

# **Request for Proposal**

**for**

**Selection of Project Consultant for implementing  
e-Governance Project in the**

**Department of Urban Planning, Chandigarh**

**Society for Promotion of Information Technology in Chandigarh**

**PEC University of Technology Campus,  
Sector 12, Chandigarh – 160 012 (India)  
Tel : +91 172 2744235; Fax : +91 172 2745502**

## Table of Contents

1	Instructions to bidders (ITB) .....	4
1.1	Invitation to bid .....	5
1.2	Contents of Invitation to Bid .....	5
1.3	Eligible Bidder .....	5
1.4	Authorized Person of the Bidder .....	6
1.5	Cost of Proposal.....	6
1.6	Site Visit .....	6
1.7	Clarification of RFP Documents .....	6
1.8	Pre-Bid Conference.....	6
1.9	Amendment of RFP Documents .....	7
1.10	RFP Document fees .....	7
1.11	Earnest Money Deposit – EMD.....	8
1.12	Proposal Validity .....	8
1.13	Language of Proposal .....	8
1.14	Documents Comprising the Proposal .....	9
1.15	Format and Signing Of Bid.....	9
1.16	Currencies of Proposal and Payment .....	10
1.17	Guidelines for Filling Financial Forms .....	10
1.18	Address of Submission .....	10
1.19	Deadline for submission of proposals .....	10
1.20	Late Proposals .....	10
1.21	Sub-Contractors .....	10
1.22	Right to Accept and Reject the Bid .....	11
1.23	Corrupt or Fraudulent Practice.....	11
2	Project Background.....	12
2.1	Background .....	12
3	Scope of Work for consultant.....	14
3.1	Timelines & Deliverables.....	16
4	Evaluation of proposals.....	18
4.1	Pre-Qualification Criteria .....	18
4.2	Technical Evaluation .....	19
4.3	Financial Evaluation .....	21
4.4	Final Evaluation.....	22
5	General Information, Terms & Conditions (Successful Bidders) .....	23

5.1	Performance Bank Guarantee .....	23
5.2	Use of Contract Documents and Information .....	23
5.3	Force Majeure .....	23
5.4	Termination .....	25
5.5	Obligations of the Consultant .....	28
5.6	Obligations of the Client .....	31
5.7	Payments to the Consultants .....	31
5.8	Good Faith.....	32
5.9	Settlement of Disputes .....	33
6	Annexures .....	34
6.1	Form 1 – Cover letter .....	34
6.2	Form 2 – Pre-Qualification Form.....	36
6.3	Form 3 - Technical Proposal Format .....	38
6.4	Form 4 – Resource Deployment Plan .....	40
6.5	Form 5 - Format for Citation.....	41
6.6	Form 6 - Format of Curriculum Vitae (CV) for Proposed Key Staff.....	42
6.7	Form 7 - Commercial Proposal Format.....	44
6.8	Format for Power of Attorney .....	45
6.9	Proforma for Performance Bank Guarantee (PBG) .....	46
6.10	Department of Urban Planning.....	50

## Important Information

### 1. Schedule of Dates

S. No.	Events	Date
1.	Start date for Issuance / sale of RFP Document	05/03/2010
2.	Last date for Submission of Queries	12/03/2010
3.	Pre-Bid Conference	17/03/2010
4.	Issue of Corrigendum	22/03/2010
5.	Last date for issuance of revised RFP Document	22/03/2010
6.	Last date and time for Proposal submission	29/03/2010 at 1:00 PM
7.	Date and time of opening of Pre-Qualification bids	29/03/2010 at 2:30 PM
8.	Date and time for opening of Technical bids	29/03/2010 at 3:30 PM
9.	Date and time of Technical Presentations	06/04/2010 at 11:00 AM
10.	Date and time for opening of Commercial	15/04/2010 at 11:00 AM

### 2. RFP Document Fees

INR 10,000/- (INR Ten Thousand only) through Demand Draft or Bankers Pay Order from a nationalized / scheduled bank, drawn in favour of “**Society for Promotion of Information Technology in Chandigarh (SPIC)**”, payable at Chandigarh.

### 3. Earnest Money Deposit

INR 1,00,000/- (INR One lac only) through Demand Draft from a nationalized / scheduled bank, drawn in favour of “**Society for Promotion of Information Technology in Chandigarh (SPIC)**”, payable at Chandigarh.

### 4. Contact Person’s Address for correspondence and clarifications

Society for Promotion of Information Technology in Chandigarh (SPIC)  
PEC University of Technology Campus,  
Sector 12, Chandigarh – 160 012 (India)  
Tel : +91 172 2744235; Fax : +91 172 2745502

# 1 INSTRUCTIONS TO BIDDERS (ITB)

## 1.1 Invitation to bid

The Society for Promotion of Information Technology in Chandigarh (SPIC), Chandigarh Administration, invites Bids from the organizations that are willing to provide IT / eGovernance Consulting Services for implementing e-Governance Project in the Department of Urban Planning, Chandigarh Administration.

The bidders will need to submit their comprehensive bids – Pre-qualification, Technical and Financial bids – in three separate sealed envelopes, at the address mentioned in Section “Submission of Bids”. The details of pre-qualifications, scope of work, technical requirements and formats for submission of pre-qualification, technical and financial bids are given in the subsequent sections.

## 1.2 Contents of Invitation to Bid

Invitation to Bid (ITB) document consists of:

- This RFP document
- Annexures to this document
- Pre-qualification Bid form
- Technical Bid Form
- Financial Bid Form
- Any other addendum that Chandigarh Administration might release on a later date

Wherever the term “Invitation to Bid” is referred, it should be considered as inclusive of all the documents mentioned above.

