



Request for Proposal

for

Appointment of Agency to Generate
Annexure-II under Maharashtra Slum
Areas (Improvement, Clearance and
Redevelopment) Act, 1971

RFP Reference No: **SRA/IT/03/2022**

Dated: 08/07/2022

Slum Rehabilitation Authority

Administrative Building,
Anant Kanekar Marg, Bandra (E), Mumbai 400051
Phone: 26565800 / 69125800

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Disclaimer

This Request for Proposal (RFP) for “**Appointment of Agency to Generate Annexure - II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**”

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither SRA, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed SRA Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971 (hereinafter referred to as “SRA Project”), or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of SRA. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed SRA Project, the regulatory regime which applies thereto and by and all matters pertinent to the SRA Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the SRA Project. SRA shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

SRA shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of SRA in selecting the Service Provider who qualifies through this RFP shall be final and SRA reserves the right to reject any or all the bids without assigning any reason thereof. SRA further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

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

Abbreviations

Abbreviation	Description
DSC	Digital Signature Certificate
DCR	Development Control Regulations
DGPS	Differential Global Positioning System
EMD	Ernest Money Deposit
ESRI	Environmental Systems Research Institute
GIS	Geographical Information System
GCC	General Contract Conditions
NDA	Non-Disclosure Agreement
NIC	National Informatics Centre
PDF	Portable Document Format
RFP	Request for Proposal
SRA	Slum Rehabilitation Authority
TEC	Tender Evaluation Committee
UIDAI	Unique Identification Authority of India
ULB	Urban Local Body
SRA	Slum Rehabilitation Authority
CA	Competent Authority

1. Invitation for Bids

- 1) SRA hereby invites Proposals from reputed, competent and professional Information Technology (IT) companies, who meet the minimum eligibility criteria as specified in this bidding document for “**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**” as detailed in [Section 2.24](#), [Section 2.28](#) and [Section 2.29](#) of this RFP document.
- 2) The complete bidding document shall be published on <https://mahatenders.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee and EMD through e-Tendering Online Payment Gateway mode only.
- 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. Safe crypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- 4) Bidders are also advised to refer “Bidders Manual Kit” available at <https://mahatenders.gov.in> for further details about the e-tendering process.
- 5) Bidder is advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

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

S No	Items	Description
1.	Bid Reference No.	SRA/IT/03/2022
2.	Name of the Project	RFP for Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas

**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
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S No	Items	Description
		(Improvement, Clearance and Redevelopment) Act, 1971
3.	RFP Document Download Start / Expiry Date & Time	Start Date: 09/07/2022 at 9:00 am Expiry Date: 01/08/2022 at 5:00 pm Please visit the below mentioned e-Tendering website https://mahatenders.gov.in
4.	Last date to send in requests for clarifications	All the queries should be received on or before 14/07/2022 5:00 pm , through email only with subject line as follows: "Pre-Bid queries - <Agency's Name>". The queries should be submitted as per the format prescribed in Annexure 5.5 The Pre-Bid queries to be sent to the Email Id - ito@sra.gov.in
5.	Date, Time and place of pre- bid meeting	15/07/2022, 12:00 noon Address 3rd Floor Conference Room, SRA, Administrative Building, Anant Kanekar Marg, Bandra (E), Mumbai 400051
6.	Last date (deadline) for submission of bids	01/08/2022 at 5:00 pm
7.	Date and Time of opening of prequalification proposals	03/08/2022 at 3:00 pm
8.	Date Time and Place of opening of Financial Proposals	Will be intimated later to the technically qualified bidders
9.	Earnest Money Deposit (EMD) to be paid via Online Payment Gateway mode only.	Rs. 10,00,000 (Rupees Ten Lakhs Only)
10.	Bid Validity Period	180 days from the date of submission of Bid
11.	RFP Document Fee to be paid via Online Payment Gateway mode only.	Rs. 25,000 (Rupees Twenty Five Thousand Only)
12.	Performance Guarantee value	The Bidder shall have the choice to

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S No	Items	Description
		deposit the total Performance Guarantee for an amount equivalent to 5% of the value of Contract to be submitted either in the form of Bank Guarantee (BG) or Fixed Deposit Receipt (FDR) or to be deducted in RA Bills (Refer Section 2.34 of the RFP Document)
	Contact Person Officer: Shri Harshad Karade, IT Officer Ground Floor, Administrative Building, Anant Kanekar Marg, Bandra (E), Mumbai 400051 Email Id: ito@sra.gov.in Phone No: 022 - 26565800 / 69125800	

Note: Prospective Bidders may visit SRA IT Office for any further information / clarification regarding this RFP on prior appointment during working hours till the date of technical bid submission.

2. Instructions to Bidders

2.1. Introduction of SRA

Slum Rehabilitation Authority (SRA) is a planning authority, to function as a local authority for the area under its jurisdiction. SRA has been empowered to prepare and submit proposals for modification to the Development Plan of Greater Mumbai and MMR. As per the slum rehabilitation scheme parameters, SRA declare area under as slum rehabilitation area for the rehabilitation of slums. All such slum rehabilitation areas, where slum rehabilitation schemes are proposed and being implemented, come under the jurisdiction of SRA.

SRA's aim is to plan and create environment friendly, model urban settlements with full-fledged physical and social infrastructure to meet residential needs of slum-dwellers.

2.2. Purpose

SRA seeks the services of a reputed company, to “**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**” for MCGM and MMR. This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in [Section 3](#) of this RFP document.

2.3. Consortium

No Consortium / Joint Venture / Association shall be allowed.

2.4. Sub-Contracting Conditions

Sub-Contracting is not allowed for this RFP

2.5. Completeness of Response

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

2.6. Proposal Preparation Costs

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

2.7. Bidder Inquiries

Bidder shall E-Mail their queries as per schedule and E-Mail address prescribed in the Section 1 of this RFP. Format for submission of queries is prescribed in [Annexure 5.5](#) of this RFP.

The response to the queries will be published on <https://mahatenders.gov.in>. No telephonic / queries will be entertained thereafter. This response of SRA shall become integral part of RFP document. SRA shall not make any warranty as to the accuracy and completeness of responses.

2.8. Amendment of RFP Document

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

2.9. Supplementary Information to the RFP

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

2.10. SRA's right to terminate the process

SRA may terminate the RFP process at any time and without assigning any reason. SRA reserves the right to amend/edit/add/delete any clause of this Bid Document. This will be informed to all and will become part of this bid / RFP and information for the same would be published on the <https://mahatenders.gov.in> portal.

2.11. Earnest Money Deposit (EMD)

- 1 Bidders shall submit, EMD of Rs. 10,00,000 (Rupees Ten Lakhs Only) through Online e-Tendering Payment Gateway mode only (<https://mahatenders.gov.in>).
- 2 Unsuccessful Bidder(s) EMD will be returned within 90 days from the date of opening of the financial bid.
- 3 The Bid Security, for the amount mentioned above, of the Successful Bidder(s) would be converted into Performance Guarantee.
- 4 No interest will be paid by SRA on the EMD amount and EMD will be refunded to the all Bidders without any accrued interest on it
- 5 The Bid submitted without EMD, mentioned above, will be summarily rejected
- 6 The EMD may be forfeited:
 - a. If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
 - b. In case of a Successful Bidder(s), if the Bidder fails to sign the contract in accordance with the terms and conditions.
 - c. If during the bid process, a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation.
 - d. If, during the bid process, any information is found false/fraudulent/mala fide, and then SRA shall reject the bid and, if necessary, initiate action.
- 7 The decision of the SRA regarding forfeiture of the EMD shall be final and binding upon bidders.

2.12. Authentication of Bid

- 1 Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder (as per format specified in Annexure 5), which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person or persons signing the bid.
- 2 Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid.

2.13. Language of Bids

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

2.14. Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and SRA is required to pay compensation to a third party resulting from such Infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs, lawyer fees etc. SRA shall give notice to the Successful Bidder(s) of any such claim and recover it from the bidder.

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

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

2.16. Bid Submission Format

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

2.17. Bid Submission Instructions

Complete bidding process will be online (e-Tendering - <https://mahatenders.gov.in>) in two envelope system. Submission of bids shall be in accordance to the instructions given in the Table below:

Particulars	Instructions
Envelope A: Pre-qualification Proposal & Technical Proposal	<p>The Pre-qualification Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in Annexure 1 of this RFP.</p> <p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in Annexure 2 of this RFP.</p> <p>Each page of the Pre-qualification & Technical Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Proposal should be submitted through online bid submission process only.</p>
Envelope B: Financial Proposal	<p>The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in Annexure 3 of the RFP.</p> <p>Financial Proposal (As per Section 7.2) should be submitted through online bid submission process only (https://mahatenders.gov.in)</p>

*Note: Bidder is requested to submit the **One Hard Copy** of the Pre-qualification and Technical proposal (i.e. Envelope A: Pre-qualification Proposal & Technical Proposal) on the date of prequalification proposal opening as schedule given in the Section 1 of the RFP.*

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

- SRA shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

- b. The Bidder is expected to price all the items and services sought in the RFP and proposed in the financial proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period as per requirement of SRA.
- c. SRA may seek clarifications from the Bidder on the technical proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- d. Financial Proposal shall not contain any technical information or terms and conditions.
- e. If any Bidder does not qualify the prequalification criteria stated in [Section 2.24](#) of this RFP, the technical and financial proposals of the Bidder shall not be opened in the e-Tendering system. Similarly, if the Bidder does not meet the technical evaluation criteria as stated in [Section 2.28](#) of this RFP, the financial proposal of the Bidder shall be unopened in the e-Tendering system.
- f. It is required that the all the proposals submitted in response to this RFP should be unconditional in all respects, failing which SRA reserves the right to reject the proposal.
- g. Proposals shall be rejected if sent by hand / fax / post/ courier / any other method apart from online at <https://mahatenders.gov.in>.

2.18. Late Proposal and Proposal Validity Period

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

2.19. Modification and Withdrawal of Proposals

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the

Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

2.20. Non-conforming Proposals

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

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

2.21. Acknowledgement of Understanding of Terms

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

2.22. Bid Opening

- a. Total transparency shall be observed and ensured while opening the Proposals / Bids. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- b. SRA reserves the rights at all times to postpone or cancel a scheduled Bid opening.
- c. Bid opening shall be conducted in two stages.
- d. In the first stage, pre-qualification proposals shall be opened and evaluated as per the criteria mentioned in [Section 2.24](#) of the RFP. Technical Proposals as per [Section 2.28](#) of this RFP, of bidders who pass the pre-qualification criteria shall be opened.
- e. In the second stage, Financial Proposal of those Bidders, whose Pre-qualification and Technical Proposals qualify, shall be opened. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- f. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday

for SRA, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, SRA will continue process and open the bids of all bidders

- g. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. SRA has the right to reject the bid after due diligence is done.

