



**OFFICE OF THE COMMISSIONER  
GUWAHATI MUNICIPAL CORPORATION  
PANBAZAR, GUWAHATI- 1**

No. GCS/PMC/688/16/

Date: 08 / 02 /2016

**Request for Proposal for Selection of Agency for Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey**

Guwahati Municipal Corporation (GMC) invites Proposal from reputed and established Software Companies/IT firms Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey–

- Mobile Application.
- Web based HIMS Portal.
- Quality Maintenance and Service.
- Technically skilled manpower.

Interested Bidders may visit the official website of GMC [www.gmcportal.in](http://www.gmcportal.in) to download the Request for Proposal (RfP) document which will be available in the website from 08/02/2016 onwards. Last date of submission of Proposal is 19/02/2016.

Sd/-

**Commissioner  
Guwahati Municipal Corporation  
Panbazar, Guwahati- 1**

Memo No. GCS/PMC/688/16/

-A-

Date: - 08 / 02 /2016

Copy to: -

1. The Principal Secretary to the Govt. of Assam, GDD for favour of kind information.
2. Shri K. G. Bhuyan, Joint Secretary to the Govt. of Assam, GDD for information.
3. The Addl. Commissioner, GMC for information.
4. The MS, GMC for the kind appraisal of the Hon'ble Mayor, GMC and the members, Mayor-in-Council, GMC.
5. The Chief Engineer, GMC for information.
6. The Chief Accounts & Audit Officer, GMC for information.
7. The Managing Director, AMTRON for information.
8. M/S Exclusive Advertising Pvt. Ltd. for publication of the notice in one issue of The Times of India, The Assam Tribune, Amar Asom.

Sd/-

**Commissioner  
Guwahati Municipal Corporation  
Panbazar, Guwahati- 1**

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**Request for Proposal (RfP)**  
**for**  
**Selection of Agency**  
**for**  
**Design, development, Implementation and**  
**Maintenance of GIS based web portal & Mobile**  
**application for Hoarding Information Management**  
**System & associated survey**

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**Guwahati Municipal Corporation,**  
**Panbazar, Guwahati- 1**

### **Disclaimer**

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

This RfP document is not an agreement or an offer by GMC to the prospective Bidders or any other person. The purpose of this RfP document is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RfP document. This RfP document includes statements, which reflect various assumptions and assessments arrived at by GMC in relation to the proposed Assignment. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RfP document may not be appropriate for all persons, and it is not possible for GMC, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RfP document. The assumptions, assessments, statements and information contained in this RfP document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RfP document and obtain independent advice from appropriate sources.

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

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

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

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

The issue of this RfP document does not imply that GMC is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the proposed Assignment and GMC reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by GMC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and GMC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation for submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

## 1. Background

Guwahati Municipal Corporation (GMC) is the urban local body responsible for providing basic civic amenities to the citizens and developing and managing Guwahati. It has jurisdiction over an area of 216.79 km<sup>2</sup> of Guwahati city. The entire GMC area is divided into 31 Municipal Wards and each Municipal Ward is further divided into 2 to 4 Area Sabhas. Presently, there are 90 Area Sabhas in GMC area. For property tax and trade license purpose, the GMC area is divided into 6 zones. Each zone consists of 4, 5 or 7 wards. GMC works under Guwahati Development Department, Assam.

With a view to enhance service delivery and automation of activities, GMC intends to launch the above web-based software solutions-

- a) Mobile Application.
- b) Web based HIMS Portal.
- c) Quality Maintenance and Service.
- d) Technically skilled manpower.

For designing, development, hosting, testing, implementation and maintenance of the above mentioned software solutions; Proposal is invited from reputed and established Software Companies/IT Firms.

## 2. Important Dates

Date of downloading of RfP document	08/02 /2016 onwards
Date, Time and Venue of pre bid meeting	16/02/2016 at 2 PM Venue: Conference Hall, GMC, Panbazar, Guwahati-1
Last Date and Time for submission of Proposal	19/02/2016 upto 2 PM
Date, Time & Venue of Technical Bid Opening. Financial bid to be communicated later via E-mail.	19/02 /2016 at 3 PM Venue: Conference Hall, GMC, Panbazar, Guwahati-1
Address for Communication	The Commissioner, Guwahati Municipal Corporation, Panbazar, Guwahati- 781001, Assam

### Note:

- a. In the event of any date indicated above is a declared holiday, the next working day shall become operative for the respective purpose mentioned herein.
- b. RfP documents can only be downloaded from GMC website [www.gmcportal.in](http://www.gmcportal.in). RfP documents will not be sold at GMC counter.

## 3. Brief Description of Task

The Urban Local Bodies (ULBs) are responsible for management of Hoardings in urban areas of the State. But in absence of proper digitized record it requires more effort from the concerned ULBs to levy fees, remove illegal Hoardings, etc. To provide an appropriate platform to the ULBs for monitoring of Hoarding, create a digital database and provide a geographic dimension to the Hoardings, the Guwahati Municipal Corporation intent to develop an "Integrated GIS based web portal & Mobile application for Hoarding Information Management System". The solution will provide digital record of all the hoardings and size of the hoardings and their locations will also be recorded. The development of "Integrated Web, GIS and Android based mobile Solution for Management of Hoarding" and its implementation in the Guwahati Municipal Corporation focuses on:

- i. Development of Android App for geo-tagging of Hoarding and to capture, update and view details associated with Hoarding on a GIS platform. The Android App will also provide

- facility of an interface to the citizens for lodging and monitoring his hoarding related grievance related with GMC.
- ii. Geo-tagging and survey of all the Hoardings within the Jurisdiction of GMC using Android App.
  - iii. Development of Web based solution integrated with Google Maps API or any other GIS development tool to update the information captured from Android App as well as provide monitoring tool for the officials of Guwahati Municipal Corporation.