## 1.3 Eligible Bidder

1. The RFP cannot be transferred and can be led only by the bidder to whom this RFP has been issued.
2. Bidders shall provide such evidence of their continued eligibility satisfactory to the Client, as the Client shall reasonably request.
3. All the Bidders, for the purpose of submitting a Proposal shall treat the content of this document as private and confidential.
4. Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

## 1.4 Authorized Person of the Bidder

The bidder must designate a person to represent the bidder in all its dealings related to this with Chandigarh Administration.

## 1.5 Cost of Proposal

The bidder shall bear all costs associated with the preparation and submission of its Proposal, and the department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.

## 1.6 Site Visit

The bidder at its own responsibility may visit the Department of Urban Planning for reconnaissance and obtain information regarding the functioning of the department; services provided by the department; available IT infrastructure & software applications etc. A bidder would be given a maximum of 4 hours on any working day to interact with the officials of the department. The bidder should inform the Department atleast 2 days in advance before planning any such visits. Any cost incurred for these visits shall be borne by the bidder.

It would be deemed that prior to the bid submission, the bidder:

- Has examined completely and carefully the project proposed in this tender and has taken necessary precaution to build in all costs necessary for execution of the project considering the magnitude work and the logistics involved.
- Has determined to its satisfaction the nature and extent of any issues incidental to the performance of its obligations.

## 1.7 Clarification of RFP Documents

A prospective vendor requiring any clarification of the RFP documents may notify SPIC in writing, either by post or email, at the following address:

Society for Promotion of Information Technology in Chandigarh (SPIC)  
PEC University of Technology Campus,  
**Sector 12, Chandigarh – 160 012 (India)**  
**Tel : +91 172 2744235; Fax : +91 172 2745502**

## 1.8 Pre-Bid Conference

The pre bid conference would be held at Conference Hall at SPIC, Chandigarh. Only those bidders who will download the RFP before the Pre-Bid conference will be allowed to attend the Pre-bid conference.

The bidders are advised to attend this pre bid conference. However, non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a vendor but, separate queries from such vendors will not be entertained at any later stage.

The proceedings of the pre bid conference would be circulated to the bidders and if required, appropriate addendum to this RFP document would be issued to the bidders. Such addendum, if issued, would form part of this RFP and the bidders would be advised to prepare their bids in accordance with such addendum.

The bidders are requested to send their inquiries as per the schedule mentioned in Important dates to make such conference more productive. Inquiries received after the set time limit may not be addressed by the Department in the pre bid conference. For queries received subsequent to the set limit, Department may respond to those queries if received till 1 week before the last date of submission.

## 1.9 Amendment of RFP Documents

At any time prior to the deadline for submission of Proposal, the Department may amend the RFP documents by issuing suitable Addenda.

Any addenda thus issued shall be part of the RFP document, and will be made available on the website of the Society for Promotion of IT in Chandigarh and will also be communicated by email to all the bidders. To give reasonable time to the bidders, so that they can take Addendum into account in preparing their Proposals, SPIC, Chandigarh, will extend (if required) the deadline for submission of Proposals. All the notices / corrigendum related to the project will be posted on the website of SPIC.

## 1.10 RFP Document fees

The bidders are required to submit a demand draft of Rs. 10,000/- (Indian Rupees Ten thousand only). The demand draft should be drawn on a nationalized / scheduled bank and in favor of “**Society for Promotion of IT in Chandigarh, Chandigarh Administration**”, payable at Chandigarh, towards non-refundable and non-transferable bid processing fee along with the bid.

Any bids not accompanied by such demand draft would be rejected.

### **1.11 Earnest Money Deposit – EMD**

The Bidder shall furnish, as part of its bid, a refundable EMD comprising of demand draft of INR 1,00,000/- (Indian Rupees One Lac). The demand draft should be drawn on a nationalized / scheduled bank valid for 180 days and in favor of “Society for Promotion of Information Technology in Chandigarh (SPIC)”, payable at Chandigarh.

The technical bid will disqualify if the EMD is not submitted along with the pre-qualification proposal. Unsuccessful bidder’s bid security will be discharged / returned as promptly as possible but not later than 60 days after the award of the contract to the successful vendor. The successful bidder’s bid security will be discharged upon the Successful Bidder signing the Contract and submission of Bank Guarantee.

No interest will be payable by the SPIC, Chandigarh, on the amount of the EMD. The bid security may be forfeited in following cases:

- 1 If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
- 2 In the case of a successful bidder, if it fails within the specified time limit to:
  - a Sign the Agreement, or
  - b Furnish the required Performance Bank Guarantee

### **1.12 Proposal Validity**

The Bids shall be valid minimum for a period of “SIX MONTHS” from the date of submission of the bid. On completion of the validity period (6 months), in case required, Society for Promotion of IT in Chandigarh, Chandigarh Administration, may solicit the vendor’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

### **1.13 Language of Proposal**

The Proposal, and all correspondence and documents related to the Proposal exchanged between the bidder and SPIC, Chandigarh, should be in English. Supporting documents and printed literature furnished by the Bidder may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the bid proposal, the English language translation shall prevail.