2.23. Evaluation Process

- a. SRA has formed a Project Implementation Committee (PIC) for monitoring various e-Governance initiatives. This PIC shall act as a Tender Evaluation Committee (hereinafter referred to as “TEC”) to evaluate the bids.
- b. TEC shall review the Pre-qualification proposal of the Bidders to determine whether the requirements as mentioned in [Section 2.24](#) of the RFP are met. Incomplete or partial Proposals are liable for disqualification. All those Bidders, whose Pre-qualification proposal meets the requirements shall be selected for opening of the technical proposal.
- c. TEC shall review the Technical Proposal of the prequalified Bidders to determine whether the technical proposals as mentioned in & [Section 2.28](#) of this RFP, are substantially responsive. Bids that are not substantially responsive shall be disqualified and TEC reserves the right to seek clarification if required.
- d. TEC shall assign a Technical score to the Bidders based on the Technical evaluation criteria detailed in the RFP. The Bidders with a technical score above the threshold as specified in [Section 2.27](#) of the RFP shall technically qualify for the commercial evaluation stage.
- e. The financial proposals of the technically qualified Bidders shall be opened and reviewed to determine whether the financial proposals are complete and as per requirements.
- f. Evaluation and award of Contract shall be done as per provisions of Maharashtra State Government Rules.
- g. Please note that TEC may seek inputs from their professional, external experts in the Bid evaluation process.

2.24. Prequalification criteria

Sr. No.	Eligibility Criteria	Document to be submitted
PQ1	<p>1) The Bidder should be registered company in India registered under the Companies Act, 1956, and should be in existence in Maharashtra for at least the last 5 (Five) years as on date of submission of the bid</p> <p>2) The Bidder should be Registered with the Goods and Service Tax (GST) Authorities & Permanent Account Number (PAN)</p> <p>3) The Bidder should have been operating in the Maharashtra for the last five years as on date of submission of the proposal.</p>	<p>1) Certificate of Incorporation.</p> <p>2) Copy of valid GST Registration Certificate</p> <p>3) Copy of valid PAN</p>
PQ2	The Bidder should have average annual turnover of minimum Rs. 10 CR during the last 3 (Three) financial years (i.e. FY 2018-19, 2019-20, 2020-21)	<p>1) A Certificate from a statutory auditor/ CA clearly stating the turnover</p> <p>2) Copy of extracts from the audited balance sheet and Profit & Loss Statement</p>
PQ3	The Bidder should have positive net worth of Rs. 10 Crore as on 31 st March 2021.	A Certificate from a statutory auditor/ CA clearly stating the net worth
PQ4	The bidder should have successfully completed the integration of GIS based database of a government / semi government body / ULB with the field data captured by itself in same work order in Maharashtra with project cost not less than Rupees Five Crores	Copy of Work Order / Project Completion Certificate / Proof of Payment / Copy of Agreement / Demonstration of Database should be attached
PQ5	The Bidder should have successfully completed at least 1 (One) project involving GIS based data processing of 3D photo	Copy of Work Order / Project Completion Certificate / Proof of Payment should be attached

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Sr. No.	Eligibility Criteria	Document to be submitted
	geometry of urban/ slum structures in any class A towns in India for Central Govt. / State Govt. / Semi Govt. organizations / ULBs in India.	
PQ6	The Bidder should have experience of using Census Data in their previous works for any Government / Semi Government Body	Copy of work orders / Project Completion Certificate / chain of documents / data demonstrating the criteria should be attached
PQ7	The Bidder should have experience in management of city-wide geospatial data with respect to properties, water supply, sewerage etc. for any Government / Semi Government Body	Copy of work orders / Project Completion Certificate / chain of documents / data demonstrating the criteria should be attached
PQ8	The Bidder should not be banned/ blacklisted / terminated (by performance) from participating in any of the Tenders by Government of Maharashtra / Any State Government / Government of India in the last 5 years and such order should not be sub-judice. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or fraudulent practices with any of the Government or Public sector units.	A self-certified letter signed by the Authorized Signatory of the Bidder.

2.25. Evaluation of Prequalification Proposals

- a. Bidders, whose EMD and RFP Document Fees are found in order, shall be considered for Pre-Qualification criteria evaluation.
- b. Bidder shall be evaluated as per prequalification criteria mentioned at [Section 2.24](#). The bidders who fulfil all the prequalification criteria shall qualify for further technical evaluation.

2.26. Evaluation of Technical Proposals

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

- a. The Bidders are required to submit all required documentation in support of the evaluation criteria specified in Section 2.28 of this RFP (e.g. Detailed Project

citations and completion certificates, client contact information for verification, and all others) as required for technical evaluation.

- b. At any time during the Bid evaluation process, TEC may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- c. SRA reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

2.27. Technical Evaluation Methodology

The bids shall be evaluated in accordance with the procedures given below:

- a. Evaluation shall be done on **QCBS basis with 80% weightage for Technical Score (TS) and 20% weightage for Financial Score (FS)**.
- b. Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points. (as per Section 2.28).
- c. In order to qualify for the opening of Financial Proposal, the Bidder must get a **minimum overall technical score of 70 (Seventy)**.
- d. The formula for determining the Final Score for award of contract is as follows:

[Sf = 100 x Fmin/F, in which Sf is the financial score, Fmin is the lowest price, and F the price of the proposal under consideration]

The total points obtained by the firm will be determined by formula:

Total score = 80% x St + 20% x Sf

- e. The Financial Proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system.
- f. SRA reserve the right to accept or reject any or all bids without giving any reasons thereof.
- g. SRA shall inform to the technically shortlisted Bidders about the date and venue of the opening of the financial proposals.

2.28. Technical Evaluation Criteria

Sr. No.	Evaluation Criteria	Points
TQ.1.0	Company Profile	20
TQ1.1	The Bidder should have average annual turnover of minimum Rs. 10 Cr for the last 3 financial years.	
	• Above Rs. 50 Crore	20
	• >Rs. 25 Crore – Rs. 50 Crore	15
	• >=Rs. 10 Crore – Rs. 25 Crore	10
TQ2.0	Relevant Experience	50
TQ2.1	Experience of Integration of GIS based database of a government / semi government body / ULB with the field data captured by itself in same work order in Maharashtra with project cost not less than Rupees Five Crores each including Slums having area	8
	• Above 300 sqkm	8
	• 100 sqkm – 300 sqkm	4
	• Minimum 100 sqkm	2
TQ 2.2	Experience of project involving GIS based data processing of 3D photo geometry of urban/ slum structures in any class A towns in India for Central Govt. / State Govt. / Semi Govt. organizations / ULBs in India.	8
	• Above 4 projects	8
	• 2 – 4 projects	4
	• >=1 project	2
TQ2.3	Experience of using Census Data in their previous works for any Government / Semi Government Body	5
TQ2.4	Experience in management of city-wide geospatial data with respect to properties, water supply, sewerage etc. for any Government / Semi Government Body	8
	• Above 300 sqkm	8
	• 100 sqkm – 300 sqkm	4
	• Minimum 100 sqkm	2
TQ2.5	Experience in detailed analysis & management wrt the following for any Government / Semi Government Body / Local Bodies / ULBs	8
	• Public Utility data	4
	• Water supply, Sewerage etc.	4
TQ2.6	Experience in creation of database inventory and mapping	4

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Sr. No.	Evaluation Criteria	Points
	through GIS for any Government / Semi Government Body	
TQ2.7	Experience of integration of old records with new GIS based database for any Government / Semi Government Body	4
TQ2.8	Experience in region & language and soft skills including familiarly with the procedures of Slum Rehabilitation Schemes	5
TQ 3.0	Technical Presentation	30
TQ 3.1	Understanding of Scope of Work	To be awarded by Tender Evaluation Committee
TQ 3.2	Approach, Methodology, and Project Roll-out Plan	
	Total	100

Note:

- *Bidder shall attach copy of work orders / Project Completion Certificate / Proof of Payment / chain of documents or data to demonstrating the above criteria*
- *Bidder who meets the minimum pre-qualification criteria shall be called for technical presentation (maximum duration of half an hour) with respect to above technical evaluation criteria during Technical Bid Evaluation. Date, Time and Venue for the Technical Presentation will be informed later to qualified bidders.*
- *SRA reserves right to visit / seek verification from bidder's customer where such a similar project execution has taken place.*

2.29. Financial Bid Evaluation

- a) The financial proposal of only the technically qualified Bidders shall be opened for the evaluation.
- b) Contract awarding criteria shall be as per Section 2.30 of this RFP.
- c) The evaluation committee will determine whether the financial proposals are complete (i.e. whether they have included cost of all items of the corresponding proposals if not, then their cost will be considered as NIL but the bidder shall however be required to carry out such obligations without any compensation.

- d) In case, if Authority feels that the work cannot be carried out within overall cost of financial proposal, the proposal can be rejected.
- e) The evaluation shall exclude those taxes, duties, fees, levies and other charges imposed under the applicable law & applied to foreign components/ resident personal.
- f) If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.

2.30. Award of Contract

1. The work shall be awarded to the bidders who's has highest score (QCBS as per formula specified in Section 2.27) in evaluation and shall be "most preferred bidder".
2. However, the CEO, SRA reserves the right to further negotiate the prices quoted by the shortlisted bidders
3. SRA at its discretion reserve rights to increase or decrease quantity of slum huts for Annexure-II as per the requirement however unit rate will be the same during entire contract period

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

SRA reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for SRA's action.

2.32. Letter of Intent

Prior to the expiration of the period of bid validity, SRA will notify the Successful Bidder(s) in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted.

The Letter of Intent will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Security, SRA will promptly notify each unsuccessful bidder(s).

SRA envisages the completion of the project within a timeframe of 5 years from the date of work order. The Contract for allotment of new works shall initially remain valid for 5 years from the date of work order which can be extended on mutual consent.

2.33. Signing of Contract

SRA shall notify the Successful Bidder that its bid has been accepted. The Successful Bidders shall enter into contract agreement with SRA within the time frame mentioned in the Letter of acceptance by SRA.

2.34. Performance Guarantee (PG)

1. The total Performance Guarantee will be for an amount equivalent to 5% of the value of Contract to be submitted either in the form of Bank Guarantee (BG) or Fixed Deposit Receipt (FDR) or to be deducted in RA Bills
2. The EMD amount of the Successful Bidder(s) would be converted into Performance Guarantee (PG).
3. Performance Guarantee amount will be refunded after 6 months from completion of the contract period.
4. Performance Guarantee would be discharged / returned by SRA upon being satisfied that there has been due performance of the obligations of the Bidder under the contract at the end of the contract/completion of the project. However, no interest shall be payable on Performance Guarantee.
5. In the event of the Bidder being unable to service the contract for whatever reason SRA would forfeit the PG. Notwithstanding and without prejudice to any rights whatsoever of SRA under the contract in the matter, the proceeds of the PG shall be payable to SRA as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. SRA shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
6. SRA shall also be entitled to make recoveries from the bidder's bills, PG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, and misstatement.

2.35. Non-Disclosure Agreement (NDA)

The Successful Bidder(s) has to sign the Non- Disclosure Agreement ([Annexure 4](#)) with SRA.