### 3.1 Objectives

#### 3.1.1 Global objective

The global objective is to develop an Online System for effective management of Hoarding within Urban areas and to provide a framework for efficient revenue collection through provision of valid, reliable and credible digital information.

#### 3.1.2 Specific objectives

Hoarding Fees is one of the most prominent non-tax sources of revenue especially in case of Municipal Corporation. The development of "**Integrated Web, GIS and Android based Solution for Management of Hoarding**" has considerable potential to improve administration of Hoardings. On implementation of an integrated solution, illegal Hoarding can immediately be brought under control and fees collection efficiency can also be improved. The specific objective is:

1. Improve revenue collection through ascertaining illegal hoarding.
2. Develop a platform for managing the hoardings.
3. Establish a strong visual link between the location of a Hoarding onto the GIS platform and its corresponding data which would provide a spatial dimension to the hoarding management.
4. To provide information on the move by means of Android App to the officials of the Guwahati Municipal Corporation.
5. Provide a baseline for performance measurement.
6. Ultimately provide updated information of hoardings and improve management of hoarding.

### 3.2 Scope of Work

The development of "**Integrated Web, GIS and Android based Solution for Management of Hoarding**" and its implementation in Guwahati Municipal Corporation shall broadly include but not limited to development of Android App and Web Portal - integrated with "Google Maps API" or any other relevant GIS tool. The consultant will also be responsible for requirement analysis / gathering, preparation of User Requirement Specifications (URS) / Functional Requirement Specifications (FRS) / Software Requirement Specifications (SRS) / Software Design Document (SDD) and other Documents, Testing and Quality Assurance, UAT and Operations and Maintenance of the developed applications as per the direction of Guwahati Municipal Corporation. The consultant will be responsible to follow industry standards software development methodology in conjunction with the guidelines issued by Department of Electronic & Information Technology (DiETY), GoI. The activities to be carried out under this scope of work are described below:

1. Development of Android App.
2. Development of Web Portal.
3. Survey and Geo-tagging of Hoardings.

#### 3.2.1 Development of Android App

The primary objective of the app is to geo-tag and captures other associate data of each and every hoarding within urban area. The development of Android App shall provide a platform to the Guwahati Municipal Corporation to monitor the validity of legal hoardings as well as take action against illegal hoardings. The Android App and Web Portal shall use the same Database for the integrated application. The methodology of integration is to be suggested by the consultant in its Technical Proposal. The development of the Android App shall cater as a tool for:

- Guwahati Municipal Corporation to capturing legal and illegal hoardings under Urban Area.
- Provide a grievance redressal mechanism to the citizen.

The Android App as well as Web Portal will be developed as the provision of Advertisement Policy. The key attributes to be captured are as per below mentioned:

- Location (i.e. Latitude and Longitude) of the hoarding on a GIS platform.
- Photograph of the Hoarding.
- Dimensions of Hoarding
- Type of Hoarding
- Land Ownership.
- Details of Advertising Agencies
- Validity/License of Hoarding.
- Per Sq. Mtr./Sq. Ft. Rate
- Complete Calculation as per Rate.
- Any other attributes as per "Hoarding Survey Questionnaire" finalized in consultation with Guwahati Municipal Corporation.
- Grievance redressal mechanism must also be integrated within Android App, so the citizen can register complaint as well as track it on the go.

Once the Android App is developed and hosted, the consultant will conduct the survey as per methodology suggested by the Guwahati Municipal Corporation to create a robust database of hoardings. The database populated by the Android App will be utilized in the Web Portal for the purpose of monitoring and billing. The Android App must also be featured to update/view the details of hoarding on a GIS platform (using Google Maps API or any other relevant mapping tool).

### **3.2.2 Numbering of each Hoarding**

Each Hoarding will be provided with a unique identification number (a Hoarding Identification Number, HIN) based upon a pre-agreed codification system. It will be generated by Android App for compatibility of attribute data.

### **3.2.3 Hoarding Survey**

Each survey will be conducted by the consultant in consultation with Nodal Officer of Guwahati Municipal Corporation as per Hoarding Questionnaire. The survey will be conducted using developed Android App, so that linkage of attribute data will be populated on a GIS platform. It will aid in linking of attribute data with GIS, which consumes a lot of time. On completion of survey a Single Form booklet with attributes collected for each hoarding with tax calculation will be provided for verification as per format prepared in consultation with Guwahati Municipal Corporation.

The GIS positions of the Hoardings which are recorded during survey or during the project tenure should be of the highest possible accuracy. The related hardware for highest possible accuracy of the GIS location shall be procured by the selected vendor as and when required during the duration of the project and maintenance of the said hardware will be responsibility of the selected bidder.

### **3.2.4 Survey Training**

Subject to agreement with Guwahati Municipal Corporation on the content and programme, the Consultants will develop survey administration protocols, training design and guidelines/manuals, and after review and approval of these, will provide training for field surveyors in the specific methods to be employed for all survey components. The training will also include selected participants from the Guwahati Municipal Corporation.

### **3.2.5 Survey**

This hoarding survey will be conducted follow the sequence of the prioritized list as agreed with Guwahati Municipal Corporation during Inception Stage. The survey will broadly consist of the following:

- Geo-tagging of each hoarding
- The surveyor will collect data/information through a pre-designed questionnaire.
- Consultants to take the photograph of each hoarding in a best possible angle and annex the photograph in the Android App. The resolution and size will be pre decided and agreed with the Guwahati Municipal Corporation.
- Calculation of Fees.
- Before the start of the contact-survey, the Guwahati Municipal Corporation will generate from its manual or computerized records lists of the properties on its property tax records.

