operation & maintenance period. Implementation Agency shall make all the customisation in the Application during Operation & Maintenance period as per requirement of SUDA without any additional cost/change request to SUDA for all the services /modules mentioned in this RFP. The related cost may be factored- in reasonably under 'Maintenance Charges of Application' in the financial formats.
- The Implementation Agency shall provide latest updates, patches/ fixes, version upgrades relevant for the Solution implemented under this Contract.
- Implementation Agency shall be responsible for Version Management and its documentation reflecting changes or enhancements made in the application including features and functionality.
- Implementation Agency shall update the Application in form of 'Releases' for any change made post application security audit. Each release will be tested thoroughly by Implementation Agency including unit testing, system testing, performance testing and regression testing. Implementation Agency shall submit UAT test cases to SUDA with Requirement Traceability Matrix (RTM) for UAT by SUDA.
- All the releases are subject to security audit by SUDA/Third Party.
- All planned or emergency changes to any component of the system shall be through the approved Change Management process. The Implementation Agency shall ensure:
 - Detailed impact analysis
 - Appropriate communication on change required has taken place
 - Proper approvals have been received
 - Schedules have been adjusted to minimise impact on the production environment
 - All associated documentation is updated post stabilisation of the change
 - Version control maintained for change
- The Implementation Agency shall be responsible for arranging for annual technology support during the entire O&M phase. The Implementation Agency shall be responsible for arranging for annual technology support for any other third-party product used as part of solution deployment during the entire O&M phase.

7.3.5 Data Centre and Disaster Recovery Centre on Cloud

The Implementation Agency shall carry out following activities:

- All Applications shall be hosted on cloud with DC and DR with MeitY empanelled CSPs.
- Provide cloud services as per network, security, hosting and compute requirements of the different technology components from Meity empanelled Cloud Vendor. IA should make sure that the empanelment of the Cloud Vendor with Meity should remain till the time period of this project or otherwise if the empanelment expires then the IA has to move the whole system DC and DRC of the proposed solution to a new Meity empanelled Cloud vendor CSP (Cloud Service Providers).

- The Implementation Agency must carry out the study and due diligence to arrive at the right sizing to host the solution.
- The cloud Management Responsibility lies with the IMPLEMENTATION AGENCY.
- All policy documents such as Security Policy, Backup and Recovery Policy, Business Continuity Plan (BCP), etc shall be developed by IA.
- The cloud for hosting shall be of Tier 3 or Tier 4 level and MEITY approved/empanelled. Agency shall be responsible for all costs incurred towards the cloud infrastructure including and not limited to providing the required compute, bandwidth, storage, security audits etc.
- The Cloud Infrastructure shall be configured, maintained for the entire project duration and all the costs associated shall be borne by the bidder.
- The DR on the Cloud should be provided and the same shall be hosted as per latest MEITY guidelines. The DC and DR should be in Active-Active mode. The customer shall be intimated of the cloud hosting and all related agreements and certificates.
- To provide the Cloud based Infrastructure which comprise of the Servers, Storage and Networking Devices including connectivity for DC and DR in HA mode.
- The proposed compute solution to be deployed, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites
- The CSP must offer 99.99% Uptime SLA on single Virtual Machine and block storage level from the region.
- Dashboard should be hosted on dedicated reporting server.
- Peak CPU Utilization for servers installed at the Data Center and DR should not be more than 70% for a sustained period of more than 1 Hour. In case it happens frequently IMPLEMENTATION AGENCY should deploy additional required IT infrastructure like servers/VMs.
- MeitY empanelled Private Cloud based server will be used by selected bidder for the purpose of hosting and data storage, which includes storages, DB licenses (if any) etc.
- Any new integration with other State or MeitY Application (at no extra cost)
- IMPLEMENTATION AGENCY will provide Disaster Recovery (DR) support over cloud on two different seismic zones from MeitY empanelled CSP (Cloud Service Providers)
- All the data which includes Service related and Citizen Data is sole property of SUDA only. Citizen data is very critical and it must be ensured that it is not being stored or shared illicitly. Any breach/theft of data shall lead to imposition of penalty and can lead to termination of the contract.
- All the data will be stored in proper interoperable format. Upon cessation of contract, all the Software, latest Source-code and data with reference to citizen, service should be handed over to SUDA.
- IA shall diligent carrying out of Application Deployment and Upgrades;
- Proper handling of application failure
- Proper maintenance of documentation w.r.t security compliances, processes and policies shall be carried out by the selected bidder.
- The Implementing Agency shall be responsible for provisioning of adequate Internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access Portal and Applications.
- The Implementing Agency will be responsible for provisioning of requisite network infrastructure (including switches, routers, firewalls etc) to ensure accessibility of the servers as per defined SLA's.
- The infrastructure provisioned by the Implementing Agency must be scalable and shall allow SUDA to add/reduce cloud resources on demand basis through an user-friendly dashboard. For some of the storage in cloud based environment, SUDA will be pay based on monthly usage

- Compliance process to the defined international standards and security guidelines such as ISO 27001, for maintaining operations of cloud and ensuring privacy of SUDA data.
- The service provider shall develop, prepare and provide a Cloud Solution Implementation Plan. The Implementation Plan shall have the detailed design, specifications, drawings and schedule along with inspection and test plan, risk matrix and risk mitigation strategy, training material and documentation for all deliverables.
- Service Provider shall provide services comprising of, but not limited to, below items
 - Operating System Management
 - Network Management
 - Security Management
 - Storage Management
 - Backup Management
 - Disaster Recovery Management
- The Cloud infrastructure and SUDA data must be maintained ONLY at the location of the identified Cloud Hosting site. Data can only be moved to other site in case of any emergency with prior approval of SUDA concerned authority.
- Implementation agency to ensure the entire infrastructure (under the scope of this project) has support from Cloud Service Provider (CSP) during the complete project duration.
- To ensure all the compliances as defined by MeitY for empanelment of Cloud Services offered by CSP and the security guidelines as defined by STQC are met by the CSP
- Providing services on a highly secure and controlled platform and providing a wide array of security features customers can use.
- There are a lot of Security tools offered by the CSP, like:
 - Identity and Access Management (IAM)
 - Multi-Factor Authentication (MFA)
 - Encryption of data associated with VM
 - DDoS Protection (safeguards web applications running on cloud)
 - TSL/SSL Certificate Management
- Implementation agency will control and manage the tools provided by the CSP.
- Implementation agency will be Provisioning, Installation, Configuration, Management, Monitoring of Security Services as per the requirements of User Departments.
- Implementation agency will Maintain and manage access control with Network Security Groups, NACL and routing tables
- Implementation agency will Identifying Security Configuration gaps
- Implementation agency will Provision, manage and deploy HSM (High Security Module) as per User Department(s) requirement
- Implementation agency will do implementation of tools such as: IPS, IDS, SIEM
- Implementation agency will Conduct Security / Risk Assessment
- Implementation agency will do Implementation of Multi-Factor Authentication Services
- Implementation agency will do Comprehensive Application security
- Implementation agency will do Implementation, management and monitoring of DDoS, IPS, IDS technology and solutions to ensure the security of Cloud Services procured
- Implementation agency will do Installation, Configuration, Implementation and management of Log Analyzer

- Implementation agency will Deploy public facing services in a zone (DMZ) different from the application services. The Database nodes (RDBMS) should be in a separate zone with higher security layer
- Implementation agency will do Deploy security patches on hardware and Software
- Implementation agency will take regular backups of security configurations

7.3.6 Data Migration

The Implementation Agency would be responsible for the migration of the data currently available in the databases of the existing IT systems to the new Database implemented for the proposed project. The procedure for Data Migration activities is covered in subsequent paragraphs. The Implementation Agency will ensure that the data migration task is completed before shifting to the new application. For the data migration activity, the Implementation Agency will:

- Procure and maintain any hardware, software, tool or plug-in required for performing data migration and related tasks at no additional cost to SUDA
- Design data migration plan including acceptance methodology and get it approved from SUDA. Data Migration plan should also highlight the prioritization for data migration based on locations, modules and/or sub-phase.
- Data migration for each sub-phase /module / location/ ULB to be implemented must be completed at least one week prior to the start of its pilot implementation in that location/ULB. Migration of location/ULB specific data must be completed at least one week prior to start of implementation in that location/ULB.
- SUDA will provide the available data to the Implementation Agency for migration purposes in the format as available with SUDA. In case SUDA does not have the competency to extract the data for providing, the Implementation Agency must assist the SUDA for the same. Implementation Agency will convert the format, if required and migrate the existing data. Implementation Agency will provide the printouts and/or on-line view access of the migrated data to SUDA for verification purposes. Cost towards printer, paper, cartridge etc., will be borne by Implementation Agency.
- The Implementation Agency will provide checklists for migrated data to SUDA for verification, including number of records, validations (where possible) and other controls.
- The Implementation Agency 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). Further, SUDA may verify the data digitization on a random sampling basis.
- Any corrections as identified in the migrated data during Data Quality Assessment and Review shall be addressed by Implementation Agency at no additional cost to SUDA. Implementation Agency shall be required to make corrections as identified as soon as possible and maximum in a week from date of notifying by SUDA or time line as agreed with SUDA.

7.3.7 Information Security

- Implementation Agency will be responsible for implementing measures to ensure the overall security of the solution and confidentiality of the data. The Implementation Agency shall monitor production systems for events or activities, which might compromise (fraudulently or accidentally) the confidentiality, integrity or availability of the Services. This monitoring shall be through the security controls including:
 - Real-time intrusion detection tools

- Audit review tools
- Manual processes
- Implementation Agency shall develop and deploy a detailed security policy for the solution implementation & maintenance in adherence to policies and procedures as laid by Govt. of India and SUDA.
- Implementation Agency shall be responsible for application security audit from CERT-In empanelled agencies during implementation and operation & maintenance period as per requirements given in this RFP and submit 'Certificate of Audit' to SUDA along with detailed report on vulnerabilities.
- Implementation Agency shall take approval from SUDA for the selection of CERT-In empanelled Implementation Agency.
- The cost of the audit shall be borne by the Implementation Agency.
- After any major changes which may come up after go live the audit process should be repeated.
- Implementation Agency shall fix all the vulnerabilities as per report of Security Auditor and submit the compliance report.
- Implementation Agency shall produce and maintain system audit logs on the system for a period agreed by Implementation Agency and SUDA, at which point they will be archived and stored at off-site or as desired by SUDA. Implementation Agency would deploy tools for automated correlation of audit logs for relevant security exceptions in real time or in near real time and take immediate remediation action.

7.3.8 Capacity Building / Training

- Proper change management will ensure that approved changes are implemented efficiently and with acceptable risk to the existing and to the new IT Services with minimal impact on the operations of ULBs. Training can be used as an effective medium to bring about the necessary change. Therefore, as envisaged by SUDA, the Implementation Agency is required to train the ULB/department staff (technical personnel and end-users) to enable them in effectively operating the system. Implementation Agency shall also be responsible for re-training the staff whenever changes are made in the Solution that is implemented for this project.
- Before the commencement of the training, the Implementation Agency shall prepare a capacity building plan at various levels including the ULB administrators and module specific administrators and agreed upon by SUDA as part of the solution phase.
- The Implementation Agency must impart training to the personnel from ULBs and SUDA in the operation of the application software, generation of MIS reports, maintenance of User Logins and operations of the backend servers, policies and procedures. All the personnel selected shall be trained on all the modules of the concerned ULB. For all these training programs the Implementation Agency should provide necessary course material, manuals for troubleshooting and system admin to the trainees etc. Training Room /Premises, whiteboard, furniture for training would be provided by respective ULBs/SUDA. However, any other infrastructure required such as desktops/Laptops etc. Shall be the responsibility of the Implementation Agency.
- In addition to the individual trainings conducted centrally for the ULB and the SUDA staff, Implementation Agency may introduce the 'Train the Trainer' Concept for effectiveness and continuity of training for future in consultation with SUDA. For this purpose, he may select potential trainers from various ULB staff/SUDA staff and grade them as certified trainers. This is a recognition certificate, ULB's may use these selected trainers for conducting their internal training.

- Implementation Agency shall take the feedback from trainees at the end of each training and submit a report to SUDA.
- The following trainings shall have to be provided by the Implementation Agency :-

#	Training Details	Duration
1	General Awareness Training (Need based).	01 Day
2	Functional Training on Application and system administration training	03 Days
3	Change Management and IT sensitization Training for Senior officer	01 Days

- Batch size and Number of Batches for the above training has to decided mutually by SUDA and IA
- Apart from the above training schedule, Implementation Agency needs to provide timely training to all the stakeholders during the implementation phase as required. The Implementation Agency shall provide trainings through offline mode.
- Subsequently, on the job training /hand holding shall have to be provided by the Implementation Agency during the O&M period of the project and at the time of completion also.

IA has to provide following deliverables under this

- Change Management and Capacity Building Plans.
- Training and Knowledge Transfer Plans.

7.3.9 Centralised Help-desk Set Up and Operations

- SUDA requires a helpdesk enabled with IVRS and required software and call management service that will automate processes to consolidate, log, track, manage and escalate incidents and problems. The Service will act as a single point of contact Helpdesk for all ULB employees/Operators under CSCs/CHOICE/MOR SANGWARI who will record an incident. It will help SUDA to accelerate detection and problem resolution, maintain accurate configuration details, and minimize the risk caused by any change.
- Implementation Agency is required to setup, operationalise and run this centralised helpdesk, accessible through telephone, the web portal, mobile phone where the users of the portal can call to register complaints and/or make suggestions.
- SUDA shall provide dedicated number for helpdesk and will pay directly to Service Provider the cost towards its usage. Implementation Agency shall check and verify the usage of toll-free number and submit a verification note every month.
- Implementation Agency shall be responsible for arranging necessary space, power, infrastructure, etc. For help desk to be setup. Implementation Agency can propose helpdesk from its location or through available hosted call centre solution but within the City of Patna.
- Minimum 6 helpdesk staffs are expected under this project. However, Implementation Agency shall be required to provide satisfactory response to all calls received at helpdesk. Based on number of calls, SUDA may increase or decrease the number of helpdesk seats. Resources for helpdesk operation shall be dedicatedly deployed on this project for full time basis. Payment to Implementation Agency will be made based on actual number of helpdesk seats.
- The centralised helpdesk would also facilitate resolution of day-to-day technical issues faced by the technical coordinators at the ULB level through call ticket management system

- The centralised helpdesk will:
 - Track each incident/call to resolution
 - Escalate the calls, to the appropriate levels
 - Coordinate with respective stakeholders for closure of calls
 - Analyse the incident /call statistics and provide monthly reports including but not limited to- type of incidents/calls logged, Incidents/calls resolved, Incidents/calls open
- Operational requirements for Helpdesk:
 - Helpdesk will provide services using toll-free numbers to the employees during general shifts from 10 AM to 6 PM except on public holidays declared by Government of Chhattisgarh.
 - Helpdesk should be both IVRS -enabled as well as operator-assisted.
 - Call/Service requests received at helpdesk for a specific ULB would be forwarded to them accordingly.
 - The services shall be rendered across all ULBs. The service shall be accessible in English and Hindi.
 - The Implementation Agency should periodically solicit user satisfaction levels about the e-Government system, among other things, by conducting surveys.
 - The menu structure shall provide callers with touch tone shortcuts, that can be used in sequence, which will allow the knowledgeable users to access information more quickly, without having to “drill down” through the menu structure with every call.
 - The number of operators at helpdesk to be scaled up, if necessary, by the Implementation Agency based on transaction growth and to meet the SLAs
 - Helpdesk system should provide ULB wise, service wise and ward wise complaint details.

7.3.10 Business Continuity Planning /exit Management

Business Continuity Plan

- The IA is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the IA. An indicative list of activities to be performed by the IA is mentioned below:
- Designing and implementing adequate data backup, business continuity and restoration procedures for the System (including but not limited to the database, attachments and all other data elements created in and generated by the system and users)
- Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. Preferably, all the redundancy will be in auto fail over mode so that if primary component fails, secondary component automatically takes over.
- Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives:

A. Peak hours: 15 min RPO and RTO

B. Non-Peak Hours: RPO and RTO <= 60 minutes

- Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the IA in its Bid.

- Designing and implementing data synchronization procedures for the DR Site. Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time. Replication between Data Centre and DR Site as well as change-over during disaster should be automatic and real-time for minimal impact on user experience.

7.3.11 Deployment of Manpower

Implementation Agency (IA) has to deploy following minimum manpower during the Implementation and Operation and Maintenance phase.

1. Core Resource Deployment

Sr #	Resource/ Role	No. of Resources	Implementation Tenure of Phase I	Implementation Tenure of Phase II	Implementation Tenure of Phase III	Operation and Maintenance Phases of - Phase I, II and III	Total Man month Deployment
Core Resource							
1.	Project Manager	1	Yes	Yes	Yes	Yes	42 Months (3 years and 6 Months)
2.	Business Analyst cum Trainer	2	Yes	Yes	Yes	Yes	42 Months (3 years and 6 Months)
3.	Solution Architect	1	Yes	Yes	Yes	Yes	18 Months (1 years and 6 Months)
4.	Tech Team Lead-Full Stack & Application Developers	1	Yes	Yes	Yes	Yes	42 Months (3 years and 6 Months)
5.	DevOps & Cloud Monitoring Engineer	1	Yes	Yes	Yes	Yes	42 Months (3 years and 6 Months)
6.	Database Administrator	1	Yes	Yes	Yes	Yes	42 Months (3 years and 6 Months)
7.	Software Application Developers	4	Yes	Yes	Yes	No	42 Months (3 years and 6 Months)
8.	Subject Matter Expert (SME) -	1	Yes	Yes	Yes	No	42 Months

Sr #	Resource/ Role	No. of Resources	Implementation Tenure of Phase I	Implementation Tenure of Phase II	Implementation Tenure of Phase III	Operation and Maintenance Phases of - Phase I, II and III	Total Man month Deployment
	Finance and Accounts						(3 years and 6 Months)
9.	Subject Matter Expert (SME) - Municipal functions	1	Yes	Yes	Yes	No	24 (2 years)

2. Support Resource Deployment

Sr #	Resource/Role	No. of Resources	Per Resource Deployment in Man month for Operation and Maintenance Phases
Operation and Maintenance			
1.	Software Application Developer	2	3 Years
2.	Helpdesk Operator	4	3 Years
3.	Support Engineer Handholding	30 <ul style="list-style-type: none"> State Level-3 Nagar Nigam -14 (1 in each Nagar Nigam Division Level- 13 (Raipur Division 3, Bilaspur Division 3, Durg Division 3, Bastar Division 2, Sarguja Division 2) 	3 Years
4.	Business Analysts cum HR Manager	4 (One per 10000 employees)	3 Years

Manpower should comply following educational and professional qualification criteria

Sr #	Resource/ Role	Educational Qualification and Professional Experience
Core Resource		
1.	Project Manager	As defined in 4.8. Technical Evaluation Criteria
2.	Business Analyst cum Trainer	
3.	Solution Architect	
4.	Tech Team Lead-Full Stack & Application Developers	

Sr #	Resource/ Role	Educational Qualification and Professional Experience
5.	DevOps & Cloud Monitoring Engineer	
6.	Database Administrator	
7.	Subject Matter Expert (SME) -Finance and Accounts	
8.	Subject Matter Expert (SME) -Municipal functions	
9.	Software Application Developers	Educational Qualification <ul style="list-style-type: none"> • B.E./ BTech/MCA/MSc(IT) Professional Experience <ul style="list-style-type: none"> • Should have Min. 05 Years of relevant Experience in software development
10	Helpdesk Operator	Educational Qualification <ul style="list-style-type: none"> • Any Graduate Professional Experience <ul style="list-style-type: none"> • Should have Min. 03 Years of relevant Experience in IT Support/ Helpdesk
11	Support Handholding Engineer	Educational Qualification <ul style="list-style-type: none"> • B.E./ BTech/ MCA/MSc(IT)/MBA Professional Experience <ul style="list-style-type: none"> • Should have Min. 03 Years of relevant Experience in IT Support/ Software development/MIS
12	Business Analysts cum HR Manager	Educational Qualification <ul style="list-style-type: none"> • BE/MBA preferably in HR with 2+ years of experience OR any graduate Professional Experience <ul style="list-style-type: none"> • Should have Min. 03 Years of relevant Experience in HR/Payroll

7.4 Timeline and Deliverable

7.4.1 Project Phases

- The Project will be implemented in 6 months.
- Rollout and Operation and Maintenance will be of 3 Years. Rollout will be done in three phases-
 - Phase-I- 14 Municipal Corporations/Nagar Nigam
 - Phase-II-53 Municipal Council/Nagar Nigam
 - Phase-III- 125 Nagar Panchayat.
- Total Project Duration/tenure= 6.5 Months of Implementation (including 15 days for Team Deployment) and 3 Years (36 Months).

- Implementation Agency also has to do all integration during Implementation phase.

- SUDA reserves the right to modify the modules ULBs, during rollout which would be covered in Phase-I, Phase-II and Phase-III, based on priority at the sole discretion of SUDA.

7.4.2 Project Milestones, Deliverables and Timelines

Implementation Agency has to ensure the timely delivery of all deliverables and completion of all Milestones and activities of the project in line with Project Plan submitted by Bidder and approved by SUDA. Indicative timeframe of key Milestones and are provided below:

Sl. No.	Project Milestone	Key Deliverables	Timelines
T- Date of Work Order			
1.	Team Mobilization	i Team Deployment Report	T+15 Days
2.	Requirement Gathering	i Inception Report ii Updated Functional Requirement Specification iii Requirements Traceability Matrix	T+75 Days (2 Months)
3.	Design and Development	i Software Requirement Specification (SRS) ii Solution Design Document (SDD)	T+150 Days (2.5 Months)
4.	User Acceptance Test (UAT)	i Test cases and Scenarios ii UAT Report iii Training Manuals, SoPs iv SLA Configuration report	T+ 180 Days (1 Month)
5.	Go Live	i Acceptance from SUDA and GO Live Report	T1 = T+195 Days (15 Days)
O&M Phase (T1 is date of Go Live)			
6.	Rollout in Phase I ULBs and Operation and Maintenance including help desk support	i Quarterly Progress Report on Project including SLA Monitoring Report and Exception Report. ii Details on all the issues logged & resolution provided.	T1 + 35 Months (Rollout - 1 month after Go-Live)
7.	Rollout in Phase II ULBs and Operation and Maintenance including help desk support	i Quarterly Progress Report on Project including SLA Monitoring Report and Exception Report ii Details on all the issues logged & resolution provided.	T1 + 34 Months (Rollout - 2 month after Go-Live)
8.	Rollout in Phase III ULBs and Operation and Maintenance including help desk support	i Quarterly Progress Report on Project including SLA Monitoring Report and Exception Report ii Details on all the issues logged & resolution provided.	T1 + 33 Months (Rollout - 3 month after Go-Live)

Sl. No.	Project Milestone	Key Deliverables	Timelines
9.	Operation and Maintenance including help desk support and Payroll Processing	i SLA Monitoring Report ii Details on all the issues logged & resolution provided. iii Payroll Processing Report	T1 + 36 Months

Note:

1. SUDA will setup a Committee to verify and issue Go live approval.
 2. Go Live will only be issued on the predetermined date, as outlined in the original project approval.
- The deliverables mentioned above should at least contain following sections

i Inception Report <ul style="list-style-type: none"> • Approach and Methodology and Milestones completion plan • Resource deployment Plan • Risks and their mitigation plan • Dependencies • Responsibility matrix • Information Security Plan • Communication Plan • Data Migration plan • Training and change management Plan
ii Updated Functional Requirement Specification
iii. Requirements Traceability Matrix
iv. Software Requirement Specification (SRS) <ul style="list-style-type: none"> • Detailed System Study Report • List of services, Service Definitions, Service Levels • Business Process Reengineering for the applications/ services
v Solution Design Document (SDD) <ul style="list-style-type: none"> • System Study and Design • e-Governance Application architecture documents • Application component design including component deployment views, control flows, etc • GUI design (screen design, navigation, etc.).
vi Test Plan and Report <ul style="list-style-type: none"> • Load Testing Report • All Test Plans • UAT
vii Training Manuals, SoPs <ul style="list-style-type: none"> • Training and Knowledge Transfer Plans. • Change Management and Capacity Building Plans. • Training and Knowledge Transfer Plans.
viii Data Migration Report and Master Data Entry Report for each ULB

vi SLA Configuration report

- SLA Monitoring and reporting plan
- Exit Management Plan including transition management
- Issue Logs.

7.5 Acceptance criteria

- a. System would be accepted in a phased manner. The Implementation Agency has to ensure the delivery of the system as per the timeline defined in section 1.5 above. SUDA will accept the system only when the system is up as per scope defined in this RFP, final requirement(FRS) and or any corresponding changes .
- b. Functional Requirements: The system developed/customized by Implementation Agency shall be reviewed and verified by the SUDA and selected internal department users (i.e., User Acceptance Testing) against the Functional Requirements signed-off. Any gaps, identified as a severe or critical in nature, shall be addressed and resolved by Implementation Agency immediately prior to Go-live of the system.
- c. Performance: Performance is that aspect of service, which is measured in terms of through put and latency. High Performance is a key requirement. It is expected that Implementation Agency would optimum performance of all components including but not restricted to hardware items, servers, database servers, system software, enterprise- wide application software, etc.as per the SLA.
- d. Availability: High Availability is a key requirement. It is expected that Implementation Agency would maintain average availability/uptime of all components including but not restricted to hardware items, servers, database servers, system software, enterprise- wide application software, etc.as per the SLA.
- e. Security: Security is the aspect of the service of providing confidentiality and non-repudiation by authenticating the parties involved, encrypting messages, and providing access control. The applications can have different approaches and levels of providing security, depending on the service requester. Security Process will include:
 - Audit of Network, Server and Application security mechanisms
 - Assessment of authentication mechanism in application/ components / module
 - Assessment of data encryption mechanism
 - Assessment of data access privileges, retention period and archival mechanism
 - Assessment for tools provided by Implementation Agency for Vulnerability assessment and automated policy compliance tools, Log Correlation, end to end data encryption and various other security tools.
- f. Manageability: SUDA shall review that the solution deployed has adequate monitoring and tracking features for measuring the utilization and availability of resources. This includes:
 - Remote monitoring of Status and Statistics of all high-level components
 - Management capability to start/stop/restart services and systems
 - Auto discovery of all components manageable

- Auto discovery of all other system components
 - Ability to track changes in configuration of the system components to help track service System disruptions
- g. Project Documentation: SUDA shall review the project documents developed by Implementation Agency including requirements, design, source code, installation, training and administration manuals, version control, etc. Any issues/gaps identified by the SUDA, in any of the above are as, shall be addressed to the complete satisfaction of SUDA.
- h. Data Quality: SUDA shall perform the Data Quality Assessment for the data migrated by Implementation Agency. The errors /gaps identified during the Data Quality Assessment shall be addressed by Implementation Agency before moving the data into production environment, which is a key milestone for Go- live of the solution.