3. Scope of Work

Annexure-II has defined the procedures and required supporting documents to finalize the eligibility of the slum dweller. SRA intends to engage competent agency to Generate Annexure -II as per Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971 for MCGM & MMR. Key responsibility of appointed agency will be - Support for Data Cleaning, Digitization of Data received in Hard copies and Integration with the existing Databases of SRA, Other Agencies etc., Application Development and publishing the data on Public Domain including the reality model data of SRA and Preparation of Reports of Households / Slum Dwellers & Structures to generate the Annexure-II

The detailed scope of work is given in the sections below -

3.1. Overall Scope of Work

The project shall involve following activities.

1. The Successful Bidder shall be responsible for assisting the SRA for Data acquisition by providing the Man-Power for follow-up etc. from the following Authorities on behalf of SRA. The official charges of the Authorities / Utility Company shall be paid by SRA directly to the concern data holder. Development of integrated customized application for following validation as required for Annexure-II:

Note – It will be responsibility of the bidder to do the required data entry / data digitization as required for the Scope defined in this RFP and as per the requirement of SRA.

1. Census of India
2. Public Utility Consumer Data
3. Local Body data for water supply, property Land Licenses, Electricity Metering, survey receipt
4. Assessment Tax and Gumasta License (In case of shop)
5. AADHAR Data, Ration Card
6. Election Department – Voters list Data, Approved Election wards/ Part Number and Assembly Constituency sectors.
7. 1/1/2000 photo pass data

8. Any other database as per requirement of SRA & Competent Authority
9. Any other documents as per requirement of SRA & Competent Authority
10. Integration with current and all futuristic SRA applications
 - a. Slum Information Management System (SIMS)
 - b. Legal MIS,
 - c. Photo pass,
 - d. GIS,
 - e. AutoDCR
 - f. and so on as per requirement of SRA & Competent Authority

Slum Rehabilitation Authority (SRA) is one of the "Planning Authority" for the rehabilitation of slum dwellers in Greater Mumbai and in process to implement the Slum Rehabilitation Scheme under one window scheme. As a part of this, SRA is Conducting door- to – door biometric survey of Slum Dwellers in Mumbai & MMR. Also, for speedy implementation of Annexure-II and to avoid administrative approval delay, all competent authorities of MCGM & MMR region will work under SRA.

Primary documents required to be submitted by the slum dwellers during the survey are

1. Census of India
2. Public Utility Consumer Data
3. Local Body data for water supply, property Land Licenses, Electricity Metering, survey receipt
4. Assessment Tax and Gumasta License (In case of shop)
5. AADHAR Data, Ration Card
6. Election Department – Voters list Data, Approved Election wards/ Part Number and Assembly Constituency sectors.
7. 1/1/2000 photo pass data
8. Any other database as per requirement of SRA & Competent Authority
9. Any other documents as per requirement of SRA & Competent Authority

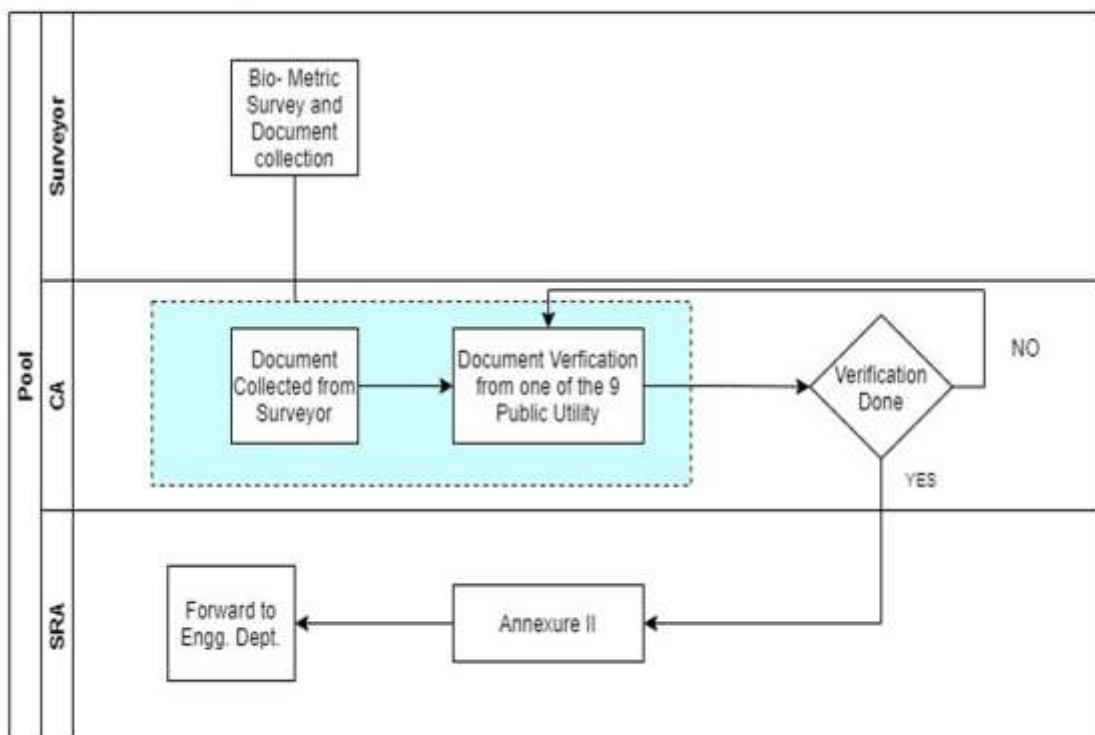
These submitted hard copies of these documents need to be re-verified / validated from the respective electricity agencies (*i.e., from 1. Adani Electricity, 2. The Brihanmumbai Electricity supply & Transportation Undertaking (BEST), 3. TataPower and 4. Maharashtra State Electricity Distribution Co. Ltd (MSEDCL).*) / Boards / providers / Local Body/ Census Data, Election Commission and so on as per requirement of SRA & Competent Authority. It has been observed that validation process of these documents is time consuming and leads to delay in the implementation of Slum Rehabilitation Scheme.

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To eliminate this time consuming process, SRA has decided to automate the Annexure-II process and to achieve it, software solution has been proposed. In this context, SRA decided to engage competent agency, who will be responsible to assist SRA to automate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971 for Ease of Doing Business.

The following is an indicative process for automation of Annexure II which shall be finalized by SRA after study of various database and mutual consent.

Process after digitization

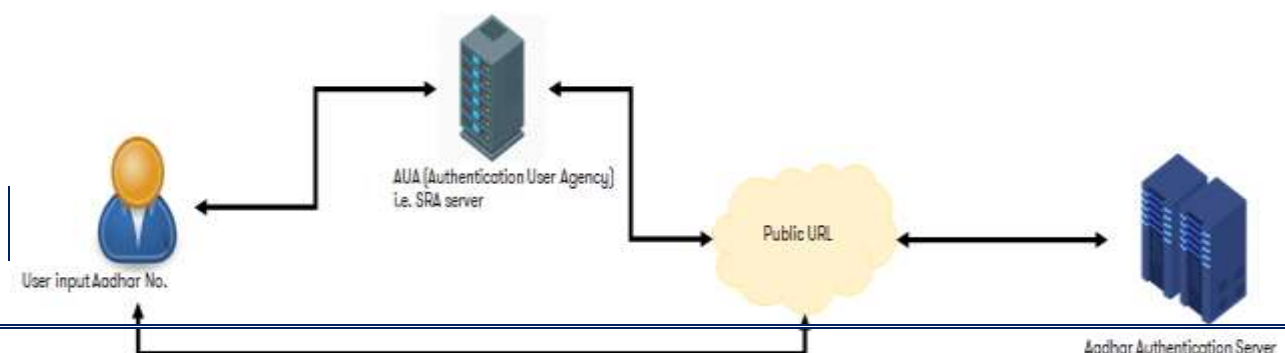


The detailed scope of work is given in the sections below.

➤ Document verification process:

- **Verification by Aadhar No.:**

While verifying by Aadhar No. bidder will ensure that integration with UIDAI has been done. For this verification input is Aadhar No. System should identify



the Aadhar No. and return the result with the details attached to that no. High level workflow is as follows:

In case of wrong input, it will show an error message like Data Mismatch. For successful verification, system will either show message as Verification Successful or can provide green colour tick mark.

****Note: In all forms of authentication the Aadhar Number needs to be submitted so that authentication is reduced to a 1:1 match. In addition, Aadhar authentication service only responds with a “yes/no” and no Personal Identity Information (PII) is returned as part of the response.**

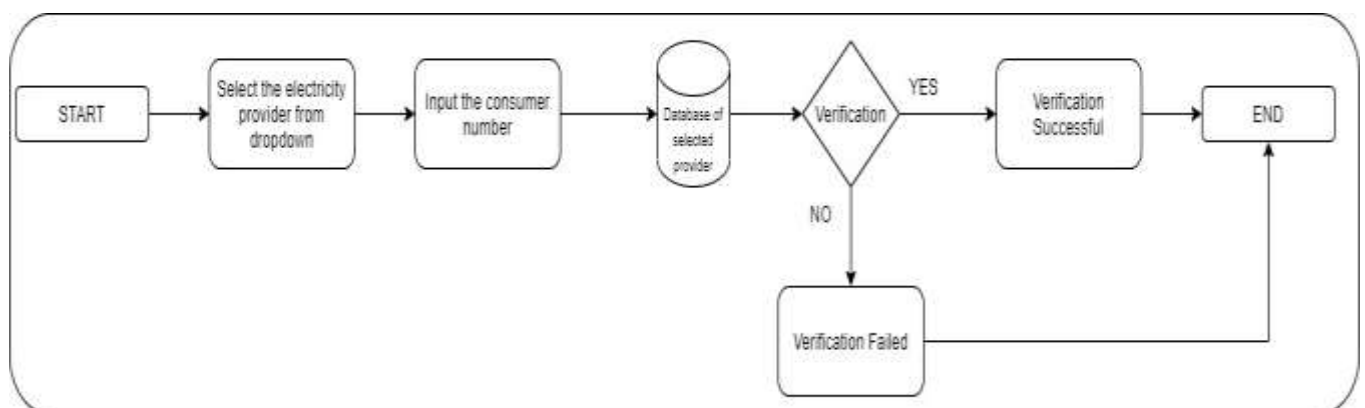
- **Verification by Electricity Bill:**

In this case bidder should ensure the integration with electricity provider database to access its data. Following is the list of electricity provider

- a. Adani Power
- b. MSEDCL
- c. BEST
- d. TATA Power
- e. And so on

User will select the electricity provider from the dropdown list. Then input will be consumer number which will in return provide the address of the related consumer number with the pin code. If data obtained by SRA provided by surveyor, matched with data provided by electricity provider then, system will either show message as Verification Successful or can provide green colour tick mark