- The programming and area prioritization of the survey will be agreed prior to survey commencement as mentioned above.
- One of the municipal staff will accompany each survey team.
- The Consultant will ensure that the nominated municipal staff will be continuously involved in the survey exercises, data verification and reporting.

### **3.2.6 Verification/reconciliation of Data**

The Consultants should be responsible for verification and reconciliation of data with the help of concerned revenue officials in Guwahati Municipal Corporation as per single form of each hoarding

### **3.2.7 Development of Web Portal**

On finalization of Survey Questionnaire, the consultant will concurrently develop a web portal as per provision of the State Advertisement Policy and work closely with the consultant appointed Master Planning of Hoarding. The Android App and Web Portal will use the same Database for real-time updates of surveyed Data. The major features of the assignment are as per below mentioned:

- User based allocation of Right for officials of Guwahati Municipal Corporation
- Integration with Google Maps API or any other relevant GIS tool to provide a spatial dimension for monitoring of hoardings.
- Provision for allotment of Hoardings to an advertising agency.
- Calculation of fee as per Dimensions/Rates provisioned.
- Master Form for Advertising Agency.
- Tax Rate Zoning.
- Details of official for SMS alert.
- Land Ownership.
- User Rights
- Tax will aid in implementation of assignment.
- Online application/renewal for Hoarding.
- Two stage Online approval of new Hoardings
- Various kinds of MIS Reports
- Grievance Redressal.
- Integration of SMS/ Email Alert for License renewal/grievance redressal/Other Scenarios
- Online payment integration with the payment gateway provider of the client.
- Compatibility of the Web Portal with both Desktop & Mobile platforms.
- Digital Signature Integration(DSC's shall be provided by the client)
- Freeze/Unfreeze of License in case of non-payment of renewal fee or violation of rules set by the client
- Privileges Management for various types of users
- Role Management with automatic work flow engine.

The hosting of Android App and Web Portal will be done by the Consultant and must adhere to the Service Level Agreement provided in the RFP. On development of Web Portal and UAT the consultant will also be responsible to conduct a Security Audit of the Web Portal and Android App by STQC or any other agency authorized by Government of India or Government of Assam.

The Agencies are expected to carry out all above tasks using his own hardware, machinery and software. However, all data created, particularly in terms of database files, reports generated and any instructions for use of this data with other RDBMS platforms shall be the exclusive property of the Guwahati Municipal Corporation. The Municipal Corporation shall provide all the required hardware on which all the developed database files, reports and any instructions for use of this data or any other related outputs to be uploaded by the Agencies. The Agencies shall also ensure:

- Handover of such data in appropriate digital media as well as hard copies where applicable.
- Complete erasure of all data from the Agencies' systems in an irretrievable manner.

The source-code of the Android App and Web Portal, data schema and structure created under this assignment, particularly database template files, source codes and SQL statements, metadata or other such software, in addition to reports generated and any instructions for use of this data with other RDBMS platforms shall remain the exclusive property of the Guwahati Municipal Corporation, who may use it in

elsewhere as it may deem fit. The Agencies shall not retain any rights to use such products in any other instance without the express permission of the Guwahati Municipal Corporation in writing for a period of five years after the completion of the contract.

**4. Bid Processing Fee**

Bidders are required to submit a non-refundable bid processing fee of Rs. 10,000.00 (Ten Thousands Only) in the form of a demand draft drawn from a Nationalized/Scheduled bank located in India in favour of the Commissioner, Guwahati Municipal Corporation payable at Guwahati.

**5. Earnest Money Deposit (EMD)**

Bidders shall submit along with the Proposal an EMD of Rs. 2,00,000.00 (Two Lacs only) in the form of demand draft drawn from a Nationalized/Scheduled bank located in India in favor of the Commissioner, Guwahati Municipal Corporation payable at Guwahati. Exemption from remittance of EMD and tender document fees for the units holding SSI/NSIC Registration will be considered if an attested copy is enclosed along with tender form. The EMD of unsuccessful Bidders will be returned without any interest as promptly as possible on acceptance of the bid of the selected Bidder or when the bidding process is cancelled by GMC.

The EMD may be forfeited:

- If a Bidder withdraws its bid during the period of bid validity.
- In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this RfP document.

**6. Performance Bank Guarantee**

The selected Bidder shall have to furnish performance security by way of an irrevocable bank guarantee, issued by a nationalized/scheduled bank located in India in favour of the Commissioner, Guwahati Municipal Corporation for an amount calculated @ 4.0% (Four Percent) of the

6.1 Total project cost (including service taxes/VAT) within 15 (Fifteen) days from the date of issue of LoI.

The Performance bank guarantee should be valid till the expiry of warranty period for the solution which will go live at last.

6.2 Total maintenance cost of the solution for 5 (Five) years after expiry of warranty period. The Performance bank guarantee should be valid for 5 (Five) years.

**7. Contract Agreement**

The selected Bidder will be issued a Letter of Intent (LoI) prior to signing a contract agreement with GMC. The contract agreement will have to be signed by the selected Bidder within the stipulated time mentioned in the LoI.

**8. Right to amend document**

GMC reserves right to modify the RfP document through addendum/corrigendum, any time prior to the last date for submission of Proposal which will be uploaded in the GMC website only from time to time, not to be floated in any newspaper. In order to provide prospective Bidders reasonable time to respond to the modifications, GMC may, at its sole discretion, extend the last date for submission of bids.

**9. Right to accept or reject bids**

GMC reserves right to accept or reject any or all bids without assigning any reasons whatsoever. The decision of GMC in this regard will be final.

**10. Number of Proposals**

No Bidder shall submit more than one Proposal for the proposed work.