7.6 Payment Schedule

The milestone wise payments for each stage of every phase are defined and categorised as follows:

Stage	Payment Milestone	Payment Frequency	Payment	Payment criteria
Implementation Phase	1.Requirement Gathering	One time	15% of A1	Completion of all activities/ Key deliverables as defined for this milestone in RFP and acceptance of SUDA
	2.Design and Development	One time	15% of A1*	
	3.User Acceptance Test (UAT)	One time	20% of A1*	
	4.Go Live	One time	20% of A1*	
Operations & Maintenance Phase	5.DC and DR Cloud Hosting Charges-(3 years)	Quarterly	8.33 % of A2 (Total 100% in 12 Quarters)	Completion of Quarter of Operation and Maintenance
	6.Operation and Maintenance (3 years)	Quarterly	8.33% of A3 (Total 100% in 12 Quarters)	

Note:

- 1 *Payment of Milestone 2. Design and Development, 3.User Acceptance Test (UAT) and Milestone 4.Go Live will be as follows:

Sr No	Module Name	Category	Total Weightage	Module wise breakup Weightage
1	Building Plan Approval	High Critical	48%	12%
2	NMAM- Municipal Accounting and Finance	High Critical		12%
3	Property Tax Assessment and Payment	High Critical		12%
4	Application and Web-portal for the Mobile Based Attendance System (MBAS)	High Critical		12%
5	State/ULBs Portal and Mobile App	Medium Critical	32%	4%
6	Trade License Issuance and Payment	Medium Critical		4%
7	Miscellaneous Collections	Medium Critical		4%
8	Water and Sewerage Connection Management	Medium Critical		4%
9	Works Management	Medium Critical		4%
10	Asset Management	Medium Critical		4%
11	Payroll / Pension	Medium Critical		4%
12	Advertisement Tax	Medium Critical		4%
13	Dashboard	Low Critical	20%	2%
14	No-Objection Certificate Issuance	Low Critical		2%
15	Desludging Service	Low Critical		2%
16	Municipal Property Booking	Low Critical		2%
17	Right To Information	Low Critical		2%
18	Legal Case Management	Low Critical		2%
19	Store Inventory	Low Critical		2%

20	Solid Waste Management and eWaste Management Module	Low Critical		2%
21	Road Cutting/ Road Digging for Cable Laying/ Utility Cable Laying etc	Low Critical		2%
22	Pet and Dairy Cattle Registration	Low Critical		2%
Total			100%	100%

E.g. On completion and approval of milestone '2.Design and Development' of 'Building Plan Approval' module, the IA will receive 12% of 15% of A1 i.e 1.8% of A1 Milestone and

On completion and approval of milestone '3.User Acceptance Test (UAT)' of 'Building Plan Approval' module, the IA will receive 12% of 20% of A1 i.e 2.4% of A1 Milestone and

On completion and approval of milestone '4.Go Live' of 'Building Plan Approval' module, the IA will receive 12% of 20% of A1 i.e 2.4% of A1 Milestone

2 Operations & Maintenance Phase will start only when at least 50% modules of all three categories i.e. 'High Critical', 'Medium Critical' and 'Low Critical' has completed Milestone 'Go Live'

3 30% of A1 will be disbursed/Payable during the Operations & Maintenance phase on a prorated basis after all modules are live. E.g. If the module has completed 'go live' within Implementation Phase, 2.5% of A1 will be paid each quarter over 12 quarters of Operations & Maintenance phase. However, if all Modules go live after one year of the Operations & Maintenance phase, the payment will be 3.75% of A1 per quarter over 8 quarters.

4 The Attendance Report to be submitted every Quarter during Operations & Maintenance Phase

5 All payments are subject to adjustment of Penalty if any.

7.7 Exit Management

7.7.1 Purpose

- This sets out the provisions, which will apply on expiry or termination of the Contract tenure/Termination.
- In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

7.7.2 Transfer of Assets

- *SUDA* shall be entitled to serve notice in writing on the IA at any time during the exit management period as detailed hereinabove requiring the IA and/or its sub-contractors to provide the *SUDA* with a complete and up to date list of the Assets within 30 days of such notice. *SUDA* shall then be entitled to serve notice in writing on the IA at any time prior to the date that is 30 days prior to the end of the exit management period requiring the IA to sell the Assets, if any, to be transferred to *SUDA* or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.
- In case of contract being terminated, *SUDA* reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued.
- Upon service of a notice under this Article the following provisions shall apply:
- in the event, if the Assets to be transferred are mortgaged to any financial institutions by the IA, the

IA shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the *SUDA*.

- All risk in and title to the Assets to be transferred / to be purchased by the *SUDA* pursuant to this Article shall be transferred to *SUDA*, on the last day of the exit management period.
- *SUDA* shall pay to the IA on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.
- Payment to the outgoing IA shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
- The outgoing IA will pass on to *SUDA* and/or to the Replacement IA, the subsisting rights in any leased properties/ licensed products on terms not less favorable to *SUDA* / Replacement IA, than that enjoyed by the outgoing IA.

7.7.3 Cooperation and Provision of Information

During the exit management period:

- The Implementation Agency will allow the *SUDA* or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the *SUDA* to assess the existing services being delivered;
- Promptly on reasonable request by the *SUDA*, the IA shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the Implementation Agency or sub-contractors appointed by the Implementation Agency). The *SUDA* shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The Implementation Agency shall permit the *SUDA* or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by them to understand the methods of delivery of the services employed by the Implementation Agency and to assist appropriate knowledge transfer.

7.7.4 Confidential Information, Security and Data

- The Implementation Agency will promptly on the commencement of the exit management period supply to the *SUDA* or its nominated agency the following:
 - A. information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services;
 - B. documentation relating to Project's Intellectual Property Rights;
 - C. documentation relating to sub-contractors;
 - D. all current and updated data as is reasonably required for purposes of *SUDA* or its nominated agencies transitioning the services to its Replacement *Implementation Agency* in a readily available format nominated by the *SUDA*, its nominated agency;
 - E. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable *SUDA* or its nominated agencies, or its Replacement *Implementation Agency* to carry out due diligence in order to transition the provision of the Services to *SUDA* or its nominated agencies, or its Replacement *Implementation Agency* (as the case may be).
- The Implementation Agency will handover latest/updated Source Code to *SUDA* at end of every 6 months (biannually) .
- Before the expiry of the exit management period, the Implementation Agency shall deliver to the

SUDA or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Implementation Agency shall be permitted to retain one copy of such materials for archival purposes only.

- Before the expiry of the exit management period, unless otherwise provided under the MSA, the SUDA or its nominated agency shall deliver to the Implementation Agency all forms of Implementation Agency confidential information.

7.7.5 Transfer of Certain Agreements

On request by the *SUDA* or its nominated agency the *Implementation Agency* shall effect such assignments, transfers, licences and sub-licences *SUDA*, or its Replacement *Implementation Agency* in relation to any equipment lease, maintenance or service provision agreement between *Implementation Agency* and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the *SUDA* or its nominated agency or its Replacement *Implementation Agency*.

7.7.6 Rights of Access to Premises

At any time during the exit management period, where Assets are located at the *Implementation Agency's* premises, the *Implementation Agency* will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the *SUDA* or its nominated agency and/or any Replacement *Implementation Agency* in order to make an inventory of the Assets.

The *Implementation Agency* shall also give the *SUDA* or its nominated agency or its nominated agencies, or any Replacement *Implementation Agency* right of reasonable access to the Implementation Partner's premises and shall procure the *SUDA* or its nominated agency or its nominated agencies and any Replacement *Implementation Agency* rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the *SUDA* or its nominated agency, or a Replacement *Implementation Agency*.

7.7.7 General Obligations of the Implementation Agency

- The *Implementation Agency* shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the *SUDA* or its nominated agency or its Replacement *Implementation Agency* and which the *Implementation Agency* has in its possession or control at any time during the exit management period.
- For the purposes of this Schedule, anything in the possession or control of any *Implementation Agency*, associated entity, or sub-contractor is deemed to be in the possession or control of the *Implementation Agency*.
- The *Implementation Agency* shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

7.7.8 Exit Management Plan

The Implementation Agency shall provide the SUDA or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.

- A. A detailed program of the transfer process that could be used in conjunction with a Replacement *Implementation Agency* 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 *Implementation Agency's* sub contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the *SUDA's* operations as a result of undertaking the transfer;

C. (if applicable) proposed arrangements for the segregation of the *Implementation Agency's* networks from the networks employed by *SUDA* and identification of specific security tasks necessary at termination;

D. Plans for provision of contingent support to *SUDA*, and Replacement *Implementation Agency* for a reasonable period after transfer.

- The Implementation Agency shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- Each Exit Management Plan shall be presented by the Implementation Agency to and approved by the *SUDA* or its nominated agencies.
- The terms of payment as stated in the Terms of Payment Schedule include the costs of the Implementation Agency complying with its obligations under this Schedule.
- In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
- During the exit management period, the Implementation Agency shall use its best efforts to deliver the services.
- Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

8. Functional Requirement specification

General

1. System should integrate with Mor Sangwari/ Choice centers/MSSCs/CSC's to allow them to access the services from the solution implemented by the Implementation Agency.
2. The system should allow the citizen to make payments for all the services based on the demand and allocate the payments for different heads based on the rules defined by SUDA.

I. ULB Portal and Mobile App

The ULB portal and mobile app should be developed using an open-standard CMS, ensuring responsiveness across devices and compliance with government guidelines. It shall feature sections like information, services, and projects, with the ability to link to centralized databases, third-party services, provide online payments, and enable citizens to apply for services. Additionally, the portal shall include dashboards for ULB data, public message broadcasts, events, notification and a citizen engagement module for enhanced interaction.

#	Functionality
	Technical Requirements
1.	A state level and ULB level portal and Mobile APP to be developed. It shall be bilingual.
2.	Should be based on open standard web based CMS
3.	Should be responsive so that it can be viewed on any form factor
4.	Portal and App should be in compliance with latest GOI guidelines (GIGW)
	Portal Features
5.	Homepage should have the facility to update message from Chief Minister, Minister, Secretary, Director at State Level Portal, and Chief Minister, Minister, Mayors/ President, Commissioner/CMOs on the web-portal
6.	<p>Homepage should have the link to various sub-sections</p> <ul style="list-style-type: none"> • About us, ULB information, City, Institutes, Corporation, Statutory Body, Committee & others • Department & Services, Online Service applications, Tender, Guidelines, Letter, Circular • Content Management • Projects, GIS Map • Right To Information, FAQ's • Financial Details • Latest News and events, E-Newsletters • Policy, Public Notices, Act and rules, Schemes, Orders, Tenders & Download • Social Media, Photo and Video Gallery • User Log in, Employee Information and entitlement master • Contact Us, Multilingual support • Dashboard(Common and Module Wise) – State Wise- Division wise- ULBs wise- Ward

#	Functionality
	<p>Wise and Dashboard shall develop with clickable options.</p> <ul style="list-style-type: none"> Dashboard shall be develop section wise like revenue dashboard, expenditure dashboard, citizens services dashboard, administrative dashboard. Shall be integrated with urban public grievance redressal system i.e. Nidaan 1100
7.	Should link to the third party services which are used by the citizen, thus forming a single comprehensive repository of all the services.
8.	About ULB tab should include ULB History, objectives, management team, organization chart, vision, mission, customer services, budget, departments. This page should have the facility to be updated through an easy user interface.
9.	City/ULB Information should include – Offices, schools, colleges, hospitals, blood banks, police stations, post offices, city map, tourist attractions etc.
10.	Services should include all services provided by ULB to its citizens- application forms, schemes, grievances, calculations of charge and tariff (online calculations related to property tax, license etc.), Online Payments. This will be linked to individual applications available either by the bidder or a third party system.
11.	Facility to apply for citizen centric services, create user login for citizen. This will be linked to individual applications available either by the Implementation Agency or a third party system.
12.	The system should show the ULB dashboard showing critical citizen information like the ward wise property tax collections and number of grievances by wards
13.	The system should show information of Departments/Wards: Intro, Objectives, responsibilities, powers & duties of officers, employees with gross salary, activities, time limit, directory with telephone no.
14.	The system should show information of Committee: Members, purpose, type, frequency of meeting, documents available for public.
15.	The system should show information of Projects/ Activities: Budget head, work activities, allocated amount, expenditure amount, current statistics in State Wise, Division Wise, District Wise and ULBs Wise with Financial year wise. Report shall be incorporate accordingly.
16.	Web portal must meet compliance under the Government of India's all applicable policies & guidelines like Copyright Policy, Privacy Policy, Terms & Conditions, Security Policy etc
17.	<p>Events And Notifications</p> <p>This shall provide a common point to manage all the events generated for the users in the system. Events include updates from multiple applications like Property Tax assessment and payment, Trade License issuance and payment; events created by the employee addressing the citizen etc. This service provides the users to create, update and search the events.</p> <p>Key Functionalities</p> <ul style="list-style-type: none"> Provide a common platform to create, manage and notify events The Event and Notifications Module for users is designed to enhance communication and productivity by keeping users informed about important events, deadlines, and updates related to their projects and tasks. This module features an event calendar, customizable notifications via email, SMS, or in-app alerts, project updates, reminder systems, and notification history. Users receive timely notifications on project creation and updates, task assignments and deadlines, event reminders, payment due dates, and approval/pending requests. This module benefits users by increasing engagement,

#	Functionality
	productivity, and transparency while reducing missed deadlines.
18.	<p>Surveys</p> <p>Survey Module for users enables Urban Local Bodies (ULBs) to create, manage, and analyze surveys, fostering citizen engagement and informed decision-making. This digital solution allows ULBs to design customized surveys, distribute them through various channels, and collect responses from citizens.</p> <p>Key features include survey creation and customization, multiple question types, conditional logic, response tracking, data analytics, and reporting. Citizens can access surveys through the portal or mobile app, providing valuable feedback on municipal services, infrastructure, and community needs.</p> <p>Technical requirements include:</p> <ul style="list-style-type: none"> • User-friendly survey builder interface • Secure data storage and backup • Real-time response tracking and analytics • Customizable reporting and visualization tools <p>View reports</p> <p>Survey Module for users enables Urban Local Bodies (ULBs) to create, manage, and analyze surveys, fostering citizen engagement and informed decision-making. This digital solution allows ULBs to design customized surveys, distribute them through various channels, and collect responses from citizens.</p>
19.	<p>Public Message Broadcast</p> <p>The Public Message Broadcast module for users enables Urban Local Bodies (ULBs) to disseminate crucial information to citizens efficiently. This module would facilitates one-to-many communication, allowing ULBs to broadcast messages via SMS, email, and mobile notifications. The Public Message Broadcast module empowers ULBs to effectively communicate with citizens, promoting informed decision-making, community engagement, and responsive governance. By leveraging this digital solution, ULBs can strengthen citizen relationships, build trust, and create a more connected and resilient community:</p> <p>This sub module should provide following Key features:</p> <ul style="list-style-type: none"> • Message composition and scheduling • Multi-channel broadcasting (SMS, email, notifications) • Message tracking and delivery reports • Customizable recipient groups (demographic, geographic) • Integration with existing platform <p>Technical requirements:</p> <ul style="list-style-type: none"> • Integration with existing platform • Secure data storage and backup • Scalable messaging infrastructure • Support for multiple message formats (text, images, videos)

#	Functionality
20.	<p>Certain design features with reference to User Interface are described below:</p> <ol style="list-style-type: none"> 1. Clarity: the information content is conveyed quickly and accurately. 2. Discriminability: the displayed information can be distinguished accurately. 3. Conciseness: users are not overloaded with extraneous information. 4. Consistency: a unique design, conformity with user's expectation. 5. Detectability: the user's attention is directed towards information required. 6. Legibility: information is easy to read. 7. Comprehensibility: the meaning is clearly understandable, unambiguous, interpretable, and recognizable 8. The workflow that is implemented as integral part of the Modules should: Allow multi-step approval routing. Allow for multiple levels of management approval. Have a rules engine that allows rules to be created to define approval hierarchies. 9. Alerts and Notifications <ol style="list-style-type: none"> a. Modules should support alerts and notifications to the configurable channels like Email, SMS or application alerts for the business events defined in the functional requirements.
21.	<p>The Implementation Partner shall integrate Accounting Module with the Treasury application, Integration with PFMS, Integration with Payment Gateway Solution, Integration with Chhattisgarh Finance department, Integration with Water & Sewerage Connection & Billing, Integration with various Online Citizen Services' Modules, etc.</p>

Citizens/ Employee Login Page:-

1. Registration, Login, Creation of User Profile
 - OTP Based Login for Citizen via Web/Mobile App
 - Provision for language selection during first time registration for both Employee and citizens
2. Login Credentials for various hierarchy of employees. OTP Based Login for Employee via Web/Mobile App
3. Provision of Personalized Profile for Citizen/ Employee on Web App
4. Login Credentials for the various hierarchy of employees
5. Role-based access for performing different actions relating to modules

Citizens and employee will access all related services through single login id and Employee will access portal at Role Based and Module Based.

II. Property Tax Assessment and Payment

The Property Tax Assessment and Payment module allows citizens to register, log in via OTP, and perform self-assessments of their properties for tax calculation. It supports automatic tax computations, reassessments, and demand generation, Notices while enabling multiple payment methods, including online and partial payments. Additionally, the system provides dashboards for tax collection tracking, property bifurcation/amalgamation, Mutation, and notifications via SMS, email, and WhatsApp.

Sno	List of Functionalities
1.	<p>Registration, Login, Creation of User Profile</p> <ul style="list-style-type: none"> • OTP Based Login for Citizen via Web/Mobile App

Sno	List of Functionalities
	<ul style="list-style-type: none"> Provision for language selection during first time registration for both Employee and citizens
2.	Login Credentials for various hierarchy of employees. OTP Based Login for Employee via Web/Mobile App
3.	Provision of Personalized Profile for Citizen/ Employee on Web App
4.	Login Credentials for the various hierarchy of employees
5.	Role-based access for performing different actions relating to property tax modules
6.	Filing For Property Assessment <ul style="list-style-type: none"> With this feature, a citizen and employee can perform a self-assessment of a new property for a financial year. This feature helps in registering the property in the system. The details of the property can be entered online and can be assessed for the calculation of the taxes. The Property Tax (PT) Assessment and Payment Product should be designed in a user friendly manner and reduces chances of error. System should calculates the tax automatically and creates the demand. If a user wants to reassess his property due to any reason (for eg, incorrect data, change in property etc), it can be done by editing details of the last assessment. User should be able to edit the details of the last assessment, on behalf of the citizen-based on the owner's input. Citizen can track down the status of his incomplete assessment. Any incomplete assessment can be searched and completed. User should be able to Assess New Property (By Different Financial Years). User should be able to Capture Address, Assessment Info, Owner Info for all types of properties like residential houses, flats and commercial buildings and required documents.
7.	System should allow to do Rule-based arrear, taxes, penalty, and rebate calculation as per Chhattisgarh Municipal Corporation Act, 1956 and Chhattisgarh Municipalities Act, 1961
8.	The system has a facility to make entry in system by inspector after site visit and assessment of the same by the superintendent.
9.	The system supports dynamic calculation for late fees, interest, rebates, etc. as on the day of demand generation.
10.	The system fetches the data of previous year property data while e-filing for current year so that all the dues are calculated.
11.	User should be allow to Capture Address, Assessment Info, Owner Info.
12.	User should be allow to View/Print Summary of Filled Form
13.	User should be allow to do Searching for a property. Citizen/CSCs : Search Property (By Mobile No, City, Ward, Location, Colony, Property Tax Unique ID, Existing ID)
14.	User should be allow to View the Searched Property
15.	Citizen User should be allow to: View My Properties
16.	Citizen User View Incomplete Assessments
17.	Citizen or Employee can track down the status of his incomplete assessment. Any incomplete assessment can be searched and completed. <ul style="list-style-type: none"> Citizen/CSCs can search for Property by

Sno	List of Functionalities
	<ul style="list-style-type: none"> ○ Mobile No, ○ City, ○ Ward ○ Location ○ Colony ○ Property Tax Unique ID ● Citizen/ CSCs can view Incomplete Assessments ● Citizen/CSCs can reassess Searched Property ● View Property details and pending dues
18.	System shall allow user to edit the Searched Property
19.	System shall allow user to Reassess Searched Property
20.	System shall allow user to Demand of Group Property/ Print/ Cancel Demand Notices
21.	Send notifications to citizens on demand generation- SMS, Whatsapp, Email, Physical bill
22.	System shall have Rent Master cum ALV,RV and new property tax regime calculator. This should be the rule-based master which allows the user to define the rent chart of each ULB
23.	<p>The System should provides the ability for mutation/bifurcation/ amalgamation of property. The property bifurcation/ amalgamation undergoes an approval process. The parent property needs to be modified accordingly, which can be done in the system.</p> <ul style="list-style-type: none"> ● Mutation of property and change of ownership details ● Capture Extension/ Addition and Alteration and reassessment based on changed property details ● Bifurcation of property ● Amalgamation of property
24.	The System should provides the ability to Capture Extension/ Addition and Alteration and reassessment based on changed property details
25.	The System should provides the ability for Mutation/Bifurcation/ Amalgamation of property and change of ownership details
26.	<p>The System should provides the ability to Generate Demand Notice based on periodic basis</p> <ul style="list-style-type: none"> ● Group Demand Notices ● Print Demand Notices ● Cancel Demand Notices ● Send notifications to citizens on demand generation- SMS, Whatsapp, Email, Physical bill
27.	<p>The System should provides the ability Payment collection and receipts. Payment of TAX (Online, UPI, Bharat Payment,Cheque,Cash,DD) : During Assessment</p> <ul style="list-style-type: none"> ● Payment of Property Tax - Online, Cheque, Cash, DD, during assessment ● Partial Payment of Property Tax - Online, Cheque, Cash, DD, during assessment ● The system allows a citizen to pay for anyone's property without changing the demand ● The system can also be integrated with PoS machines to enable doorstep collection of property tax and issue of receipt
28.	The System should provides the ability to do Partial Payment
29.	The System should provides the ability to Download Receipts for payments
30.	The System should have MIS reports, Graphical reports based on multiple parameters for different categories of users
31.	The System should have State Dashboard: Property Tax Collection Timeline (Year, Quarterly, Monthly, Weekly, Daily)
32.	The System should have State Dashboard : ULB Wise (Collection, Transactions, DCB, Top 10,

Sno	List of Functionalities
	Bottom 10, Top10 Defaulters, Collection Ranking, Category wise list, Assessments)
33.	The System should have Property Tax Collection Report (ULB/Date Wise)
34.	The System should have <ul style="list-style-type: none"> State Dashboard : View Reports for Total Collections, Properties Assessed, ULBs on Prod, Usage Type, Payment Distribution, Demand Type wise, Usage wise, Yearly Demand Report, Usage wise demand type wise, Property Type wise demand type wise, Zone wise Usage wise, Ward wise Usage wise Report State Dashboard : PT Collection Timeline (Monthly, Weekly) State Dashboard : ULB Wise (Collection, Assessments),Ward-zone, location, usage type Cancelled Receipt Register Report, Defaulter list Other PT Reports (ULB/Date Wise)
35.	The System should generate General Notification via email, SMS
36.	The System should be able to do Legacy data migration & further maintenance of the records like demand, collection, outstanding, closing register, assessment register, tax collector wise tax collection report, monthly collection report, transfer register, bill, receipt books, top defaulters
37.	System assigns a unique property ID based on the Process defined in the ULBs.
38.	System has the facility to classify the property based on its type.
39.	The System should have Workflow which should have provision to define SLA for each event
40.	The System should have Integration of the Property Tax module with databases, with other modules like accounts module(posting of demand, collection, rebates, Penalties), dashboard, mobile application for payment, external applications from Revenue, Registration Department, Finance Portal & others
41.	System allows changing the type of property.
42.	The System should have Configuration masters- Configurable Rate Master (ULB Specific) : Fire Cess/ Building Height
43.	The System should have State Masters : Property Ontology, Documents List, Employee Data Mapping, Boundary Data Mapping and others as required
44.	System shall allow user to add other tax with Property tax like, Consolidated tax, Water Tax, Garbage collection user Charges etc
45.	System shall allow to include concession/rebate based on rules provided by State
46.	Legacy Data Migration and Arrears Entry
47.	Configurable Masters - The system provides the following masters that can be configured as per the State's Requirements - <ul style="list-style-type: none"> Charges & Calculation : Calculation Engine, Rebate, Penalty, Rate Master State Masters : Property Ontology, Documents List, Employee Data Mapping, Boundary Data Mapping
48.	Integration with Bhuiyan Portal – Property Tax Demand, Due Amount, Khasra Number, District, Tehsil, Village etc and Mutation
49.	Other required functionality that not mentioned in table but functions are related with the application at the time of requirement gathering.
50.	Property Tax Calculator
51.	Pay Your Tax Online
	* IA shall develop/incorporate AI technology in modules for trends analysis and scrutiny.

- **User roles**

User Role	Scope of Action	Role Description
Citizen	<ul style="list-style-type: none"> • Add Property • Search Property • Edit Property • Assess Property • Re-Assess Property • Pay Property Tax • Transfer Property Ownership • Download Receipts/Applications 	Individuals and Community groups
Counter Employee (CE)	<ul style="list-style-type: none"> • Add Property • Search Property • Edit Property • Assess Property • Re-Assess Property • Pay Property Tax • Transfer Property Ownership • Download Receipts/Applications 	Counter employees who assist citizens register new property details, transfer ownership of property, pay property tax on their behalf
Document Verifier (DV)	<ul style="list-style-type: none"> • Verify and forward • Send Back • Edit Application 	Employees responsible for verifying the supporting documents submitted by citizens for a new property or transfer of ownership of property
Field Inspector (FI)	<ul style="list-style-type: none"> • Verify and forward • Send Back • Reject • Edit 	Employees who go on to the field (i.e. location of property) and physically verifies the information provided by the applicant is correct
Approver	<ul style="list-style-type: none"> • Approve • Send Back • Reject • Cancel 	An employee who has the final authority to approve or reject the property registration

The Citizen role can -

- Register New Property
- Search & Pay
- My Bills
- My Payments
- My Properties
- My Applications
- Update Property
- Transfer Property Ownership/Mutation
- Update Mobile Number

Counter Employee (CE) role can -

- The citizen can approach the Counter Employee (CE) to register new properties, update property details, apply for title transfer or pay property tax.
- The CE can

- Search properties
- Collect property tax
- View property details
- Payment history
- Register property
- Edit property
- Assess property
- Transfer property ownership
- Edit application
- Reopen application

III. Trade License Issuance and Payment

The Trade License Issuance and Payment module allows citizens to apply for a trade license through a web or mobile app with OTP-based login and document uploads. The system supports fee calculation, multiple payment methods, and provides dashboards for tracking license status and collections. It also offers role-based access for employees, license modifications, renewals, and notifications via SMS.

S.NO.	List of Functionalities
1.	The System should have capabilities of Registration, Login and Creation of User Profile. Key capabilities offered by this functional component - <ul style="list-style-type: none"> • OTP Based Login for Citizen via Web/Mobile App • OTP Based Login for Employee via Web/Mobile App • Provision for language selection during first time registration for both Employee and citizens • Provision of creating a personalized Profile for Citizens and employees on Web App • Login Credentials for the various hierarchies of employees • Role-based access for performing different actions relating to Trade License modules
2.	The System should have capabilities of Issuance of New Trade License, Duplicate Trade License, Trade License Renewal Roll Over, Trade License Renewal Reminder Notice Generation, Show Cause Notice Generation, Trade License Renewal through mobile app/ Web
3.	The System should allow Change in Business Name, Changing in Trade Category & Sub-Category Details, Transfer of License , Application Details, Cancellation of Trade License ,List of Defaulters, Reminder Notice, Demand/ Collection Register, Changes in License Type, Business Name, License Cancellation
4.	<ul style="list-style-type: none"> • The System should allow user to provide Trade details, Trade Units, Accessories, Owner Details, Address, purpose, Date of issuance, License number etc. • The System should allow user to Upload Documents
5.	The System should allow user to do ULB Wise Trade Selection
6.	The System should allow user to do Calculation Breakup Based on Selected Trade
7.	The System should allow user to do Multiple Accessories Field Count
8.	The System should allow user to add Multiple Trade License.
9.	The System should allow user to Download/Print Application Summary
10.	The System should allow user to Download/PRINT Trade Reference No
11.	The System should allow user to View the applied licenses.
12.	The System should allow user to Pays for the license post verification process.
13.	The system has the facility to assign a unique identification number based on the license type, which will be used for all future transactions of the license.