## 1.14 Documents Comprising the Proposal

The proposal submitted by the Bidder shall comprise the following documents:

- (a) Bidder's response to pre-qualification requirements as set forth in Form 2 of this RFP along with Cover letter.
- (b) Earnest Money Deposit (EMD) of Rs. 1,00,000/- (INR One Lac only) shall be enclosed in the envelope having original pre-qualification document proposal.
- (c) Technical Proposal including all the technical forms, as attached in annexure of the RFP Document, duly filled in along with all attachments/schedules duly completed and duly signed by the authorized signatory of the Bidder.
- (d) The Bidder's Financial Proposal (in the format given in annexures) including all the financial forms duly signed by the authorized signatory of the Bidder.
- (e) Any other information that is to be submitted during the course of Proposal process.

## 1.15 Format and Signing Of Bid

The Vendor shall submit the proposal in 3 parts, first part comprising the Cover letter (Annexure 6.1) and Pre-qualification bid proforma as given in Form 2 (Annexure 6.2). Second part will comprise of Technical proposal providing the information as per Forms 3, 4, 5 and 6 (Annexure 6.3, 6.4, 6.5 and 6.6) and the third part will have Financial proposal in the given format in Form 7 (Annexure 6.7).

The Pre-bid qualification proposal, Technical Proposal and Financial proposal shall be placed in three separate sealed envelopes clearly marked "**Pre- qualification proposal**", "**Technical Proposal**" and "**Financial Proposal**" respectively followed by the name and reference number of the RFP. The bidder should provide One Hard and One Soft copy (on a CD) of the Pre-qualification and Technical proposals. All the 3 envelopes (Pre-qualification, Technical and Financial Proposals shall be placed into an outer envelope which shall bear the submission address, reference number and title of the RFP along with the name and address of the bidder and should be sealed properly. The department shall not be responsible for misplacement, losing if the outer envelope or envelopes of any of the three proposals are not sealed as stipulated. This circumstance may be case for Proposal rejection. If the Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

The Proposal shall be signed by authorized person of the vendor. All pages of the proposal, where entries or amendments have been made, shall be initialed by the person or persons signing the Proposal. **All signatures on the letters / certificates attached with the Bid document shall be dated suitably.**

## 1.16 Currencies of Proposal and Payment

The currency(ies) of the Proposal offer and the payments shall be in Indian Rupees (INR).

## 1.17 Guidelines for Filling Financial Forms

The bidders should submit their financial bid in the specified formats only. No changes would be allowed in the financial bid on account of foreign exchange fluctuations and changes in local taxes, duties, levies, rate of inflation etc.

## 1.18 Address of Submission

The bids duly completed as per the instructions given in this documents and the amendments issued if any, shall be **submitted to the following address on or before the last date of bid submission.**

**Society for Promotion of Information Technology in Chandigarh (SPIC)**  
**PEC University of Technology Campus,**  
**Sector 12, Chandigarh – 160 012 (India)**  
**Tel : +91 172 2744235; Fax : +91 172 2745502**

## 1.19 Deadline for submission of proposals

Proposals must be received by SPIC, Chandigarh, at the address specified in the RFP not later than the dates as mentioned in the Schedule of Important dates.

SPIC, Chandigarh, may in exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing an Addendum or by intimating all vendors who have purchased the RFP document, in writing by post or email. In this case, all rights and obligations of SPIC and the vendors previously subject to the original deadline will thereafter be subject to the deadline as extended.

## 1.20 Late Proposals

Any Proposal received by SPIC after the deadline for submission of Proposals prescribed in RFP will be summarily rejected and will be returned unopened to the Vendor.

## 1.21 Sub-Contractors

Bidder may sub contract some components of the scope of work but in all such cases bidder would be solely responsible for managing the work of sub contractors and would be the single point of contact for SPIC. Bidder would also be responsible for all the quality of deliverables (submitted to SPIC), acts and omissions of any of its sub contractors.

## **1.22 Right to Accept and Reject the Bid**

Notwithstanding any thing contained in this document, SPIC reserves the right to accept or reject any or all the bids. SPIC also reserves the right to cancel the bid process at any time prior to signing the contract and department will have no liability for above-mentioned actions.

## **1.23 Corrupt or Fraudulent Practice**

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, by the judgment of the SPIC, the bid will be summarily rejected.

For the purpose of this clause:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a SPIC official in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

“Fraudulent Practice” means a misrepresentation of facts in order to influence selection process to the detriment of the SPIC.

## 2 PROJECT BACKGROUND

### 2.1 Background

The Department of Urban Planning, Chandigarh, consists of two wings: The Architectural Wing and The Town planning Wing. The Architecture Wing deals with the architectural designing of Govt. buildings, Standard designs, architectural and frame control etc. whereas the Town Planning Wing prepares scheme for the implementation of Master Plan, Planning of new areas / Sectors, Zoning Plans, besides identifying land use zones. The Department also deals with the concept approval of different categories of buildings/societies, besides scrutiny of building plans. The Department plays a pivotal role in the Plan Advisory Committee (Upper and Lower). The Town Planning Wing deals with the Planning and earmarking of land for the allotment to the Institutions/Societies. In addition to the normal workload of the Capital projects, the Department also deals with the projects of the others states / Central govt. and public Sector Undertakings as Deposit works.

Though the department has a low citizen interface directly but it has significant services to other government departments which have direct and huge citizen interaction in their day-to-day functioning. Department of Urban Planning is one of the critical departments of the Chandigarh Administration, but the department is facing problems of creation, updation, maintenance and management of data. The Detailed Project Report (DPR) prepared for the department focuses on automation of various internal processes and external interfaces of the department which will lead to improvement in internal administration that will further result in increased citizen satisfaction and a fundamental change in the work culture.