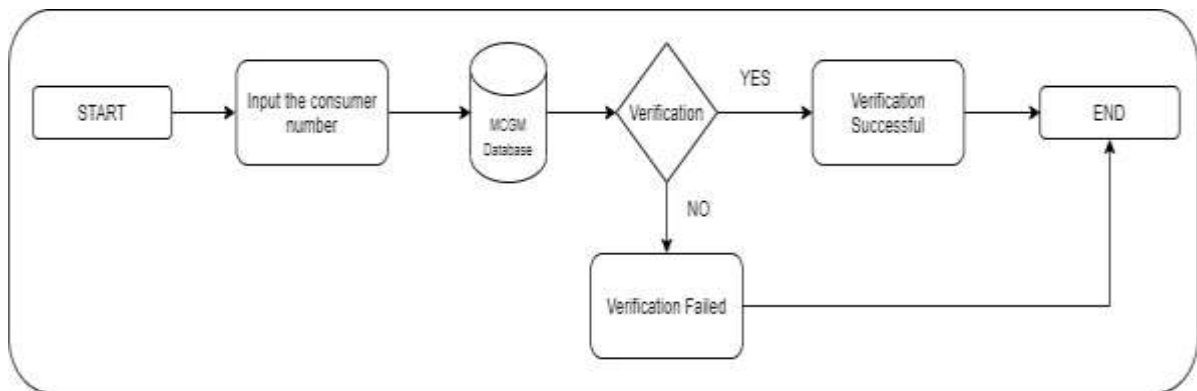
High level workflow is as follows:



- **Verification by Assessment Tax and Gumasta License (In case of shop)**

In this case bidder should ensure the integration with MCGM database to access its data. Input for this verification will be receipt number which will in return provide the name and address of the related receipt number with the pin code. If data obtained by SRA matched with data provided by MCGM then, system will either show message as Verification Successful or can provide green colour tick mark

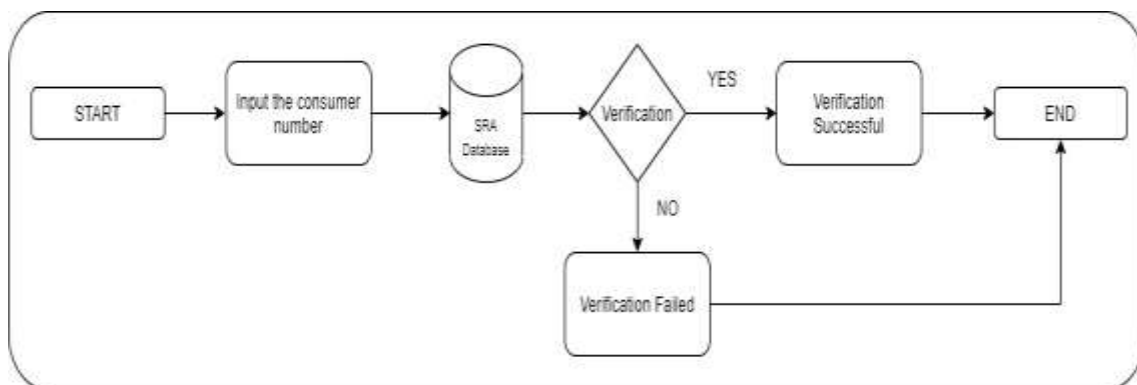
High level workflow is as follows:



- **Verification by survey receipt**

In this case bidder should ensure the integration with SRA database to access its data. Input for this verification will be survey receipt number which will in return provide the name and address of the related receipt number with the pin code. If data obtained by SRA matched with data present in SRA database then, system will either show message as Verification Successful or can provide green colour tick mark

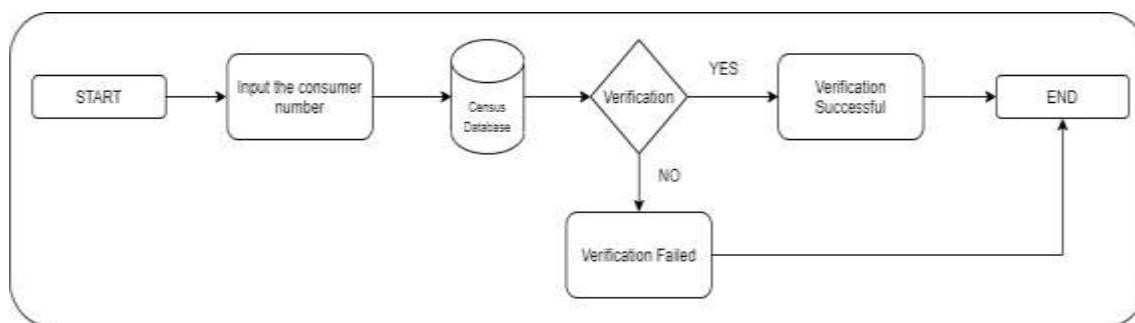
High level workflow is as follows:



• Verification by Voter ID

In this case bidder should ensure the integration with Census database to access its data. Input for this verification will be voter id which will in return provide the name and address of the related receipt number with the pin code. If data obtained by SRA matched with data present in census database then, system will either show message as Verification Successful or can provide green colour tick mark

High level workflow is as follows:



Note:

- i. System should check every document provided for eligibility.
- ii. System should be able to generate the report in following format:

Sr. No.	Name	Hut No.	No. of Documents submitted	No. of Documents verified	Details of verified document	Status (Eligible/ Ineligible)

iii. In case verification fails due to Change in Name or Address, Bidder will ensure that failed verification to be done manually.

1. Geo code of Slum hutment data base along with layers from Public Utility Data base maps acquired.
2. Generation of Report Deterministic and Probabilistic Data Matching reports and creation of exception reports
3. Prepare the individual Report of Households & Structures matching the requirement as per the logic / rules of the Maharashtra Slum Areas (Improvement,

Clearance and Redevelopment) Act, 1971 to generate the Annexure-II for approval of the competent Authorities.

4. Printing of Final Reports
5. Assistance in collating the addition data provided by the Slum Dweller
6. Assisting in Document Collection, Scanning, Uploading (using existing SRA Software), Processing & Management of the data provided by the Slum Dweller
7. Assistance in Verification / Panchnama for non-matched hutments
8. Assistance in Field Verification
9. Assistance in creation of file for each hutment to be put-up to competent authority for declaration of eligibility / ineligibility
10. Updatation / Modification / development of required Software shall be done by appointed agency as per requirement SRA. It shall be the responsibility of the appointed agency to procure all kind of database and software licenses required to execute the project.
11. Since this is a confidential activity the successful Bidder shall deploy its man-power along with hardware like Laptops / Desktops / mobile devices and all Backbone Infrastructure high speed internet and LAN connection, Cloud Space Server, required stationaries, printers / scanners etc. shall be provided by appointed agency etc. in the respective competent authority offices.

➤ **Application Development**

Integration with Internal Software Application

There are multiple software applications (currently available and proposed) at SRA which are currently hosted in the existing DC available at SRA office, Bandra (E), Mumbai. Details of few major software applications are as below.

The Successful Bidder shall be responsible to integrate various internal applications developed by various vendors at SRA with our proposed web portal/system. Followings (but not limited to) are few examples of internal applications

a. Slum Information Management System (SIMS)

This web-based application of SRA manages slum information which comprises Slum Dwellers details and GIS based information. It has capability of

management and monitoring slum survey and assessment module for deciding the eligibility of slum dwellers.

This system is developed on MS .NET and ESRI ArcGIS Server platform, and backend RDBMS is MS SQL Server 2012 R2.

Integration need to cover following key requirements

- To display required SIMS GIS / MIS / Image (satellite, Drone, and so on), various maps and so on
- Exchange of various file attachments related to Slum Dwellers
- Exchange of status regarding Auto Annexure process like action taken by various vendor & SRA officers
- And so on as per requirement of SRA

Integration with External Software Applications

The Successful Bidder shall be responsible to integrate various other external applications developed by external departments with our proposed web portal/system. Followings (but not limited to) are few examples of external applications

- a) Census of India
- b) Public Utility Consumer Data
- c) Local Body data for water supply, property Land Licenses, Electricity Metering, survey receipt
- d) Assessment Tax and Gumasta License (In case of shop)
- e) AADHAR Data, Ration Card
- f) Election Department – Voters list Data, Approved Election wards/ Part Number and Assembly Constituency sectors.
- g) 1/1/2000 photo pass data
- h) Any other database as per SRA & Competent Authority requirements
- i) Any other documents as per SRA & Competent Authority requirements
- j) Integration with current and all futuristic SRA applications
 - a. Slum Information Management System (SIMS)
 - b. Legal MIS,
 - c. Photo pass,
 - d. GIS,
 - e. AutoDCR
 - f. and so on as per requirement of SRA & Competent Authority

➤ **Implement and Perform Extract, Transform, and Load (ETL) Procedures**

i) Identify the specific data elements that will be integrated.

The application should identify the individual data elements that will support the purpose and functionality required for data integration. For each data element, perform the following actions

- Verify the source of the data element, including database, table names, source attribute or column;
- Confirm the data element type and length;
- Describe the data element's destination table and attribute or column;
- Determine the years/semester/terms, etc. that the data are available;
- Allow for appropriate access to the data
- Define any edits that will take place on the extracted data elements;
- Define a process for responding if records are rejected because of accuracy or validity issues;
- Define any edit reports that will be used for extract validations; and
- Define the format of the extracted data elements that will be used for transformation.

ii) Define and document transformation rules

Transformation rules are used to foster the integration of data from multiple sources by resolving differences in data definitions and code sets. Create specific rules for transforming or cleaning the data in order to provide the programmer with necessary information for putting the code in place to make these transformations. Use the following steps for defining transformation rules:

- Determine the input format for the transformation.
- Determine the business rules for transforming data from the original source format to the transformed format;
- Define a process to capture the pre- and post-transformation data for validation purposes;
- Define any edit reports to be used for transformation validation.
- Determine how records with errors will be handled.
- Define the format of the transformed data elements that will be used for loading the integrated data; and
- Document other data elements that may be integrated during transformation.

iii) Describe the load process

Define processes that describe the database and tables where the data will be loaded. Make sure these processes include accompanying documentation or metadata that support any cross validation that may be needed. These processes should help confirm that all the expected data were loaded. Use the following steps for defining the load process:

- Document where the data are to be loaded;
- Identify any audit trail data that will need to be captured as the data are loaded; and
- Ensure that proper database backup and recovery procedures are documented and referenced for execution before the ETL takes place.

iv) Compile the ETL requirements document.

Compile information from the above three points to create an updated ETL requirements document. Ensure the information is sufficient and includes the appropriate technical details so the programmers will be able to write and test the code to efficiently and accurately integrate and load the needed data. Document the sign off process confirming the accuracy of the data as loaded when compared to its original state in the source database.