S.NO.	List of Functionalities
14.	The System should allow Licensing Inspector to Verify and Forward/ Send back/ Reject the Application.
15.	The System should allow Licensing Officer to Approve/ Send back the Application
16.	The System should allow Licensing Officer to Reject/ Cancel the Application
17.	The System should allow Payment, Fee & Collection with various Payment Modes
18.	The system allows the inspector to enter the field visit details and a field visit report is generated and automatically routed to the superintendent.
19.	The System should allow Collection
20.	The System should show the number of licenses approved/rejected.
21.	The System should allow ULB Wise Status
22.	State Dashboard: View Reports for Total Licenses, Licenses Issued, Payment Collected, Payment Distribution and other KPI's
23.	MIS Reports with licence register, defaulters list, reminder notice, demand/collection register, changes in licence type, business name, licence cancellation and others as per requirement
24.	The System should generate notifications : SMS Notifications
25.	System should have Calculation Engine
26.	System should have Rebate/ Penalty- Date Based
27.	System should have Ad-Hoc Rebate/ Penalty
28.	System should have Exemptions Trade Type & Owner Type
29.	System should have Configuration masters
30.	System should have Configurable Verification & Approval workflow
31.	Integration with other modules as per requirements
32.	User groups, roles, & type of access, for Citizens, Ulb Employee, Suda Employee
33.	Trade License Auto Renewal Features.
34.	Rate Master and Other related Masters
35.	Other required functionality that not mentioned in table but functions are related with the application at the time of requirement gathering.
	* IA shall develop/incorporate AI technology in modules for trends analysis and scrutiny.

IV. Building Plan Approval

Manual processes related to scrutiny, approval, or rejection of building construction or renovation plans is a time-consuming process for both citizens and employees. The BPA module automates the entire building plan approval process right from enabling online submission of plans, documents to initiating verification and final approval of the plan. Citizens can now track their plan approval or inspection status, pay fees online, download and print the Permit Order and Occupancy Certificate online. The module streamlines the building plan approval system with configurable workflows for effective management through different phases of approval.

This module enables Architects / Engineers / Supervisors /Town Planners etc. to register Online. Provision to migrate already registered Architects/ Engineers / Supervisors details in the system with current status and validity of registration. Provision to renew the registration.

- Centralized Registration: Module should provide a single interface for the registration of all architects (across the state), who intend to do a transaction with the ULBs.
- Online Application for Registration: Module should Identify the applicant with reference to a

unique ID. Capture the following minimum information of the applicant with appropriate validations.

- Unique ID
 - Name
 - Address
 - Corporate Information
 - Certificate from Council of Architecture/ Other authorities
 - Educational Qualification
- This module should also consist of the following:-
 - Facility for uploading of attachments as required by ULB for establishing identity and past experience etc.
 - Enable online submission of registration fee.
 - Assigning a unique application number to each applicant.
 - Enable tracking the status of the application.

Key Features

The module supports the following key functions -

1. eDCR scrutiny
2. Online submission of application for building permits and occupancy certificates
3. Document Scrutiny
4. Field inspection report capture
5. Pay fee, generate permit order and occupancy certificate online
6. Inspection of applications and online status
7. Configurable workflows
8. Auto fee calculation
9. Send applications back to citizens or reject applications
10. Integration for NOC with internal and external department.

User Roles

Refer to the table below to understand the different user roles and the scope of action linked to each role. The applicable user roles and action items can vary from one city to another. IA customizes the workflows to suit the requirements defined at the State level and ULBs Level.

User Role	Scope of Action	Role Description
Citizen	<ul style="list-style-type: none"> • View BPA Application Status • Download Payment Receipts • Provide concurrence to the Architect to submit the application • Make payment for an application • Download Building Permit Order 	Individuals and society groups/communities who engage stakeholder/architects to construct buildings for them
Stakeholder / Architect	<ul style="list-style-type: none"> • Create BPA Application • Send application to the citizen/ULBs for approval • Make payment for the application 	Architects, builders, or engineers who register as a stakeholder in the BPA system - submit applications on behalf of the citizens

	<ul style="list-style-type: none"> Download permits Download receipts Check application status 	
Document Verifier (DV)	<ul style="list-style-type: none"> Send application back to citizen Reject applications Upload document on behalf of citizen Verify and forward applications to Field inspector (FI) 	DV is the ULB employee responsible for verifying all documents uploaded by the stakeholder/citizen along with the building permit or occupancy certificate application.
Field Inspector (FI)	<ul style="list-style-type: none"> Prepare Inspection Report Send application back to the citizen Reject applications Verify and forward applications to NOC Verifier 	FI is the ULB employee responsible for inspecting construction onsite details submitted by the stakeholder or owner.
NOC Verifier	<ul style="list-style-type: none"> Send back to citizen Reject applications Update NOC details on behalf of NOC department users Verify and forward applications to BPA Approver 	NOC Verifier is the ULB employee responsible for verifying NOC details obtained from concerned authorities.
BPA Approver	<ul style="list-style-type: none"> Reject application Update permit conditions Approve application 	The BPA Approver is the ULB employee responsible for rejecting or approving building permit or occupancy certificate applications.

Functional Scope

#	Functionality
	Module 1: Online registration of Architects/ Engineers / Supervisors etc.
1.	Approval of Applications: system should Enable the Competent Authority to approve/reject the applications for registration; based on a workflow system and business rules. Communication of successful registration/ rejection to the applicant through an e-mail alert & SMS.
2.	Renewal of Registrations: system should enable the Competent Authority to renew the applications for registration according to workflow/business rules. Communication of successful renewal will be sent to the applicant through an e-mail alert & SMS.
3.	Search: system should Enable authorized officials to search the database for list of registered architects based on the 'search' criteria such as - line of business, turnover, past experience or as decided by ULB.
4.	Help: system should Provide an online handbook and user manual for registration. Provide FAQs on the registration process. ULB official will provide help desk assistance for resolving architects queries on registration process
	Module 2: Online Real Time Scrutiny of Drawing/Plan
5.	System should enables the Architect/Engineer to submit the Drawing in Drawing Interchange

	<p>Format(DXF) format from any Open Source CAD tools of their choice. The condition for the following are:</p> <ol style="list-style-type: none"> The drawing should adhere to the Standards stipulated. The Standards will be provided to the Architect in the native format (DXF).
6.	<p>The system should enable the Architect/Engineer to submit the Application for various Services as listed above along with required supporting documents. Under the current provision, the document checklist will aid the Architect/Engineer.</p> <ol style="list-style-type: none"> The scrutiny process is online realtime and the Architect/Engineer will get the detailed Scrutiny report within minutes of submitting the Plan. Scrutiny reports will list the Bye-laws and sub-clauses with the approved values against the extracted values. Based on the extracted value range validation will be done by the system. Only on clearance of all the Rules Scrutinised the Report will reflect ACCEPTED. On Accepted Report a unique number of the Scrutiny will be generated
7.	<p>system should have Scrutiny Parameters for all types of building meant for different usage; as per building bye laws and approved master plan will be taken into scrutiny. The major Plan provisions are as under :</p> <ol style="list-style-type: none"> Plot area / shape Road width details MOS (Marginal open space) Ground coverage FAR (Floor area ratio) Building height Use of building (Floor wise including mixed use in floors) Parking provision Amenities Components of building Services Evaluation Firefighting requirement Green building norms Rain Water Harvesting Water supply Water treatment Solid waste management provisions NOC required on the basis of drawing details
8.	Module 3: Submission and processing of Application
9.	<p>System should allow the entire process from the time of submission of drawing to scrutiny completion is automatic without any human intervention and instantaneous.</p> <ol style="list-style-type: none"> If the Scrutiny report REJECT the drawing the Report will have the details of the clauses in which it was rejected and also the values of the parameters. The Architect/Engineer can correct the drawing and can resubmit the drawing

	<p>till he gets the approval.</p> <p>3. Only on approval the unique reference number for the Scrutiny Report will be generated.</p> <p>4. Only with this number the Submission of Application can be initiated.</p>
10.	System should allow to handles the Plan Scrutiny in Online Real time mode and there is no need for any wait time, once the Plan is drawn. Scrutiny gets completed in less than a minute.
11.	System should allow to generate all the relevant plan in PDF format automatically. These are the set of Plans which will be issued to the end user with certification on successful completion of the Application Process.
12.	The Application can be filled and required documents can be uploaded by the Architect
13.	On Submission the Citizen need to validate and self-certify the Application.
	Module -4: Application Process by the Department
14.	Workflow should be configurable as per the requirements and will be done during the Customisation phase of the Project
15.	All approvals should be electronically signed (e-sign) with QR code
16.	The application captures all relevant details for all internal and external agencies; relevant data needs to be forwarded to corresponding agencies for issuing NOCs.
17.	SLA on NOC is also validated by the System. If the required date is passed without a reply from the NOC department the NOC will be taken as Deemed approved.
18.	In addition a single window mechanism is also built into the system. This feature can be used by Departments which do not have the IT system for their process in full.
19.	Provision for entering onsite inspection details and geo-tagged images (document upload facility) of the Site Inspection.
20.	System should allow the users for viewing the completed and pending tasks / works / applications.
21.	System should have features for Online single window system, and integrations with all internal and external agencies required to provide applicable NOCs/approvals (Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, Labour, Factory Directorate)
22.	A Statewide Dashboard should be available which can be used by State Administrators to see the flow of applications and the pendency or exceptions.
23.	System should have Security on User Authentication with Role based access
24.	System should generate various MIS reports as per requirements of the Departments from time to time. MIS reports based on the payment received, dues position, plans passed, pending proposals, delayed approvals be generated as per Department requirement.
25.	System should have well-defined inspection report format at various levels to guide the inspectors which is also configurable.
26.	System should incorporate digital signature (e-sign) for approval of application at different levels in the application system, Building permission letter, approved drawing, notices, letters, completion cum occupancy certificates etc.
27.	System should have well defined service levels and the escalation matrix to officials regarding time limit for processing an application automatically in the system.
28.	<p>System should have SMS/Email Alerts</p> <ol style="list-style-type: none"> 1. Document Verification Meeting 2. Field Verification 3. Fee Computed and Demand Generated 4. Plan Permit Approved and Digitally Signed
29.	The Checklist for the Document Verification will be filled up by the officials on the Document Verification meeting. In the system the Checklist should be configurable.

30.	System should have provision to incorporate the changes of building by-laws as intimated by the department in the application within time frame.
31.	System should have feature to capture the history of changes and based on the original application submission date the relevant rules will be taken into account for scrutiny.
32.	System should have the feature of provisioning the Revoking/Cancelling of Building Permission.
33.	On completion of the Document Verification the applicable NOC Departments will be addressed by the System for NOC.
34.	Field Verification Schedule will be assigned by the System with reschedule option for both the parties once.
35.	The officials can do the Field Verification, update the report in a checklist format and forward for approval
	Module-5: Online Fee Payments
36.	System should have integrated payment gateway for Online Payments and facilitate for Fee collection, Fee calculation, refund calculation and generate online fee receipts based on the submitted Building plan.
37.	Upon approval of the report and NOC clearances the Fees are computed automatically by the system.
38.	The Fee computation uses the Plan Parameters and the applicable laws and rules of the State which are configurable.
39.	The Plans in PDF will be generated by the System with QR Code without any manual intervention.
40.	Citizen/Architect can pay the Fees Online
41.	Upon payment of Fees Plan Permit Approval process will be initiated and approved with Digital Signature. The Permit has been incorporated with QR Code.
42.	The Fees can be collected under various heads of accounts and the Reports for the collections against the Heads of Accounts will be generated. This will enable the user to account the collections accordingly.
	Module-6: Certificate(s)
43.	System should have provision to generate certificates with e-Sign/ digital signature and QR code which can be downloaded by the applicant.
	Module-7: Notice(s)
44.	The notices, acknowledgment letters, approval letters, deviation or the rejection letters will be system generated with e-sign.
45.	Every communication sent/received from/by an applicant will be received online only and reflected in the case as well as in the reports which can be used in court cases & for any other purpose.
	Other Requirement
46.	The software tracks delays in approval steps and maintain an audit log of the approval process steps.
47.	System generates an alert against each application when it nears the time limit for disposing it.
48.	The solution allows extraction of system logs to excel/pdf formats for internal analysis of cases.
49.	The product have provisions where in providing basic parameters like certificate no., name, area etc. would generate basic information about approved certificate and hence would enable easy third party verification.
50.	The Checklist, FAQ, User guide with video should be provided for end users.
51.	The product provision to get month wise approved/ rejected/ pending application and status of pending approval.

52.	The software tracks delays in approval steps and maintain an audit log of the approval process steps.
53.	System generates an alert against each application when it nears the time limit for disposing it.
54.	System should allow extraction of system logs to excel/pdf formats for internal analysis of cases.
55.	Integration with internal & external stake holders for NOC.
56.	Other required functionality that not mentioned in table but functions are related with the application at the time of requirement gathering.
	* IA shall develop/incorporate AI technology in modules for trends analysis and scrutiny.

V. NMAM- Municipal Accounting and Finance

National Municipal Accounting Standards compliance is necessary for ULB funding and grants. The Accounting System is an NMAM compliant application which can be integrated with all the other relevant modules (both internal as well as third party system) with budgetary controls in place. The complete books of accounts can be maintained at one place which enables the creation of Financial statements. The high-level feature set is listed below.

The Municipal Accounting and Finance module ensures compliance with National Municipal Accounting Standards (NMAM) and integrates with other systems for comprehensive financial management. It maintains complete books of accounts, supports expenditure and revenue tracking, and generates essential financial reports like ledgers, trial balances, and payment registers. The system should also include configuration tools for seamless data management.

Municipal Finance and Accounting is a key module in web-based integrated ERP software that enables municipalities to create and manage financial transactions like budget, revenue demand, receipt, advances, deposits, bills, payments, asset creation(capitalization), fund transfer and also reconciliations and reporting.

Municipal Finance and Accounting enables municipalities to maintain financial records of ULBs following established procedures and practices. The module follows a fund based double-entry accrual accounting system designed to synch with the standards outlined in the National Municipal Accounting Manual.

Features

The NMAM - Compliant Municipal Finance and Accounting module enables users to -

1. Posting of General Ledger
2. Bill Processing: Generation of bills for varied items such as purchases, works, and salaries
3. Payment Processing: Payments are processed based on the type of expense type
4. Receipts Processing - from other modules or from any other third party application
5. Service Wise, Bank account mapping - Configurable
6. Collection Remittances - Configurable mode of collection wise
7. Budgeting: Upload Budgets, Budgetary Controls, Budget Enforcement & Budget Re-appropriations
8. Asset Management: Asset Categorizations, Depreciation, Capitalization & Improvement, Revaluation, sale and disposal
9. Contra Entry, Bank-reconciliation, Deduction Management & Period End Activities.
10. Deduction Management - processing statutory and non-statutory deductions and its remittances.
11. The Finance & Accounts Module should provide user-friendly interfaces for transactions, screen navigation, query, generation of reports etc
12. Modules should use standard drop-down lists wherever possible for standard values to be selected by the User.
13. The Finance & Accounts Module user interface should make use of horizontal and vertical scroll bar features wherever needed, depending on the layout of the window.
14. Fund requisition module with multi-level approval workflow

15. Automated Utilization Certificate (UC) generation and submission (Form 12-C formats etc.)
16. Alerts/notifications for lapsing grants or unutilized funds
17. Online audit dashboards for auditors and departmental users
18. MIS reports on sanction vs. release vs. utilization vs. audit clearance.
19. Real-time integration with PFMS and Treasury systems
20. Reconciliation dashboard for financial officials and accounts
21. Revenue analytics dashboard with heatmaps of collection zones, defaulters, trends using AI.

System should have following module wise features:

Sub-Module	Features
Masters	<ul style="list-style-type: none"> • Chart Of Accounts • Bank • Bank account • Fund • Function • Field • Financials year • Scheme and sub-scheme • Vendor (Contractor/Supplier) • Recovery codes • Accounting entities and User defined masters • Cheque master • Ledger opening balance • Service to Bank Account mapping • TDS
Chart of accounts	<ul style="list-style-type: none"> • Primary/Standard/Secondary Head
Expenditure Accounting	<ul style="list-style-type: none"> • Creation and approval of expense bill • Create and approve voucher from bill • Payment of Bills • Direct bank payment • Cancel Bill • Cheque Assignment • RTGS Assignment • Surrender and reassign cheques • Surrender and reassign RTGS
Budget	<ul style="list-style-type: none"> • Receipt Budget • Expenditure Budget • Budget Re-appropriation • Budget Revision
Revenue Accounting	<ul style="list-style-type: none"> • Creation and approval of receipt voucher • Creation of day end remittance vouchers • Miscellaneous receipts
Journal Voucher	<ul style="list-style-type: none"> • Book adjustment entries (General Journal vouchers) • Creation and approval of Vouchers of type - Works, Purchase, Fixed Assets Cancel Voucher View Voucher • Voucher Authorization

Sub-Module		Features
		<ul style="list-style-type: none"> Cheque Issuance Entry Cancellation/Reissue of Cheques
General		<ul style="list-style-type: none"> Cancel Voucher View Voucher
Receipts & Payments		<ul style="list-style-type: none"> Receipt Entry Bank to Bank Transfer Transactions Bill Payment Entry Advance Management Direct Payment Entry TDS Payments
Financial Statements		<ul style="list-style-type: none"> Financial Statements Cash Book Period End Process Transactional Reversal
Reports		<ul style="list-style-type: none"> Accounting Reports General Ledger Trial Balance Bank book Day book Journal book Opening balance Collection Reports Receipt Register MIS Reports Bills and Payments Cheque issue register RTGS Advice
Other Entries		<ul style="list-style-type: none"> Opening Balance Entry Deposit Payables Challan Creation, Approval, and Payment
Configuration data		<ul style="list-style-type: none"> Master data upload System configuration setup
Integration with other modules as per requirement	Collection	<ul style="list-style-type: none"> Property Tax Management, Water Tax Management, Trade License System, Advertisement Tax, Solid Waste Management, Stores and Inventory, Asset Management, Works Management, Payroll Management, Legal, RTI
	Work Order / Purchase Order	<ul style="list-style-type: none"> Works Management, Stores and Inventory
	Bill / Invoice	<ul style="list-style-type: none"> Asset Management, Works Management, Payroll Management, Pension Management, Stores and Inventory, Legal Management, Solid Waste Management, Property Tax Management, Water Tax Management
	Cheque Dishonour	<ul style="list-style-type: none"> Property Tax Management, Water Tax Management, Trade License System, Advertisement Tax, Solid Waste Management, Stores and Inventory, Asset Management, Works Management, Payroll Management, RTI

Sub-Module	Features
User groups, roles, & type of access	<ul style="list-style-type: none"> User groups, roles, & type of access, for citizens, Ulb Employee, Suda Employee
Online Audit Facility	<ul style="list-style-type: none"> Role-based auditor access; evidence locker & audit pack downloads. Observation → Reply → Action Taken → Re-verification → Closure workflow. Immutable logs retained ≥ 180 days; periodic audit calendar & reminders.
Other required functionality that not mentioned in table but functions are related with the application at the time of requirement gathering.	

VI. Water and Sewerage Connection Management

The Water and Sewerage (W&S) Connection Management module shall provides a digital interface to apply for water and sewerage connections and, pay the water and sewerage charges for connection/s. It can be used by the citizens, Urban Local Body (ULB) counter employees and field employees, and ULB Administrators to accomplish their specific tasks.

The Water and Sewerage Connection Management module provides an online platform for citizens and ULB employees to apply for, manage, and pay for water and sewerage connections. It will facilitates new connection applications, modifications, meter readings, and demand generation, with automatic notifications for status updates. Additionally, it offers dashboards for tracking financial metrics, collections, and ULB adoption.

System should have following module wise features:

Sub Module	Functionality
Registration, Login and Creation of User Profile	<p>This module should provide enables the following capabilities</p> <ul style="list-style-type: none"> OTP Based Login for Citizen via Web/Mobile App OTP Based Login for Employee via Web/Mobile App Provision for language selection during first time registration for both Employee and citizens Provision of creating a personalized Profile for Citizens and employees on Web App Login Credentials for the various hierarchy of employees Role-based access for performing different actions relating to the W&S module
Application for Water/Sewerage connection	<p>The module should provide mobile app,portal,system allows the Citizen / ULB user (with an appropriate role in the system) to apply for</p> <ul style="list-style-type: none"> New Water Connection Temporary/ Permanent Closing of Water Connection Reconnection Change of Usage Change of Ownership No Dues Certificate Plumber License

	<ul style="list-style-type: none"> • Renewal of Plumber License
Searching for a Connection	<p>Module should provide The employee from the W&S department will be able to access the feature, to search for water and sewerage connections. They can search for any connection based on parameters such as:</p> <ul style="list-style-type: none"> • Consumer number • Application number • Owner mobile number • Application status • From date • To date <p>The search result contains, Application number, Consumer number, Owner name, Status, Due amount and Pay now option. The Employee can make payment for a connection on the citizen's behalf using the 'Pay Now' option.</p> <p>Citizens can also search for their connection in the portal. They can search using the Owners mobile number, Property ID, Consumer number etc. The search result yields, Owner's Name, Address, Due amount and Pay option.</p>
Modifications to a Connection	<p>The system should facilitates the title transfer of water tap connection from one person/owner to the other person/owner. Title transfer of water tap connection directly depends upon Property tax. If title transfer is done in the property tax module then at the time of final approval, the changes will reflect in the W&S module automatically. After the title transfer has been completed successfully, subsequent bills will be generated with the details of the new owner/s.</p> <p>Water tap change in usage happens when property type is changed from residential to Non-residential or from Non-residential to residential. Change in usage directly depends on the property tax module. If the property type is changed in the Property tax system then it will automatically reflect in the W&S system. When there is a change in the usage type, the subsequent bills will reflect the rates as per the updated usage category. When there is a change in the usage category in the middle of the billing cycle, pro-rata charges will be applied in the next billing period.</p> <p>The change in connection category from non-metered to metered and vice-versa is also possible in the W&S system with the appropriate workflow configured to intimate all stakeholders of the change and collect any charges (if applicable) from the citizen.</p>
Entering meter reading of metered connections	<p>On the W&S billing screen, there should be facility for 'Meter reading'. An employee can click on 'Meter reading' which redirects the employee to the meter reading landing screen. The employee can search based on the following criteria:</p>

	<ul style="list-style-type: none"> • ULB • Boundary Type • Boundary Value • Billing Year • Billing Period • Billing Period Value • Consumer No. <p>This feature facilitates the employee to search for all results based on desired criteria. The search result yields the following values: consumer number, owner name, meter status, last reading, current reading, date and consumption.</p> <p>The employee can edit meter status, current reading, date and consumption under certain conditions. Based on this information the employee can generate the bills for connections.</p>
Generate Demand	<p>In the system, there should be a feature to generate demand under the billing section. Generate demand has a search feature in which, the connections can be searched for which demand has been already generated. An employee can view, also edit those demands based on certain conditions.</p> <p>The system should have the capability to configure the demand generation as an automatic or a manual process. In the automatic process, the demand generation for non-metered connections is automatically done periodically. For metered connection as soon as the employee enters the meter reading and clicks on 'SAVE', the demand is generated.</p> <p>Any success/ failure to generate demand triggers an automatic notification to the concerned ULB officials via email. Also, the demand generation cycle, demand generation date and officials who should receive the notifications can be configured.</p>
Transactions	<p>System should allow to capture following information and provide functionality for:</p> <ul style="list-style-type: none"> • Meter Reading • Connection Cut-Off • Connection Restoration • Bill Generation • Bill Printing/Duplicate Bill Printing • Bill Payment • Distribution Entry
Dashboards	<p>The state-level administrator can keep track of relevant metrics by using dashboards. Dashboards for W&S can be accessed by a state-level user under login. The dashboard should have these components:</p> <p>Financial Indicators</p> <ul style="list-style-type: none"> • W&S Total collections YTD

	<ul style="list-style-type: none"> • Water Collection • Sewerage Collection • Water - Demand vs Collection (Daily/Weekly/Fortnightly/Monthly/Yearly trend using AI) • Sewerage - Demand vs Collection (Daily/Weekly/Fortnightly/Monthly/Yearly trend using AI)
Additional MIS Reports	<p>System should able to generate following MIS reports using AI technologies showing data like:</p> <ul style="list-style-type: none"> • List of New Water Connection • Defaulter List • Meter Reading Sheet • Demand Register • Collection Register • Outstanding Register • List of Closed Connections • Advance Payment Register • W & S : No. Of ULBs Live • W & S: Total Number of ULBs • Water Consumers by Connection Type • W & S Consumers by Usage Type • Total Collections by Source • Total Collections by Mode • W & S Adoption : ULB Wise • W&S Total collections: Today • Water Charges - Total collections: Today • Sewerage Charges - Total collections: Today • W&S - Total No. of Receipts: Today • Water - Total No. of Receipts: Today • Sewerage - Total No. of Receipts: Today • Mode wise W&S collections: Today • W&S ULB wise collections: Today
Integration with other modules	<ul style="list-style-type: none"> • Integration with the account module for the posting of demand, collection, rebates, Penalties. • Integration with Dashboard. • Integration with mobile application for payment.

Other required functionality that not mentioned in table but functions are related with the application at the time of requirement gathering.

VII. Miscellaneous Collections

Miscellaneous Collections features can be broadly classified as the following modules: Registration, Login and Creation of User Profile Capture Payment (ULB Employee) Search Receipt (ULB Employee) Search Receipt (Citizen) Dashboards and Reports (ULB Employee) General Features.

Module allows ULB employees to capture and generate receipts for citizen payments via web or mobile

apps. It supports OTP-based login for citizens, role-based access for employees, and features search capabilities for receipts. Dashboards, reports, and notifications help administrators monitor collections, while configurable masters enable customization of services and tax types.

Sub Module	Functionality
Registration, Login and Creation of User Profile	<p>This module should provide enables the following capabilities:</p> <ul style="list-style-type: none"> • OTP Based Login for Citizen via Web/Mobile App • Credentials (Username & Password) based Login for Employee via Web/Mobile App • Provision for language selection during first time registration for both Employee and citizens • Provision of creating a personalized Profile for Citizens and employees on Web App • Login Credentials for the various hierarchies of employees • Role-based access for performing different actions
Capture Payment (ULB Employee)	<p>When an employee wants to capture payments made to the ULB by the citizen. User will click on the “New Collection” button and will land on the payment capturing page. The Employee will fill out all the service details and click on “Next” to go to the Payment page. Employees can come back to the details page from the payment page and update all the details too.</p> <p>On the Payment page, the employee selects the payment instrument, enters the payer details and clicks on the “Generate Receipt” to capture the payment and generate the receipt for the same</p>
Search Receipt	<p>When an employee wants to search for a receipt from a previous payment. He will search based on the given parameters. Search results will give a receipt download link along with other details.</p> <p>When a citizen wants to search for a receipt from a previous payment. He will search based on the given parameters. Search results will give a receipt download link along with other details.</p>
Dashboard and Reports	<p>Miscellaneous Collections should offer a receipt register report and a Dashboard to view the data and make data driven decisions. The Report should have following filters: Collection Channel, Collection Mode, Service Type, Date Range.</p>
General Features	<p>The system should have the capability to send notifications to citizens. The notification should be sent to the citizen when a payment is made. The citizen should be able to get a receipt download link in the notification. These notifications can be sent in the language chosen by the ULB through all channels - SMS, WhatsApp, Email.</p>
Configurable Masters	<p>The system should have functionality to configure:</p> <ul style="list-style-type: none"> • Business Service Master: To configure the Service Categories and Service Types for which Miscellaneous Collections can capture payments • Tax Head Master: To define the tax heads for each Service Type • Tax Period Master: To define a tax period for each Service Type

VIII. No-Objection Certificate Issuance

The Fire NoC should provides a digital interface to apply for pre-construction (provisional) and post-construction (new) NoC, pay NoC fees, track the status of the application, generate payment receipts, NoC certificates, multilevel workflow as well as generate reports for collection, employee performance etc. It should be used by stakeholders like a citizen, employee (document verifier, field inspectors, approver, ULB administrators) to accomplish specific tasks.