More details about the Department of Urban Planning has been provided in the Annexure 6.10.

#### **Vision and Objectives**

The vision for this project is to create a knowledge-based society through extensive use of I.T. as a medium for effective interaction between the Administration and the public so that exchange of information and access to UT's departments is speedy and easy, leading to a better quality of life. The objectives of this project are:

- Hassle free provisioning of information to the citizens
- Minimize multiple interaction points for the citizens and hence reducing the wastage of their valuable time
- Provide better turn around time in providing services to the citizens or other departments
- Transparency in delivery of services
- Better administration of the internal processes and dependencies on the other departments

## Initiatives proposed in DPR

In order to provide services in an effective & efficient manner using ICT initiatives, following initiatives was proposed in the DPR:

- i. Procurement & deployment of necessary IT infrastructure in the department.
- ii. Procurement of better designing tools / more no. of AUTOCAD licenses for the staff members.
- iii. Digitization of maps and drawings available with the department and maintain a repository of the same.
- iv. Digitization of Architectural controls, Bye laws etc. to design a single compendium of all the rules and regulations.
- v. Design & development / customization of necessary software applications to streamline internal processes of the Department and improvement in internal efficiencies by using various Core applications like Workflow Management, Personnel Management System, Budget and Accounting System, Court Case Monitoring System etc.
- vi. Updations to Departmental Website to allow:
  - a. Citizens to search and download architectural controls, zoning plans etc. through a user friendly website
  - b. Client Departments to submit requests online and track status of same
- vii. Basic computer skills training to the staff members of the department along with advanced training on software applications.
- viii. Deployment of GIS for identification of sites and preparation of zoning plans etc.

The DPR has been approved by Govt. of India and the funds have been received for implementing the suggested e-Governance Project in the Department.

### 3 SCOPE OF WORK FOR CONSULTANT

The tasks of the engaged Consultants (hereinafter referred to as “Consultants”) will include but not be limited to the following:-

#### **Task 1: Study of the existing Detailed Project Report and understanding requirements of the Department**

The selected consultant should do a detailed study of the Detailed Project Report (DPR) approved by Government of India. Consultants will also interact with the staff members of the department in to validate their understanding of the processes; skill sets; IT infrastructure; roles & responsibilities; interdependencies on other departments like Engineering, Estate office etc. The selected consultants will also assess the existing Service levels for all the services provided by the department.

Department of Urban Planning has already taken few IT initiatives and has done a good amount of work under these initiatives. Hence, while preparing the Detailed Project Plan for the department consultants should take this work into account and then prioritize the work accordingly.

#### **Deliverable**

Based on study conducted above, Consultants will submit the following deliverable to the department:

##### **i. Detailed Project Plan**

- a. Current requirements of the department under various categories like Hardware, Software applications (along with detailed FRS), Data digitization, training & capacity building etc.
- b. Detailed project implementation timelines
- c. Strategy for Project Management and mechanisms for SLA monitoring

#### **Task 2: Preparation of RFP(s), Bid Process Management & finalization of vendor(s) for implementation of the project**

Based on the above study, Consultants will prepare the RFP(s) as per the requirements of the department for:

- i. Procurement of requisite IT hardware and networking for the department,
- ii. Development / customization & implementation of Software applications,
- iii. Data digitization of the maps and other documents (Bye-laws, Architectural controls, file record of office etc.),

- iv. Training of the staff members, etc.

Each of the RFP will have but not limited to the following sections:

- a. Background of the project
- b. Clearly defined Scope of work for the vendor as approved by the department
- c. Vendor evaluation criterion – Pre-qualification criterion and Technical and Commercial evaluation matrix
- d. Detailed work plan and corresponding milestones & payment schedule
- e. SLAs for quality of services, operations, maintenance of the system etc. and defining appropriate penalties in case of deviations from SLAs
- f. Roles and responsibilities for each of the stakeholder
- g. Project Tracking and management strategy
- h. Standard formats for receiving technical and financial bids, etc.

Consultants will also assist SPIC in releasing these RFPs and then in further evaluation of the Pre-qualification and Technical bids received from various vendors and will submit their recommendations. Consultants will also assist the department in final selection of the vendor followed by finalization of agreements / contracts with the selected vendors.

#### **Deliverable**

- 1. RFP(s) for procurement of hardware infrastructure, development / customization & implementation of the software applications, training to staff members, data digitization etc.
- 2. Pre-qualification and Technical Evaluation reports.

#### **Task 3: Program Management and monitoring the work of vendors**

Consultants will need to prepare a detailed strategy for the program management and regular review of vendors' work to ensure quality and timeliness in the execution of the project. Consultants will review the work plan submitted by the vendor and will point out any potential risks and will suggest the mitigation plans. All the deliverables submitted by vendors will be reviewed by the consultants for their quality and timeliness.

During the project implementation phase, the consultants will be responsible for but not limited to the following activities:

- i. Review of the detailed work plan submitted by vendor(s) and identifying potential risks and suggesting mitigation plans.

- ii. Assistance in monitoring the delivery of hardware and verifying the technical specifications of the hardware procured.
- iii. Assistance in reviewing the SRS, Design documents, testing plan, Use cases, etc. submitted by the Software development / customization agency and ensuring timely delivery of each of these deliverables.
- iv. Monitoring the software development / customization activity.
- v. Monitoring the Data digitization of maps and architectural controls / bye-laws etc.
- vi. Designing the Training schedule, course content and feedback mechanism for the staff members of the department
- vii. Overall monitoring of timelines, SLAs and quality of deliverables and ensuring minimal time lag in execution of activities
- viii. Escalating the unresolved issues and risks to appropriate authority in the department and suggesting appropriate mitigation plan.