**11. Currency**

The Bidders shall express the price of their Assignment / Job in Indian Rupees only. All payments will be made in Indian Rupees only.

**12. Due diligence**

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms, guidelines and specifications in this RfP document. The Proposal should be precise, complete and in the prescribed format as per the requirement of the RfP document. Failure to furnish all information required by the RfP



document or submission of Proposal not responsive to the RfP document in every respect will be at the Bidder's risk and may result in rejection of Proposal. GMC shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

**13. Cost of bidding**

The Bidder shall bear all costs associated with the preparation and submission of its Proposal and GMC shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**14. Period of Validity**

14.1 Proposals shall remain valid for 180 (One hundred and eighty) days after the last date of submission of bids. GMC holds the right to reject a Proposal valid for a period shorter than 180 days as nonresponsive, without any correspondence.

14.2 In exceptional circumstances, GMC may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. EMD provided may also be mutually extended. A Bidder may refuse the request without forfeiting the EMD. A Bidder granting extension of validity will not be permitted to modify his Proposal.

**15. Time of Completion**

The live implementation of all the software solutions shall be completed by the selected Bidder within 6 (Six) months from the date of signing the contract agreement with the specific solutions should go live within the timeframe set in the following table from the date of signing the contract agreement–

SL. No.	Software Solution	Timeframe (in Days)
1	Submission of SRS	15
2	Design, Development, testing & hosting of Android App / Web Application / Portal and Sample Survey report	105
3	UAT of Android App/Web Portal and 100% Hoarding Survey	120
4	User Training ,Go-Live & Final report	150

**16. Delay in Completion of Work**

In case of any delay by the selected Bidder to complete the work in the scheduled time, GMC will serve show cause notice to it. Depending on the reply of the selected Bidder and subsequent enquiry regarding the matter, GMC may extend the time period for the proposed work or impose a penalty on the selected Bidder or terminate the contract which it deems fit.

**17. Termination of Contract**

GMC reserves the right to terminate the agreement with the selected Bidder at any stage in case of breach of any of the terms and conditions by the selected Bidder or in case their performance is not found satisfactory. GMC shall be entitled to terminate the agreement in case of any neglect or lapse on the part of the selected Bidder. A notice period of 30 (Thirty) days shall be given to the selected Bidder in case GMC decides to terminate the contract.

**18. Sub Contracting**

Any part of the Assignment as per the scope of work mentioned in the RfP document shall not be outsourced to a third party without the consent of the Authority in writing. The Authority may allow or disallow sub contracting of a part of the Assignment depending upon the justification in writing.

**19. Indemnity**

The selected Bidder shall have to indemnify GMC against any loss/expenditure incurred or any disputes/claims from anybody for having used/using patented design. Any patented design shall be under manufacturer's license agreements and a copy of such agreement authorizing the selected Bidder to manufacture the patented designs shall be given to GMC.

**20. Date of Reckoning**

The experience of the Bidders and their key professionals should be reckoned from the last date of submission of Proposal for proposed work of GMC

**21. Pre Qualification Criteria:**

The Bidder should have the following pre qualification criteria to participate in the technical bid-

<b>Sr.</b>	<b>Pre- Qualification Criteria</b>	<b>Supporting Document</b>
1	The bidder must be a company registered in India under the Companies Act, 1956 since Last 10 years.	Certificate of Incorporation.
2	It is not a loss making entity – The bidder should have been making profit for the last three years i.e. 2012-2013, 2013-2014 and 2014-2015)	Profit and Loss account statement certified by firm of chartered accountants or statutory auditors of the bidder.
3	Bidder should have an average annual turnover of Rs.5 crores or currency equivalent during the last 3 financial years from IT components and services.	Copy of audited financial Statements for last 3 financial years. Certificate from CA for revenue from IT components segment
4	The bidder must have a valid SEI/CMMI level 3 certification or higher.	Copy of certificates.
5	Bidder should have successfully executed at least 3 end-to end Software Development &IT services e-governance Project of value over Rs.50 Lakh for Central Government/State/ UT Government/PSU in the last 5 years.	Copy of Project Completion certificate and Work Order and Client Reference for Verification
6	Bidder should have successfully executed at least 1 end-to end Software Development &IT services e-governance Project of value over Rs.50 Lakh for Any ULBs in the last 5 years.	Copy of Project Completion certificate and Work Order and Client Reference for Verification
7	Bidder should have minimum 100 full time employees working on Software Development &IT services	Self-Attested Certificate(signed by Company Secretary/ HR Department) to ensure rolls of the company
8	Joint ventures or Consortiums or Sub contracting are NOT allowed to bid or meet the above eligibility criterion. Bidder should bid on own strength and meet all eligibility criterions.	Self-Attested Declaration on company letter head(signed by Authorized Signatory)
9	The bidder shall submit a self-declaration for being not under legal action for corrupt or fraudulent practices (blacklisted) by any Ministry/State/ Central Govt. / UT Administration/ Semi-Government Organization/ PSU.	Self-Attested Declaration on company letter head(signed by Authorized Signatory)
10	The bidder should be registered with the VAT, Service Tax department and carry a valid PAN/ TAN Number, Sales Tax /TIN No.	Copy of the certificate of Service Tax Department, PAN/TAN Number, Sales Tax/ TIN No.
11	Letter of Authorization Signed by Managing Director or Board	Original copy should be signed and notarized in a legal bond paper
12	The Bidder should have an office in Guwahati or should be willing to open an office in Guwahati within 1 month in case it is declared successful in the bidding process.	Undertaking by the Authorized Personnel of the bidder in case it does not have any existing office or else the local sales tax number in case the vendor has an existing office in Guwahati.