3.2. Project activities and deliveries for software development

Activity/ Task	Deliverable within 3 Months from Award of Contract
Submission of Project Implementation Plan & Team Mobilization	<ul style="list-style-type: none"> • Activity wise Detailed Project Plan • Detailed Deployed Resource Profile
Finalization of System Requirement Specifications & Design of Modules	<ul style="list-style-type: none"> • Detailed System Study Report • To-Be report • Software Requirement Specification (SRS) report
System Design, Development & Implementation	<ul style="list-style-type: none"> • Software Requirement Specification (SRS) report • Architecture & Deployment Plan • HLD documents • Logical and physical database design • LLD documents • Complete source code with supported documentations

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Activity/ Task	Deliverable within 3 Months from Award of Contract
Testing & UAT	<ul style="list-style-type: none"> • Test Cases • Test Reports • UAT Sign-off Certificate
Application Training & Handholding Support of all the modules	<ul style="list-style-type: none"> • Training - Training Schedule / Plan for required SRA officers and other staff (After Go-Live and periodic as per requirement) • Satisfactory Training Completion Feedback Report • Training Manuals and literature • Systems Administration Manuals • Database Administration Manuals • Application User Manuals • Any other supporting document
Security Audit	<ul style="list-style-type: none"> • Security Audit Certificate and SSL Certificate
Go-Live	<ul style="list-style-type: none"> • Certificate of Successful Commissioning
Operation & Maintenance after Go-Live	<ul style="list-style-type: none"> • Incident Reports • Changes Request Reports

Note: Department may also prioritize the deliverables and can ask the successful bidder to incrementally implement the high priority items initially during the Development Phase

➤ **Consolidated Scope of Work**

In order to automate the process of Auto Annexure II following are the exhaustive requirement but not limited to:

1. Requirement Gathering for Verification module and Payment gateway integration
2. Solution Architecture and Design for proposed system
3. Application development for document verification and Annexure II certificate provision
4. Security Audit of the proposed system by STQC or CERT-In Empaneled Agency, providing SSL Certificate, and Go-Live
5. Installing & preparing the environment with all the required software/tool/products as applicable in the SRA's DC and DR site.
6. Migration of existing data in new application.
7. Final UAT & Acceptance and Data Migration
8. Required data entry / data digitization as required for the Scope defined in this RFP and as per the requirement of SRA.

9. All the data to be stored on Cloud Servers only
10. Three-day Training Program to SRA officials on the proposed system. Providing Training manuals - user wise; module wise; application wise etc. in soft format and hard copies.
11. During the UAT and roll-out stage, Bidder shall deploy required manpower for handholding and support. Deployment of Operation & Maintenance team comprising 2 (Two) Software Application Developers for a period of 5 (Five) years after Go-Live.
12. User helpdesk with 2 (Two) Support executives shall be setup by vendor after Go-Live for providing support (online and offline) support to internal and external users for entire contract period
13. Since this is a confidential activity the successful Bidder shall deploy its manpower along with hardware like Laptops / Desktops / mobile devices and all Backbone Infrastructure high speed internet and LAN connection, Cloud Space Server, required stationaries, printers / scanners etc. shall be provided by appointed agency etc. in the respective competent authority offices.
14. Providing documentation of the proposed project at all relevant stages. (SRA will be the sole owner of the documents)
15. Hosting of the Application on cloud server

➤ **Solution requirement and Standards:**

- **Single-Sign On:** The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. 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.
- **Scalability:** One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal users and their transactions) and capable of delivering high performance for at least four 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.
- **Security:** The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the

citizens / employees. Some primary security considerations are described below.

- The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
 - The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.
 - Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
 - The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
 - The primary requirement is the need to comply with ISO 27001 standards of security.
 - The application design and development should comply with Open Web Application Security Project (OWASP) top principles
-
- Adherence to Open-Source Standard: The solution must be designed as per an open standard, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.
 - Compliance with Industry Standards: In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
 - System should have adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
 - Should allow administrator to inherit the access control rights imposed by the underlying application/database when integrating with enterprise application.
 - Support encryption such as SSL. The cost of SSL certificate shall be borne by the Successful Bidder
 - Should allow to track, analyze and generate reports on areas like portal pages hit, portal usage, security violations etc.
 - Should support English & Marathi languages (Webpages, all forms, all readable master data, data entry and so on)
 - System Security should be sufficient to comply for the handling of confidential data.

- Applications and programming interfaces (APIs) should be designed, developed, deployed, and tested in accordance with leading industry standards (e.g., Open Web Application Security Project (OWASP) for web applications) and adhere to applicable legal, statutory, or regulatory compliance obligations.
- Data and objects containing data should be assigned a classification by the data owner based on data type, value, sensitivity, and criticality to the SRA.
- Policies and procedures should be established to inventory, document, and maintain data flows for data that is resident (permanently or temporarily) within the service's applications and infrastructure network and systems.
- Data related to electronic transaction / payment (if applicable) that traverses public networks shall be appropriately classified and protected from fraudulent activity, unauthorized disclosure, or modification in any manner.
- Production data shall not be replicated or used in non-production environment.
- Platform and data-appropriate encryption (e.g., AES-256) in open/validated formats and standard algorithms shall be required.
- The system shall have the option to encrypt data before transferring over a network.
- The system should have the option to encrypt the data stored in the database.
- Should apply spam control measures like 'CAPTCHA' images during registration to avoid spurious details being automatically submitted and to ensure that the data is not submitted by non-humans.
- Any vulnerability found during the security audit, bidder has to close the same accordingly and ensure complete security audit done successfully.
- The system should be able to define audit trails, audit logs and each and every transaction logging requirement (what, when, who has changed)
- It should enable audit trails on-line, tailor audit requirements by modules, call audit records to an archive based on date or other recorded audit details. The system should allow recovery of data in case of hardware failure and data corruption. It should be able to perform recovery to a point of time, to known backup database
- The system shall ensure that the audit files are stored in un-editable formats
- The system shall support audit trails at the data level. The basic audit details like the user name, date and time, operation performed (update or insert) for each transaction shall be available easily, without having to run queries or reports
- It should be possible to track database super-user activity in operating system files
- The solution should be capable of providing the following kinds of Audit Trail:
 - Audit trail of Time Stamp & User ID stamp for the following
 - Transactions
 - Parameter Changes
 - Device Used for transaction (Desktop/laptop/mobile)

- All changes to data should be recorded in a separate table and should be stamped with the identity of the user/program and the time of the creation/change
- Views should be available for reporting on data changes
- It should be possible to audit users at the form level, user level, application module level and at the organizational role level
- The system should provide reports on user activity based on the role and the application that was used
- The system should support for auditing to track and monitor user behaviour with details about the level of detailing stored by the system
- Should capture before / after values from transaction logs and raise alert on critical and suspicious activity
- The system should have the ability to identify users that have exploited access privileges, identify root causes of conflicts and be capable of interrogating the security log.

➤ **Project Management:**

Bidders shall be responsible to Design, Development, Implementation and Maintenance of **Verification Module for Annexure II** at Deputy Collector Department as per the plan given in Bid Document following best practices and adopting the security constraints for access and control rights. The Bidder shall follow proper assessment, documentation, and other criteria to ensure long term continuity of this project. The major deliverables to be submitted by the Bidder are as follows:

a. Detailed Requirement Gathering and Analysis

1. Project Kick-off Meeting
2. Preparation & Submission of Detailed Project Plan
3. Study of existing internal and external Software Applications
4. Study of As-Is report available with SRA
5. Study of various officials circulars issued by SRA with regards to its functioning
6. Preparation & Submission of To-Be Report and Sign-Off from SRA
7. Submission of Software Requirement Specification (SRS) report and Sign-Off from SRA

b. System Design

The Bidder shall prepare and submit the complete architecture of the proposed “**Development of Verification Module for Annexure II**” including the system architecture, solution architecture, hardware deployment architecture and network architecture. The Bidder shall ensure all possible and required improvements are

incorporated in the solution architecture, as applicable; and also ensure that the architecture would not restrict any scalability or enhancements in future. The Bidder shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, security etc. as described in this document including system sizing. Detailed Technical manual shall be submitted by the Bidder.

c. Application Development

- Customization / Development of Application Software as per SRS
- Integration with existing / futuristic internal and external Software Applications as per requirement of SRA
- Deployment of required manpower for Software Testing and customization as per requirement
- Software testing and customization as per requirement.
- User Acceptance Testing (UAT) of the System to the Satisfaction of SRA and Acceptance of Application
- Deployment of required manpower during the UAT and roll-out stage for handholding and support
- Installing & preparing the environment with all the required software/tool/products as applicable in the SRA's DC and DR site
- Security Audit of the proposed system by STQC or CERT-In Empaneled Agency empaneled agency and Go-Live
- Training to SRA officials on the proposed system and preparation of Training Manuals - user wise; module wise; application wise etc. in soft format (word, power point presentation, audio, video etc) and hard copies.
- Preparation of Training Plan and maintaining the records of Trainings conducted.
- Preparing and submitting all technical documents to SRA

d. Documentation and Versioning

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

- i. System Requirement Specifications and Solution Design Document
- ii. All Architecture documents, Design documents, testing and deployment manuals, non-functional requirements, etc.
- iii. Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of the project
- iv. Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions)

- v. User Manual (hardcopy as well as online and downloadable content) providing detailed instructions in the form of a narrative on how to use the software
- vi. A data dictionary listing out all the data elements shall be prepared
- vii. Minutes of Meeting, Agenda, Proceedings and tracking of decisions during the entire implementation period.
- viii. The Documents prepared by Bidder should be of IEEE standard
- ix. All the documents including, but not limited to the above shall be submitted to user department at the time of sign-off

The Successful Bidder shall provide the project documents include but are not limited to the following in hardcopy as well as soft copies:

- a) Detailed Project Plan
- b) Detailed System Study Report
- c) SRS document
- d) HLD documents
- e) Logical and physical database design
- f) LLD documents
- g) Complete source code with required documentation
- h) Training Manuals and literature (in English & Marathi)
- i) Systems Administration Manuals
- j) Database Administration Manuals

e. Implementation Plan and Schedule for Software Development

The Successful Bidder shall implement the entire project in timespan of 3 (Three) Months. The project will be implemented in 3 months followed by the operation and maintenance period of 60 (Sixty) Months after Go-Live.

The contract period is divided into following stages:

- Planning and Requirement Gathering (1 months) for each Module
- Development and integration of all Services (2.5 months)
- Implementation of Solution. (3 months)
- Operations and Maintenance of the Solution (60 Months)

f. Operation and Maintenance

The Bidder shall be responsible for the Operation and maintenance (O&M) support of the proper functioning of the **Verification Module**. The maintenance and monitoring during the O & M period includes:

- Compliance to the Functional and Technical Requirements
- Compliance to Service Level Agreement (SLA)

- Software Maintenance, Problem identification and Resolution

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

- i. Supply, installation and maintenance of the updated/upgraded versions of software
- ii. Rectification of bugs / defects if any
- iii. Fine tuning of the application, as and when required
- iv. Maintenance of the application
- v. Re-installation of software/application whenever required
- vi. Setting-up a user helpdesk (Online & Offline Support for 8x7x365 from 9:30 AM to 6:30 PM) with deployment of 2 (Two) support executives after Go-Live for supporting internal and external users for entire contract period. If assigned resource goes on leave, the alternate resource(s) for similar skill shall be made available to the SRA (i.e. SRA, Mumbai and SRA, Thane)
- vii. Maintain the system for the period of 5 (Five) years after Go-Live. It shall involve but not limited to the following activities as per requirement of SRA;
 - Enhancement, upgradation, modifications of application with respect to new / enhanced / enriched functionality of software.
 - Enhancement, development, upgradation, modification of application due to changes in Business Process of SRA
 - Ensure the desired functioning of the Interface / integration
 - Periodic modification, updating and maintenance (as per requirement of the SRA) of the portal and other services
 - System installation and testing whenever required
 - Provide handholding support and training services as part of the post implementation services
 - Updation and creation of training documents.
- viii. Full time deployment of two resource for preparation of Annexure-II at each Competent Authority's offices of Mumbai and MMR
- ix. Creation of knowledge base on frequently asked questions to aid users
- x. As per the requirement, SRA may ask to increase the number of Software Application Developers during the Operation and Maintenance phase. The successful bidder shall provide the same without any extra cost
- xi. All required support & services for implementation, smooth operation and maintenance of all the components of software

➤ **Other activities to be performed by bidder:**

- **Criteria for User Acceptance Testing**

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

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

Competent Authority may issue appropriate acceptance certificate to the Bidder for UAT of the solution.