#### **Deliverables**

1. Monthly / fortnightly progress reports along with exception report

### **3.1 Timelines & Deliverables**

The timelines and the deliverables that the Consultants will need to adhere to are as mentioned below:

<b>S. No.</b>	<b>Task</b>	<b>Deliverables</b>	<b>Timelines (T = date of signing of contract)</b>
1.	Study of existing DPR & understanding requirements of Dept.	- Detailed Project Plan	T + 6 weeks
2.	Preparation of RFP(s), Bid Process Management & finalization of vendor(s)	- RFP(s) for procurement of hardware, networking, software applications, training & capacity building, data digitization etc. - Pre-qualification and Technical Evaluation report	- T + 12 weeks for RFP preparation - T + 22 weeks for Bid Process Management - T + 24 weeks for finalization of vendor(s)

3.	Project monitoring and Program Management	- Periodic status reports along with exception reports	Monthly / fortnightly reports for a period of 12 months of implementation period
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The objectives of this project are:

- Hassle free provisioning of information to the citizens
- Minimize multiple interaction points for the citizens and hence reducing the wastage of their valuable time
- Provide better turn around time in providing services to the citizens or other departments
- Transparency in delivery of services
- Better administration of the internal processes and dependencies on the other departments

Following are the initiatives of this project:

- i. Procurement & deployment of necessary IT infrastructure in the department.
- ii. Procurement of better designing tools / more no. of AUTOCAD licenses for the staff members.
- iii. Digitization of maps and drawings available with the department and maintain a repository of the same.
- iv. Digitization of Architectural controls, Bye laws etc. to design a single compendium of all the rules and regulations.
- v. Design & development / customization of necessary software applications to streamline internal processes of the Department and improvement in internal efficiencies by using various Core applications like Workflow Management, Personnel Management System, Budget and Accounting System, Court Case Monitoring System etc.
- vi. Updatons to Departmental Website to allow:
  - a. Citizens to search and download architectural controls, zoning plans etc. through a user friendly website
  - b. Client Departments to submit requests online and track status of same
- vii. Basic computer skills training to the staff members of the department along with advanced training on software applications.
- viii. Deployment of GIS for identification of sites and preparation of zoning plans etc.

## 4 EVALUATION OF PROPOSALS

### 4.1 Pre-Qualification Criteria

The prospective bidders, who meet the eligibility and other criterion enumerated herein, shall only be considered for further evaluation of their Technical & Commercial bids.

- a. The bidder should be a company registered in India, registered with the Service Tax Authorities and operating for the **last five years in Management / IT consulting** for the Government Sector.
- b. The bidder should have a minimum turnover of **INR 75 Crores in each of the last 3 years** (FY06, FY07 and FY08). Vendor will need to submit the audited balance sheets and profit & loss account statements for each of the financial year.
- c. Out of the total annual turnover of the company a minimum of **INR 25 Crores should be from IT consulting and auditing services** (other than sale and implementation of hardware, software and networking equipments) in each of the last 3 years (FY06, FY07, FY08). Vendor will need to submit a certificate from statutory auditor mentioning the turnover from IT Consulting & auditing services.
- d. A power of attorney in the name of the person signing the bid. In case of consortium, the same should be signed by legally authorized signatories of all the partners nominating one of the partners as the Lead bidder.
- e. The Company should have a valid **ISO 9001:2000 certification** or must have implemented any other Internal Quality System with defined quality policy and Standard Operating Procedures.
- f. The company should have at least **50 full time professionals** (at least graduates from any stream) on the rolls of the company in IT consulting services as on 31<sup>st</sup> Dec.,2009. A self certificate from the bidder needs to be enclosed.
- g. The vendor should not be banned or blacklisted by any State Government or Central Government.
- h. The Bidder should have completed / handling at least three IT / e-Governance Projects in last 3 years for a consulting value of **atleast Rs. 50 lacs for each of the project in last 3 years**, having RFP preparation and Bid process management as a part of Scope of work (Work order from client needs to be attached).

- i. The bidder should have undertaken (Completed or ongoing) at least **two IT / e-Governance project each having consulting value of atleast Rs. 50 lacs in last 3 years**, having Program Management for projects based on PPP. (Work order from client needs to be attached).
- j. The bidder should have undertaken (Completed or ongoing) at least one project in the Urban Planning sector with any of the State / UT or PSUs or Government Corporations / agencies, involve automation of approval of building plans.

## 4.2 Technical Evaluation

The technical proposals of **only those bidders, who qualify** in the evaluation of the prequalification proposals, shall be opened. Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is completed.

The broad evaluation criteria and points system applied are specified below.