User Type	Features
Citizens	<ul style="list-style-type: none"> • Apply for Pre-construction and Post-construction NoC • Submit required documents online • Track application status • View applicable fees and calculation breakup details • Pay online and offline through multiple channels • Download payment receipt and an application confirmation form • Download QR code-enabled No Objection Certificate/ Rejection Certificate
Counter Employee	<ul style="list-style-type: none"> • Apply for Pre-construction and Post-construction NoC on behalf of citizens • View calculation breakup details • Apply Ad-hoc rebate/penalty • Collect NoC fees • Generate and print payment receipt/ application confirmation form • Download and print multiple copies - employee and citizen copy • Search and download QR code-enabled No Objection Certificate/ Rejection Certificate
Document Verifier	<ul style="list-style-type: none"> • Verify attached documents • Forward or reject applications • Send back application for clarification • Refer applications for an opinion to other employees • Provide comments or remarks
Field Inspector	<ul style="list-style-type: none"> • Verify and inspect the details given in NoC forms physically • Forward or reject applications • Send back applications for clarification • Refer applications for an opinion to other employees • Provide comments or remarks <p>Upload inspection reports and photos if required</p>
Approver	<ul style="list-style-type: none"> • Approve or Reject Application • Send back application for clarification • Refer applications for an opinion to other employees • Provide comments or remarks • Access collection reports and employee performance reports
ULB Admin	<ul style="list-style-type: none"> • Access collection reports and employee performance reports

Other required functionality that not mentioned in table but functions are related with the application at the time of requirement gathering.

IX. Dashboards

The dashboard shall be a composite tool that can collect, organize and analyse data to facilitate quality and effective decision-making for management, operations and planning. The Dashboard should offer a consolidated DSS tool with rich and interactive dashboards that provide a complete visualization of the key metrics using AI technologies.

Key Features

Module shall offer the following capabilities:

- Synoptic view of all major KPIs across modules across all ULBs
- Drilldown for each KPIs
- Detailed definitions of each attribute
- Multiple filters to refine the view of analytical data
- Options to change denominations for a customized view of analytics
- Options to share or download dashboards via email or Whatsapp

#	Functionality				
1.	<ul style="list-style-type: none"> • Ability to provide a snapshot of Key Performance Indicators across Revenue, Expense, Citizen Services modules; Detailed & interactive charts & graphs. The ULB level Dashboard will enable Municipal Executives to make decisions based on the dashboards. Dashboard shall be developed section wise like revenue dashboard, expenditure dashboard, citizens services dashboard, administrative dashboard. 				
2.	Dashboards will enable State Administrators to monitor key performance indicators, measure the performance of ULBs and analyze data trends to make data-driven decisions using AI technologies				
3.	Dashboards should showcase Adoption, Citizen Engagement, Digital uptake, Task success Metrics				
4.	The Dashboard should have facility to generate graphs, pie-Charts, Bar Charts, etc.				
5.	The dashboard shall have provision of monitoring service level agreement.				
6.	<p>The critical parameters for the following systems should be tracked in the Dashboard using AI technologies:</p> <ul style="list-style-type: none"> • Property Tax • Water Tax • Financial Accounting • Grievance Management • Advertisement Tax • Land and Estate • Birth and Death • Legal Management System • HR Management System • Works Management System 				
7.	<p>Integrated Dashboards for Property Tax Assessment and Payment, Public Grievance Redressal and Trade License Issuance and Payment</p> <table> <tr> <th>Types Of Dashboard</th><th>Description</th></tr> <tr> <td>Public Grievance Redressal Dashboards</td><td>It will enable State Admin to measure various data metrics like total complaints, status of complaints, monthly and weekly</td></tr> </table>	Types Of Dashboard	Description	Public Grievance Redressal Dashboards	It will enable State Admin to measure various data metrics like total complaints, status of complaints, monthly and weekly
Types Of Dashboard	Description				
Public Grievance Redressal Dashboards	It will enable State Admin to measure various data metrics like total complaints, status of complaints, monthly and weekly				

#	Functionality	
		trends, top complaint categories, ULB wise performances, SLA breaches, source of complaints etc using AI technologies
	Property Tax Assessment and Payment Dashboards	It will enable State Administrators to measure various data metrics like total collections, total properties assessed, monthly and weekly trends of tax collection, ULB-wise performance, and property usage type using AI technologies.
	Trade license Issuance and Payment Dashboards	It will enable State Administrators to measure various data metrics like total applications processed, total licenses issued, monthly and weekly trends of tax collection, ULB-wise performance, and trade-type analysis using AI technologies
8.	The system should be able to provide real-time data into the above systems.	
9.	The Dashboard should have the capability to integrate with the GIS data to visualize Ward level information on a GIS Map.	
10.	The Dashboard should have capability for providing Project Status; Property and water revenue, connections, defaulter's etc.	
11.	The system should also have a state level dashboard for the state officials to view the data of all the municipalities with an ability to drill down to respective ULB's and then to individual transactions. The views and data required for State Level Dashboard will be different from that of the City Level Dashboard	
12.	The system should have the ability to compare Year on Year performance of the municipality on various parameters like Property Tax Revenues, Water Charge Revenues etc.	
13.	The users should be able to access the dashboard in tablets/laptops/desktops/Mobile	
14.	Dashboards shall also have sections for Tabular reports which should have capability of downloading in Pdf, spreadsheet, csv format	
15.	Around 100 different reports will be required to be develop for different functionaries/services	
16.	Dashboard and MIS shall have filtering and sorting facilities as part of navigation	
17.	The system should have MIS reports in each of the modules to enable the ULB authorities to perform their operations and reporting needs as per the SRS.	
18.	Dashboard and reports shall be based on users' level	

X. Municipal Property Booking

The Municipal bodies in Chhattisgarh own various municipal assets like parks, convention centers, community buildings that are given on rent to the public. The Municipal Property booking module will provide an interface to the public to book these amenities and pay online.

The Municipal Property Booking module should allows the public to book municipal assets like parks and community buildings online. It enables users to check availability, upload required documents, and make payments either online or at municipal counters. Municipal employees should allow to view and manage overall bookings with trends using AI

The module should provide following functionalities

#	Module	Functionality
1.	Masters	System shall allow creation of following Masters: <ul style="list-style-type: none"> • Location Master • Estate Type Master • Property Master • Service Charges Master • Document Group Master • SMS / EMAIL Master
2.	Services	System shall allow creation of following services: <ul style="list-style-type: none"> • Estate booking • Estate booking calendar • Receipts of municipal property booking • Capture the terms and conditions for booking any municipal property • Date wise search options for the availability of municipal asset on a given date • Book the municipal asset online • Pay for the municipal asset online/ municipal counters/mobile app/portal • Attach required documents • Citizens/ULBs
3.	User groups, roles	System shall allow creation of User groups, roles, & type of access, for citizens, Ulb Employee, Suda Employee
4.	Integration with other module	<ul style="list-style-type: none"> • Accounts module for receipts and refunds. • SMS Gateway to send SMS at specified events • Dashboard Application • Asset Management module • Other modules

XI. Right To Information

The Right to Information (RTI) Module at Urban Local Bodies (ULBs) enables citizens to access information on municipal governance, services, and projects. This module facilitates transparency and accountability in local administration, allowing citizens to seek details on municipal budgets, public works, sanitation, water supply, and other civic amenities. Through the RTI Module, citizens can request information on urban planning, zoning regulations, building permits, and municipal contracts, promoting participatory governance and community engagement. Effective implementation of the RTI Module at ULBs empowers citizens to monitor local governance, report corruption, and contribute to informed decision-making, ultimately leading to improved delivery of municipal services and better quality of life in urban areas. This module strengthens democratic governance, fosters civic participation, and builds trust between citizens and their local governments. This module will enable transparent governance by providing a platform for citizens to file RTI applications, track their status, receive responses, and access public information.

Sr #	Sub- Modules	Functionality
1.	Masters	System shall allow creation of following Masters: <ul style="list-style-type: none"> • Location Master • SMS Email Master • Workflow Master • Tax Master
2.	User Registration and Authentication	<ul style="list-style-type: none"> • Citizen Registration: Citizens should be able to register in the module using their personal details (name, address, email, phone number, Aadhaar number, etc.). • Login/Authentication: Registered citizens should log in securely using credentials or Aadhaar-based OTP authentication. • Profile Management: Citizens can update their profile details and view their activity history. • Citizen can also make for 2nd appeal for the same RTI
3.	RTI Application Submission	<ul style="list-style-type: none"> • Application Form: Provide an online form to submit RTI requests across departments, including fields for: <ul style="list-style-type: none"> ○ Applicant's details (auto-filled from profile) ○ Information sought (description, subject) ○ Supporting documents (upload feature) for department's perusal • Fee Payment: Integrate with digital payment gateways to facilitate the payment of RTI application fees. • Acknowledgement Receipt: Generate an automatic acknowledgement receipt with a unique reference number upon successful submission with the confirmation over SMS/email.
4.	Application Tracking and Management	<ul style="list-style-type: none"> • Status Tracking: Citizens can track the response of their RTI applications using the reference number. • RTI Information dispatch • Hearing and Inspection process • Notifications: Send automated notifications to citizens via email/SMS at key stages (submission, processing, response ready). • Dashboard: Provide a dashboard for citizens to view the history and current status of all their RTI applications.
5.	Response Management	<ul style="list-style-type: none"> • Response Submission: ULB officials can upload multiple responses and documents related to RTI requests received. • Response View: Citizens can view responses and related documents but cant download • Feedback Mechanism: Allow citizens to provide feedback on the responses received.
6.	Public Information Repository	<ul style="list-style-type: none"> • Publication of Information: ULBs can proactively publish frequently requested information and public documents.

		<ul style="list-style-type: none"> Search and Access: Citizens can search and access published information requested by other citizens without submitting an RTI application. Categorization: Organize public information by categories (e.g., budget, policies, projects).
7.	Administrative Features	<ul style="list-style-type: none"> User Management: Admins can manage citizen and ULB official accounts, including role-based hierarchy wise access control. Application Processing Workflow: Define and manage the workflow for processing RTI applications within ULBs, including assignment to officers and escalation mechanisms. Reminders: Remind administrations about the applications deadlines of processing applications as per the SLA delivery Analytics and Reporting: Generate reports and analytics on RTI applications, response times, and user feedback.
8.	User groups, roles, & type of access	<ul style="list-style-type: none"> User groups, roles, & type of access, for citizens, Ulb Employee, Suda Employee
9.	Reports	<ul style="list-style-type: none"> RTI Application Status Report RTI Application Register RTI Appeal Register Supply of information to applicant Transfer of application pertaining to other authority Order of rejection of information
10.	Integration with other modules	<ul style="list-style-type: none"> Account module for the posting of a collection of application charges Dashboard

XII. Works Management

The Works Management Module at Urban Local Bodies (ULBs) streamlines and automates the planning, execution, and monitoring of civic infrastructure projects and municipal works. This module enables ULBs to efficiently manage their capital expenditures, ensuring transparency, accountability, and optimal resource allocation. Key features include project proposal submission, technical sanction, tendering, contractor empanelment, work order issuance, and progress tracking. The module also facilitates real-time monitoring of project status, expenditure tracking, and quality control, enabling ULBs to identify bottlenecks and take corrective action. Additionally, the module integrates with other ULB systems, such as finance and asset management, to ensure seamless information flow. By leveraging the Works Management Module, ULBs can enhance project delivery timelines, reduce costs, and improve the quality of civic infrastructure, ultimately leading to better citizen services and improved urban livelihoods. This module promotes good governance, transparency, and citizen-centric urban development.

#	Sub Modules	Functionality
1.	Masters	<p>System shall allow creation of following Masters:</p> <ul style="list-style-type: none"> Location Master

#	Sub Modules	Functionality
		<ul style="list-style-type: none"> • Fund Master • Expenditure Budget • Schedule of Rate Master • Scheme Master • Project Definition • Work Definition • Contractor Master • SMS and Email Master • Workflow • Tax Master
2.	Service	<p>System shall allow creation of:</p> <ul style="list-style-type: none"> • Work Estimation proposal • Tender and LOA • Contract Agreement • Work Order Generation • Work Order Printing • Milestone & Progress • Measurement Book • Running Account Bill • Running Account Bill Approval • Revised Estimate • Time extension • Bill Payment Entry • Contractor Advance Requisition Form • Completion Certificate

#	Sub Modules	Functionality
3.	Additional functionality	<ul style="list-style-type: none"> • Maintain details of department and officers responsible for the work. • Select budget in project estimate. • Creation of Abstract estimate with details • Detailed measurement sheet in abstract estimate • Mark the location of estimates on GIS maps in case the Base Map of the ULB is available. • Creation of abstract estimate for road cuts and execute the work from road cut deposits. • Support for estimates templates to create similar type of works. • User can upload AutoCAD or any other similar file for review and approval of higher authority as per the defined workflow. The workflow may be different for different category of ULBs • Provision for allocation of budget for spill over estimates in the current financial year. • Gather details related technical approval and register approval/rejection • Allow officials to approve/ reject plans with comments as per the workflow • Provision to check budget utilization information for department wise and scheme wise. • Provision to monitor the availability of budget against each head and scheme for budget tracking • Combine multiple estimates to one tender file. • Capture important milestones for tender. • Split the estimate and assign work to multiple L1 bidders. • Facilitate awarding a contract with bill of quantities. • Attach document to manage terms and conditions for the contract. • Capture information about the security deposit and earnest money deposit. • Capture information of defect liability period and contract period.
	Measurements	
4.	System should have facility to define milestones for a project and assigning weightage in terms of percentage for each milestone.	
5.	System should have facility to track progress of the work by updating the percentage completion of the milestone.	
6.	System should have facility to capture of measurement book details with measurement sheet.	
7.	System to facilitate to capture geo tagged photographs of the site during measurement.	

#	Sub Modules	Functionality
8.		System should have facility to capture the measurement book ledger and page numbers
9.		System should have facility to ability to capture measurements for ongoing legacy projects.
10.		System should have ability to restrict the user from adding quantities in the measurement book more than agreed quantity in the work order.
11.		System should support workflow approval for measurement book. The workflow may be different for different category of ULBs.
12.		System should support revision of estimates if the project execution is overshooting the agreed work in the work order.
13.		System should have facility to issue revised work order to the contractor with revised BOQ.
14.		System should support financial approval the revised estimate
	Billing	
15.		System should have ability to create bills based on the measurements in measurement book
16.		System should have ability to issue multiple part bills for a project.
17.		System should have ability to handle bills for multiple estimates in a work order.
18.		System should have ability capture information about contractor's bill number and work completion date.
19.		System should have ability to generate contractor bills with statutory, standard and custom deductions.
20.		System should have ability to deduct and refund retention money to contractors.
21.		System should have ability to handle contractor advance.
22.		System should have ability to issue contractor advance bills.
23.		System should have ability to generate completion certificate for contractor final bill.
24.		System should have ability to refund retention money deducted from contractor payments.
25.		System should have ability to refund the security deposit and additional security deposit deducted from contractor
	MIS reports	
26.		System should be able to GIS reports for work in progress report.
27.		System should be able to generate abstract reports based on department with drill down to the individual project level

#	Sub Modules	Functionality
28.		System should be able to generate abstract reports based on type of work with drill down to estimate level
29.		System should be able to provide budget watch register for project works
30.		System should be able to provide reports on deduction and remittances made from contractor payments
31.		System should be able to provide reports on security deposit refund liable to pay at individual contractor level
32.		System should be able to provide reports on retention money refund liable to pay at individual contractor level
33.		System should be able to generate reports on the list of projects which are not completed within the contract period
34.		System should be able to generate reports on projects executed for a scheme
35.		System should be able to generate contractor wise abstract report with drill down to individual project level.
36.		System should be able to generate detailed project progress register.
	Others	
37.		System should be able to maintain the master data to set up schedule of rates. The system should have a facility to upload the SOR from excel with proper validations.
38.		System should be able to manage the contractor masters.
51		System should be able to capitalize the project to asset when the project is completed * IA shall develop/incorporate AI technology in modules for trends analysis.

XIII. Legal Case Management

The Legal Case Management Module is a comprehensive digital solution designed to streamline and automate the management of legal cases for Urban Local Bodies (ULBs). This module enables efficient tracking and monitoring of litigation, petitions, and disputes across various courts and forums. Key features include case registration, document management, hearing scheduling, and reminder alerts. The module also facilitates real-time updates on case status, judgment tracking, and analytics for identifying trends and patterns. Additionally, it allows for secure collaboration and information sharing among stakeholders, including lawyers, officials, and departments. By leveraging the Legal Case Management Module, ULBs can reduce manual errors, minimize delays, and enhance decision-making, ultimately leading to improved case outcomes, reduced litigation costs, and enhanced organizational efficiency. This module promotes transparency, accountability, and effective legal governance, enabling ULBs to focus on core civic services and urban development initiatives.

#	Functionality
Masters	
1.	The system should be able to maintain a record of Advocates along with their fees
2.	The system should be able to maintain a Court Name Master record with details of all cases
3.	The system should be able to maintain Court type master record with details of all cases

4.	The system should be able to maintain Petition type Master
5.	The system should be able to maintain Judgement type Master
6.	The system should be able to maintain Case type Master
Case Management	
7.	The system shall have a facility for Registration of new cases, allocating advocate and ULB officer to the case
8.	The system shall have a facility to attach various related documents to the case
9.	The system shall have a facility to enter details like Date of Hearing to the case
10.	The system shall generate alerts to officers w.r.t. hearing date
11.	The system shall have a facility to capture hearing details related to the case
12.	The system shall have a facility to capture judgment of the case
13.	The system shall have a facility to capture judgment Implementation of the case
14.	The system shall have a facility to capture closing of the case
15.	The system shall have a facility to capture Appeal of the case
16.	The system shall have a facility to capture Counter Affidavit details of the case
17.	The system shall have a facility to capture Para wise remarks of the case
18.	The system shall have a facility to capture Interim order details of the case
19.	System should have facility to assign a case to an senior advocate
20.	System should have the facility to inform(Notification) advocate on case assignment
21.	System should have calendars to view the important dates pertaining to case like hearing etc
22.	System should send SMS Notifications to the respective persons who are linked with the case
23.	System should send SMS Notifications reminder for Hearing date/Judgement date
MIS	
24.	The system should be able to generate case Pendency reports (Department-wise / advocate wise/ Court-wise/ Division wise)
25.	The system should be able to generate reports w.r.t. Cases won / Lost / Appeals made
26.	The system should be able to generate reports related to payments made to the Legal Advisors
27.	Generate reports related to court case diary, court case details, important date calendar
28.	Integration with the account module for the posting of demand, collection, rebates, Penalties and dashboard.
	* IA shall develop/incorporate AI technology in modules for trends analysis.

XIV. Asset Management

The Asset Management Module is a comprehensive digital solution designed to track, manage, and maintain the physical and infrastructure assets of Urban Local Bodies (ULBs). This module enables ULBs to inventory, categorize, and monitor the condition of assets such as roads, bridges, buildings, water treatment plants, and other civic infrastructure. Key features include asset registration, GPS mapping, condition assessment, maintenance scheduling, and work order management. The module also facilitates depreciation tracking, asset valuation, and disposal management, ensuring compliance with regulatory requirements. Additionally, it provides real-time analytics and dashboards for informed decision-making, enabling ULBs to optimize asset utilization, reduce maintenance costs, and extend asset lifespan. By leveraging the Asset Management Module, ULBs can enhance operational efficiency, improve public

services, and promote sustainable urban development, while also reducing asset losses and minimizing the risk of asset degradation. This module supports strategic asset management, enhancing the overall quality of urban infrastructure and citizen experience.

#	Functionality
	Classification of Assets
1.	System should be able to register immovable assets such as <ul style="list-style-type: none"> o Land o Building o Roads, Footpaths o Bridges, Culverts, Flyovers, Subways & causeways o Drains including underground drains o Water Works Distribution o Public Lighting System o Lakes and Ponds o Capital Work-in Progress
2.	System should be able to register movable assets <ul style="list-style-type: none"> o Plant and Machinery – including machinery of Water Works & Drainage, Road department machinery o Vehicles o Furniture & Fixtures System o Office Equipment o Other Equipment
3.	System should be able to capture asset details <ul style="list-style-type: none"> o Ownership o Cost (purchase/ transfer/ construction) o Appreciation o Depreciation principle
4.	System should be able to prepare opening balance for asset valuation.
	Asset transaction
5.	System should be able to register purchase of new asset from stores module.
6.	System should be able to create a land asset.
7.	System should be able to register asset sale.
8.	System should be able to register improvement on asset (E.g. - construction of new floors, road re-surfacing etc.) from works module.
9.	System should be able to maintain insurance details of vehicle.

#	Functionality
10.	System should register every asset with a code and description.
11.	System should facilitate capitalization of asset.
12.	Asset revaluation and depreciation facility should be provided.
13.	System should pass required financial vouchers for capitalization, revaluation, sale and disposal transactions.
14.	System should be able to link the asset to the GIS data.
	MIS
15.	System should be able to generate reports related to assets in different categories.
16.	System should be able to facilitate Search option on asset information (road name, pin code etc.)
17.	System should be able to provide reports about the improvement works done for an asset over a time period.

XV. Payroll / Pension

The Payroll/Pension Module streamlines and automates salary and pension administration for Urban Local Bodies (ULBs). This module manages employee data, attendance, leave, and benefits, ensuring accurate and timely payroll processing. Key features include:

- Automated salary calculations and deductions
- Pension and retirement benefit management
- Tax compliance and statutory reporting
- Employee self-service portals
- Leave and exception handling

Natural language processing (NLP) to interpret requests for leave and automatically route through approvals.

AI can classify and validate different types of leave, holidays, and overtime rules.

- Anomaly and exception detection

Flag potential payroll discrepancies (unauthorized overtime, duplicate entries, extended breaks) for quick investigation.

- Compliance and rule enforcement

Ensure adherence to labor laws, company policies, and union agreements by embedding rules into the payroll processing.

- Fraud risk detection

Identify patterns suggestive of time theft or falsified entries using anomaly detection and behavior analytics.

- Self-service and conversational interfaces

Chatbots for employees to query hours, leave balances, or payroll status; NLP can interpret natural language requests.

- Forecasting and workload planning

Predict staffing needs and payroll costs based on trends, seasonality, and project pipelines.

The module ensures compliance with government regulations, reduces manual errors, and enhances transparency. It also generates pay slips, pension statements, and other reports, improving employee satisfaction and financial management for ULBs.

#	Functionality
	Generic Features – Mandatory requirements
1.	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
2.	Capability to integrate with web portal for employees self-service.
	Employee Master Data: System should be able to capture Information for an Employee for following areas and should be able to provide a snapshot of employee's history at any point in time: <ul style="list-style-type: none"> • Name • Department • Employee ID and number • Mailing Address • Permanent Address • Education Qualification • Phone Numbers / Contact Information / E-Mail ID • Date of birth • Blood group • Gender • Marital status • Religion • Category • Physically handicapped status • Languages known • Family Information (Parents, Spouse, Children and Other Family member details and Dependents) • Employee photo, Signature • PAN No./ Passport / PF number/GPF No/ • Bank account information • Employee blood group • Property Tax No.
3.	<ul style="list-style-type: none"> • Employee Type– (Permanent / Temporary / contract workers / Project Based)

#	Functionality
	<ul style="list-style-type: none"> • Location (HO/zone/ward/Election ward/branch) • Job code/designation/ Class • Job history covering details of appointments, Promotions, transfers, Deputation • Increments • Date of pay rate change, etc. – • Date of joining • Date of probation/confirmation • Date of separation/ termination/retirement/ resignation • Date of Resignation • Reason of separation/ termination/retirement/ resignation • Previous employment details • Compensation data including components of pay • Compensation of pay for calculation of gratuity and pension • Provision to define Roles and Designations as per requirements and assigning employee to the same.
4.	<p>System shall allow creation of following Masters:</p> <ul style="list-style-type: none"> • General Masters • Payroll Masters • Training Process Masters • Leave Process Masters • Loans & Advances Master • Pension Masters.
	Position Management
5.	System should have the ability to track the history of the position (e.g. former employee(s) in position) and also maintain position and pay history of current employees.
6.	System should have the ability to update salary amounts for each classification and scale/bracket.
7.	System should have the ability to assign multiple employees to a single position (job sharing).
8.	System should have the ability to assign a single employee to multiple positions.
	Employee Promotions / Transfers and Development
9.	System should have the ability to record transfers.
10.	System should have the ability to record promotions
	Leave Management
11.	System should have the ability to support attendance entry from various sources such as direct entry, rule-based and automatic (through biometric device / swipe card / smart card).
12.	System should have the Definition and maintenance of leave calendars for different types of leave.
13.	System to have the provision to maintain all types of leave like CL, PL, ML SL extraordinary leave, special leave etc.
14.	System should have the ability to maintain leave eligibilities for each type of leave depending on the rules specified.

#	Functionality
15.	System should have the ability to record actual leaves taken.
16.	System should have the ability to calculate actual leave balance at any point in time.
17.	System should have the ability to link leave management to payroll and employee history.
18.	System should have the provision for accounting of credit of leave also manual debit / modification / cancellation.
19.	System should have the ability for leave cancellation.
20.	System should have the ability to supports extra-ordinary leave on loss of pay.
21.	System should have the ability to avail Leave / carry-over processes administration as per the statutes laid down by the government.
	Departmental Enquiry
22.	System should have the ability to record the details of sanction given by Commissioner or Additional Commissioner for departmental enquiry.
23.	Ability of software to record the clarification given by the employee under charge.
24.	Ability of software to record the appointment of Enquiry Officer & Presentation Officer.
25.	Ability of software to record the enquiry scrutiny details like history, evidence, papers submitted, relevant documents, photographs etc.
26.	Ability of software to record the 'Finding Report' of Enquiry Officer & Presentation Officer.
27.	Ability of software to record the 'Explanation details' given by the employee.
28.	Ability of software to record the order given by the commissioner.
29.	Ability of software to generate the 'Show Cause Notice/Enquiry Notice'.
30.	Ability of software to record the clarification given by the employee under charge sheet.
31.	Ability of software to record the punishment order or penalty.
32.	Ability of software to record details of suspension & suspension order.
33.	Ability of software to record the 'enquiry start date' & 'enquiry finish date'
34.	Reporting System shall be able to generate reports covering following
35.	36. Employee Detail Report 37. Transfer Detail Report 38. Employee Pay Slip Report 39. Payment Report 40. Salary Summary Individual Report

#	Functionality
	41. Salary Signature Report 42. Salary Summary Grand Report 43. Professional Tax Report 44. Pay Comparison Report. 45. Bank Report 46. Yearly Salary Sheet Report 47. Income Tax Deducted Report 48. Attendance Register 49. TDS Reports 50. Monthly TDS Register 51. Form – 16 Report 52. TDS Monthly Register Pension Calculation Report
	Employee Self Service
53.	System should have the ability to allow Employee be able to make leave requests
54.	System should have the ability for Supervisor authorization of modification for the employee requests or leave application
55.	System should have the ability to allow Employee to be able to updates skillsets
56.	System to allow employees be able to view the status of their requests
57.	System should have the ability to allow employees to generate pay slip
58.	System should have the ability to allow employees to check leave status
	Payroll Management
59.	System should have the ability to provide automatic calculation of deductions / earnings based on leave, bonus declaration, GPF Loan, Home Loan, Computer loan , tax deductions, etc.
60.	System should have the ability for rule based pay calculation in case of pay hikes / Pay Commission with retrospective effect.
61.	System should have the ability to apply the payment rules at personal / department / designation / organization level.
62.	System should have the ability to allow exception definitions at employee / designation / department level.
63.	System should have the ability to automate increments (based on pre-defined rules - employee / designation / department / organization specific).
64.	Facility to run payroll processing any number of times before authorization to ensure accurate pay calculation.
65.	System should have the ability to maintain an integrated security design to ensure that employees don't get paid twice in one payroll period without authorization.
66.	System should have the ability to gather attendance and leave information.