**22. Key Professionals Qualifications & Experience:**

SN	Key Experts & Input	Qualifications & Experience

1	Project Manager (1 No.)	<ul style="list-style-type: none"> <li>▪ Post graduate or equivalent in relevant field.</li> <li>▪ Good knowledge of Urban Scenario/ULBs.</li> <li>▪ Knowledge Web/Android Application Development and GIS is desirable</li> <li>▪ Fluency and good communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Preferably Managed at least 3 (Three) similar projects.</li> <li>▪ At least 5 years' experience in e-Governance sector, preferable for Government institutions.</li> </ul>
2	Web Developer (2 Nos.)	<ul style="list-style-type: none"> <li>▪ MCA/B.E. in relevant field.</li> <li>▪ Knowledge of Web Application Development.</li> <li>▪ Fluency and good communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of implementing preferably 3 (Three) GIS based Web Application Development projects.</li> <li>▪ At least 5 years' of experience in the field of Web Development.</li> <li>▪ Experience of FOSS is desired.</li> </ul>
3	Android Developer (1 No.)	<ul style="list-style-type: none"> <li>▪ MCA/B.E. in relevant field.</li> <li>▪ Knowledge of Android Application Development.</li> <li>▪ Fluency and good communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of implementing preferably 3 (Three) GIS based Android Application Development projects.</li> <li>▪ At least 3 years' of experience in the field of Android development</li> </ul>
4	Database Administrator (DBA) (1 No.)	<ul style="list-style-type: none"> <li>▪ MCA/B.E. in relevant field.</li> <li>▪ Knowledge of RDBMS.</li> <li>▪ Fluency and good communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Managed at least (3) three similar projects as a DBA.</li> <li>▪ At least 5 years' of experience as a DBA.</li> <li>▪ Experience with RDBMS such as Oracle/SQL Server and interfacing with spatial databases in GIS software is desirable.</li> </ul>
5	GIS Expert / Developer (1 No.)	<ul style="list-style-type: none"> <li>▪ Post graduate in related field.</li> <li>▪ Knowledge of GIS Development.</li> <li>▪ Knowledge of GIS software, GPS and its technology.</li> <li>▪ Knowledge of FOSS is desired.</li> <li>▪ Good communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Managed preferably (3) three GIS based Web Development Projects.</li> <li>▪ At least 3 years of experience in the field of GIS.</li> <li>▪ Experience in GIS data analysis, preference in Urban sector.</li> </ul>
6	Survey Supervisor (2 Nos.)	<ul style="list-style-type: none"> <li>▪ Graduate</li> <li>▪ Fluent in Assamese and English</li> <li>▪ Knowledge of working in ULB.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of implementing at least 3 (Three) survey projects.</li> <li>▪ At least 3 years' of survey experience preferable in government Sector.</li> </ul>
7	Surveyor (As required)	<ul style="list-style-type: none"> <li>▪ Graduate</li> <li>▪ Sound understanding of field survey.</li> <li>▪ Fluent in Assamese</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of conducting field survey.</li> </ul>

### 23. Authentication of Proposal

The Proposal shall be signed on each page by a person or persons duly authorized by the Bidder. A Power-of-Attorney certificate in stamp paper of Rs 100.00 (One Hundred Only) shall be provided with the Proposal.

### 24. Language of Proposal

The language of Proposal, all related correspondence and supporting documents should be written only in English. In case language of any document submitted is other than English, a translated English version duly certified by competent authority should be submitted.

### 25. Validation of Interlineations in Proposal

Any interlineations, erasures, alterations, overwriting, additions shall be valid only if the person or persons signing the Proposal have authenticated the same with signature.

**26. Sealing and Marking of Proposal**

The envelopes for the technical bid and the financial bid shall be placed in a sealed outer envelope clearly marked as “Proposal for Software Solutions”. If the outer envelope is not sealed and marked as required, GMC will assume no responsibility for the Proposal’s misplacement or premature opening.

**27. Address for Proposal submission**

The Proposal complete in all respect should be submitted to the following address-

The Commissioner, Guwahati Municipal Corporation, Panbazar, Guwahati- 781001, Assam

**28. Rejection of Proposal**

Proposals, incomplete in any respect or received without drafts for cost of RfP document or EMD or received after due date and time will be summarily rejected.

**29. Submission of Work Plan**

Bidders need to submit its work plan for the approach and methodology to be adopted in carrying out the proposed assignment as a part of the technical bid. The work Plan should contain all the technical specifications, workflow, process flow, interaction among modules, implementation strategy, maintenance procedure etc.

**30. Intellectual Property Right**

The solutions to be developed by the selected Bidder will be the intellectual property of GMC. The selected Bidder will have to hand over source code, compiled version, executables, database design & structure, database information, metadata and entire documentations prepared for requirement analysis, design, development, hosting, testing, maintenance and implementation to GMC. All user manuals, installation guides, system administration manual etc. should be submitted to GMC. The necessary software’s and licenses required for maintenance of the solutions shall also to be submitted to GMC by the selected Bidder.

**31. Payment Terms**

Payment will be made on achievement of the following milestones for all the software solutions-

<b>Sr. No.</b>	<b>Milestone/Deliverable</b>	<b>Percentage to be released</b>
1	Submission of SRS	10%
2	Design, Development, testing & hosting of Android App / Web Application / Portal and Sample Survey report	45%
3	UAT of Android App/Web Portal and 100% Hoarding Survey	25%
4	User Training ,Go-Live & Final report	20%

20% (Twenty Percent) of the billed amount will be deducted as security till the last bill before the delivery of the software. The amount deducted so will be paid without any interest to the System Integrator after the delivery of the final software solution. 10% (Ten Percent) of the Maintenance cost for 5 (Five) years shall be paid at the end of each half year after the expiry of Warranty period, subject to satisfactory services rendered, till that date.