### 1. Past Experience: 40 marks

It is required that the bidders submit up to 15 citations for relevant projects undertaken as detailed:

- Experience of implementing large scale IT Consulting projects (involving As-Is assessment, To-Be recommendations, Technology architecture etc.) for any State / UT in India (15 Marks)
- Project Management (5 Marks)
- RFP and Bid process Management (5 Marks)
- Experience in Urban Planning projects (15 Marks)

### 2. Approach and Methodology: 30 marks

Through the bid proposal and the Technical presentation, the bidder is required to explain:

- a) Demonstration of understanding of the Department's requirements
- b) Approach and Methodology to perform work in this assignment
- c) Work plan

### 3. Resource Profile: 30 marks

It is required that the bidders submit CVs of all key personnel proposed for the project. The CVs of the 2 Key resources would be evaluated on the basis of following qualification requirements:

S. No.	Resource profile	Qualification requirements
1.	Project Manager	<ul style="list-style-type: none"> <li>• Should be a B.Tech / BE along with MBA / M.Tech</li> <li>• Overall experience of atleast 7 years in diverse program management roles</li> <li>• Atleast 5 years of experience of working on Government projects</li> <li>• Experience of handling minimum 2 large scale IT Program Management projects out of which one project should be urban planning</li> <li>• Experience in RFP &amp; Bid process management</li> <li>• Experience in Program Management including vendor management and SLAs management</li> </ul>
2.	Project Lead	<ul style="list-style-type: none"> <li>• Should be a B.Tech / BE with an MBA / M.Tech</li> <li>• Atleast 3 years of experience of working on Government projects</li> <li>• Experience of handling minimum 2 eGovernance projects involving Process Re-engineering out of which one project should be urban planning</li> <li>• Experience in RFP &amp; Bid process management</li> <li>• Experience in Program Management including vendor management and SLAs management</li> </ul>

Note: It is clarified that no change in the resources mentioned in the bid would be allowed except in case of death of the concerned resources or in case he/she leaves the organization of the bidder. In case any change is required due to either of the above reasons, the same would be subject to written permission of the society

#### 4.2.1 Other requirements

- a) The bidders are required to give a presentation about their technical proposal, which will be tentatively planned a week after the last date of submission of the proposals.
- b) The focus of the technical presentation will be the bidder's understanding of the assignment and the methodology that the bidder intends to use for executing the assignment.
- c) Evaluation Committee may, at its discretion, call for additional information from the bidder(s). Such information has to be supplied within the set out time frame, otherwise Evaluation

Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the proposal is liable to be rejected.

- d) Seeking clarifications cannot be treated as acceptance of the proposal. Evaluation Committee may seek any additional information in writing which has to be supplied by the bidder in writing. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost.
- e) The bidders shall provide all the necessary documents, samples and reference information as desired by the committee. The bidders shall also assist the committee in getting relevant information from the bidders' references.
- f) The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Verbal clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.
- g) Depending on the evaluation methodology mentioned above, each Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points as per the aforementioned Technical Evaluation Criteria. **The minimum technical score required to qualify for the financial evaluation is 70.**

### 4.3 Financial Evaluation

- a) Financial Proposals of only those bidders would be opened who qualify the technical evaluation, as per technical evaluation process described above. The Financial proposals of all unqualified vendors would be returned to them unopened.
- b) The commercial scores for each of the bidder will be calculated as follows:

$$F_n = F_{min} / F_{bid} * 100$$

Where

$F_n$  = Normalized financial score of the bidder under consideration

$F_{bid}$  = Evaluated cost for the bidder under consideration

$F_{min}$  = Minimum evaluated cost for any bidder

## 4.4 Final Evaluation

Final evaluation would be done using Quality and Cost Based Selection (QCBS). An overall score will be calculated based on the technical and financial scores of each bidder as detailed below.

$$B_n = (W_{\text{tech}} * T_b) + (W_{\text{fin}} * F_n)$$

Where

$B_n$  = Overall score of bidder under consideration

$T_b$  = Absolute Technical score for the bidder under consideration

$F_n$  = Normalized Financial score of the bidder under consideration

$$W_{\text{tech}} = 0.70$$

$$W_{\text{fin}} = 0.30$$

The bid obtaining highest overall score shall be declared as **the most responsive bid** and be invited for negotiations by the committee as per the rules and regulations of Chandigarh Administration.

## **5 GENERAL INFORMATION, TERMS & CONDITIONS (SUCCESSFUL BIDDERS)**

### **5.1 Performance Bank Guarantee**

Successful bidder shall deposit with Department an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank equivalent to Rs. 2,00,000/- within a period of seven days from the Award of Contract (Format specified in Annexure 6.9).

The performance bank guarantee shall be valid for One Year and subject to the terms and conditions in the Performance Bank Guarantee, at the end of One Year the PBG will lapse automatically.

The Performance Bank Guarantee may be discharged / returned by Department upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the vendor being unable to service the contract for whatever reason, Department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Department under the Contract in the matter, the proceeds of the PBG shall be payable to Department as compensation for any loss resulting from the vendor's failure to complete its obligations under the Contract. The Client 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.

### **5.2 Use of Contract Documents and Information**

The vendor shall not, without prior written consent of Department, make use of any document or information made available for the project, except for purposes of performing the Contract.

All project related documents issued by Department, other than the Contract itself, shall remain the property of the Department and shall be returned (in all copies) to the Department on completion of the bidder's performance under the Contract if so required by the Department.

### **5.3 Force Majeure**

#### **5.3.1 Definition**

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not

limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

Force Majeure shall not include –

- (i) Any event which is caused by the negligence or intentional action of a Party or such Party's agents or employees, nor
- (ii) Any event which a diligent Party could reasonably have been expected to both
  - (a) Take into account at the time of the conclusion of this Contract, and
  - (b) Avoid or overcome in the carrying out of its obligations hereunder.
- (iii) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

### **5.3.2 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 has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

#### **5.3.2.1 Measures to be taken**

- 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 a minimum of delay.
- 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, shall similarly give notice of the restoration of normal conditions as soon as possible.
- The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

#### **5.3.2.2 Extension of Time**

Any period, within 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.