#	Functionality
67.	System should have the ability to generate monthly pay-slips for the employees, for at least last 6 months.
68.	System should have the ability to enable multiple payrolls that are generated based on employee's assignment.
69.	System should have the ability to define the employee bank to credit the salary.
70.	System should have the ability for Electronic Clearing system (ECS).
71.	System should have the ability to take Bank-wise / Bank branch wise summary statement.
72.	System should have the ability to process payroll terminations, vacation advance, court order, ratification.
73.	System should have the ability to generate pay check including details of Employee name, PAN card, Department, Period starting, Period ending, Issue date, Gross pay, Income tax, earning, and net pay.
74.	System should provision to allow deductions for specific purposes (like earthquake relief fund, CM relief fund, etc.)
75.	System should have the ability to handle salary advances & facilitate recovery of salary advances on the payday.
76.	System should have the ability to make back dated calculations in case of promotion, arrears, bonus etc.
77.	System should have the ability to update master salary scales during wage/ salary revisions.
78.	System should have the ability to cash out accumulated leave balances by user defined formulas and criteria
79.	System should have the ability to have payroll adjustments reflected in correct pay period
80.	System should have the ability to report all changes to employee's pay, deductions, taxes, etc.
81.	System should have the ability to report tax payments by employee
82.	System should have the ability to report retirement deductions by employee
83.	System should have the ability to calculate different types of bonus. e.g. performance bonus etc.
84.	System should have the ability to add or update bank information for direct deposit.
85.	System should have the ability to calculate bonus based on Employee type, Employment term, Bonus details
86.	System should have the ability to make deduction based on Medical benefit, Special retirement scheme, Loans and advancements, Housing loans, Vehicle, Educational, Festival advances, Court order deductions
87.	System should have the ability to maintain payroll register, deduction register, tax register
88.	System should have the ability to transfer an employee to a different department without re-entering the entire employee file.

#	Functionality
89.	System should have the ability to share information with Accounting module of the current e-Governance solution with respect to payment or receipt related transactions
90.	System should have the ability to share information with the Accounting module of the current e-Governance solution for all necessary Double Entry Accounting related information (salary payable at the end, etc.)
	General Provident Fund Management
91.	System should have the ability to issue GPF no. to employees
92.	System should have the ability to give application acceptance for advances / Loan against GPF
93.	System should have the ability to do Payment of Advance / Loan to Employees
94.	System should have the ability to do Repayment Instalment adjustment against salary
95.	System should have the ability to generation of various MIS (Monthly / Yearly)
	Integration with other modules
96.	Integration with Accounts Module for Salary Bill and Loans & Advances.
97.	Integration with Nishtha Mobile App for Attendance Information. The system will have provision to Bio-metric device, provided by ULBs for Attendance. There should be common device across all ULBs.
98.	User groups, roles, & type of access, for citizens, Ulb Employee, Suda Employee
	* IA shall develop/incorporate AI technology in modules for trends analysis.

XVI. Store Inventory

The Store Inventory Module streamlines and automates inventory management for Urban Local Bodies' (ULBs) storerooms and warehouses. This module tracks and controls stock levels, receipts, issues, and transfers of materials and supplies. Key features include:

- Barcode scanning and labelling
- Real-time stock tracking and reporting
- Automated reorder points and procurement triggers
- Item categorization and classification

The module minimizes stockouts, overstocking, and pilferage, ensuring optimal inventory levels and timely replenishment. It also generates reports on stock valuation, consumption patterns, and supplier performance, enabling data-driven decision-making and efficient resource allocation for ULBs.

#	Functionality
	Inventory Procurement Management

#	Functionality
1.	System should be capable of defining various items for different categories in the system
2.	System shall have provision for maintaining Unit of Measure (with automatic conversion between UOMs)
3.	System should display price list for rate contract items
4.	System should provide vendor list
5.	System should possess details related to every new contract released
6.	System should be able to generate/ Issue purchase orders for vendors
7.	System should have facility for raising online indent of materials
8.	System shall have provision for generating PO once requisitions are approved
9.	System shall have provision for generating purchase orders for stock items.
10.	System shall possess features like payment terms, delivery terms that can be defined and assigned to Purchase Orders specifically
11.	System shall allow Advance Requisition procedure i.e. the users shall be able to track advances paid to the supplier
12.	System should have provision for Issue of Material by Staff
13.	System should have facility to capture details of Orders to vendor
14.	System shall have provision for comparing rate Contracts and other supplier prices for different materials
15.	System shall have provision for generating receipt of goods when delivered
Inventory Management	
16.	System should record receipt of material, stock updation, capture of serial number, batch number etc.
17.	System should be able to capture of date of manufacture & validity/ expiry date
18.	System should maintain refilling level and send notification when a particular type of item goes below a set level
19.	System should have provision for calculations related to payment of vendors
20.	System should maintain department-wise demand submission for items
21.	System should allow users of respective departments to raise requests for specific items from the store
22.	System should maintain disposal of dead stock
23.	System should maintain vendor-wise / material-wise orders
24.	System should be able to check availability of material in the store and forward request to concerned officer for approval
25.	System should be able to generate Material issue number
26.	System should be able to generate Stock issue number
27.	System should generate journal voucher when stock levels get updated and send it to Accounts team
28.	System should have a rejection note template that will be filled up by the department user/ request raiser every time an item is rejected
MIS Reports	
29.	System should maintain material-wise consumption report
30.	System should allow the storekeeper to prepare the Stock disposal report
31.	System should generate status report of each department w.r.t. its order
32.	System should be able to generate department-wise consumption report
33.	System should be able to generate Inventory balance report

#	Functionality
34.	System shall generate a statement of Closing Stock based on the FIFO method to give an accurate position of inventories maintained every week
35.	System shall generate reports Liabilities/Payments by/to Supplier
36.	System shall provide analysis report on Expenditure (budgeted vs actuals) towards Procurement
37.	System should be able to generate the Stock Aging report
	* IA shall develop/incorporate AI technology in modules for trends analysis.
Other Requirements	
	System shall integrate this module with Financial Accounting Management Module for automating the entire bill register and payment process as well as the automatic capture of the financial impact of stores transactions

XVII. Solid Waste Management and e-Waste Management

The Solid Waste Management Module will streamlines and automates waste collection, transportation, and disposal operations for Urban Local Bodies (ULBs). This module tracks waste generation, collection routes, vehicle monitoring, and disposal site management. Key features include:

- Household and commercial waste registration
- Route optimization and scheduling using AI based solutions.
- Vehicle tracking and GPS monitoring using AI based solutions.
- Weighbridge integration and waste accounting
- Citizen feedback and complaint management using AI based solutions and trends.

The module would enhance waste collection efficiency, reduces operational costs, and promotes citizen engagement. It also generates reports on waste generation, collection rates, and disposal methods, enabling data-driven decision-making for sustainable waste management practices and improved community health.

Sub Module	Functionality
Masters	System shall allow creation of following Masters: <ul style="list-style-type: none"> • Vendor Master • Public Toilet Master • Waste Sales Rate Chart • SMS and Email Master • Tax Master • Location Master • Population Master • Material Recovery Facility (MRF) Centre • Beat Master • SLRM/MRF Center Employee Details • Vehicle Master
Garbage Collection	The system shall have a facility to capture Area information i.e. Zone / Ward / Colony / Society

Sub Module	Functionality
	The system shall capture details on the total garbage collected in a day
	The system shall have provision for entering details on source segregation like Quantum of wet waste collected, dry waste collected
	The system shall capture the number of trips run by the Ghantagadi (garbage tripper) in a day
	The system shall have provision for searching zone/ward wise garbage collection details on a daily/ weekly/ monthly basis along with the trips made by the Ghantagadi
	The system shall have a facility to capture Population details based on an area i.e. Zone/ Ward/ Society
	The system shall have a facility to capture details according to Collection procedure (i.e. Primary : House to House & Secondary :Community Bin to Garbage transport center or mix)
	Facility for entering various data on public toilets of the Municipality to be entered into the Public Toilets Master
	The system should have the facility to generate bills and accept payments for the User Charges.
Other functionalities	<ul style="list-style-type: none"> Collection Scheduling Trip Sheet Tertiary Segregation of Waste (Break Up) Contract Agreement Contract Mapping Construction and Demolition Waste Management
Collection Vehicle Details	
1.	<p>The system shall gather the details of vehicles. The details to be gathered is as follows:</p> <p>a) Vehicle Registration Number</p> <p>b) Vehicle Driver Name</p> <p>c) Vehicle Type</p> <p>d) Vehicle Area</p> <p>e) ULB / Contractual</p> <p>f) Vehicle Loading Capacity</p>
2.	The system shall list the details of vehicles on contract basis
3.	The system shall list the details of vehicles owned by the ULB
4.	The system shall have provision of list the details of the contractor whose vehicles are hired for services
5.	<p>The system shall have provision for the sanitation inspector to update following details in the system:</p> <p>a) Vehicle Leaving time for Garbage Collection</p> <p>b) Vehicle Arriving Time post Garbage Dumping</p> <p>c) Attendance Details of the employees deployed of the ULB across different areas</p> <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
6.	The system shall maintain a record of repair history of each ULB owned vehicle used for Solid Waste Management Purposes
Other functionalities	<ul style="list-style-type: none"> Refuelling Pump Station Master Vehicle Maintenance Master

Sub Module	Functionality
	<ul style="list-style-type: none"> Vehicle Fuelling Vehicle Maintenance Refuelling advice Reconciliation <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
Garbage Dumping at Land Fill Sites	
1.	<p>The system shall have provision of recording details on Land-fill sites used by the ULB such as</p> <p>a) Capacity of land Fill Site</p> <p>b) Area of the Land Fill Site</p> <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
2.	<p>The system shall record the details of the garbage dumped at the Land-fill site such as</p> <p>a) Quantity of garbage Dumped (In cases, where weigh bridge is not available, based on the capacity of the vehicle and garbage collected, details can be entered in the system)</p> <p>b) Quantity of Wet and Dry Waste (If applicable)</p> <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
MIS and reports	The system shall have a facility to generate information on Land fill site details i.e. How much garbage received daily/ monthly and showing trends using of AI.
	The system shall have a facility to generate information on Land fill site details and also develop/incorporate tool using AI for trends analysis i.e. How much garbage as per target recycled?
	The system shall generate alerts if the use of Land Fill sites is above some threshold so that accordingly plans could be made by the ULB to dump at some other location
	The system shall have a facility to compare expenditure on SWM activities over different geographical areas, years, agencies, etc.
	The system shall have a facility to generate Daily / Monthly reports of comparison for how much garbage has to be lifted as per target & how much garbage is actually lifted. If less lifted then reasons for the same for e.g. Breakdown / Labour problem.
	<p>The system shall have a facility to generate MIS report for expenditure incurred on transportation</p> <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
Additional reports	<ul style="list-style-type: none"> Trip Sheet Day/Month Wise Collection Collection Schedule Report Waste Wise Segregation Expenditure Incurred on Transportation <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
Log Reports	<ul style="list-style-type: none"> Vehicle log book front page Vehicle deployment plan Vehicle log book main Sweeping ICT based monitoring for Door to door collection ICT based monitoring for Sweeping

Sub Module	Functionality
	<ul style="list-style-type: none"> • ICT based monitoring C&D waste • CT PT • C&D Waste center input • Garden – BWG – Compost log book • Animal Management log • Street animal Management • SLRM • All Fine • Desludging • User charge collection * IA shall develop/incorporate AI technology in modules for trends analysis.
Integration with other modules and systems	<ul style="list-style-type: none"> • Accounts Module for Billing and Payment Collection • SMS Gateway to send SMS at Specified Events • Asset Management • Works Management • HRMS / Personal Management System (Auth. Server) • Dashboard & Mobile Application • External system • Swachhata App for SWM related complaints • Nishtha App for Employee Information • GPS System for vehicle tracking

XVIII. Road Cutting

The Road Cutting module aims to streamline the process for citizens to apply for and manage road cutting permissions within Urban Local Bodies (ULBs) in Chhattisgarh. This module will facilitate transparent and efficient handling of road cutting requests, ensuring minimal disruption to public infrastructure and safety and minimal visits to respective ULB's.

The Road Cutting module for Urban Local Bodies (ULBs) in Chhattisgarh revolutionizes the process of applying for and managing road cutting permissions. This innovative digital solution streamlines the application process, ensuring transparency, efficiency, and minimal disruption to public infrastructure and safety. Citizens can now submit applications online, reducing the need for physical visits to ULBs and promoting a hassle-free experience. The module's automated verification feature ensures accuracy and consistency in processing applications. Standardized fees for road cutting and restoration eliminate ambiguity, while real-time status updates enable citizens to track their applications online. Integration with stakeholders, including road owning agencies, utility service providers, and ULBs, facilitates seamless collaboration.

Key benefits of the Road Cutting module include a streamlined application process, transparency, efficient handling, minimal disruption to public infrastructure, and safety. By adopting this module, Chhattisgarh's ULBs can significantly enhance the citizen experience, reduce administrative burdens, and promote efficient infrastructure management. This digital solution aligns with the state's vision for smart governance, empowering citizens and fostering sustainable urban development.

The System shall have following functionalities:

Sr #	Sub Module	Functionality
1.	User Registration and	• Citizen Registration: Citizens can register on the module/portal

	Authentication	<p>using their personal details (name, address, email, phone number, Aadhaar number, etc.).</p> <ul style="list-style-type: none"> • Login/Authentication: Registered users can log in securely using credentials or Aadhaar-based OTP authentication. • Profile Management: Citizens can update their profile details and view their activity history.
2.	Application Submission for Road Cutting	<ul style="list-style-type: none"> • Application Form: Provide an online form to submit road cutting requests, including fields for: <ul style="list-style-type: none"> – ○ Applicant's details (auto filled from profile) ○ Purpose of road cutting (e.g., utility work, construction) ○ Location details (address, landmarks, GPS coordinates) ○ Duration of road cutting ○ Supporting documents (e.g., plans, permissions, approvals from other authorities) • Fee Payment: Integrate with digital payment gateways to facilitate the payment of application fees. • Acknowledgement Receipt: Generate an automatic acknowledgement receipt with a unique reference number upon successful submission.
3.	Application Tracking and Management	<ul style="list-style-type: none"> • Status Tracking: Citizens can track the status of their road cutting applications using the reference number. • Notifications: Send automated notifications to citizens via email/SMS at key stages (submission, approval, inspection, completion). • Dashboard: Provide a dashboard for citizens to view the history and current status of all their road cutting applications. –
4.	Approval and Inspection Process	<ul style="list-style-type: none"> • Workflow Management: Define and manage the workflow for processing road cutting applications, including: <ul style="list-style-type: none"> ○ Review by relevant ULB officials ○ Site inspection scheduling and reporting ○ Final approval or rejection • Inspection Reporting: Enable inspectors to submit site inspection reports, including photos and notes. • Approval Documentation: Generate and upload approval documents, terms, and conditions for approved applications.
5.	Feedback	<ul style="list-style-type: none"> • Feedback Mechanism: Allow citizens to provide feedback on the application process and the quality of service received. <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
6.	Public Information and Notices	<ul style="list-style-type: none"> • Public Notices: Publish information about approved road cutting projects, including expected timelines and affected areas. • Search and Access: Citizens can search and access public notices

		related to road cutting activities.
7.	Administrative Features	<ul style="list-style-type: none"> • User Management: Admins can manage citizen and ULB official accounts, including role-based access control. • Application Processing Workflow: Define and manage the workflow for processing road cutting applications within ULBs, including assignment to officers and escalation mechanisms. • Analytics and Reporting: Generate reports and analytics on road cutting applications, approval times, and user feedback

XIX. Advertisement Tax

The Advertisement Tax module for Urban Local Bodies (ULBs) in Chhattisgarh is a digital solution designed to streamline and automate advertisement tax collection. This innovative module enhances transparency, efficiency, and revenue generation. Key features include online registration, automatic tax calculation, digital payment gateway, real-time tracking, and automated reminders. The module benefits ULBs by increasing revenue through accurate tax collection and reducing evasion, enhancing transparency with public access to advertisement details and tax payments, and improving efficiency by automating processes and reducing manual errors. Citizens also benefit from online services and digital payments, making the process more convenient.

Functionalities of the module include advertisement registration, tax calculation and payment, renewal and amendment, inspection and verification, and reporting and analytics. Technical requirements comprise a web-based application, integration with payment gateways, mobile app for field inspections, data analytics and reporting tools, and secure data storage and backup.

Implementation of the Advertisement Tax module empowers ULBs in Chhattisgarh to improve revenue collection, enhance citizen services, reduce administrative burdens, increase transparency and accountability, and make data-driven decisions. By adopting this digital solution, ULBs can modernize their tax collection processes and contribute to the state's vision for smart governance and sustainable urban development.

System shall allow creation of following Masters:

Sub Module	Functionality
Masters	<ul style="list-style-type: none"> • Location Master • Tax Master • Advertiser Master • Hoarding / Advertisement Master • Document Group Master • Tender and Contract Agreement • Workflow Master • Remarks Master • SMS & Email Events

Sub Module	Functionality
Service	<ul style="list-style-type: none"> System should be able to record all the fields of Advertisers license application / renewal of the application form through online and other modes The system should generate application number automatically. Data is to be updated into both Advertisers database and Collection databases. System should issue acknowledgement to the applicant once the application is submitted The system should record status of application of advertiser license The system should provide option to record the details pertaining to the lease of advertisement hoardings Renewal of Advertisement License / Permit Renewal of Advertiser Registration License
Payment	The system should record all types of collections made for fresh advertisement application and renewal of advertisement application
	The system should provide option for the security deposit in case of fresh application for advertisement
	System should generate an acknowledgement after receipt of payment for advertisement tax
Field verification	The system should enable to record the field verification details furnished by the Town Planning Supervisor after the verification with all the measurements and location
Generation of Advertiser License	The system should send a message to the concerned applicant about the status of the application
	The system should generate the fresh license based on the payment received from the applicant if the application is approved
	The system should generate the renewal of license based on the payment status
	System should support recording closed / deleted Advertising Agent details.
	The system should support to provide alert on the status of the license to the applicant
	The system should be able to send the advertisement license on line to the applicant
Generation of Demand	The system maintain the database of the list of advertisers within a Municipality
	The system should support generation of Demand Notices to traders, Advertising Agents for their renewal
	Advertisement tax and rent (Permission/encroachment fee) collection if any
	The system should generate the status of the demand served and support to send SMS to all the licensees mention the amount to be paid
	The system should generate the list of closed or deleted advertisers at any particular point of time
	The system should maintain the details of refunds in respect of security deposit refunded after considered all fine amounts and due amounts till then.

Sub Module	Functionality
	The system should generate the Advertiser Settlement Document where advertiser sought for refund of security deposit; advertiser closed his advertiser license, rejection of renewal of advertiser license and cancellation of advertiser license at any time.
Additional functionalities	<ul style="list-style-type: none"> • Collection • Security Deposit Refund • Cancellation of Advertisement Permit / License • Demand Notice • Hoarding Utilization • Renewal Reminder Notice • Inspection Entry <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
Unauthorized advertisements	The System should be able to record all the details of unauthorized advertisement erected at regular intervals.
	The System be able to record details of advertisements closed/deleted in case of non-compliance to the served notice for the renewal as well as unauthorized advertisements
Reports	<ul style="list-style-type: none"> • The System should be able to generate of a report on advertisements details (added/renewed/closed) • The System should be able to generate current advertisement permit register • The System should be able to generate the list of Demand Notices generated • The System should be able to generate list of details of all leaseholders per advertising agent • The System should be able to generate list of defaulters with respect to tendered hoarding agency-wise • The System should maintain the details and reports on registered advertisement agencies in the City for tax collection. • List of defaulters <p>* IA shall develop/incorporate AI technology in modules for trends analysis.</p>
Integration with modules and other systems	<ul style="list-style-type: none"> • Accounts module • ULB portal • Mobile application
User groups, roles	<ul style="list-style-type: none"> • User groups, roles, & type of access, for citizens, Ulb Employee, Suda Employee

XX. Desludging Service

The desludging application has been able to provide data and visibility to track service requests and understand the service delivery value chain, paving the way for process enhancements in FSM. The Desludging Service Module, integrated into Urban Local Bodies (ULBs) of Chhattisgarh, revolutionizes septage management by providing a citizen-centric, efficient, and transparent solution. This digital platform enables citizens to schedule desludging services online or through mobile apps, ensuring timely and efficient waste removal.

The product will provide the following benefits:

1. Reduce time taken for service delivery.
2. Establish a chain of custody of waste from the point of collection to disposal.
3. Digital record keeping of service deliveries.
4. Support data interoperability with other sanitation systems in the state.
5. Improve sustainability by providing visibility and control to the government.

Key Features

- Apply for desludging services
- Make payment for services
- Register desludging operators
- Update vehicle logs

Key Functionalities

- Citizens can file, track and rate the application for cleaning septic tank.
- A ULB employee can file application for cleaning septic tank on behalf of a citizen.
- A ULB employee can assign a PSSO (Private Sanitation Service Organisations) to the given application with a possible service date.
- A PSSO can accept or reject the application.
- A PSSO or a ULB employee can complete the FSM application after cleaning the septic tank.
- The Desludging Service admin in a ULB can cancel the application at any stage before completing the application.
- A ULB employee or an admin can view the audit log of the given application.
- Capture citizen gender information if not present or pre-populate the gender information when a citizen is creating the Desludging Service application.
- Add citizen's choice for payment.
- Introducing pre-pay and post-pay service.
- Post-pay service: Workflow changes (Desludging application and vehicle trip).
- Post-pay service: Employee flow enhancements.
- Add payment selection for PSSO.
- Post-pay service: Number of trips is editable, and price calculation will be now based on the number of trips entered by the PSSO.
- Capture PSSO and FSTPO gender.
- Show citizen gender on Desludging Service DSS.
- Select vehicle capacity instead of vehicle make.

- Citizen Notifications | Payment Options | Timeline Enhancements.
- FSTPO vehicle log inbox enhancements.
- FSTPO can decline the vehicle trip.
- Add owner attribute for vehicles.
- Add ULB contact details in the FSM application flow.
- PSSO can edit pit and property usage details.
- Show vehicle trip status in employee inbox along with the desludging application.
- Unrestricted assignment of service requests to a single vehicle.
- Vehicle logging at FSTP decoupled from the Desludging Service module.
- Photo and attachment view in the application of the ULB employee UI.
- Dashboard enhancement.
- Advance pay service: Employee flow enhancements.
- Introduced two new workflows in the system: - Desludging Service ADVANCE PAY SERVICE (FSM_ADVANCE_PAY_SERVICE) and Desludging Service ZERO PAY SERVICE (FSM_ZERO_PAY_SERVICE) .
- Advance pay service: The number of trips is made editable (increase or decrease based on the requirement), and price calculation will be now based on number of trips entered by the PSSO or ULB.
- Allowed to pay part payment while creating the application.
- ULB and PSSO are allowed to decrease the number of trips if not required and if full payment is not done.
- ULB and PSSO are allowed to increase or decrease the number of trips n number of times.
- With the updated number of trips, an updated bill will be generated.
- Delink the payment from PSSO in progress state.
- Zero pay service: Employee flow enhancements.
- Zero pay service: System now skips the collection, and will not generate the demand for zero price application.
- Demand generation process: Generating demand every time the trip is updated.
- Demand generation process: Added validation not to complete the application from ULB side before completing all payment.
- Enhancement of Desludging Service receipt.

XXI. Pet and cattle Registration

Pet Registration is a user-friendly, web and mobile-based platform tailored for local government bodies to regulate pet ownership effectively. This intuitive system allows pet owners to register their pets conveniently, ensuring compliance with regulations and guidelines set by the government for responsible pet ownership. It facilitates streamlined pet registration processes, promoting accountability among pet owners and enhancing community safety. Authorities can manage pet populations efficiently, track vaccinations, and enforce regulations related to pet care and control.

The Pet Registration module for users streamlines the pet registration process with Urban Local Bodies (ULBs), enhancing accountability and animal welfare. Citizens can register pets online, uploading required documents, and receive a unique pet ID. The module also tracks vaccinations, sends renewal reminders, and enables ULBs to search and verify registration details. This digital solution offers numerous benefits, including convenient registration, improved pet ownership accountability, enhanced animal welfare, reduced animal cruelty, and data-driven policy making. By leveraging technology, ULBs can ensure efficient governance, citizen convenience, and animal well-being.

Technically, the module requires integration with the existing platform, a user-friendly interface, secure data storage, document upload management, and automated reminders. Implementation yields increased registration compliance, streamlined processes, enhanced citizen satisfaction, improved animal health, and data-driven decision-making for ULBs.

The Pet Registration module leverages technology for efficient governance and citizen convenience. By adopting this module, ULBs can strengthen their commitment to animal welfare, promote responsible pet ownership, and build a more compassionate community.

Overall, the Pet Registration module is a significant step towards creating a more organized, humane, and technologically advanced urban ecosystem, benefiting both citizens and animals alike.

Key Features

The module supports the following key functions -

- Create a pet registration application by filling out relevant details and uploading required documents
- Citizen can view the application status under my application section
- Counter employee can also submit pet registration application on behalf of citizen.
- Ulb employees can filter and view applications of pet registration applications
- Ulb employees can view and validate the application, and then forward it to higher authority for approval.
- Citizen or Counter employee can make payment for the approved application.
- Citizen can then download the receipt for their payment.

- Citizen can download the Pet Certificate from their login after all the process is complete.

Using Pet registration Module

Citizens represent individuals or communities who are the system end-users. The pet registration module provides the citizens to register their pet and download certificate of pet registration. The citizen can -

- Register a Pet
- Make payment online for approved application
- Make payment online for downloading certificate
- View details for previous application

Employees

The Pet Registrars/concerned employees are responsible for receiving pet registration information from pet owners, veterinary clinics, animal shelters, or other relevant sources, and processing registrations through the system.

The employees can -

- Verify and approve registration
- Filter and view applications

XXII. Application and Web-portal for the Mobile Based Attendance System (MBAS)

- Development, Operation and Maintenance of module along with migration of data from existing Nishtha App to an new/upgraded system.
- In current system is managing the attendance and payroll generation of around 42,000 employee's (Permanent/ Temporary/Fixed Term) across the Chhattisgarh state which is covering all 170 ULBs.
- The module aims development of new reports and new features along with customization of new App for iOS users, deployment of resources for smooth running of the newly developed system which use the selfie based Mobile App for Attendance and payroll system for employees including permanent and on contract basis who directly and/or indirectly work for SUDA covering around 170 ULBs across the state.
- Under this system, the Attendance & Payroll System is currently on going at ULB's to show attendance records (Presence and absences) of employees in Centralized Dashboard having graphical formats, pie charts and bar charts etc. It helps Urban Local Body/SUDA and Urban Administration & Development Department to take proactive steps. Moreover, this attendance system is helping Urban Local Body/SUDA and Urban Administration & Development Department to decide the generation of payroll of employees.
- It is imperative that initially, this system is implemented across 170 ULBs. In accordance to the active responses from the urban department is to increase the number of employee presence and their range in order to cover the whole state including all municipal corporations, municipalities and Nagar Panchayats.
- Bidder has to manage the hosting of android based app in play store and also manage the hosting in app store for iOS based app.

- The scope mentioned in this section is indicative and not exhaustive, any services and work, which shall be required to carry out and achieve the desired output, shall be construed to be an integral part of the scope work and not requests in this regards, shall be entertained post award of the work.

Service Coverage of project

- The purpose of RFP for development, operation and maintenance of a new Attendance management system along with android & iOS based App and web based portal. It is proposed to be a selfie based attendance system with monthly payroll processing of around 42,000 employees across the all ULBs. Attendance of subordinate employee across the ULB. It will show ULB wise records for employee present/absent/time interval wise etc.
- Migration of data from the existing web based Application with new reports and features to run the successfully generation of Payroll of employee whose attendance register is captured and maintained through mobile app. As per Employee Punch In and Punch Out time, application shall be generating payroll on a monthly basis and share these payroll details to respective ULBs.
- Maintenance of web based Application. This dashboard shall show ULB wise Attendance records, average Punch In and Punch Out records, Performance of ULB, ULB wise Payroll details., etc.
- All centralized hardware for support and hosting environment will be provided by and managed by the consultant.
- Total number of attendance records would be for forty thousand employees to be taken twice a day (and in some cases intermediate attendance) for all the working days of employees. This number can vary as per the requirement, no minimum payment or additional payment for decrease or increase in the number of employees (registered users for SUDA and its subsidiaries) shall be entertained other than the unit rate quoted in the fin form.