GMC will have no liability regarding transportation, boarding and lodging of the selected Bidder, their staff and machineries.

TDS applicable as on date shall be deducted from the actual bill submitted for payment.

The last payment of maintenance period shall be on hold until the selected bidder provides the deliverables like source code, training etc. to any person appointed by GMC for the transition period.

**32. Warranty**

The selected Bidder will have to provide 1 year on-site warranty on the solutions starting from the date of live implementation of the solutions. During warranty period the following activities will have to be carried out by the selected Bidder-

32.1 **New Development and Enhancements:** New features or modifications or customization as required by GMC or due to policy changes.

32.2 **Bug-Fixes and End-User Problem Resolution:** Based on the issues reported by end users, the bugs/defects and end user's problems should be resolved as required by GMC.

32.3 **Configuration Management and Version Control:** As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. Selected Bidder shall in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

32.4 **Release Management:** As part of the release management, the selected Bidder shall perform the following activities-

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release.
- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.

### 33. **Maintenance**

Maintenance will start after the completion of warranty period. Maintenance should cover trouble shooting, removing bugs/errors and end user's problem resolution. All upgrades / updates / new version releases will be provided during Maintenance period. The selected Bidder will ensure smooth functioning of the software solutions during Maintenance through off-site/ onsite (as per requirement of GMC) support.

34. **Supporting Staff:** The selected Bidder will have to provide one fulltime onsite support staff to GMC during Warranty & maintenance period. The supporting staff would be any graduate having sound knowledge of survey & working in ULB.

35. **Hosting:** The selected Bidder will have to upload the proposed solutions after successful user acceptance test and subsequent changes in the GMC's server. It should be ensured that uploading of the modified version in the live servers is carried out with due care to avoid any wrong upload or accidental file replacement.

36. **Software Development Life Cycle:** Complete Software Development Life Cycle (SDLC) should be followed for the development of the proposed solutions and subsequent changes-

36.1 Proper documentation should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.

36.2 Any change in the proposed solutions should be properly documented and reflected in respective documents.

36.3 Any change in the proposed solutions should be done through change request form. After completing the change a request closure form should be filled.

36.4 A log should be maintained for all the changes done in the proposed solutions.

36.5 Periodic code review should be done for improvement in source code.

36.6 Code & query optimization should be done to the extent possible.

### 37. **Testing**

Proper testing should be done after the development of the solutions and changes done thereafter. Testing should be done on exhaustive test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, and Load Test Plan). A test report should be maintained and submitted to GMC when required.

The successful Bidder would be responsible for getting the application software tested and certified for quality and security from any Govt. of India certified Certifying Authority/ Auditor.

### 38. Confidentiality

The selected Bidder shall be responsible to maintain the confidentiality of data and any other information and make sure that information is not shared outside the GMC without the consent of the Commissioner, GMC. The required confidentiality agreement shall be signed by the selected Bidder.

### 39. Technical Evaluation Criteria

Sr.	Parameter	Marks	Required Document
1	Company Competence (Refer below table for detailed point system)	20	Audited Financial Statement/Auditor Certificate to be submitted.
2	Number of fulltime employees working on Software Development & IT services (Refer below table for detailed point system)	10	Self-Attested Certificate
3	Domain Experience (Refer below table for detailed point system)	20	Proof of experience in the form of client citations/work orders to be submitted.
4	Local Office in Guwahati (Refer below table for detailed point system)	5	The local sales tax number in case the vendor has an existing office in Guwahati or else Undertaking by the Authorized Personnel of the bidder in case it does not have any existing office
5	Project Plan(Refer below table for detailed point system)	5	Detailed Methodology Plan to be submitted describing each element
6	Proposed Team and Governance (Refer below table for detailed point system)	10	CV of the Proposed team and Composition of team
7	Technical Presentation	30	Company Profile, Methodology and Approach, Detailed Project Plan, Quality of service etc.
<b>Total Points/Marks</b>		<b>100</b>	
<b>Cut off Points for Qualifying</b>		<b>70</b>	

#### Detailed Marking System

<b>1</b>	<b>Company Competence</b>					<b>20</b>
1.1	Annual Turnover - Prime bidder's average annual turnover for the period 2012-2013, 2013-2014 and 2014-2015. Audited Financial Statements/ Auditor's certificate to be submitted.					5
	Between 5-10 Cr (3 Marks)	Between 10-15 Cr (4 Marks)	Greater than 15 Cr (5 Marks)			
1.2	<b>Certifications</b>					5
	CMMi Level 3 (3 Marks)	CMMi Level 5 (4Marks)	In addition ISO 27001 (1 Mark additional)			
1.3	Experience of Software Development &IT services e-governance Project valued more than 50 Lakh in any Central Government/ State/ UT Government/PSU in the last 5 years					10
	0-2 Projects (2 Marks)	2-4 Projects (4 Marks)	4-6 Projects (6 Marks)	6-8 Projects (8 Marks)	More than 8 Projects (10 Marks)	
2	<b>Number of fulltime employees working on Software Development &amp; IT services</b>					10
	100-150 (2 Marks)	150-200 (4 Marks)	200-250 (6 Marks)	250-300 (8 Marks)	More then 300 (10 Marks)	
3	<b>Domain Experience</b>					20
	Experience of Software Development &IT services e-governance Project valued more than 50 Lakh in any ULBs.					
	1 Project	2 Projects	3 Projects	4 Projects	More than 4	