- **Operational Acceptance of the Application:**

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

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

➤ **Details of Verification Module:**

This module shall comprise, but not be limited to, following features

1. Should have provision to mark mandatory fields while entering the data.
2. Should show error in case of wrong data entry (Wrong Aadhar No., Mobile No., Pin code etc.)
3. Should have provision for online verification of Public Utility and other documents as required for Annexure-II
4. Should be able to integrate with external as well as internal software applications
5. Should allow user to add, modify the documents details
6. Should have provision to export report into MS Excel, PDF, MS Word etc.
7. Should maintain the document versioning with the user details

8. Should have provision to send documents for approval to users connected to the system
9. Should have provision to add/update/delete the master data as and when required
10. Escalation Email/SMS on successful/ failed verification
11. Should allow user to generate MIS reports. Any other reports as per requirement of SRA
12. Should have the facility to track any application in the system through search file facility
13. The system should be capable of interpreting the data formats being received by the Utility partners and other government authorities (defined in stake holders) and has maximum ability to match the data with the source.

3.3. Project Timelines

SRA envisages the completion of requirement gathering and Software development along with Go-Live within a timeframe of 3 Months from the date of workorder

SRA envisages the completion of the project (the Scope of Work has been given in Section 3) within a timeframe of 5 years from the date of work order.

The Contract for allotment of new works shall initially remain valid for 5 years from the date of work order which can be extended on mutual consent.

4. General Conditions of Contract (GCC)

4.1. Governing Law

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

4.2. Payment Terms

1. No advance payment shall be made.
2. The Bidder's request(s) for payment shall be made to the SRA in writing, accompanied by an invoice describing, as appropriate, against duly certified Appendix A & Appendix B (Format as specified in the Annexure). The invoice should be submitted and upon fulfilment of other obligations stipulated in the contract.

3. The payment shall be made on Monthly basis for the actual work undertaken during the particular period as per the following schedule:

Sr. No.	Particulars	Percentage of Total Fees Payable
1	Submission of and Approval of Reports for Slum Dwellers to generate the Annexure-II (Appendix A)	25%
2	Approval of Reports for Slum Dwellers (Annexure-II) by the Competent Authority (Appendix B)	75%

The agency shall submit the Reports with Appendix and Invoices to the IT Officer of SRA for certification. After Certification, the IT Officer shall forward for Payment to Agency.

4. Payments shall be made promptly by the SRA after submission of the invoice or claim by the Bidder, only after quality inspection and verification by the SRA's Official of the conformity of the Goods/Products/Services/Solutions supplied as per the agreed specifications which shall be done after submission of the data by the agency.
5. Payment shall be made in Indian Rupees by RTGS / NEFT on Bank in the name of bidder.
6. The penalty shall be calculated and deducted from the immediate payment due.

The Successful Bidder(s), in the event of SRA deciding to discontinue with the services of the Selected Bidder, either during or after the Maintenance period shall transfer the data to the server of the other Vendor or any other location chosen by SRA and shall provide all necessary help to both SRA and the new Vendor in doing the same. The Vendor shall erase the data after transferring the same to new Vendor.

4.3. Confidential Information

- a) SRA and the Successful Bidder(s) shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

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

4.4. Change in Laws and Regulations

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

4.5. Force Majeure

- a) The Successful Bidder(s) shall not be liable for termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, Force Majeure means an event or situation beyond the control of the Successful Bidder(s) that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Successful Bidder(s). Such events may include, but not be limited to, acts of SRA in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- c) If a Force Majeure situation arises, the Successful Bidder(s) shall promptly notify SRA in writing of such condition and the cause thereof. Unless otherwise directed by SRA in writing, the Successful Bidder(s) shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d) No Breach of Contract
The failure of a party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this contract insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- e) Political Force Majeure Events

Political Force Majeure Event shall mean one or more of the following acts or events:

- I. Change in Law;
- II. Unlawful or un-authorized or without jurisdiction revocation of, or any political motivated reasons or refusal to renew or negotiate or grant without any cause any consent or approval required by the consultant to perform their respective obligations under the Agreements, provided that such delay, modification, denial, refusal or revocation did not result from the Consultant's inability or failure to comply with any condition relating to work.
- III. GOI or GOM or any Governmental Agency has by an act of commission or omission or negotiation created circumstances that have a Material Adverse Effect on the performance of its obligations by the consultant.
- IV. Where the Force Majeure Event is a Political Force Majeure Event, SRA shall bear cost of such event by paying remuneration due for complete project or projects for which consultant had performed their respective obligations.

f) Measures to be taken

- i. A party affected by an event of Force Majeure shall take all reasonable measures to remove such party's inability to fulfill its obligations hereunder with minimum of delay.
- ii. 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 fourteen (14) 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 possible.
- iii. The parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

g) Extension of Time

Any period which a party shall pursuant to this contract 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. For Extended period consultant shall be paid at prorate basis for the services rendered during the extended time period.

h) Consultation

Not later than thirty (30) days after the Consultants, as the result of an event of Force Majeure, have 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.

i) Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultants shall be entitled to be paid the present value of the future revenue of the services under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

4.6. Change Orders and Contract Amendments

1. SRA may at any time order the Successful Bidder(s) to make changes within the general scope of the contract,
2. If any such change causes major deviation in the cost of, or the time required for, the Successful Bidder(s) performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Successful Bidder(s) for adjustment under this Clause must be asserted within 30 days from the date of the Successful Bidder(s) receipt of SRA's change order.
3. Prices to be charged by the Successful Bidder(s) for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties, and shall not exceed the prevailing rates charged to other parties by the Successful Bidder(s) for similar services.

4.7. Settlement of Disputes

1. Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GCC 4.8 (2) shall become applicable.
2. **Arbitration:**
 - a) In the case of dispute arising, upon or in relation to, or in connection with the contract between SRA and the Successful Bidder(s), which has not been settled

amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of three arbitrators, one each to be appointed by the SRA and the Successful Bidder(s), the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the CEO, SRA. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.

- b) Arbitration proceedings shall be held in Mumbai, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- c) The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by SRA and the Successful Bidder(s). However, the expenses incurred by each party in connection to the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

4.8. Extensions of Time

- 1. If at any time during performance of the Contract, the Successful Bidder(s) should encounter conditions impeding timely delivery of the Services, the Successful Bidder(s) shall promptly notify SRA in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Successful Bidder(s) notice, SRA shall evaluate the situation and may at its discretion extend the Successful Bidder(s) time for performance in writing.
- 2. Delay by the Successful Bidder(s) in the performance of its Delivery and Completion obligations shall render the Bidder liable for disqualification for any further bids in SRA, unless an extension of time is agreed mutually.

4.9. Termination

Termination by SRA

1. SRA may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs of this GCC Clause 4.9. In such an occurrence, SRA shall give a not less than 30 days' written notice of termination to the Successful Bidder(s).
2. If the Successful Bidder(s) does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as SRA may have subsequently approved in writing.
3. If the Successful Bidder(s) becomes insolvent or goes into liquidation, or receivership whether compulsory or voluntary.
4. If, in the judgment of SRA, the bidder has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
5. If, as the result of Force Majeure, the Successful Bidder(s) is unable to perform a material portion of the Services for a period of not less than 30 days.
6. If the Successful Bidder(s) submits to the SRA a false statement which has a material effect on the rights, obligations or interests of SRA.
7. If the Successful Bidder(s) places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to SRA.
8. If the Successful Bidder(s) fails to provide the quality services as envisaged under this Contract, SRA may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. SRA may decide to give one chance to the Successful Bidder(s) to improve the quality of the services.
9. If the Successful Bidder(s) fails to comply with any final decision reached as a result of arbitration proceedings.
10. If SRA, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
11. In the event SRA terminates the Contract in whole or in part, pursuant to GCC Clause 4.9, SRA may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Successful Bidder(s) shall be liable to SRA for any additional costs for such similar services. However, the Successful Bidder(s) shall continue performance of the Contract to the extent not terminated.

Termination by Bidder

The Successful Bidder(s) may terminate this Contract, by not less than 30 days' written notice to SRA, such notice to be given after the occurrence of any of the events specified in GCC Clause 4.9:

1. If, as the result of Force Majeure, the Successful Bidder(s) is unable to perform a material portion of the Services for a period of not less than 60 days.
2. If SRA fails to comply with any final decision reached as a result of arbitration pursuant to GCC Clause 4.7 hereof.
3. If SRA is in material breach of its obligations pursuant to this Contract and has not remedied the same within 30 days (or such longer period as the Successful Bidder(s) may have subsequently approved in writing) following the receipt by SRA of the Successful Bidder(s) notice specifying such breach.

Payment upon Termination

Upon termination of this Contract pursuant to GCC Clauses 4.9, the SRA shall make the following payments to the Successful Bidder(s):

- a) If the Contract is terminated pursuant to GCC Clause 4.9, remuneration for Services satisfactorily performed prior to the effective date of termination.
- b) If the agreement is terminated pursuant of GCC Clause 4.9. The Successful Bidder(s) shall not be entitled to receive any agreed payments upon termination of the contract. However, the SRA may consider making a payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the SRA. Applicable under such circumstances, upon termination, the SRA may also impose liquidated damages. The Successful Bidder(s) will be required to pay any such liquidated damages to SRA within 30 days of termination date.

4.10. Assignment

If Successful Bidder(s) fails to render services in stipulated timeframe and as per schedule, SRA, at its discretion and without any prior notice to Successful Bidder(s), may discontinue or minimize scope of work or procure/board any other similar agency to render similar services to complete project in stipulated timeframe.