Generic Conditions

- The operation of Project is for covering the entire process needs to be developed and maintained by the consultant for the entire period of the contract.
- The successful bidder will treat as confidential all data and information about Client, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Department.
- The system software/iOS mobile application shall be open and structured. Successful bidder shall develop the software using Standard software packages.
- The design of the system shall be such that the system is easy to handle both during installation and normal operations. The functional modularity of the system shall permit introduction of changes wherever necessary with least impact on other modules.
- It shall be open ended to allow addition of new feature.
- Facial recognition, gait analysis to log when employees arrive and depart.
- Geofencing and location-based checks – For remote or field employee, AI can verify presence at a job site or client location.
- Anomaly detection
- Identify unusual patterns (e.g., attendance from images, repeated late check-ins, gaps, or potential buddy punching) and flag for review.
- Anomaly detection
- Identify unusual patterns (e.g., attendance from images, repeated late check-ins, gaps, or potential buddy punching) and flag for review.
- Leave and exception handling

- Natural language processing (NLP) to interpret requests for leave and automatically route through approvals.
- AI can classify and validate different types of leave, holidays, and overtime rules.
- Anomaly and exception detection
- Flag potential payroll discrepancies (unauthorized overtime, duplicate entries, extended breaks) for quick investigation.
- Compliance and rule enforcement
- Ensure adherence to labor laws, company policies, and union agreements by embedding rules into the payroll processing.
- Fraud risk detection
- Identify patterns suggestive of time theft or falsified entries using anomaly detection and behavior analytics.
- Self-service and conversational interfaces
- Chatbots for employees to query hours, leave balances, or payroll status; NLP can interpret natural language requests.
- Forecasting and workload planning
- The system software should be bilingual with both Unicode Hindi and English.
- The system shall be designed so as to enable detailed and flexible handling of the system administration, maintenance supervision and performance measurements.
- It shall be possible to store & retrieve a log of all commands and responses, along with identification of the user in each case.
- A user-friendly GUI (Graphical User Interface) based utility shall be provided for easy administration of the system.
- System must support online updating changes/modifications in application. It should be dynamically loaded/ assigned without switching off or disturbing the service.
- The system should be able to provide a critical security against unauthorized access. All functions and data files should be protected. The administrator should be able to control access by assigning security privileges to agents/users. The security codes should grant or deny access according to assigned security levels.
- Before entering into system, each user/agent should enter a valid user ID and password. Once validated, the user/agent should be granted access to only those functions permitted within the prescribed security level.
- The systems shall provide for foolproof password management system clearly defining the users/agents and their functions & access rights such as super user, departmental staffs, project manager, operator, technical staff etc.
- The system should support the setting of an automatic threshold (number of attempts within a specific time period) for access to system management ports. If this threshold is exceeded the system must automatically disable the login.
- The system should keep all the Audit log of user/agent actions and should present reports of the changes made by individual users.
- Login schemes of agent and users (type of user and privileges) will be finalized with the approval of SUDA. All logins & logouts should be monitored & reported. Agents should be able to log on from any desk within the call centre office.

Mobile Application (Android & IOS)

The bidder has to develop, maintain and update the mobile application for all of the functionaries, supervisors and higher officials of SUDA. The Mobile App should be able to detect the face

automatically while marking the attendance and should be and AI based. The mobile app with geo tagged and geo fencing facility so the restrictions can be done if required.

The bidder has to maintain a mobile application such that, the users can take their selfie attendance via mobile App and can regularize the attendance for miss punch. The user can check the Attendance summary report of the subordinate as well. Employee can apply for Leave and also see the applied leave. Employees can be able to see Generated pay slip/probable pay slip based on the attendance. Employee can easily Login logout from the device. Monthly attendance report for self-review option should be there. Users shall be able to change login pin and change password.

In the App the search for members by department, name and email address should be there, a medium like Call, text and email employees directly from mobile should be there. View organizational departments and their members. Perform a quick search based on tags. Security Updates & Code Maintenance. Annual App Audit & Compatibility Update. New Features and Enhancements. Design Updates. Keep updating features of the mobile application and avoid blacklisting on such stores.

QR Code based payment facility for property tax, water charges, user fees, licenses, penalties, etc.
Integration with UPI, Bharat BillPay, net banking, debit/credit cards and mobile wallets
Dynamic QR generation on bills, challans, receipts
Online/offline hybrid model for cash counters and mobile collections
Real-time receipt validation and SMS/email alerts to citizens
Mobile collector app for on-field agents with geo-tagged receipts and route tracking
Revenue analytics dashboard with heatmaps of collection zones, defaulters, trends using AI.

Attendance

System should cover the Artificial Intelligence based Selfie based attendance covering auto face detection along with colleague and group attendance option for subordinate and other team members. For marking of attendance both the device android and iOS should work.

Also, employees can see their daily attendance and monthly as well. The supervisor or admin can take group attendance and can be able to see their attendance in summary too.

a Attendance Management

Track employees' time, attendance, absenteeism, and holidays from within and away from office.

- | | |
|---|--|
| • Intuitive web and mobile check-in and check-out | • Attendance reports block/district/city/village/ Division/ State wise |
| • Customizable settings | • Selfie and subordinate attendance management |
| • Geo location tracking for mobile check-in and check-out | • Summary attendance for subordinates |
| • API to integrate the Attendance system with attendance terminals | • Tracking of attendance |
| • Manage multiple shifts, IP restrictions, user IDs and perform shift mapping | • Late and early out attendance |
| • Visually appealing graphical reports | • Attendance regularization |
| • Manual attendance updation (Single/Bulk) | • Set employees boundary |
| | • Approval for commissioner/ CMO/ JD/ Director/ SUDA Officials |
| | • Exception report |

b Attendance Regularization

Attendance regularization for the employees who missed the punching or one time punch. It should be approval based. When the Sr. offer will approve based on the regularization raised by employee. Can be managed at ULB/ higher authority level.

c Quality Audit

The quality audit for attendance shall be done in two types:

- Manual Audit – The Attendance Audit Listing report checks attendance data in system against a series of logical validations. The report returns a list of employees whose attendance data may be invalid. The Attendance Audit should be done on a regular basis and the errors should be cleared. In this audit the person can check the registered image and the attendance image to check the fake attendance performed by employees. Manual audit is to be performed for at least 5% of every attendance records on a daily basis.
- System Based Audit – This kind of audit should be online and runs automatically for each and every record shall be run at midnight or desired time as the confirmation by SUDA officials for fake attendance capturing by employees. The system based audit shall be smart and powered by artificial intelligence so as to identify the fake attendance by performing face recognition at the server level.
- The quality audit which processes the face attendance which can be identified and the admin can check the employees who are marking fake attendance from the system. Such system based Audit shall be carried out daily for 100% of the attendance records on a daily basis

d Software Application – Dashboard

- The software shall adopt all master data available in the existing system. This master data includes the ULB & Functionary list, departmental list, user credentials and categorization of the level of officers. Department will provide the copy of Master data one time. It will be responsibility of the bidder to update the master data, in case there is change in the same.
- The software needs to be integrated with SMS gateway and would raise alerts, OTP and notifications to be sent to the employees and the higher officials as per the requirement.
- The Dashboard with flexible & comprehensive reporting mechanism with different periodic reports at both summary and detail levels.
- Different kinds of MIS reports can be generated and displayed in the mobile application itself.
- In case of conflicts, approval mechanism from higher authorities is to be provided.
- Bulk updates employee's data such as name, mobile no. department etc.
- Create complain and management
- Bulk holiday update
- Bulk and single approver for leave regularization etc.
- QA status (Pending, approved, failed)
- Block notification
- Deleted employees report
- Department change

e Payroll Management

It should includes collecting the list of employees to be paid, tracking the hours worked, calculating the employee's pay, distributing the salary on time, and recording the payroll expense, in the payroll shall be multiple cycles

- Cycle day {1} to day {30}
 - Cycle day {21} to day {20}
 - Cycle day {16} to day {15}
 - Cycle day {01} to day {20}
 - Cycle day {26} to day {25}
 - Cycle day {08} to day {07}
 - Cycle day {01} to day {25}
- As per the rules of the government, deduct provident fund, TDS, ESIC etc wherever applicable and display separately.
 - Calculation and Deduction of monthly installments of loans and advances taken by the employee as per the rules.
 - Searching & extraction of information based on any criteria can be located and extracted using pre-defined or fresh queries.
 - Customizable reporting with multiple filters, exporting of reports in various standard formats such as Excel, PDF, and Text should be possible.
 - Functions for sending group SMS to higher authorities with summarized data shall be provided from within the system.
 - As per the needs of the project, SUDA may ask to develop further reports or customize the software during the course of the project.
 - Payroll reports are to be generated at the end of each month and shared with the respective authorities after due diligence and random audits.
 - Based on the first-in-last-out mechanism, payroll reports for each employee is to be generated.
 - Payroll should be for permanent staff and for contract based workers also, including the payroll components should be:
 - Dearness Allowance (DA)
 - Vehicle Allowance
 - Deputation Allowance
 - Tribal Area Allowance
 - Medical Reimbursement
 - Bonus
 - Special Allowance
 - Travelling Allowance (TA)
 - GPF / CPF / EPF / NPS / NPF / PENSION DEDU
 - DEDUCTION
 - Income Tax
 - Advance Recovery
 - City Compensatory Allowance (CCA)
 - Helper/Assistant Allowance
 - Research Allowance
 - Uniform Allowance
 - Life Insurance Premiums
 - Senior Citizen Savings Scheme (SCSS)
 - Medical Insurance Premiums
 - Retirement Savings Plan
 - National Saving Certificate (NSC)
 - Home Loan EMIs
 - Washing Allowance
 - Computer Allowance
 - Other Allowance
 - Group Insurance Deduction
 - Vehicle Deduction
 - Festival Deduction
 - Family Benefit Deduction
 - Casual Allowance (CA)
 - Loan Recovery
 - Other Deduction
 - Project Allowance
 - LIC Deduction
 - Absent Deduction
 - Mobile Deduction
 - House Rent Contribution

- | | |
|-----------------------------------|------------------------------|
| ○ Handicap Allowance (HA) | ○ General Recovery |
| ○ Employer Contribution | ○ Other Recovery |
| ○ Mobile Allowance | ○ Daftary Allowance |
| ○ License Fees | ○ Steno Allowance |
| ○ Recurring Deposit (Post Office) | ○ CPF |
| ○ Grade Pay | ○ CPS |
| ○ HR Recovery Deduction | ○ Employer Contribution |
| ○ Water Charges | ○ Employer EPF Contribution |
| ○ Petrol Recovery | ○ Employer ESIC Contribution |
| ○ Court Recovery | ○ FBF Fund Recovery |
| ○ CA Advance Deduction | ○ Previous Paid Payment |

f Leave Management

Under the leave the bidder has to collect the data of employees leave from various ULBs. The leave data can be both for permanent and on contractual employees. All collected data have to be uploaded in a system.

System can record and monitor all types of leave across the organization: vacation, training, sick days, etc. Can also analyze absence patterns to maintain efficiency and reduce lost time.

- | | |
|--|--|
| ○ Custom leave types | ○ Accurate leave reports |
| ○ Leave day (Full/Half) | ○ Import /export leave data |
| ○ Leave reasons | ○ Leave data update on the basis of permanent and adhoc/contractual employees. |
| ○ Online apply for leave application | ○ Leave balance check |
| ○ Centralized view of all employee leave information | ○ Leave apply for subordinate |
| ○ Leave types for individual employee, location, role & experience level | ○ Leave request status check |
| ○ Location based Holidays | ○ Leave request as supervisor |
| | ○ Colleague leave request |

g Employee Self Service

Employees shall be able to access and update their own records based on established rules.

- | | |
|---|--|
| ○ Ability to access and maintain one's own record | through feeds |
| ○ View attendance reports daily, weekly and monthly, | ○ Apply for salary advance & loans in case of required |
| ○ leave reports (Applied/Approved) and leave balances | ○ View status of deductions |
| ○ Add jobs and log time for timesheets | ○ Employee can download their pay slip by selecting the month in the drop down list. |
| ○ View all approvals and permissions | ○ Employee Exceptions |
| ○ Access announcements and collaborate | |

h Task Management

Creating task, assign task, closing the task and updating should be managed in the existing system, the task can be create by the supervisor and assign the same task to the subordinate for completing, in task management the management can check how many task have been given to the employees and

how many completed? The report can be downloaded in excel sheet and in pdf as well.

In the Task module, task by me and task for me option should be there. Also assign by, assign to, status, priority and other option should be there.

A task should be like if any supervisor can assign a task to his subordinate, subordinate can update the status of the task and they can upload the photo as status of working steps.

i MIS Reports

The MIS Report should be there in the new system of attendance, payroll, tasks, Leave and holidays, exception, regularization, employees, self service etc. This report can have multiple filters for sorting purpose and be available both in pdf and excel sheet.

Time to time some new reports should be done based on the request of SUDA and consultant has to develop the same.

The following reports should be there in the system:

- My Attendance
- Daily Attendance
- Monthly Attendance
- Late in early out attendance
- Break hour report
- Attendance summary
- Track Attendance
- Subordinate Attendance
- CR Report
- Lunch hour Report
- ULB Wise Track Attendance Report
- Old My Attendance
- Old ULB Attendance Report
- Exception Summary Report
- Role Wise Report
- Subordinate Attendance Track
- ULB Attendance Report
- Subordinate Attendance New
- ULB absent Report
- Exception Summary Report
- ULB QA Reject Report
- Employee Detail Report
- Exception Clearance Report
- ULB Attendance Report (R)
- Five Time Attendance Report
- Attendance Count Reports
- Today Summary Report for ULB wise attendance report,
- Task Report
- Payroll Report
- Employee Hierarchy

j Exception

Employee's exception should be maintained in the system for generating the payroll properly and maintaining attendance data. Exception includes the location mismatch, Photo mismatch and one time attendance.

Exception should be runs when the when any changes have been done such as week off or change in holiday dates. This part should be covered in supervisors or the admin's

The following reports should be there in the system:

- Exception Summary Report
- Exception Clearance Report
- Attendance Exception
- Exception Queries
- Exception Present Status
- Runs Exception on uploads

k Interface for ULBs

- An interface is to be developed and given to ULBs for monitoring and tracking purpose.
- The ULB portal shall be equipped with decisive reports in both graphical and tabular formats.
- Each ULB shall be able to view/update only their pertaining records.
- ULB interface shall be managed by ULB administrators.
- Each supervisor and employee shall also have a respective interface for viewing their attendance and requests along with system generated alerts & notification.

9. Non Functional Requirements

GENERAL COMPLIANCE TO E-GOVERNANCE STANDARDS

- **Single-Sign On:** The application should enable single-sign-on so that any user once authenticated and authorised by system is not required to be re-authorised for completing any of the services in the same session. For employees of the department concerned, the browser based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities), Help module, basic and advanced reporting etc. Similarly, for external users (citizens, etc), based on their profile and registration, the system shall enable single sign on facility to apply for various services, make payments, submit queries /complaints and check status of their applications.

1. **Support for PKI based Authentication and Authorisation:** (i) The solution shall support PKI based Authentication and Authorisation, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities(CA). In particular, 3 factor authentication (login id & password, biometric and digital signature) shall be implemented by the selected Bidder for officials/employees involved in processing citizen services as per the Functional requirement specification of the services.
(ii) All cost related to Digital Signature/e-sign API/License purchasing and integration shall be borne by the Implementation Agency. Implementation Agency may include this cost in the price bid.

2. **Interoperability Standards:** Keeping in view the evolving needs of interoperability, especially the possibility that the solution shall become the focal point of delivery of services, and may also involve cross functionality with the e-Government projects of other departments/ businesses in future, the solution should be built on Open Standards. Some of the states already have other applications deployed and running for delivering services to citizens. The IA shall ensure that the application developed is easily integrated with the existing applications. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary to red procedures 'belonging to a specific database product.
3. **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 and external users and their transactions) and capable of delivering high performance for at least five years from the date of deployment. 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. The scalability is very important and this aspect should be thoroughly tested before statewide rollout
4. **Security:** The systems implemented for the project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state. The overarching security considerations are described below.
 - The security services used to protect the solution shall include: Identification, Authentication, 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 systems.
 - The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of the audit trail without impacting the overall performance of the system.
 - The overarching requirement is the need to comply with ISO27001 standards of security.
 - The application design and development should comply with Open Web Application Security Project [OWASP] top10 principles.

A sample list of information security requirements is specified below. (Needs to be customised as per project requirements)

S.No.	Security Areas	Specifications
1.	Physical Security	<ul style="list-style-type: none"> Client premises should be physically secured by the IA.
2.	Network Security	<ul style="list-style-type: none"> Appropriate firewalls, IPS, SSL devices etc. should be used to ensure Network security The solution should support an SSL encryption mechanism for transferring data across the network and between client and server.
3.	System Security	<ul style="list-style-type: none"> Adequate access control procedures should be defined to secure the entire IT system, physically and logically. The access controls procedures should cover all stages in the life-cycle of user access, from the initial registration of new users to the final deregistration of users who no longer require access to information system and services. The system should have 2 factor authentication mechanism either through OneTime Password (OTP) or soft tokens-based technologies for access control and user authentication.
4.	Application Security	<ul style="list-style-type: none"> The solution should have appropriate authentication mechanisms Application user authentication & authorisation related transactions should be encrypted. Operating system should be hardened on which the application is installed. A web application firewall shall be deployed to secure the web-layer. The web applications should be free from OWASP/SANS and CERT-IN web application vulnerabilities as released from time to time.
5.	Audit Trails & Logs	<ul style="list-style-type: none"> Event logging should create an accurate record of user activity such as which users accessed which system, and for how long. The solution should log all types of events, especially those related to security.

S.No.	Security Areas	Specifications
6.	Data Protection	<ul style="list-style-type: none"> The solution should support an SSL encryption mechanism for transferring data across network. Provision should be made to ensure that data in any form should not be copied onto any external media without authorisation. The data transferred across the network should be encrypted using Public Key (PKI) Infrastructure. Complete endpoint data protection should be provided at client sites such that any type of data pilferage using unauthorized copying, storing and emailing could be prohibited. Access to all system resources including datafiles, devices, processes and audit files should be provided to the intended users only. All mobile applications should be designed and developed in a way that it ensures security of the application and data on the device. Ensure to protect documents by assigning security parameters and criteria in order to provide more effective protection for an electronic document in order to maintain Confidentiality, Authorisation, Accountability, Integrity, Authenticity and Non-repudiation.
7.	Session Management	<ul style="list-style-type: none"> The system should limit to only one session per user or process ID. The system should put a limit on the maximum time length of an idle session, which should ensure that automatic session termination takes place after expiry of the specific time length.
8.	Data Warehouse Security	<ul style="list-style-type: none"> Users must not have access to the data warehouse prompt of the application. Access to the data warehouse prompt must be restricted only to the database administrator. “Superuser” rights for the data warehouse must only be given to the administrator and the activities of these accounts must be properly logged.
9.	Application Deployment	<ul style="list-style-type: none"> All unused ports should be blocked at server machines. The application server should be segregated from the internet zone through firewall or other filtering mechanism
10.	Information Security	<ul style="list-style-type: none"> The employees working on the project should be made

S.No.	Security Areas	Specifications
	Governance	<p>aware of his or her responsibilities with respect to Information Privacy and Information Security.</p> <ul style="list-style-type: none"> Employees working on the projects shall undergo security awareness training during induction.
11.	Computing Environment	<ul style="list-style-type: none"> All workstation hardware and associated peripheral equipment at Client site premises should be marked with a unique asset identification code. The asset identification code should follow a defined naming convention that would uniquely and appropriately identify the asset. USB ports should be disabled on specified desktops / laptops at Client site premises, so as to prevent use of pen drives, external disk drives etc. IT assets inventory must contain criticality of hardware in levels of importance (Confidentiality, Integrity and Availability).
12.	Email Security	<ul style="list-style-type: none"> Email must have protection from inbound and outbound email threats. It should report compliance violations by scanning all in bound and outbound email content and attachments for sensitive data, real-time protection from spam, phishing, viruses, spoofing, zombies, directory harvest (DHA), Denial of Service (DoS) and other attacks.
13.	Virus Control	<ul style="list-style-type: none"> The anti-virus software should run on network file servers on a regular basis (preferably daily). Latest version of antivirus should be installed on workstations and servers at Client premises.
14.	Compliance to Security Standards	<ul style="list-style-type: none"> Software/Hardware system should be complied to security standard guidelines issued by GOI and govt of Chhattisgarh
15.	Database Activity Monitoring (DAM) Solution	<ul style="list-style-type: none"> IA should install DAM to monitor all database activities and internal users with privileged access

10. Service Levels

The usage and effectiveness of the platform and services is entirely dependent on the ability to enable various services in a timely manner by providing while ensuring high availability and performance. The service delivery parameters are defined in the subsequent sections.

Interpretation & General Instructions

- a. Days means All Working and Non-working days (365 days in a year)
- b. SLA would be reviewed on an annual basis along with the Corrective Action & Preventive Action (CAPA) plan and would be revised if required.
- c. During O&M phase, the SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. In case the service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and shall invoke liquidated damages.
- d. For any exceptions or SLA breach beyond the control of the MSP, the MSP may submit the RCA along with a justification, which may be considered by Client and relaxation may be given from penalty.
- e. For certain incidents, RCA may be carried out by Client (or Client appointed agency).
- f. Liquidated damages are mentioned as a percentage of certain components of cost:
 - **For the Implementation Phase related Performance Levels , the liquidated damages are capped at 10% of Implementation Cost of Bid as defined in the RFP.**
 - **During O&M phase, liquidated damages are capped at 10% of the Operational Cost of Bid payable for O&M phase.**
- g. If SLA penalty calculations exceed 15% of the quarterly payment for two consecutive quarters or 25% in any quarter, then Client may take appropriate action including termination of the contract and invoking the Performance Bank Guarantee.
- h. The MSP shall bring the necessary tools required to measure the SLA parameters mentioned in this Agreement. The MSP shall be generating monthly SLA reports to Client. Client may appoint a Third Party Agency to audit the performance, accuracy and integrity of the tools generating SLA data and also review the monthly SLA reports for SLA penalty computation.
- i. Operation and Maintenance (O&M) phase will not be applicable for 1st Quarter of O&M. Hence, no Penalty will be applicable for 1st quarter of O&M.
- j. If the MSP is getting penalized on two or more parameters because of one incident, then the MSP may seek exemption from getting penalized on the parameters resulting in the least amount of penalty. Client may exercise its discretion in granting such exemptions.
- k. Each penalty point is equivalent to 0.1% of the Equated Monthly Fee payable to the MSP by SUDA.
- l. Equated Monthly Fee is defined as Total Fee Payable to the MSP by Client for O&M phase divided by 36 (months).
- m. The Service Level agreements have been logically segregated in the following categories:
 - Resource availability SLAs

- Implementation Phase SLAs
- Operations & Maintenance Phase SLAs

I. Resource availability SLAs

i. Penalty for non-deployment of resources/manpower:

Penalty in case of non- deployment of resources as mentioned below shall be levied, starting from T:

S. No.	Resource Type	Penalty
1	Project Manager	<ul style="list-style-type: none"> • No penalty for first 7 days from T • Rs. 2000 /- per day of non-deployment for 6-15 days from T • Rs 12000/- per day of non-deployment after 15 days from T
2	Other Named Resource mentioned in section 4.8 of Volume 1 of this RFP/ Core Resource Deployment as defined in Volume 2	<ul style="list-style-type: none"> • No penalty for first 7 days from T • Rs. 1500 /- per day of non-deployment for 6-15 days from T • Rs 6000/- per day of non-deployment after 15 days from T
Note: T is Project Start date		

ii. Penalty for replacement of resources/manpower:

This penalty will be over and above penalty for non-deployment of resource/manpower

S. No.	Resource Type	Penalty
1	Project Manager	<ul style="list-style-type: none"> • Rs. 100,000/- Per replacement
2	Other Named Resource mentioned in section 4.8 of this RFP/ Core Resource Deployment	<ul style="list-style-type: none"> • No penalty for First replacement • Rs. 50,000/- Per replacement
Note: <ul style="list-style-type: none"> • Replacement means resource deployed in project is different from resource proposed in Technical Bid. • In case SUDA instruct IA to change any named resource, it will not be treated as replacement. • In case Named Resource is permanently leaving organization (IA) due to resignation or retirement, SUDA may waive penalty at its own discretion. 		

iii. Penalty for non-availability of deployed resources/ manpower:

A maximum of 12 leaves per year (3 per quarter on prorata basis) shall be allowed for resource deployed onsite for this contract/Project. In case resource needs to take off/leave from the duty, they have to take due approval from Selected bidder (IA) and the SUDA shall be informed and there shall be no impact on the services being delivered and appropriate standby/replacement staff shall be deployed. In case total number of leaves exceed the maximum allowed leaves, penalty as mentioned below shall be levied, starting from 30 days of issuance of LoI:

Penalty for non-availability (absent) of deployed manpower		
S. No.	Resource Type	Penalty
1	Project Manager	Rs 8000 /- per day of absence.
2	Other Resource mentioned in this RFP	Rs 4000 /- per day of absence

However, in case total number of leaves exceed the maximum allowed leaves during the O&M phase applicable payment for days of absence based on rate quoted will be deducted on pro rata basis.

II. Implementation Phase SLAs

Sr. No	SLA Parameter	Definition & Target	Service Level	Liquidated Damages
1	Delay in any milestone of Implementation phase	Measured as the difference between the planned approved date for the milestone and the actual date of its completion.	<=7 Days of timeline defined in RFP	1 % of the Customisation and Implementation Cost(A1), for each week delay or part thereof

III. Operations & Maintenance Phase SLAs

i. Platform and DC/DR Availability and Technical Helpdesk SLAs

Definitions for Platform and DC/DR Availability and Technical Helpdesk SLAs of Operations & Maintenance Phase

- Days means All Working and Non-working days (365 days in a calendar year)
- “Scheduled Maintenance Time” shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA
- “Scheduled operation time” means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for

the month to give the scheduled operation time. The total operation time for the systems and applications will be 24X7X365 (per year).