	(4 Marks)	(8 Marks)	(12 Marks)	(16 Marks)	Projects (20 Marks)	
<b>4</b>	<b>Presence in Guwahati</b>					<b>5</b>
	Office in Guwahati (5 Mark)			Office outside Guwahati (Zero Marks)		
<b>5</b>	<b>Project Plan</b>					<b>5</b>
5.1	Business process analysis and GPR operations					1
5.2	Application Solution development					1
5.3	Application solution implementation					1
5.4	Training operations					1
5.5	Post Implementation Support & maintenance operations					1
<b>6</b>	<b>Proposed Team and Governance Structure</b>					<b>10</b>
6.1	Project Manager (Qualification and Experience) (minimum of total 5 years' experience out of minimum 3 years Project Management experience)					3
	Bachelors in Computers with MBA (1 Marks)	PMP Certified (1 Mark)	Experience (Min 3 years) in operations in government sector (1 Mark)			
6.2	For 2 no. of resources, excluding project manager, experienced in Municipality / Urban department solutions and their implementation, For 2 or more resources marks = 2, if less, Zero marks will be given					2
6.3	Proposed team for e-Governance application Development and implementation (Based on Qualification & experience)					5
<b>7</b>	<b>Technical Presentation</b>					<b>30</b>
7.1	Over all understanding of the Project.					10
7.2	Quality of Work plan presented.					10
7.3	Assessment of the obstacles in implementing the project and possible remedies to the identified Obstacles.					5
7.4	Presence team leaders and members for Presentation					5

**Note:**

- a. The documents required as proof for technical marking must be submitted as client citations or work orders or letter of declaration signed by the client.
- b. Bidder should give presentation with respect to above technical evaluation criteria after opening of the Technical Bid.
- c. The tender evaluation committee reserves right to visit bidder's customers where such a similar project execution has taken place.

**40. Evaluation and comparison of bids**

Technical bid evaluation will be completed prior to any financial bid is being opened. Any condition of the Bidders sent along with the bids, if any, shall not be binding on GMC and liable to be rejected. Bids will be evaluated by an Evaluation Committee formed by the Authority.

Bids shall be evaluated on a Quality and Cost Based Selection (QCBS) basis. Bids shall be ranked according to their combined technical score ( $S_t$ ) and financial score ( $S_f$ ) using the formula ( $T$  = the weight given to the Technical bid = 70%;  $P$  = the weight given to the Financial bid = 30%;  $T + P = 100%$ ):  $S$  (Final Score) =  $S_t \times T + S_f \times P$ . Contract will be awarded to the Bidder scoring highest Final Score ( $S$ ).

**40.1 Technical Bid Evaluation:** Only those Bidders who have fulfilled the pre qualification criteria will be evaluated further. The cut-off marks for short-listing based on the technical evaluation is 70% of total marks. Based on the bid evaluation, only technically qualified Bidders scoring equal to or more than cut-off marks shall be short-listed for evaluating their financials bids. Consequent on evaluation, if less than two Bidders qualifies the technical evaluation, the authority at its discretion may relax the norms for technical evaluation.

Bid marks ( $S_{tm}$ ) shall be assigned to each bid on the basis of following evaluation matrix  
 Technical Bid Score: The Technical; Bid Score ' $S_t$ ' of the Bidder shall be derived as under

$$S_t = (S_{tm}/S_H), \text{ where}$$

**$S_t$  is the Technical Bid Score**

**$S_{tm}$ = Total technical bid marks of the bidder under consideration**

**$S_H$ = Highest total technical; bid marks amongst all evaluated bids.**

40.2 **Financial Bid Evaluation:** Financial bids of only the short-listed Bidders shall be opened. A date, time and venue will be notified to all Bidders for announcing the result of evaluation and opening of Financial Bids. Before opening of the Financial Bids, the list of prequalified Bids along with their technical scores will be read out. The lowest evaluated financial quote ( $F_m$ ) will be given the maximum financial score of 100 (one hundred) points. The financial scores ( $S_f$ ) of the other Financial Proposals will be computed as per the formula:  $S_f = 100 \times F_m/F$ , in which  $S_f$  is the financial score,  $F_m$  is the lowest financial quote and  $F$  is the financial quote under consideration.

The rates mentioned in the financial bid are to be mentioned in words as well as in figures. In case of any deviation, the rate quoted in words will be accepted.

#### 41. **Submission of Bids**

Interested Bidders are requested to submit the technical bid (Annexure-II) and financial bid (Annexure-VII) in two separate envelopes clearly marking as “Technical Bid” and “Financial Bid” on the respective envelopes. Both these envelopes are to be put inside an outer envelope as mentioned in clause 25. The demand draft for bid processing fee, demand draft for EMD and covering letter (Annexure-I) shall be the part of the technical bid. Proposal complete in all respect is to be submitted to the address mentioned in clause 26.

#### 42. **Transition Period**

In case, GMC terminates the selected bidder for any circumstances duly notified 30 days prior to the date of termination or due to completion of tenure of maintenance period, the selected bidder shall submit all the deliverables as desired by GMC and co-operate with any vendor appointed by GMC during the transition period. The last payment of maintenance period (for six months) shall be on hold until all the deliverables requested by GMC are met by the selected bidder.



**Covering Letter**  
(On Bidder's letterhead)

FROM: (Full name and address of the Bidder)

.....  
.....  
.....

To

**The Commissioner,  
Guwahati Municipal Corporation,  
Panbazar, Guwahati- 1, Assam**

**Sub: - Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey.**

**Ref: RfP No. GCS/PMC/688/16/**

**Dated**

Sir,

We hereby submit our Proposal in full compliance with terms & conditions of the above referred RfP document. A copy of the RfP document, duly signed on each page is also submitted as a proof of our acceptance of all specifications as well as terms & Conditions. We have submitted the requisite amount of bid Processing fee and EMD in the form of Demand Drafts.