### 5.3.2.3 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 reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of Services and in reactivating the Services after the end of such period.

### 5.3.2.4 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.

## 5.4 Termination

### 5.4.1 Definition

#### **By the Client**

The Client may terminate this Contract in case of occurrence of any of the events specified in paragraphs (a) through (g) of this Clause. In such an occurrence the Client shall give not less than thirty (30) days' written notice of termination to the Consultant and sixty (60) days' in case of the event referred to in (f).

- (a) If the Consultant does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing;
- (b) If the Consultants become (or, if the Consultants consist of more than one entity, if any of their Members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law of the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) If the Consultants fail to comply with any final decision reached as a result of arbitration proceedings;
- (d) If the Consultants submit to the Client a statement which has a material effect on the rights, obligations or interests of the Client and which the Consultants know to be false;
- (e) If, as the result of Force Majeure, the Consultants are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or

- (f) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- (g) If the Consultants, in the judgement of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.

“Fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Client and includes collusive practice among Consultants (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive the Client of the benefits of free and open competition.

#### **By the Consultants**

The Consultants may, by not less than thirty (30) days’ written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraph (a) through (d) of this Clause, terminate this Contract:

- (a) If the Client fails to pay any money due to the Consultants pursuant to this Contract and not subject to dispute pursuant to Arbitration clause hereof within forty-five (45) days after receiving written notice from the Consultants that such payment is overdue;
- (b) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultants may have subsequently approved in writing) following the receipt by the Client of the Consultants’ notice specifying such breach;
- (c) If, as the result of Force Majeure, the Consultants are unable to perform a material portion of the Service for a period of not less than sixty (60) days; or
- (d) If the Client fails to comply with any final decision reached as a result of arbitration

#### **5.4.2 Cessation of Rights and Obligations**

Upon termination of this Contract pursuant to Termination Clause hereof, or upon expiration of this Contract, all rights and obligations of the Parties hereunder shall cease, except:

- (i) Such rights and obligations as may have accrued on the date of termination or expiration;
- (ii) The obligation of confidentiality set forth in Confidentiality Clause hereof;
- (iii) Any right which a Party may have under the Applicable Law.

#### **5.4.3 Cessation of Services**

Upon termination of this contract by notice of either Party to the other pursuant as per the Termination Clause hereof, the Bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultants and equipment and materials furnished by the Client, the Consultants shall proceed as provided, respectively, by Clauses "Documents prepared by consultants to be property of client" and "services, facilities and property of client".

#### **5.4.4 Payment upon Termination**

Upon termination of this Contract pursuant to Termination Clauses hereof, the Client shall make the following payments to the Consultants (after offsetting against these payments any amount that may be due from the Consultants to the Client):

- (a) Remuneration pursuant to Payment to Consultants Clause hereof for Services satisfactorily performed prior to the effective date of termination;
- (b) Reimbursable expenditures pursuant to Payment to Consultants clause hereof for expenditures actually incurred prior to the effective date of termination; and
- (c) Except in the case of termination pursuant to paragraphs (a) through (c) and (g) of Termination Clause, "By the Consultant" hereof, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract including the cost of the return travel of the Consultants' personnel and their eligible dependents.

#### **5.4.5 Disputes about Events of Termination**

If either Party disputes whether an event specified in paragraphs (a) through (c) of Termination Clause hereof has occurred, such Party may, within thirty (30) days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to Settlement of Disputes Clause hereof, and this Contract shall not be terminated on account of such event except in accordance with terms of any resulting arbitrate award.

## **5.5 Obligations of the Consultant**

### **5.5.1 Standard of Performance**

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

### **5.5.2 Law Governing Services**

The Consultants shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that the Personnel of the Consultants comply with the Applicable Law. The Client shall advise the Consultants in writing of relevant local customs and the Consultants shall, after such notification, respect such customs.

### **5.5.3 Conflicts of Interests**

a) Consultants Not to Benefit from Commissions, Discounts, etc.

The remuneration of the Consultants pursuant to Payment to Consultants Clause hereof shall constitute the Consultants' sole remuneration in connection with this Contract or the Services and Consultants shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations hereunder, and the Consultants shall use their best efforts to ensure that their Personnel and agents, similarly shall not receive any such additional remuneration.

b) Consultants and Affiliates not to engage in Certain Activities.

The Consultants agree that, during the term of this Contract and after its termination, the Consultants and any entity affiliated with the Consultants, shall except with the previous consent of the client obtained in writing be disqualified from providing goods, works or services (other than the Services forming a part of this contract) for any project resulting from or closely related to this Assignment.

c) Prohibition of Conflicting Activities.

The Consultants shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any of the following activities.

- During the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract

#### **5.5.4 Confidentiality**

The Consultants and their Personnel shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

#### **5.5.5 Liability of the Consultants**

Subject to the provision "Limitation of the Consultants' liability towards the Client" below, the Consultants' liability under this Contract shall be as provided by the Applicable Law.

##### **Limitation of the Consultants' Liability towards the Client**

Except in case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or firm acting on behalf of the Consultant in carrying out the Services, the Consultant with respect to damage caused by the Consultant to the Client's property, shall not be liable to the Client. For any direct loss or damage that exceeds (A) the total payments for Professional Fees and Reimbursable Expenditures made or expected to be made to the Consultant hereunder, or (B) the proceeds the Consultants may be entitled to receive from any insurance maintained by the Consultant to cover such a liability, whichever of (A) or (B) is higher.