- d. "System or Application downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time a call is logged with the MSP of the failure or the failure is known to the MSP from the availability measurement tools to the time when the System is returned to proper operation.
- e. "Availability" means the time for which the services and facilities are available for conducting operations on the system including application and associated infrastructure. Availability is defined as: $\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$
- f. "Helpdesk Support" shall mean the Technical Helpdesk which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract. Helpdesk support is to be provided as per service window defined in this RFP.
- g. "Incident" refers to any event/abnormalities in the functioning of the any of IT Equipment/Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

Platform and DC/DR Availability

Sr #	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
1.	Security Breach and/or loss of data	Incident Report	Monthly	>0	5% of Quarterly Payment per instance (Quarter in which incident happened)
2.	Availability of following High critical Sub-Applications <ul style="list-style-type: none"> All Modules other than Dashboard and Analytics 	Availability is defined as: $\{(\text{Scheduled Operation Time} - \text{System Downtime}) / (\text{Scheduled Operation Time})\} * 100\%$ Target $\geq 99.5\%$ measured 24x7 on monthly basis	Monthly	Minimum 99.5% measured on a monthly basis	For each application, 3 point per 1% drop in monthly availability (beyond 99.5%) or part thereof. Total points would be calculated

Sr #	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
					by adding each application's points
3.	Availability of other Sub-Applications • Dashboard and Analytics	Availability is defined as: {(Scheduled Operation Time - System Downtime)/(Scheduled Operation Time)} * 100% Target >= 99.0% measured 24x7 on monthly basis	Monthly	Minimum 99.0% measured on a monthly basis	For each application, 1 point per 1% drop in monthly availability (beyond 99.0%) or part thereof. Total points would be calculated by adding each application's points
4.	Percentage of transactions meeting the prescribed Response Time for Business Transactions for All Modules	Response Time would be calculated as time elapsed between sending a request from client to server and receiving the response Response time of services to be measured at an interval of 30 minutes and averaged monthly on 24x7 basis	Monthly	Target >= 95% business transactions over internet(broadband) to be completed within 4 seconds for all applications except Location Intelligence Platform	For each application, 1 point per 1% drop in transactions not meeting the prescribed Response Time (beyond 95%) or part thereof. Total points would be calculated by adding each application's points
5.	Percentage of transactions meeting the prescribed	Average Loading Time for a web application would be calculated as average	Monthly	Target >= 95% readings of Average	For each application, 1 point per 1% drop in

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Sr #	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
	Loading time for all pages for all modules.	of times taken by all pages of an application to load over internet (broadband) Average loading time to be measured at an interval of 30 minutes and averaged monthly on 24x7 basis		Loading time per application to be within 3 seconds	percentage of transactions not meeting prescribed Loading Time (beyond 95%) or part thereof. Total points would be calculated by adding each application's points
DC and DR					
1	Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, network services, Security Components)	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, network services, Security Components) provisioned in the cloud and measured with the help of SLA reports provided by Cloud Service Provider.	Monthly	Availability for Each of provisioned resources: >=99.9%	10 point for each drop of 1% or part thereof The points for all components would be added to calculate total penalty points under this criteria
2	Availability of Critical Services (e.g., Register Support Request or Incident; User Activation/De Activation; User Profile	Availability (as per the definition in the SLA) will be measured for each of the critical services over both the User / Admin Portal and APIs (where applicable)	Monthly	Availability for Each of the critical services over both the User / Admin Portal and APIs (where	5 point for each drop of 1% or part thereof The points for all components would be added to calculate total penalty points

Sr #	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
	Management; Access Utilization Monitoring Reports) over User/Admin Portal and APIs (where applicable)			applicable) >= 99.5%	under this criteria

Helpdesk SLA

Severity	Definition
Level 1	Severity 1 problems are the ones which have a critical business impact. These problems will have any of the following characteristics: <ul style="list-style-type: none"> • Complete or part of any service unavailable (including APIs) • Incorrect behavior of the system • Security Incidents • Data theft/loss/corruption • No work-around to mitigate the disruption in service • Repeat calls (same problem that has occurred earlier reported more than 2 times) • <u>Financial impact on the SUDA</u>
Level 2	Severity 2 problems are the ones which have a significant business impact. These problems will have any of the following characteristics: <ul style="list-style-type: none"> • The efficiency of users is impacted • Has a viable workaround • Severely degraded system performance (slow service)
Level 3	Severity 3 problems are the ones which have a minimal business impact. These problems will have any of the following characteristics: <ul style="list-style-type: none"> • No impact on processing of normal business activities • A low impact on the efficiency of users • Has a simple workaround • Enhancement requests

All the responses by the helpdesk support team would be recorded and a quality audit would be carried out by the SUDA or its representative. To ensure service quality, SUDA shall conduct regular and random audits.

Deviations from the agreed upon performance would need to be consistently measured and severity level for non-compliance need to be assigned. Below table describes the various severity levels.

Sr #	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
1	Ticket/ Incident Response time	Average Time taken to acknowledge and respond once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets/incidents reported within the reporting month (12x7x365). Target: 95% of the tickets must be responded to within 30 Minutes of receipt	Monthly	95% within the defined target	5 point for each drop of 1% or part thereof
2	Time to Resolve – Severity 1	Time taken to resolve the reported problem. Target: 100% of the incidents should be resolved within 2 hours of problem reporting	Monthly	100% within the defined target	For each incident not resolved within 2 hours, 1 point for each 2 hours delay beyond 2 hours. The points for all incidents would be added to calculate total penalty points under this criteria
3	Time to Resolve – Severity 2	Time taken to resolve the reported problem.	Monthly	100% within the defined target	For each incident not resolved

Sr #	SLA Parameter	Definition & Target	Measurement Frequency	Service Level	Penalty
		Target: 100% of the incidents should be resolved within 8 hours of problem reporting			within 8 hours, 1 point for each 8 hours delay beyond 8 hours. The points for all incidents would be added to calculate total penalty points under this criteria
4	Time to Resolve – Severity 3	Time taken to resolve the reported problem. Target: 100% of the incidents should be resolved within 24 hours of problem reporting	Monthly	100% within the defined target	For each incident not resolved within 24 hours, 1 point for each 24 hours delay beyond 24 hours. The points for all incidents would be added to calculate total penalty points under this criteria
5	Percentage of reopened incidents	For all incidents which are designated resolved by the MSP, but are re-opened by the client. This is calculated for all incidents reported within the quarter. Target: <= 2%	Monthly	<=2% incidents	1 point for each additional 1% of reopened incidents beyond 2%

Annexure-1

List of Urban Local Bodies (ULBs)-

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List of ULB's				
S. No	ULB Name	Type	District	Division
1	JAGDALPUR	NAGAR NIGAM	BASTAR	BASTAR
2	BASTAR	NAGAR PANCHAYAT	BASTAR	
3	BIJAPUR	NAGAR PALIKA	BIJAPUR	
4	BHAIRAMGARH	NAGAR PANCHAYAT	BIJAPUR	
5	BHOPALPATNAM	NAGAR PANCHAYAT	BIJAPUR	
6	BADI BACHELI	NAGAR PALIKA	DANTEWADA	
7	DANTEWADA	NAGAR PALIKA	DANTEWADA	
8	KIRANDUL	NAGAR PALIKA	DANTEWADA	
9	BARSUR	NAGAR PANCHAYAT	DANTEWADA	
10	GEEDAM	NAGAR PANCHAYAT	DANTEWADA	
11	KANKER	NAGAR PALIKA	KANKER	
12	ANTAGARH	NAGAR PANCHAYAT	KANKER	
13	BHANUPRATAPPUR	NAGAR PANCHAYAT	KANKER	
14	CHARAMA	NAGAR PANCHAYAT	KANKER	
15	NARHARPUR	NAGAR PANCHAYAT	KANKER	
16	PAKHANJUR	NAGAR PANCHAYAT	KANKER	
17	KONDAGAON	NAGAR PALIKA	KONDAGAON	
18	FARASGAON	NAGAR PANCHAYAT	KONDAGAON	
19	KESKAL	NAGAR PANCHAYAT	KONDAGAON	
20	NARAYANPUR	NAGAR PALIKA	NARAYANPUR	
21	SUKMA	NAGAR PALIKA	SUKMA	
22	DORNAPAL	NAGAR PANCHAYAT	SUKMA	
23	KONTA	NAGAR PANCHAYAT	SUKMA	
24	NAWAGARH	NAGAR PANCHAYAT	BEMETARA	BILASPUR
25	BILASPUR	NAGAR NIGAM	BILASPUR	
26	RATANPUR	NAGAR PALIKA	BILASPUR	
27	TAKHATPUR	NAGAR PALIKA	BILASPUR	
28	BILHA	NAGAR PANCHAYAT	BILASPUR	

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29	BODRI	NAGAR PANCHAYAT	BILASPUR
30	KOTA	NAGAR PANCHAYAT	BILASPUR
31	MALHAR	NAGAR PANCHAYAT	BILASPUR
32	GAURELLA	NAGAR PALIKA	GAURELLA -PENDRA-MARWAHI
33	PENDRA	NAGAR PALIKA	GAURELLA -PENDRA-MARWAHI
34	MARWAHI	NAGAR PANCHAYAT	GAURELLA-PENDRA-MARWAHI
35	AKALTARA	NAGAR PALIKA	JANJGIR CHAMPA
36	CHAMPA	NAGAR PALIKA	JANJGIR CHAMPA
37	JANJGIR NAILA	NAGAR PALIKA	JANJGIR CHAMPA
38	SAKTI	NAGAR PALIKA	JANJGIR CHAMPA
39	ADBHAR	NAGAR PANCHAYAT	JANJGIR CHAMPA
40	BALODA	NAGAR PANCHAYAT	JANJGIR CHAMPA
41	CHANDRPUR	NAGAR PANCHAYAT	JANJGIR CHAMPA
42	DABHRA	NAGAR PANCHAYAT	JANJGIR CHAMPA
43	JAIJAIPUR	NAGAR PANCHAYAT	JANJGIR CHAMPA
44	KHAROD	NAGAR PANCHAYAT	JANJGIR CHAMPA
45	NARIYARA	NAGAR PANCHAYAT	JANJGIR CHAMPA
46	NAYA BARADWAR	NAGAR PANCHAYAT	JANJGIR CHAMPA
47	RAHOD	NAGAR PANCHAYAT	JANJGIR CHAMPA
48	SARAGAON	NAGAR PANCHAYAT	JANJGIR CHAMPA
49	SHIVRINARAYAN	NAGAR PANCHAYAT	JANJGIR CHAMPA
50	PAMGARH	NAGAR PANCHAYAT	JANJGIR-CHAMPA
51	KORBA	NAGAR NIGAM	KORBA
52	BANKI MONGRA	NAGAR PALIKA	KORBA
53	DIPKA	NAGAR PALIKA	KORBA
54	KATHGHORA	NAGAR PALIKA	KORBA
55	CHURIKALA	NAGAR PANCHAYAT	KORBA
56	PALI	NAGAR PANCHAYAT	KORBA
57	LORMI	NAGAR PALIKA	MUNGELI
58	MUNGELI	NAGAR PALIKA	MUNGELI
59	BARELA	NAGAR PANCHAYAT	MUNGELI

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60	JARHAGAON	NAGAR PANCHAYAT	MUNGELI	
61	PATHARIYA	NAGAR PANCHAYAT	MUNGELI	
62	SARGAON	NAGAR PANCHAYAT	MUNGELI	
63	RAIGARH	NAGAR NIGAM	RAIGARH	
64	KHARSIYA	NAGAR PALIKA	RAIGARH	
65	SARANGARH	NAGAR PALIKA	RAIGARH	
66	BARAMKELA	NAGAR PANCHAYAT	RAIGARH	
67	DHARMJAIGARH	NAGAR PANCHAYAT	RAIGARH	
68	GHARGHODA	NAGAR PANCHAYAT	RAIGARH	
69	KIRODIMAL	NAGAR PANCHAYAT	RAIGARH	
70	LAILUNGA	NAGAR PANCHAYAT	RAIGARH	
71	PUSSORE	NAGAR PANCHAYAT	RAIGARH	
72	SARIYA	NAGAR PANCHAYAT	RAIGARH	
73	PAWNI	NAGAR PANCHAYAT	SARANGARH-BILAIGARH	
74	SARSIWA	NAGAR PANCHAYAT	SARANGARH-BILAIGARH	
75	BALOD	NAGAR PALIKA	BALOD	DURG
76	DALLI RAJHARA	NAGAR PALIKA	BALOD	
77	ARJUNDA	NAGAR PANCHAYAT	BALOD	
78	CHIKHLAKASA	NAGAR PANCHAYAT	BALOD	
79	DOUNDI	NAGAR PANCHAYAT	BALOD	
80	GUNDERDEHI	NAGAR PANCHAYAT	BALOD	
81	GURUR	NAGAR PANCHAYAT	BALOD	
82	DOUNDI LOHARA	NAGAR PANCHAYAT	BALOD	
83	PALARI	NAGAR PANCHAYAT	BALOD	
84	BEMETARA	NAGAR PALIKA	BEMETARA	
85	BERLA	NAGAR PANCHAYAT	BEMETARA	
86	BHINBHOREE	NAGAR PANCHAYAT	BEMETARA	
87	DADHI	NAGAR PANCHAYAT	BEMETARA	
88	DEVKAR	NAGAR PANCHAYAT	BEMETARA	
89	KHAMARIYA	NAGAR PANCHAYAT	BEMETARA	
90	KUSMI (Bemetara)	NAGAR PANCHAYAT	BEMETARA	

Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh

91	MARO	NAGAR PANCHAYAT	BEMETARA	
92	NAWAGARH	NAGAR PANCHAYAT	BEMETARA	
93	PARPODI	NAGAR PANCHAYAT	BEMETARA	
94	SAJA	NAGAR PANCHAYAT	BEMETARA	
95	BHILAI	NAGAR NIGAM	DURG	
96	BHILAI CHARODA	NAGAR NIGAM	DURG	
97	DURG	NAGAR NIGAM	DURG	
98	RISALI	NAGAR NIGAM	DURG	
99	AHIWARA	NAGAR PALIKA	DURG	
100	AMLESHWAR	NAGAR PALIKA	DURG	
101	JAMUL	NAGAR PALIKA	DURG	
102	KUMHARI	NAGAR PALIKA	DURG	DURG
103	DHAMDHA	NAGAR PANCHAYAT	DURG	
104	PATAN	NAGAR PANCHAYAT	DURG	
105	UTAI	NAGAR PANCHAYAT	DURG	
106	KAWARDHA	NAGAR PALIKA	KABIRDHAM	
107	PANDARIYA	NAGAR PALIKA	KABIRDHAM	
108	BODLA	NAGAR PANCHAYAT	KABIRDHAM	
109	INDOURI	NAGAR PANCHAYAT	KABIRDHAM	
110	PANDATARAI	NAGAR PANCHAYAT	KABIRDHAM	
111	PIPARIYA	NAGAR PANCHAYAT	KABIRDHAM	
112	SAHASPUR LOHARA	NAGAR PANCHAYAT	KABIRDHAM	
113	RAJNANDGAON	NAGAR NIGAM	RAJNANDGAON	
114	DONGARGARH	NAGAR PALIKA	RAJNANDGAON	
115	KHAIRAGARH	NAGAR PALIKA	RAJNANDGAON	
116	AMBAGARH CHOWKI	NAGAR PANCHAYAT	RAJNANDGAON	
117	CHHURIYA	NAGAR PANCHAYAT	RAJNANDGAON	
118	CHUIKHADAN	NAGAR PANCHAYAT	RAJNANDGAON	
119	DONGARGAON	NAGAR PANCHAYAT	RAJNANDGAON	
120	GANDAI	NAGAR PANCHAYAT	RAJNANDGAON	
121	LALBAHADUR NAGAR	NAGAR PANCHAYAT	RAJNANDGAON	

Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh

122	GHUMKA	NAGAR PANCHAYAT	RAJNANDGAON	
123	BALODA BAZAR	NAGAR PALIKA	BALODABAZAR- BHATAPARA	RAIPUR
124	BHATAPARA	NAGAR PALIKA	BALODABAZAR- BHATAPARA	
125	BHATGAON	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
126	BILAIGARH	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
127	KASDOL	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
128	LAWAN	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
129	PALARI	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
130	ROHANSI	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
131	SIMGA	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
132	TUNDRA	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	
133	DHAMTARI	NAGAR NIGAM	DHAMTARI	
134	AAMDI	NAGAR PANCHAYAT	DHAMTARI	
135	BHAKHARA	NAGAR PANCHAYAT	DHAMTARI	
136	KURUD	NAGAR PANCHAYAT	DHAMTARI	
137	MAGARLOAD	NAGAR PANCHAYAT	DHAMTARI	
138	NAGRI	NAGAR PANCHAYAT	DHAMTARI	
139	GARIYABAND	NAGAR PALIKA	GARIYABAND	
140	CHHURA	NAGAR PANCHAYAT	GARIYABAND	
141	DEVBHOG	NAGAR PANCHAYAT	GARIYABAND	
142	FINGESHWAR	NAGAR PANCHAYAT	GARIYABAND	
143	KOPRA	NAGAR PANCHAYAT	GARIYABAND	
144	RAJIM	NAGAR PANCHAYAT	GARIYABAND	
145	DEVBHOG	NAGAR PANCHAYAT	GARIYABAND	
146	BAGBAHRA	NAGAR PALIKA	MAHASAMUND	
147	MAHASAMUND	NAGAR PALIKA	MAHASAMUND	
148	SARAIPALI	NAGAR PALIKA	MAHASAMUND	
149	BASNA	NAGAR PANCHAYAT	MAHASAMUND	
150	PITHORA	NAGAR PANCHAYAT	MAHASAMUND	
151	TUMGAON	NAGAR PANCHAYAT	MAHASAMUND	
152	BIRGAON	NAGAR NIGAM	RAIPUR	

Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh

153	RAIPUR	NAGAR NIGAM	RAIPUR	
154	ABHANPUR	NAGAR PALIKA	RAIPUR	
155	ARANG	NAGAR PALIKA	RAIPUR	
156	GOBRANAVAPARA	NAGAR PALIKA	RAIPUR	
157	TILDANEVRA	NAGAR PALIKA	RAIPUR	
158	CHANDKHURI	NAGAR PANCHAYAT	RAIPUR	
159	KHARORA	NAGAR PANCHAYAT	RAIPUR	
160	KURA	NAGAR PANCHAYAT	RAIPUR	
161	MANA CAMP	NAGAR PANCHAYAT	RAIPUR	
162	MANDIR HASAUD	NAGAR PANCHAYAT	RAIPUR	
163	SAMODA	NAGAR PANCHAYAT	RAIPUR	
164	BHATGAON	NAGAR PANCHAYAT	BALODABAZAR- BHATAPARA	SARGUJA
165	BALRAMPUR	NAGAR PALIKA	BALRAMPUR	
166	KUSMI	NAGAR PANCHAYAT	BALRAMPUR	
167	RAJPUR	NAGAR PANCHAYAT	BALRAMPUR	
168	RAMANUJGANJ	NAGAR PANCHAYAT	BALRAMPUR	
169	WADRAFNAGAR	NAGAR PANCHAYAT	BALRAMPUR	
170	JASHPUR NAGAR	NAGAR PALIKA	JASHPUR NAGAR	
171	BAGICHA	NAGAR PANCHAYAT	JASHPUR NAGAR	
172	KOTBA	NAGAR PANCHAYAT	JASHPUR NAGAR	
173	KUNKURI	NAGAR PANCHAYAT	JASHPUR NAGAR	
174	PATHALGAON	NAGAR PANCHAYAT	JASHPUR NAGAR	
175	CHIRMIRI	NAGAR NIGAM	KORIYA	
176	BAIKUNTHPUR	NAGAR PALIKA	KORIYA	
177	MANENDRAGARH	NAGAR PALIKA	KORIYA	
178	SHIVPUR CHARCHA	NAGAR PALIKA	KORIYA	
179	JAHAGRAKHAND	NAGAR PANCHAYAT	KORIYA	
180	KHONGAPANI	NAGAR PANCHAYAT	KORIYA	
181	NAI LEDRI	NAGAR PANCHAYAT	KORIYA	
182	PATNA	NAGAR PANCHAYAT	KORIYA	
183	JANAKPUR	NAGAR PANCHAYAT	MANENDRAGARH-CHIRMIRI-BHARATPUR	

Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh

184	AMBIKAPUR	NAGAR NIGAM	SARGUJA	
185	LAKHANPUR	NAGAR PANCHAYAT	SARGUJA	
186	SITAPUR	NAGAR PANCHAYAT	SARGUJA	
187	SURAJPUR	NAGAR PALIKA	SURAJPUR	
188	BISHRAMPUR	NAGAR PANCHAYAT	SURAJPUR	
189	JARHI	NAGAR PANCHAYAT	SURAJPUR	
190	PRATAPPUR	NAGAR PANCHAYAT	SURAJPUR	
191	PREMNAGAR	NAGAR PANCHAYAT	SURAJPUR	
192	SHIVNANDANPUR	NAGAR PANCHAYAT	SURAJPUR	

Note : Number of ULBs may increase or decrease at any stage of project. IA shall develop portal with all functionalities for each ULB without any additional cost to SUDA.

-----End of Document-----

Form-1: EMD BG format

Ref:

Date:

Bank Guarantee No.

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to State Urban Development Agency, Government of Chhattisgarh, Raipur.

Know all Men by these presents that we <<Name of the Bank>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <SUDA> (hereinafter called "the Purchaser") in the sum of Rs.<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank thisday of2024.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document;
 - or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser/client up to the above amount upon receipt of its first written demand, without the Purchaser/client having to substantiate its demand, provided that in its demand the Purchaser/client will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to the period of Bid validity and its validity should be extensible to 60 days beyond the bid validity date. Any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid up to<<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form-2: Letter of Proposal

(On Bidder's letter head)

(Date and Reference)

To,

**Chief Executive Officer, SUDA,
Indravati Bhavan
Nava Raipur Atal Nagar Chhattisgarh
Phone No. 0771-2222045
Email ID: sudacg.it@yahoo.com**

Subject: "RFP for Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh"

Dear Sir,

Please find enclosed Technical Bid in respect of the "Name of Work", in response to and complying with the Request for Proposal ("RFP") Document issued by SUDA. We hereby confirm the following:

1. The Bid is being submitted by (name of the Bidding Company) who is the Bidding Company, in accordance with the conditions stipulated in the RFP. Our Bid includes the Letter (s) of Acceptance in the format specified in the RFP.
- 2) We have examined in detail and have understood the terms and conditions stipulated for Qualification of the bidders in the RFP Document issued by SUDA and in any subsequent communication sent by SUDA. We agree and undertake to abide by all these terms and conditions.
- 3) The information submitted with respect to our qualification criteria is complete, is strictly as per the requirements stipulated in the RFP, and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Bid.
- 4) The Bidding Company/Bidding JV of which we are the Lead JV Member (strike out whichever is not applicable), satisfy the legal requirements and in our opinion by itself / along with its bidding partners meets all the eligibility criteria laid down in RFP.
- 5) A Power of Attorney, to sign all Technical and Financial Proposals, hold negotiations with SUDA and sign the Development Agreement, in respect of the Project, is included as part of the Proposal.
- 6) A Power of Attorney from the Bidding Company authorizing the undersigned as the Authorised Representative, Signatory and Contact Person who is authorized to perform all tasks including, but not limited to providing information, responding to enquiries, entering into contractual commitments on behalf of the Bidder etc., in respect of the Project is included as a part of the Proposal.
- 7) We undertake, if our Bid is accepted, to complete and deliver the Works in accordance with the Scope of Work and commence operations as per the RFP documents or the Contract Agreement within time schedule indicated therein, from the date of signing the Contract

Agreement.

- 8) We agree to abide by this Bid for a period of 180 days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
- 9) We shall make available any additional information you may find necessary or require to supplement or authenticate the Bid
- 10) We agree to treat the bid document, drawings and other records connected with the Works as secret and confidential documents and shall not communicate information described therein to any person other than the person authorized by you or use the information in any manner prejudicial to the safety of the Works.
- 11) We certify that in the last 3 (three) years, we or our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty (for indulging in Fraud And Corrupt Practices/ Non-Performance of Contract) or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part;
- 12) We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by SUDA in connection with the selection of the Bidder, or in connection with the bidding process itself, in respect of the above mentioned contract and the terms and implementation thereof;
- 13) The Bids are submitted by us after taking into consideration all the terms and conditions stated in the bidding documents;
- 14) In the event of our Bid being accepted, we agree to enter into a formal Contract Agreement with you incorporating the conditions of Draft Agreement thereto annexed but until such Agreement is prepared this Bid and RFP document together with your written acceptance thereof shall constitute a binding Agreement between us.
- 15) We agree, if our Bid is accepted, to furnish Performance Security in the forms and of value specified in the RFP Document within 30 days of issue of LOI/LOA.
- 16) We agree that if we fail to submit the required performance security, then you have the right to forfeit the Bid Security being furnished by us along with this proposal and invite next preferred bidder for execution of Agreement.
- 17) We understand that you are not bound to accept the lowest or any tender you may receive or annul the tender/ bidding process at your will and acknowledge the right of SUDA to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

Dated this _____ day of _____ 2025 For and on behalf of :

Signature :

(Authorized Representative and Signatory) Name of the Person:

Designation:

Contact Details:

Landline No:

Mobile No:

E-mail Id:

Company Seal

(Name of firm)

Duly authorized to sign Proposal for and on behalf of (Fill in block capitals)

Witness

Signature_____ Name__ Address _____

Enclosures: Power of Attorneys & other information as per RFP requirements

Form-3: Summary of Information

S. No.	Particular		Detail
1	Company detail	Full legal name of bidder company	
		Country of registration	
		Registered office address	
		Type of registration	
		Telephone number	
		Fax number	
		e-mail address	
		Company registration number	
		Company PAN	
		Company GST number	
2	Contact person detail	Name	
		Mobile number	
		Designation	
		e-mail id	
3	Power attorney of signing for tender and contact details	Name	
		Title	
		Telephone number	
		Fax number	
		e-mail id	
		Address	
4	RFP Document Fees	Demand draft number	
		Name of bank	
		Branch address of bank	
		Amount	
		Bank instrument	
5	EMD Details	Fixed Deposit Number/TDR/ BG Number	
		Name of bank	
		Branch address of bank	
		Amount	
		Bank instrument	

S. No.	Particular	Detail
6	<p>For the Bidder state the following information:</p> <p>(i) In case of non-Indian Firm, does the Firm have business presence in India?</p> <p>Yes/No</p> <p>If so, provide the office address (es) in India.</p> <p>(ii) Has the Bidder been penalized (for indulging in Fraud And Corrupt Practices/ Non-Performance of Contract) by any Government department/Public Sector Undertaking for poor quality of work or breach of contract in the last five years?</p> <p>Yes/No</p> <p>(iii) Has the Bidder/Member ever failed to complete any work awarded to it by any public authority/entity in last five years?</p> <p>Yes/No</p> <p>(iv) Has the Bidder been blacklisted by any Government department/Public Sector Undertaking in the last five years?</p> <p>Yes/No</p> <p>(v) Has the Bidder suffered bankruptcy/insolvency in the last five years?</p> <p>Yes/No</p> <p>Note: If answer to any of the questions at (ii) to (v) is yes, the Bidder might be not eligible for this assignment. However, if the bidder feels that inspite of the above he is eligible, he should submit the documentary evidence in support thereof.</p>	
7	<p>Does the Bidder's firm/company combine functions as a Service Provider or adviser along with the functions as a contractor and/or a manufacturer?</p> <p>Yes/No</p> <p>If yes, does the Bidder agree to limit the Bidder's role only to that of a Service Provider/ adviser to SUDA and to disqualify themselves, their Associates/ affiliates, subsidiaries and/or parent organization subsequently from work on this Assignment in any other capacity?</p>	

S. No.	Particular	Detail
	Yes/No	
8	<p>Does the Bidder intend to borrow or hire temporarily, personnel from contractors, manufacturers or suppliers for performance of the Services?</p> <p>Yes/No</p> <p>If yes, does the Bidder agree that it will only be acceptable as Service Provider, if those contractors, manufacturers and suppliers disqualify themselves from subsequent execution of work on this Assignment (including tendering relating to any goods or services for any other part of the Assignment) other than that of the Service Provider?</p> <p>Yes/No</p> <p>If yes, have any undertakings been obtained (and annexed) from such contractors, manufacturers, etc. that they agree to disqualify themselves from subsequent execution of work on this Assignment and they agree to limit their role to that of Service Provider/ adviser for SUDA only?</p> <p>Yes / No</p> <p>(Signature, name and designation of the authorised signatory) For and on behalf of</p>	

Form-4: Non Black-listing Self- Declaration Certificate

<<To be submitted on Company's/Firm's letter head. To be submitted by Bidder>>

Date: dd/mm/yyyy

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Sir,

In response to the RFP Ref. No. _____ dated_____ for Selection of "Implementing Agency (IA) **"Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh"**, I/ We hereby declare that presently our Company/ firm _____ is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India at the time of bid submission on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice 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.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Form-5: Certificate for undertaking for No Conflict of Interest

<<To be submitted on Company's/Firm's letter head. To be submitted Bidder>>

Certificate for undertaking for No Conflict of Interest

We hereby confirm that our company **<insert name of the company>** is not involved in any conflict of interest situation with one or more parties in this bidding process, including but not limited to –

- Receive or have received any direct or indirect subsidy from any of them; or
- Have common controlling shareholders; or
- Have the same legal representative for purposes of this Bid; or
- Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or
- Influence the decisions of State Urban Development Agency regarding this bidding process; or
- Participation in more than one bid in this bidding process. Participation in more than one Bid will result in the disqualification of all Bids. However, this does not limit the inclusion of the same product (commercially available hardware, software or network product manufactured or produced by the firm), as well as purely incidental services such as installation, configuration, routine training and ongoing maintenance/support, in more than one bid; or
- Participation as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.
- Association as Consultant / Advisor / Third party independent evaluating agency with any of the agencies taking part in the bid process.