**Yours Faithfully,**

**Signature of the authorized signatory of the Bidder with name, designation, seal and date**

**Technical bid**  
(On Bidder's letterhead)

SL. No.	Particulars	Give details or mention page no. where attached
1	Name of the Bidder	
2	Address, email id and telephone number of the registered office of the Bidder	
3	Name, designation, address, email id and mobile number of the contact person of the Bidder	
4	Bidder's office in Guwahati	Yes/No
5	Date of Incorporation	
6	Date of Commencement of Business	
7	Registration number of the Bidder (attach photocopy of registration certificate)	
8	PAN Number the Bidder (attach photocopy of PAN card)	
9	CMMI Certification of the Bidder (attach photocopy)	
10	Certificate of power of attorney of the authorized signatory of the Bidder on stamp paper of value Rs. 100.00 (One Hundred Only)	
11	Experience of the Bidder in web-based software development, implementation and maintenance during last 5 (Five) years in the format at Annexure- III	
12	Relevant experience of the Key Professionals for the Assignment in the format at Annexure- V	
13	Curriculum Vitae (CV) of Key Professionals in the format at Annexure- VI	
14	work plan of the Bidder for the Assignment	
15	Certificate for not being blacklisted in the format at Annexure- IV	
16	Chartered Accountant certified Turnover only from software development, implementation and maintenance services provided by the Bidder during the last 3(Three) financial years with year wise break up (attach certificate)	

**Signature of the authorized signatory of the Bidder with name, designation, seal and date**

**Experience in Web-based Software Development, Implementation and Maintenance**  
(On Bidder's letterhead)

**A. Completed Projects during the last five years (extra rows may be added if required):**

SL. No.	Name & Address of The client	Date of start Of the work	Date of Completion	Description of Work	Website Address	Cost of the Project in Indian Rupees
1.						
2.						
3.						
4.						

**B. Ongoing Projects during the last five years (extra rows may be added if required):**

SL. No.	Name & address of the Client	Date of Start of the work	Project Duration	Description of Work	Cost of the Project in Indian Rupees
1.					
2.					
3.					
4.					

**Note:** Please also note that the copies of work orders or satisfactory completion certificate from the clients shall be required to be submitted for all the above mentioned projects.

**Signature of the authorized signatory of the Bidder with name, designation, seal and date**

**Certificate for not being blacklisted**  
(On Bidder's letterhead)

To  
The Commissioner,  
Guwahati Municipal Corporation,  
Panbazar, Guwahati- 1

Date:

**Sub: Self Certification**

Sir,

I, the undersigned hereby certify that neither the M/s \_\_\_\_\_ nor any of its directors/constituent partners have been blacklisted by any State or Central Government or Government Undertaking / Enterprise, prior to the date of submission of this Proposal for the purpose of the Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey for GMC.

The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by GMC with the intention of verifying the correctness of this statement or regarding the competence and general reputation as stated above.

**Yours faithfully,**

**Signature of the authorized signatory of the  
Bidder with name, designation, seal and date**

**Relevant experience of Key Personnel<sup>@</sup>**  
(On Bidder's letterhead)

Name of Key Personnel:

Role in the Assignment:

S.No	Name of Project	Name of Client	Estimated cost of Project (in Indian Rupees)	Responsibility of the key personnel on the assignment	Date of completion of the assignment	Time spent on the assignment in Years and Months
(1)	(2)	(3)	(4)	(6)	(7)	(8)
1						
2						
3						
4						
5						

@ Use separate Form for each Key Personnel.

**Declaration:**

This is to certify that we before signing this job assignment have read and fully understood all the terms and conditions contained in the RfP document for Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey for GMC and undertake ourselves to strictly abide by them.

**Signature of the authorized signatory of the Bidder with name, designation, seal and date**

**Curriculum Vitae (CV) of Professional Personnel<sup>@</sup>**  
(On Bidder's letterhead)

- 1. Proposed Position:
- 2. Name of Personnel:
- 3. Date of Birth:
- 4. Nationality:
- 5. Educational Qualifications:
- 6. Employment Record:  
(Starting with present position, list in reverse order every employment held.)
- 7. List of projects on which the Personnel has worked

Name of Project	Description of responsibilities
-----------------	---------------------------------

**Certification:**

- 1. I am willing to work on the Project and I will be available for entire duration of the Project assignment as required.
- 2. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience and me.

Place.....

**(Signature and name of the Professional Personnel)**

**(Signature and name of the authorised signatory of the Applicant)**

<sup>@</sup> Use separate Form for each Key Personnel.

**Financial Bid**  
(On Bidder's letterhead)

**Name of Work: Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey**

**I. Design, development, hosting, testing and implementation with 1 year warranty after Go-Live.**

SL. No.	Total Amount	Service tax/VAT	Total
1			

**II. Maintenance & Onsite Support**

SL. No.	Particulars	Per Year Cost (A)	Duration (B)	Total Amount (A*B)	Service tax/VAT	Total
1	Application Maintenance for 5 years after go-live.		5			
2	One fulltime Onsite Support Manpower for 5 years after Go-Live.		5			
Total						

**Declaration:**

This is to certify that we before signing this job assignment have read and fully understood all the terms and conditions contained in the RfP document for Design, development, Implementation and Maintenance of GIS based web portal & Mobile application for Hoarding Information Management System & associated survey for GMC and undertake ourselves to strictly abide by them.

**Note: -**

- The Grand Total of (I & II) is used during Financial Evaluation.**
- Rates quoted for Manpower & Application Maintenance should be quoted in such manner that, if GMC decide at its discretion to extend the support & services for next 3 years then the same rates will be acceptable.

**Signature of the authorized signatory of the Bidder with name, designation, seal and date**