4.11. Service Level Agreement

- 1) The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the successful bidder to SRA for the duration of entire contract period.
- 2) All the payments to the successful bidder are linked to the compliance with the SLA metrics specified in this document.
- 3) The project Service Level Agreement are proposed to be performance based. For purposes of Service Level Agreement, the definitions and terms as specified along with the following terms shall have the meanings set forth below:
 - a. "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available for the application. Uptime can be calculated as:
$$\text{Uptime} = [(\text{System Downtime}) / (\text{Total Time})] * 100$$
 - b. "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available for the SRA Users, the scheduled outages / Planned Maintenance time planned in advance for application, related infrastructure and link failures. This includes Servers, Routers, Firewall, Switches, all servers and any other IT and non-IT infrastructure, their subcomponents etc. at all Project locations etc. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.
- 4) The shortlisted bidder required to schedule 'planned maintenance time' with prior approval of SRA. This will be planned outside working time. In exceptional critical circumstances, SRA may allow to plan scheduled downtime in the working hours.
- 5) "Incident" refers to any event / abnormalities in the functioning of the application, Infrastructure and services that may lead to disruption in normal operations.
- 6) "Resolution Time" shall mean the time taken (after the incident has been reported), in resolving (diagnosing, troubleshooting and fixing) and conveying the same to the end user,
- 7) The resolution time shall vary based on the severity of the incident reported and approved by SRA. The severity would be as follows:
 - a. Critical / High: The entire application is down impacting critical business functions. Down impacting users on daily operations or any module / functionality deemed as highly critical by SRA.
 - b. Medium: One module / functionality down impacting critical business functions having major impact on daily operations / functionality deemed as average critical by SRA.
 - c. Low: No Loss of business functionality / not impacting day to day operations or minor functionality down / functionality deemed as not critical by SRA.

**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
(Improvement, Clearance and Redevelopment) Act, 1971**

Application Performance				
Sr. No.	Parameter	Target	Basis	Penalty
1	Average Response Time during peak usage hours as measured by EMS tool managed/provided by the SI	pages < 5 seconds	Per occurrence. This will be calculated on a monthly basis after Go-live of the application.	Per occurrence penalty shall be INR 5,00,000. Maximum penalty of 10 % of the contract value is permissible, post which SRA may invoke Annulment of the contract. Penalty will be deducted from the quarterly payments.
2	Application Uptime	>= 99.95%	Per occurrence. This will be calculated monthly after the Go-live of the application.	

Incident/Issue Resolution				
Sr. No.	Parameter	Target	Basis	Penalty
1	Severity 1 Issue (Critical)	Resolution Time <= 1 day (As agreed up on by SRA and successful bidder) from the time the complaint/query is allocated for resolution	Per Incident	INR 50,000 for delay of every additional day subject to a maximum of 10% of contract value (cumulative across contract period), post which SRA may invoke annulment of the contract.
2	Severity 2 Issue (Medium)	Resolution Time <= 2 day from the time the complaint/query is reported	Per Incident	INR 25,000 for delay of every additional day subject to a maximum of 10% of contract value (cumulative across contract period), post which SRA may invoke annulment of the contract.
3	Severity 3 Issue (Low)	Resolution Time <= 4 days from the time the	Per Incident	INR 10,000 for delay of every additional day

**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
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		complaint/query is reported		subject to a maximum of 10% of contract value (cumulative across contract period), post which SRA may invoke annulment of the contract.
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Monthly Status Report

Type	Measurement	Penalty
Monthly Status Report	Delivered at monthly intervals by the 5th of every month with the details of the activities performed in previous month and planned for current month. The format of the monthly report shall be mutually agreed between SRA and successful bidder	INR 10,000 for delay of every additional day subject to a maximum of 10% of contract value (cumulative across contract period), post which SRA may invoke annulment of the contract

Note:

- 1) The down time will be calculated on monthly basis.
- 2) The maximum penalty will be up to 10% of total project cost as per the Commercial bid submitted by the successful bidder
- 3) Once a maximum penalty of 10% of the contract value is reached, SRA has the right to call for the annulment of contract.
- 4) The successful bidder shall deploy sufficient manpower suitably qualified and experienced in shifts to meet the SLA. SI shall appoint as many team members as deemed fit by them, to meet the time Schedule and SLA requirements.
- 5) All required software, hardware & manpower to automatically calculate and manage required SLA needs to be provided by successful bidder without any additional charges to SRA.

4.12. Other Conditions

- a) The Successful Bidder(s) should be comply with all applicable laws and rules of GoI/GoM/ULB.
- b) Office Assistance or Coordinators / Filed Assistance or Coordinators / Data Entry Operator / Surveyor / Supervisor etc. deployed by the Successful Bidder(s) shall not have right to demand for any type of permanent employment with SRA or its allied Offices.

4.13. Risk Purchase

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

5. Annexure 1 - Guidelines for Pre-Qualification Bid

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

(To be submitted on the letterhead of the bidder)

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

S No.	List of Documents	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Annexure 1 – Section 5.1 - Check-list for the documents to be included in the Pre-Qualification Envelope		
2.	Bid Covering Letter as per section 5.2		
3.	Annexure 1 – Section 5.3 - Format to share Bidder's and Bidding Firms Particulars		
4.	All Bid Pages to be signed and stamped by Authorized person of the organization		
5.	Scanned copy of EMD of Rs. 10,00,000 (Rupees Ten Lakhs Only) & Document Fee of Rs. 25,000 (Rupees Twenty Five Thousand Only)		
6.	Power of Attorney in favor of Authorized signatory (As per Annexure 5)		
7.	The Bidder should not be banned/ blacklisted / terminated (by performance) from participating in any of the Tenders by Government of Maharashtra / Any State Government / Government of India in the last 5 years and such order should not be sub-judice. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or fraudulent practices with any of the Government or Public sector units.		

**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
(Improvement, Clearance and Redevelopment) Act, 1971**

S No.	List of Documents	Submitted (Y / N)	Docu- mentary Proof (Page No.)
	As per annexure 1 – Section 5.4		
8.	Annexure 2 – Section 6.1 - Technical Bid Cover Letter		
9.	Annexure 2 – Section 6.2 - Format to Project Citation		
10.	Annexure 2 – Section 6.3 - Project Implementation Methodology		
11.	Annexure 3 – Section 7.1 - Financial Proposal Cover Letter Note - Section 7.2 - Financial Proposal need to be uploaded on the MahaTender Portal only		
12.	Annexure 6 – Declaration of Data Security		
13.	1) Certificate of Incorporation. 2) Copy of valid GST Registration Certificate 3) Copy of valid PAN		
14.	Copy of Work Order / Project Completion Certificate / Proof of Payment / Copy of Agreement / Demonstration of Database should be attached The bidder should have successfully completed the integration of GIS based database of a government / semi government body / ULB with the field data captured by itself in same work order in Maharashtra with project cost not less than Rupees Five Crores		
15.	Copy of Work Order / Project Completion Certificate / Proof of Payment should be attached The Bidder should have successfully completed at least 1 (One) project involving GIS based data processing of 3D photo geometry of urban/ slum structures in any class A towns in India for Central Govt. / State Govt. / Semi Govt.		

**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
(Improvement, Clearance and Redevelopment) Act, 1971**

S No.	List of Documents	Submitted (Y / N)	Docu- mentary Proof (Page No.)
	organizations / ULBs in India.		
16.	Copy of work orders / Project Completion Certificate / chain of documents / data demonstrating the criteria should be attached The Bidder should have experience of using Census Data in their previous works for any Government / Semi Government Body		
17.	Copy of work orders / Project Completion Certificate / chain of documents / data demonstrating the criteria should be attached The Bidder should have experience in management of city-wide geospatial data with respect to properties, water supply, sewerage etc. for any Government / Semi Government Body		
18.	The Bidder should have average annual turnover of minimum Rs. 10 CR during the last 3 (Three) financial years (FY 2018-19, 2019-20, 2020-21) 1) A Certificate from a statutory auditor/ CA clearly stating the turnover 2) Copy of extracts from the audited balance sheet and Profit & Loss Statement		
19.	The Bidder should have positive net worth of Rs. 10 Crore as on 31 st March 2021. A Certificate from a statutory auditor/ CA clearly stating the net worth		

5.2. Pre-Qualification Cover Letter

(To be submitted on the letterhead of the bidder)

Place

Date

To

The Secretary

Slum Rehabilitation Authority

Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for “**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**”.

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

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

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid. We hereby declare that in case the contract is awarded to

Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
(Improvement, Clearance and Redevelopment) Act, 1971

us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

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

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

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

5.3. Format to share Bidder's and Bidding Firms Particulars

(To be submitted on the letterhead of the bidder)

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

S No	Information	Details								
1.	Name of Bidding firm:									
2.	Address and contact details of Bidding firm:									
3.	Firm Registration Number and Year of Registration									
4.	Web Site Address									
5.	Status of Company (Public Ltd., Pvt. Ltd., etc.)									
6.	Company's GST No.									
7.	Company's Permanent Account Number (PAN)									
8.	Company's Revenue for the last 3 years (Year wise) as per Certificate from a statutory auditor/ CA	<table border="1"> <tr> <td>Year 1</td> <td></td> </tr> <tr> <td>Year 2</td> <td></td> </tr> <tr> <td>Year 2</td> <td></td> </tr> <tr> <td>Average</td> <td></td> </tr> </table>	Year 1		Year 2		Year 2		Average	
Year 1										
Year 2										
Year 2										
Average										
9.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:									
10.	Telephone number of contact person:									
11.	Mobile number of contact person:									
12.	Fax number of contact person:									
13.	E-mail address of contact person:									

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

Authorized Signatory

Name

Seal

**5.4. Format for Declaration by the bidder for not being
banned/ blacklisted / terminated (by performance)**

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

Date: dd/mm/yyyy

To
The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Dear Sir,

I, authorized representative _____, hereby solemnly confirm that the Company _____ is not banned/ blacklisted / terminated (by performance) from participating in any of the Tenders by Government of Maharashtra / Any State Government / Government of India in the last 5 years and such order should not be sub-judice which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. Also, not be under a Declaration of ineligibility for corrupt or fraudulent practices with any of the Government or Public sector units. In the event of any deviation from the factual information/ declaration, SRA, Government of Maharashtra reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date :

Name :

Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
(Improvement, Clearance and Redevelopment) Act, 1971

Designation :

Address :

Telephone & Fax :

E-mail address :

5.5. Format of sending pre-bid queries

(To be submitted on the letterhead of the bidder)

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Bidder's Request For Clarification				
Name and complete official address of Organization submitting query / request for clarification		Telephone, Fax and E-mail of the organization Tel: Fax: Email:		
Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required
1				
2				
n				

Signature:

Name of the Authorized signatory:

Company seal:

Date and Stamped

6. Annexure 2 – Guidelines for Technical Proposal

6.1. Technical Bid Cover Letter

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

Date: dd/mm/yyyy

To

The Secretary

Slum Rehabilitation Authority

Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for “**Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**”

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in “**To Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**”, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and SRA or its appointed representatives.

If our proposal is accepted, we will submit Performance Guarantee for the due performance of the contract as per RFP Clause No. 2.34.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and SRA.

Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas
(Improvement, Clearance and Redevelopment) Act, 1971

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to SRA is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead SRA as to any material fact.