Yours sincerely,

(Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

Form-6: Formats for Submission of the Pre-Qualification Bid

Pre-Qualification Bid Checklist

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
1	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. Five Lakhs only (Rs 5,00,000/-).	EMD may be submitted in FDR/TDR/ Bank guarantee (BG) as per Form-1		Not Applicable
2	The bidder should furnish, as part of its proposal, an Tender Fees of Rs Ten Thousand only (Rs.10,000/-).	Demand Draft		Not Applicable
3	Letter of Proposal	Form -2		
4	Summary of Information	Form -3		
5	Legal Entity	a) Certificate of Incorporation/ registration b) Copy of GST Registration Certificate. c) Copy of PAN		
6	Existence in India	Audited Financial Statements for Last 5 Years (till 31/03/2025) OR Work Order to establish the presence		

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
7	Technical Capability	<p>a) Project Citation/ Description summary as per format provided in Form 15 and Form 16</p> <p>b) PO / Work Orders clearly indicating scope of work as per criteria.</p> <p>c) Project Completion/Provisional Completion/Ongoing Certificate from the client (clearly specifying Implementation phase and/or O & M phase)</p>		
8	Turnover	<p>a. Copies of Certified audited Financial statements/ Balance sheet / Profit & Loss statement for last Three financial years as of 31st March 2025.</p> <p>OR</p> <p>b. Certificate from the statutory auditor /Certificate from CA regarding this condition.</p>		
9	Net worth	<p>a. Copies of Certified audited Financial statements/ Balance sheet / Profit & Loss statement for last Three financial years as of 31st</p>		

Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
		March 2025. OR b. Certificate from the statutory auditor /Certificate from CA regarding this condition.		
10	Manpower	Self- declaration letter by the authorized signatory (HR Head/Power of Attorney Holder)		
11	Certification for OEM Authorization	Authorization letter(s) as per Form 21		
12	Local Office	The bidder shall have/ or submit an undertaking to establish (if work gets awarded) an office in Raipur, Chhattisgarh.		
13	Blacklisting	Undertaking as per Form 4		
14	Certificate for undertaking for No Conflict of Interest	Undertaking as per Form 5		
15	No Deviation certificate	Form 7		
16	Total responsibility Certificate	Form 8		
17	Power of Attorney in name of authorised signatory	Form 9		

Selection of Implementation Agency for design, development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
18	Integrity Pact	Form 10		
19	Anti-Collusion Certificate	Form 11		
20	Undertaking on Exit Management and Transition	Form 12		

Form-7: No Deviation certificate

(To be provided on the Bidder in Company letter head)

Place:

Date:

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Subject: Self Declaration of No Deviation in response to the RFP for **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”**

Reference: RFP No :< > Dated<DD/MM/YYYY>

Dear Sir,

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no.

_____ dated _____. This is to expressly certify that our offer contains no deviation either Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification) or Commercial in either direct or indirect form.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Form-8: Total responsibility Certificate

(To be provided on the Company letter head by Bidder)

Place :

Date :

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Ref: RFP No. <<.....>> dated <<>>

Subject: Self Declaration of Total Responsibility in response to the “RFP for **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”**”

Sir,

This is to certify that we undertake the total responsibility for the defect free operation of the proposed solutions as per the requirement of the RFP for the duration mentioned in all the volumes of the RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Form-9: Power of Attorney in name of authorised signatory

Power of Attorney

(To be executed on `100 Non Judicial Stamp Paper)

Know all men by these presents, We, _____ (name of firm and address of the registered office) do hereby constitute, nominate, appoint and authorise Mr / Ms _____ son/daughter/wife and presently residing at

_____, who is presently employed with us and holding the position of***** as our true and lawful attorney (hereinafter referred to as the "Authorised Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Application for RFP for "Name of Work". "proposed to be selected by SUDA including but not limited to signing and submission of all applications, proposals and other documents and writings, participate in pre-bid and other conferences and providing information/ responses to SUDA, representing us in all matters before SUDA, signing and execution of all contracts and undertakings consequent to acceptance of our application and generally dealing with SUDA in all matters in connection with or relating to or arising out of our Application and/or upon selection thereof us till the entering into of the Agreement with SUDA.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____ THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 202*
For

(Signature)

Notarised

(Name, Title and Address)

Witnesses: 1.
2.

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Notes:

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.

For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued.

Form-10: Integrity Pact

(To be printed on Rs. 100/- Stamp Paper)

This pre-contract agreement (hereinafter called the “Integrity Pact” or “Pact”) is made on <<day>> of <<month, year>>, between, on one hand, the President of India/ Governor of the state acting through the Chief Executive Officer, State Urban Development Agency, Chhattisgarh, Purchaser (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s <<bidder’s legal entity >> represented by <<name and designation>> (hereinafter called the “BIDDER/Seller/Implementing Agency ”, which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part. WHEREAS State Urban Development Agency proposes to engage the Implementing Agency / System Integrator (SI) for **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”** the BIDDER is willing to offer/has offered the services and WHEREAS the BIDDER is a private company, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry/Department of the Government of Chhattisgarh performing its functions on behalf of the President of India/ Governor of the state.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired services at a competitive price in conformity with the defined specification by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of State Urban Development Agency (SUDA), Chhattisgarh

- 1.1. The State Urban Development Agency, Chhattisgarh undertakes that no official of State Urban Development Agency, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- 1.2. State Urban Development Agency, Chhattisgarh will, during the pre-contract stage, treat all the BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3. All the officials of State Urban Development Agency, Chhattisgarh will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to State Urban Development Agency with full and verifiable facts and the same is prima facie found to be correct by the State Urban Development Agency, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by State Urban Development Agency and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by State Urban Development Agency, the proceedings under the contract would not be stalled.

2. Commitments of the BIDDER

- 2.1. The BIDDER commits itself to take all the measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
- 2.2. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor or any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of State Urban Development Agency, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of State Urban Development Agency or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or dis-favor to any person in relation to the contract or any other contract with the Government.
- 2.4. BIDDER shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 2.5. The BIDDER further confirms and declares to State Urban development Agency that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.6. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of State Urban Development Agency or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.7. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.8. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.9. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by State Urban Development Agency as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.10. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.12. If the BIDDER who is involved in the bid process or any employee of such BIDDER or any person acting on behalf of such BIDDER, either directly or indirectly, is a relative of any of the officers of State Urban Development Agency, or alternatively, if any relative of an officer of State Urban Development Agency, who is involved in the bid process has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.
- 2.13. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of State Urban Development Agency.

For the purposes of clauses 2.11 & 2.12, the listed words shall have the ascribed meanings as follows:

- i) "Employee of such BIDDER or any person acting on behalf of such BIDDER" means only those persons acting on behalf of such Bidder who are involved in the bid process / Project.
- ii) "officers/employee of the BUYER", means only those persons who are involved in the bid process / Project.
- iii) "Financial interest/stake in the BIDDER's firm" excludes investment in securities of listed companies".

3. Previous Transgression

- 3.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in the country in respect of any

corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India/Chhattisgarh that could justify BIDDER's exclusion from the tender process.

- 3.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

4. Earnest Money (EMD)

- 4.1. The Bidder's EMD of Rs. _____ deposited along with the bid/proposal shall remain valid till the submission of performance guarantee by the BIDDER.
- 4.2. In case of the successful BIDDER, a clause would also be incorporated in the Performance Bank Guarantee that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by State Urban Development Agency to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 4.3. Within 30 days of the receipt of notification of award from State Urban Development Agency, the successful Bidder shall furnish the performance security equal to 10% of the value of contract from a commercial bank in accordance with the conditions of the Agreement, as prescribed in the RFP.
- 4.4. Performance security should remain valid from date of execution of Contract to the expiry of 60 days after the date of completion of all contractual obligations including warranty obligations.
- 4.5. No interest shall be payable by State Urban Development Agency to the BIDDER on Earnest Money/ Performance Security for the period of its currency.

5. Sanctions for Violations

- 5.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle State Urban Development Agency to take all or any one of the following actions, wherever required:

(i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Performance Security (after the contract is signed) shall stand forfeited either fully or partially, as decided by State Urban Development Agency and State Urban Development Agency shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by State Urban Development Agency, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing prime lending rate of State Bank

of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from State Urban Development Agency in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the State Urban Development Agency, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to State Urban Development Agency resulting from such cancellation/rescission and the State Urban Development Agency shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by State Urban Development Agency with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond/Security in case of a decision by State Urban Development Agency to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

- 5.2. State Urban Development Agency will be entitled to take all or any of the actions mentioned at para 5.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3. The decision of State Urban Development Agency to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6. Fall Clause

- 6.1. The BIDDER undertakes that under similar buying conditions, it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India/Chhattisgarh or PSU and if it is found at any stage that similar product/systems or subsystems was so supplied by the BIDDER to any other Ministry/Department of the Government of India/Chhattisgarh or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to State Urban Development Agency, if the contract has already been concluded

7. Independent Monitors

- 7.1. State Urban Development Agency will appoint Independent Monitors (hereinafter referred to as Monitors) for this Pact.
- 7.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 7.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, S/he will so inform the Authority designated by the State Urban Development Agency.
- 7.6. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7. State Urban Development Agency will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 1.8. The Monitor will submit a written report to the designated Authority of State Urban Development Authority within 8 to 10 weeks from the date of reference or intimation to him by the State Urban Development Agency/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8. Facilitation of investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, State Urban Development Agency or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is Raipur.

10. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow

in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

11. Validity

- 11.1. The validity of this Integrity Pact shall be from date of its signing and extend up to the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER, including warranty period, whichever is later. In case Bidder is unsuccessful, this Integrity Pact shall expire after six months from the date of signing of the contract.
- 11.2. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on _____

State Urban Development Agency

Bidder.....

Chief Executive Officer

Authorised Signatory

Witness: 1.....

Witness: 2.....

Form-11: Anti-Collusion Certificate

[Certificate should be provided by Bidder on letter head]

Date: dd/mm/yyyy

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Sir,

Subject: Anti-Collusion Certificate in response to the “RFP for **Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh**”

Ref: RFP No. <<.....>> dated <<>>

Dear Sir,

We hereby certify and confirm that in the preparation and submission of our Bid for Request for “RFP for **Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh**” against the RFP issued by Authority, we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anticompetitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant bid.

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Form-12: Undertaking on Exit Management and Transition

RFP Ref.

Date:

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Dear Sir,

Sub: Undertaking on Exit Management and Transition

1. I/We hereby undertake that at the time of completion of our engagement with the State Urban Development Agency, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the State Urban Development Agency or to an agency identified by State Urban Development Agency to the satisfaction of the State Urban Development Agency. I/We further undertake to complete the following as part of the Exit management and transition:
 - a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to SUDA before transition.
 - b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train State Urban Development Agency personnel on the same.
 - c. If State Urban Development Agency decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the ICT components , conducting Training sessions etc.
2. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from State Urban Development Agency.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Seal:

Business Address:

Form 13: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		

Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementing Agency	Date:
Name:	
Signature:	

Form-14: Technical Bid Covering Letter

Date-XX/XX/XXXX

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Subject: RFP for “Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”

Ref: RFP No. <<.....>> dated <<>>

Dear Sir,

I (*in case of single bidder*) or We, <<*name of the undersigned Bidder and consortium members*>>, having read and examined in detail all the RFP documents in respect of “RFP for **“Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh”**” do hereby propose to provide our services as specified in the RFP submitted by us.

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.

We declare that all the services shall be performed strictly in accordance with the RFP documents.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Authority, 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 evaluation process. We also confirm that we shall not attract conflict of interest in principle.

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance bank guarantee in the form prescribed at Annexure XXX of Section XXX of the RFP.

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

We understand that our proposal is binding on us and that you are not bound to accept a proposal you receive. This proposal is valid for 180 days after opening of technical bid. We shall extend the validity of the proposal, if required by Authority.

Thanking you,
Yours sincerely,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Form-15: Project Citation/ Credential Summary

#	Project Name	Client Name	Client Type	Project value (in Indian Rupees)	Project Components	Documentary Evidence provided (Yes/No)	Project Go Live date (Implementation completion)	Project status (Completed / ongoing/ withheld)
1								
2								
3								
4								
5								
6								
7								

- Client type – Indicate whether the client is Government or PSU or Private
- Project Components – Indicate the major project components like application development for security surveillance, command and control center, Maintenance, Hardware procurement and deployment, DC setup and maintenance, Facility management services, provisioning manpower, IT support and maintenance
- Documentary evidence provided – Indicate the documentary evidence provided with the detailed project credential like work order or purchase order or completion certificate or letter of appointment
- Project Status – Completed (date of project completion) or Ongoing (project start date)

Form-16: Project Citations

Name of the Project/Assignment:	
Description of services performed by the Bidder firm:	
Name of client and Address:(Also Indicate whether public or private entity)	
Name, telephone no. and fax no. of client's representative:	
Estimated Total cost of Project/Assignment (in Rs.): Capital Cost: Operational Cost:	
Start date and finish date of the services (month/ year):	
Date of Implementation completion (Go Live)	
Brief description of the Project/Assignment:	
Copy of Work Order/Agreement/Contract/LoA/Client certificate or any other supporting documents:	

Form-17: Project Plan

Sr. No	Activity	Timelines (Week Wise Program)			
		W1	W2	W3	
1	Activity 1				
1.1	Sub Activity 1				
1.2	Sub Activity 2				
2	Activity 2				
				
3	Activity 3				

- Indicate all main activities of the assignment, including delivery of reports (e.g.: Project Plan Business Requirement Document etc.), and other benchmarks such as Bidder approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- Duration of activities shall be indicated in the form of a bar chart.

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.

Form-18: Manpower Deployment Plan

I. Till Go-live (Implementation)

#	Role					Total
		Month 1	Month 2	Month	Go-live	
1						
2						
3						
4						
<Add more rows, if required>						
		Total				

II. After Go-live (Operation & Maintenance)

#	Manpower detail				Total
		Year I	Year II	Year III	
1					
2					
3					
4					
<Add more rows as required>					
	Total				

Form-19: Summary of Key Personnel proposed

Bidders shall provide the **deployment of various key personnel at site (Named resource as per technical Evaluation criteria and any other vital resource Bidder like to propose)** with details of individual tasks

Particulars of Key Personnel

#	Name of the resource	Proposed role	Educational Qualification (e.g BE/ MCA/ Post Graduation)	Certifications (e.g PMP/ ITIL/ TOGAF/ CCNP)	Total Experience (In years)	Relevant Experience
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Form-20: Curriculum Vitae (CV) of Team Members

1. Proposed Position				
2. Name of Firm				
3. Name of Expert				
4. Date of Birth		5. Citizenship		
6. Education				
7. Membership in Professional Associations				
8. Countries of Work Experience				
9. Languages	Language	Speaking	Reading	Writing
	English			
	Hindi			
10. Employment Record				
From		To		
Employer				
Position Held				
From		To		
Employer				
Position Held				
Note: Add separate sheet if required.				
11. Work Undertaken That Best Illustrates Capability to Handle the Tasks Assigned				

Year	
Location	
Client	
Project Value	
Main Project Features	
Position Held:	
Activities Performed:	
Note : Add Separate sheet if required.	

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

- (i) This CV correctly describes my qualifications and experience
- (ii) I was not part of the team who wrote the Scope of Work for this RFP.
- (iii) I certify that I have been informed by the firm that it is including my CV in the Proposal for the {name of project and contract}. I confirm that I will be available to carry out the assignment for which my CV has been submitted in accordance with the project and the schedule set out in the Proposal.

Or [If the CV is signed by the firm's authorized representative and the written agreement Attached]

I, as the authorized representative of the firm submitting this Proposal for the {name of project and contract}, certify that I have obtained the consent of the named resource to submit his/her CV, and that I have obtained a written representation from the expert that he/she will be available to carry out the assignment in accordance with the implementation arrangements and schedule set out in the Proposal.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of Personnel or authorized representative of the firm] Day/Month/Year

Full name of authorized representative: _____

Form-21: Format for OEM Authorization

<<To be printed on letter head of OEM and signed by Authorized signatory of OEM>>

Date: DD/MM/YYYY

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Sub :“RFP for “**Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh**”.

Ref : RFP No: <No> Dated <DD/MM/YYYY>

Dear Sir,
we (name and address of the manufacturer) who are established and reputed manufacturers/ Developers of having factories/ Head Office at (addresses of manufacturing development locations) do hereby authorize ws (name and address of the bidder) to bid, negotiate and conclude the contract with you against the above mentioned tender for the above equipment / software, manufactured / developed by us.

We herewith certify that the above-mentioned equipment / software products are not at end of the life and we hereby undertake to support these equipment / software for the entire duration of the contract from the date of Submission of the Bid.

Yours faithfully, (Name)
(Name of Producers)

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

Warranty & Maintenance

- a)Successful Bidder shall also provide complete maintenance support for all supplied hardware and other components as outlined in this RFP from the date of Go-Live.
- b)At the time of delivery, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract.
- c)CLIENT or its designated representatives shall promptly notify Successful Bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the Successful Bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to CLIENT and within time specified and acceptable to CLIENT.
- d)If the Successful Bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, CLIENT may proceed to take such reasonable remedial action as may be necessary, at the Successful Bidder's risk and expense and without prejudice to any other rights, which CLIENT may have

against the bidder under the contract.

e) During the comprehensive warranty period, the Successful Bidder shall provide all product(s), patches/fixes, within 15 days of their availability and should carry out installation and make operational the same at no additional cost to CLIENT.

The Successful Bidder hereby warrants CLIENT that:

- The supplied H/w & S/w meeting all the requirements as outlined in the RFP and further amendments if any and provides the functionality and performance, as per the terms and conditions specified in the contract.
- The proposed H/w & S/w shall achieve parameters delineated in the technical specification/requirement.
- The Successful bidder shall be responsible for warranty & maintenance services from licensors of products included in the systems for the entire contract period + 2 (Two) Years onsite 100% comprehensive warranty after successful commissioning of system. The Successful bidder shall ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty and maintenance period.

Operation and Maintenance

1. Once the systems have been commissioned, the successful bidder shall maintain the system (Hardware & Software) for the period of Contract comprehensive annual maintenance period (CAMC).

2. The extension of the Operation and Maintenance contract shall be based on the performance of the successful bidder. However, CLIENT reserves the right to extend the O&M contract based on the mutual agreement between the successful bidder and the CLIENT.

A. It shall involve but not limited to the following activities.

- Ensure the desired functioning of the Interface [integration
- Software installation and testing whenever required
- Provide technical support on system parameters and requirement of CLIENT
- Provide handholding support and training services as part of the post implementation services, on a scheduled basis as well as on a need basis.

B. The comprehensive maintenance and warranty of hardware shall include following but not limited to these.

- In case of failure, the Successful bidder needs to repair or replace the faulty part/component/device to restore the services at the earliest.
- The cost of the repairing or replacement of faulty part/component/device has to be entirely borne by the Successful bidder.
- All expenses related to part /component [device, including hiring of specialized technical expertise, in case required, has to be borne by the Successful bidder as part of comprehensive maintenance.
- The Successful bidder also needs to make alternate arrangement in case of major failure happens in the H/w or S/w, due to which services may be affecting for longer period.
- After repairing or replacement of the part/component/device, the Successful bidder needs to put the same into operation.

Note - No extra cost shall be remunerated by CLIENT on account of such operations & maintenance activities mentioned herein above.

3. O&M Team shall be available during all working hours and in case of all emergencies.

All costs related to O & M Team shall be considered in the OPEN, such as, lodging & boarding, local transportation, out-station travel, insurance, substitution / replacement, training etc.

Form 22: Undertaking on Patent Rights

No.

Date:

To:

Dear Sir,

Sub: Undertaking on Patent Rights

1. I/We as Manged Service Provider (IA) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment's, systems or any part thereof to be supplied by us. We shall indemnify SUDA against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the IA shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to SUDA and persons authorized by SUDA, irrespective of the fact of claimsof infringement of any or all the rights mentioned above.

3. If it is found that it does infringe on patent rights, I/We absolve SUDA of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 23: Format for Performance Bank Guarantee

PERFORMANCE GUARANTEE

Ref.

Bank Guarantee No:

Date:

To

The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

1. Against contract vide Advance Acceptance of the RFP/Tender No. _____ Dated _____ covering "RFP for **"Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh"** (hereinafter called the said 'contract') entered into between State Urban Development Agency, Chhattisgarh, (hereinafter called the Purchaser) and M/s. _____, a Company incorporated under the Companies Act, 1956 and having its Registered Office at _____ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we (name of the Bank / Branch _____) a body corporate constituted under the Banking Companies [Acquisition and Transfer of Undertakings] Act, 1970 and having its, Registered Office at _____ and a branch office at _____ are holding in trust in favour of the Purchaser, an amount _____ of Rs. _____ (Rupees _____ only) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether by any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We (Name of the Bank /Branch) _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ (Name of the Bank/Branch) by virtue of this guarantee before the said date, the same shall be enforceable against us _____ (Name of the Bank/Branch) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ (Name of the Bank/Branch) by the Purchaser before the said date. Payment under this guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ (Name of the Bank /Branch) undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes

raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We(Name of the Bank / Branch) further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we,.....(Name of the Bank / Branch) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder. Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed of Rs..... (Rupees in words only).

ii). The Bank Guarantee shall be valid up to; and;

iii) We..... (Name of the Bank / Branch) are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ##.....

Authorized Signatory of the Bank

Signature

Full name/designation/ Address of the official and date

WITNESS NO. 1

Signature

Full name/designation/ Address

WITNESS NO. 2

Signature

Full name/designation/ Address

Form-24: Fin Form 1 - Financial Bid covering letter

(Covering Letter)

(On Bidder's letter head)

<Location, Date>

To
The Chief Executive Officer,
State Urban Development Agency,
4TH Floor, D Block,
Indravati Bhavan (HOD building)
Atal Nagar, Nava Raipur- 492002
Chhattisgarh

Sub: Submission of the response to the RFP No <> dated <>

Sir,

I/We, (Bidder's name) herewith enclose the Financial Bid for **"Selection of Implementation Agency for Design, Development and Implementation of e-Governance in Urban Local Bodies in the State of Chhattisgarh"**

I/We agree that this offer shall remain valid for a period of 180 days from the Bid Due Date, or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

Note: The Financial Bid is to be submitted strictly online only as per forms given in the RFP.

Form-25: Fin Form 2 - Financial bid format

(To be strictly submitted online only)

NOTE: If this annexure is found as a part of the Technical Proposal, it will lead to disqualification of the bidder

NIT No:-----

(Inclusive of all taxes, duties, levies excluding GST)

#	Item	Unit	No. of Units (A)	Quantity (B)	Unit Rate without GST (C)
A1	Development/ Customisation and Implementation	Lumpsum	1	1	
A2	DC and DR Cloud Hosting Quarterly Charges- (12 Quarter /3 Year Period)	Nos	12	1	
A3	Operations Maintenance Quarterly Charges - (12 Quarter /3 Year Period)	Nos	12	1	

INSTRUCTIONS:

1. Bid price proposed for should not exceed following % of T respectively under any circumstances.

A1 should not be more than 30% of T

A2 should not be more than 20% of T

Any value quoted over and above defined limit will be **re-appropriated** as per above distribution limit at time of Agreement/contract signing and will be used for payment of milestones.

2. Grand Total T will be considered for financial evaluation of the bid.
3. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
4. Client reserves the right to ask the consultant to submit proof of payment against any of the taxes, duties, levies indicated.
5. Bidder should provide all prices as per the prescribed format.
6. All the prices are to be entered in Indian Rupees and in the Indian Numerical format ONLY.
7. The Unit Rate as mentioned in the formats may be used for the purpose of 'Change Order' for respective items, if any. However, based on the market trends, Client retains the right to negotiate this rate for future requirement.
8. Bidder shall be bound to give same or more % discount on the list price of the OEMs on the future purchases (additional purchases within the contract period) by SUDA, CG. Bidder shall ensure that the future products supplied are of latest specifications as per the OEM roadmap.
9. Client also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this larger demand and give the best possible rate to Client.
10. No escalations of prices will be considered under any circumstances during contract tenure.
11. Bidders must carefully read the Scope, Technical & Functional Requirements and the SLAs mentioned in this RFP and accordingly propose the software, hardware, accessories and services and their respective quantities required to completely meet the requirements of this RFP. To meet the requirements of this RFP, no request for Change Order shall be entertained.
12. Client may ask bidder to provide breakup of estimation sheet of each component.

13. The Bidder needs to account for all Out-of-Pocket expenses, no additional payment shall be made by Client whatsoever. No TA DA to be paid to any resource deployed in this Project.
14. Bidder has to consider cost for Office setup, training facility, network, stationary, computer hardware, Internet etc. All SMS, e-mail, integration and operation cost shall be borne by IA. No additional payment will be made for this.
15. Client reserves the right to extend the O&M contract at price mutually agreed at the time of such extension.
16. Payments will be made in the currency (INR)
17. Bidders has to factor in the Manpower & office setup costs & include within O&M phase.

Date:

(Authorized Signatory)

Place:

Signature

Form-26: Fin Form3 - Manpower Monthly Rate format

(To be strictly submitted online only)

Note: Manpower Monthly Rate” is only used for reference and rate discovery and may be used for any change order (if required).

#	Details of the Personnel/ Profile	Unit Man Month charges (INR)
Key Resources		
1	Project Manager	
2	Business Analyst cum Trainer	
3	Solution Architect	
4	Technical Team Leader- Full Stack Application Developer	
5	DevOps & Cloud Monitoring expert	
6	Database Administrator	
7	Subject Matter Expert (SME)- Finance and Accounts	
8	Subject Matter Expert (SME)- Municipal Functions	
Other Resources		
9	Software Application Developers	
10	Support Handholding Engineer	
11	Helpdesk Operators	
12	Business Analysts cum HR Manager	

(Inclusive of all taxes, duties, levies excluding GST)

Form-27: Formats for Submission of the Technical Bid

Technical Bid Check-List

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
1	Technical Bid Covering Letter	Form 14		
2	Project Citation /Credential Summary	Form 15		
3	Turnover	<p>a. Copies of Certified audited Financial statements/ Balance sheet / Profit & Loss statement for last Three financial years as of 31st March 2025.</p> <p>OR</p> <p>b. Certificate from the statutory auditor /Certificate from CA regarding this condition.</p>		
4	Organization Certification	<p>a. SEI CMMI Level 3/higher certificate</p> <p>b. ISO 9001:2015 OR ISO 27001 OR ISO 20000 certification</p>		
5	Technical Capability	<p>a) Project Citation/ Description summary as per format provided in Form 15 and Form 16</p> <p>b) PO / Work Orders clearly indicating scope of work as per criteria.</p> <p>c) Project</p>		

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
		Completion/Provisional Completion/Ongoing Certificate from the client (clearly specifying Implementation phase and/or O & M phase)		
6	Strength of resource like Software Development experts	Bidder should submit the self- declaration letter by the authorized signatory (HR Head/Power of Attorney Holder)		
7	Experience in executing IT project with Urban Administration/ Urban Local Bodies (ULB) in last Five years as on last date of bid submission of value	a) PO / Work Orders clearly indicating scope of work as per Technical evaluation criteria. b)Project Completion/Provisional Completion Certificate from the client indicating Technical evaluation requirement. c) For ongoing project, Experience the project should be at least 6 months old on the last date of bid submission		
8	Proposed Solution and Approach & Methodology for executing the assignment.	Technical Proposal with Understand of Project Proposed Solution and Approach & Methodology And Project Plan (Form 17)		
9	Manpower Deployment Plan	Form 18		
10	Summary of Key Personnel	Form 19		

S. No.	Parameter/ Criteria	Supporting document to be Submitted	Compliance (Yes/No)	Page No and Section No in Bid
	proposed			
11	Curriculum Vitae (CV) of Team Members	Form 20		
12	Undertaking on Patent Rights	Form 22		

-----End of Document-----