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

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

Date:

(Signature)

(Name)

(In the capacity of)

[Seal / Stamp of bidder]

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I _____, the Company Secretary of _____, certify that _____ who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date:

Signature:

(Company Seal) (Name)

6.2. Format to Project Citation

(To be submitted on the letterhead of the bidder)

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

S No	Item	Details	Attachment Ref. Number
1	Name of the Project		
2	Date of Work Order		
3	Client Details		
4	Scope of Work		
5	Contract Value		
6	Completion Date		

Note: *The Bidder is required to use above formats for all the projects referenced by the bidder for the pre-qualification criteria and technical bid evaluation.*

6.3. Project Implementation Methodology

(To be submitted on the letterhead of the bidder)

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

The Bidder is required to submit the proposed technical solution in detail. Following should be captured in the explanation:

- a) The Overall approach to the Project
- b) Implementation Methodology and Strategy
- c) Strength of the Bidder to provide services including examples or case-studies of similar work
- d) Project Organization and Management Plan

Note:

- a. All the pages (documentary proofs and other documents that may be attached) should contain page numbers and would have to be uniquely serially numbered.
- b. Inadequate information shall lead to disqualification of the bid.

7. Annexure 3 – Guidelines for Financial Proposal

7.1. Financial Proposal Cover Letter

(To be submitted on the Letterhead of the bidder)

Date: dd/mm/yyyy

To

The Secretary

Slum Rehabilitation Authority

Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Dear Sir,

We, the undersigned, offer to provide the services for “**Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971**” in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our Financial Proposal for is uploaded on MahaTender Portal. We are aware that any conditional financial offer will be outright rejected by SRA. Financial Proposal is without of all taxes.

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

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are their while uploading the Financial Proposal on MahaTender Portal.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Date and Stamp of the signatory

Name of Firm:

7.2. Financial Proposal Format & Instructions

To be Submitted on <https://mahatenders.gov.in>

Cost for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971 (Exclusive of all taxes. Taxes shall be paid at actual by SRA at the time of releasing the payments)

Sr. No.	Item	Approx. Quantity*	Unit	Unit Cost	Cost (In INR)
1	Support for Data Cleaning, Digitization of Data received in Hard copies, Integration with the existing and external Database, Other Agencies, Application Development, required hardware and infrastructure, Integration, Supply of Manpower, Data Entry / Data Digitization and publishing the data on Public Domain including the reality model data of SRA And Preparation of Reports of Households / Slum Dwellers & Structures to generate the Annexure-II	1,00,000	Per Household		
	Total[§]				

Total[§]: RupeesOnly (In Words)

* *the above quantity is only Indicative and meant for Financial Evaluation of this tender only, payment shall be based on the actual quantity executed which may vary from month to month and this activity shall have to be carried out for the entire time period of the Contract*

§ *the amount is based on the Indicative quantities and meant for Financial Evaluation of this tender only, payment shall be based on the actual quantity executed which may vary from month to month and this activity shall have to be carried out for the entire time period of the Contract*

Note:

The evaluation committee will determine whether the financial proposals are complete (i.e. whether they have included cost of all items of the corresponding proposals if not, then their cost will be considered as NIL but the consultant shall however be required to carry out such obligations without any compensation.

In case, if Authority feels that the work cannot be carried out within overall cost of financial proposal, the proposal can be rejected.

The evaluation shall exclude those taxes, duties, fees, levies and other charges imposed under the applicable law & applied to foreign components/ resident personal.

Instructions:

- a. The quantity given above for household are indicative and are for evaluation purpose only the actual quantities may differ and the variation of individual item may vary to any percentage and the Agency has to work on the quoted rates however the total amount of an activity shall be derived based on the quoted rate of the item.
- b. Majority of the man-power shall be deployed at the office provided by SRA at no additional cost to the Agency including decent sitting space, air conditioning etc. In case SRA is unable to provide the same then the Agency has to arrange the office including sitting space, air conditioning etc. on its own and SRA shall reimburse the cost on monthly basis.
- c. The hardware, accessories and other components required for the project shall be provided by the agency including Highspeed Internet to agency resources. Specifications of the required hardware including printers, storage devices, cloud servers to be hosted etc. in the SRA data centre or in the SRA office shall be provided from SRA time to time to the Agency.
- d. SRA does not guarantee the volume for the particular line items. The actual volume for the given items may be more or less and variation of any item to any amount may happen, the agency has to submit the deployment schedule in advance and the SRA shall approve it within 7 working days. The payment shall be made based on unit cost quoted for the particular item on actual work is undertaken. For demobilization of the staff, SRA shall give minimum 60 days' notice and during this notice period SRA will continue to pay till the end of the notice period.

- e. The bidder should fill rates for all the items mentioned here. If rate for any item is not mentioned then the bid will be rejected by SRA.
- f. The rate quoted shall be inclusive of cost of detailed scope of work mentioned in Section 3.0 of the RFP document along with Resources, required H/w and S/w.
- g. All the prices are to be entered in Indian Rupees ONLY
- h. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Traveling, Lodging and insurance other related items.
- i. The Rates should be exclusive of all taxes. Taxes shall be paid at actual by SRA at the time of releasing the payments.
- j. The rates should be inclusive of required end-to-end process for Annexure-II which includes Data Cleaning, Digitization of Data received in Hard copies, Integration with the existing and external Database, Application Development, required hardware and infrastructure, Supply of Manpower, Data Entry / Data Digitization and publishing the data on Public Domain including the reality model data of SRA. Preparation of Reports of Households / Slum Dwellers & Structures to generate the Annexure-II
- k. SRA may use the same rate for the other area of Maharashtra as decided by SRA.

8. Annexure 4 - Non-Disclosure Agreement

To be submitted on Stamp Paper as per Rules and Regulation

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, SRA on the one hand, (hereinafter called the “SRA”) and, on the other hand, [Name of the Bidder] (hereinafter called the “Bidder”) having its registered office at [Address]

WHEREAS

1. The “SRA” has issued a public notice inviting various organizations for provision of Appointment of Agency to Generate Annexure-II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971 (hereinafter called the “Project”) of the SRA;
2. The Bidder, having represented to the “SRA” that it is interested to bid for the proposed Project,
3. The SRA and the Bidder agree as follows:
 - a) In connection with the “Project”, the SRA agrees to provide to the Bidder a detailed document on the Project vide the Request for Proposal document. The Request for Proposal contains details and information of the SRA operations that are considered confidential.
 - b) The Bidder to whom this information (Request for Proposal) is disclosed shall –
 - i. hold such information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
 - ii. restrict disclosure of the information solely to its employees, other member with a need to know such information and advice those persons of their obligations hereunder with respect to such information;
 - iii. use the information only as needed for the purpose of bidding for the Project;
 - iv. except for the purpose of bidding for the Project, not copy or otherwise duplicate such information or knowingly allow anyone else to copy or otherwise duplicate such information; and
 - v. undertake to document the number of copies it makes
 - vi. on completion of the bidding process and in case unsuccessful, promptly return to the SRA, all information in a tangible form or destroy such information
4. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any information which:

- a) was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
 - b) is or becomes publicly known through no wrongful act of the Bidder; or
 - c) is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the information.
5. The Agreement shall apply to all information relating to the Project disclosed by the SRA to the Bidder.
6. SRA will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
7. SRA reserves the right to share the information received from the bidder under the ambit of RTI Act.
8. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Bidder, on any of the information. Notwithstanding the disclosure of any information by the SRA to the Bidder, the SRA shall retain title and all intellectual property and proprietary rights in the information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by the SRA is either granted or implied by the conveying of information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the SRA on any copy of the information, and shall reproduce any such mark or notice on all copies of such information.
9. This Agreement shall be effective from the date of signing of this agreement and shall continue perpetually.
10. Upon written demand of the SRA, the Bidder shall (i) cease using the information, (ii) return the information and all copies, notes or extracts thereof to the SRA forthwith after receipt of notice, and (iii) upon request of the SRA, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
11. This Agreement constitutes the entire Agreement between the SRA and the Bidder relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the two parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
12. Confidential information is provided "As-Is". In no event shall the SRA be liable for the accuracy or completeness of the confidential information.
13. This agreement shall benefit and be binding upon the SRA and the Bidder and their respective subsidiaries, affiliate, successors and assigns.

14. This agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

(Signature)

(Name of the authorized Signatory)

Designation :

Date :

Time :

Seal :

Business Address

9. Annexure 5 - Power of Attorney

To be submitted on 500 Rupees Stamp Paper

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Know by all men by these presents, We _____ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms _____ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of _____ as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the **“Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971”**, including signing and submission of all documents and providing information / responses to the SRA, representing us in all matters before SRA, and generally dealing with the SRA in all matters in connection with our Proposal for the said Project.

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

For _____

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

_____ (Signature)

(Name, Title and Address of the Attorney)

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents

of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

- The Power of Attorney shall be provided on Rs.500/- stamp paper.

10. Annexure 6 - Declaration of Data Security

(To be submitted on company Letterhead)

To,
The Secretary
Slum Rehabilitation Authority
Mumbai—400051

Subject: Submission of proposal in response to the RFP for Appointment of Agency to Generate Annexure -II under Maharashtra Slum Areas (Improvement, Clearance and Redevelopment) Act, 1971

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

Dear Sir,

We who are established and reputable bidder having office at..... do hereby certify that SRA shall have absolute right on the digital data and output products processed / produced by us. We shall be responsible for security / safe custody of data during processing.

We also certify that the data will not be taken out of the SRA's premises on any media. The original input data supplied to us by Survey Vendor/ SRA and output products processed / produced from input data will not be passed on to any other agency or individual other than the authorized person of SRA. We shall abide by all security and general instructions issued by SRA from time to time.

We also agree that any data from our computer system will be deleted in the presence of SRA official after completion of the project task.

Thanking you,
Yours faithfully,

11. Annexure 7 – Appendix A

PAYMENT CERTIFICATE

SUBMISSION AND APPROVAL OF REPORTS FOR SLUM DWELLERS TO GENERATE THE ANNEXURE-II

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

APPENDIX- 'A'

1. Certified that the claims preferred in this bill have not been raised and paid previously and necessary entry has been taken in Bill Register.
2. Certified that entry in the Application of the ANNEXURE-II Forms for ____ huts / slum dwellers has been submitted by the Agency concerned along with other survey documents.
3. Certified that complete information as enumerated in the scope of work has been collected by M/s _____

Competent Authority ____

Verified that electronic data corresponding to above mentioned files has been delivered to S.R.A.

Information Technology Officer
Slum Rehabilitation Authority

12. Annexure 8 - Appendix B

PAYMENT CERTIFICATE

APPROVAL OF REPORTS FOR SLUM DWELLERS (ANNEXURE-II) BY THE COMPETENT AUTHORITY

RFP Reference No: SRA/IT/03/2022 Dated: 08/07/2022

APPENDIX- 'B'

It is certified that eligibility of hutments ranging from _____ Nos to _____ Nos. of cluster _____ in _____ Revenue Division has been decided by the Deputy Collector _____ Revenue Division and for _____ case decision on eligibility has been kept in abeyance by C.A. due to reasons other than discrepancies or shortcomings of survey. The orders of the Competent Authority have been electronically uploaded and checked.

Competent Authority _____

Verified that electronic data corresponding to above mentioned files has been delivered to S.R.A.

Information Technology Officer
Slum Rehabilitation Authority