#### **5.5.6 Reporting Obligations**

The Consultants shall submit to the Client the reports and documents specified in Scope of Work hereto, in the form, in the numbers and within the time period set forth at the time of signing the contract.

#### **5.5.7 Documents Prepared by the Consultants to be the Property of the Client**

a) All plans, drawings, specifications, designs, reports, other documents and software prepared by the Consultants for the Client under this Contract shall become and remain the property of the Client, and the Consultants shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Clients, together with a detailed inventory thereof.

b) The Consultants may retain a copy of such documents and software. The Consultant shall not use these documents and software for purposes unrelated to this Contract without the prior written approval of the Client. The equipment and materials furnished by the client shall be returned on the termination or expiration of the contract by the Consultants.

### **5.5.8 Taxes and Duties**

The Consultant shall be entirely responsible for all taxes; duties, etc. incurred on the services rendered by the Consultant until delivery of the contracted services.

### **5.5.9 Consultants' Personnel**

#### **5.5.9.1 General**

The Consultants shall employ and provide such qualified and experienced Personnel as are required to carry out the Services.

#### **5.5.9.2 Removal and / or Replacement of Personnel**

- a) The Consultant shall employ and provide such qualified and experienced Personnel as are required to carry out the Services and as agreed upon with the client at the time of signing of the contract.
- b) Except as the Client may otherwise agree, no changes shall be made in the Key Personnel during the course of an assignment. If for any reason beyond the reasonable control of the Consultants, it becomes necessary to replace any of the Personnel, the Consultants shall forthwith provide as a replacement a person of equivalent or better qualifications.
- c) If the Client (i) finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultants shall, at the Client's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the Client.
- d) The Consultants shall have no claim for additional costs arising out of or incidental to any removal and / or replacement of Personnel.

#### **5.5.9.3 Resident Project Manager**

The Consultants shall ensure that starting from the signing of the contract until the completion of the project (12 months from the date of signing of contract), a project manager, acceptable to the Client, who shall take charge of the performance of such Services will be stationed at Chandigarh.

## **5.6 Obligations of the Client**

### **5.6.1 Assistance and Exemptions**

The Client shall use its best efforts to ensure that the Chandigarh Administration shall provide the Consultants such assistance and exemptions as specified at the time of signing the contract.

### **5.6.2 Services, Facilities and Property of the Client**

The Client shall make available to the Consultants and the Personnel, for the purpose of the services and free of any charge, the services, facilities and property as required by the Consultants and agreed by the client under this contract.

### **5.6.3 Payment**

In consideration of the Services performed by the Consultants under this Contract, the Client shall make to the Consultants such payments and in such manner as is provided by Payment to Consultants Clause of this Contract.

## **5.7 Payments to the Consultants**

### **5.7.1 Lump sum Remuneration**

The Consultants total remuneration shall not exceed the Contract Price and shall be a fixed lump sum including all staff costs, costs of printing, communication, travel, accommodation, and the like, and all other costs incurred by the Consultants in carrying out the Services described in Scope of Work.

### **5.7.2 Contract Price**

The price payable in local currency will be as finalized at the time of signing of the contract.

### **5.7.3 Payments for additional work / Rework**

In case of any additional work / rework required to be done by the Consultant due to change in Scope of Work due to existing Legislation/Regulations/Acts or enactment of new Acts within the administrative control of the Department etc., the remuneration mechanism for the same will be as finalized at the time of signing of contract.

### **5.7.4 Currency of Payment**

All payments shall be made in local currency i.e. Indian Rupees.

### 5.7.5 Terms and Conditions of Payment

Payments will be made to the account of the Consultants and according to the payment schedule below.

S. No.	Milestone	% of Total cost to be paid
1.	Gap Analysis Report	5%
2.	Submission of Draft RFP*	20%
3.	Submission of Final RFP*	10%
4.	Bid process management & finalization of vendors*	15%
5.	Program Management over a period of 9 months	Remaining 50% quarterly (distributed over 12 months)

\*In case of more than one RFP, the % payment per stage would be = Total % for that stage / (no. of RFPs)

### 5.7.6 Interest on Delayed Payments

Payment to the Consultant shall be made as per above Clause, within **21 days** of receipt of the invoice from the Consultant. If the Client has delayed payments beyond 21 days after this due date, interest shall be paid to the Consultants for each day of delay at 10% Per Annum.

## 5.8 Good Faith

### 5.8.1 Fairness and Good Faith

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

### 5.8.2 Operation of the Contract

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if

during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause of Settlement of Disputes hereof.

## **5.9 Settlement of Disputes**

Society for Promotion of IT in Chandigarh and the Vendor shall make every effort to resolve amicably by direct informal negotiation on any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, the Client and the Vendor have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. In case of non agreement on the third party arbitrator, Secretary Information Technology, Chandigarh Administration, would be the sole arbitrator. All Arbitration proceedings shall be held at Chandigarh, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## 6 ANNEXURES

### 6.1 Form 1 – Cover letter

Date:

Reference No.:

To,

Society for Promotion of Information Technology in Chandigarh (SPIC)  
PEC University of Technology Campus,  
**Sector 12, Chandigarh – 160 012 (India)**  
**Tel : +91 172 2744235; Fax : +91 172 2745502**

**Sub: Proposal for Selection of consultants for implementing eGovernance initiatives in the Department of Urban Planning, Chandigarh Administration**

Dear Sir,

1. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the selection as Project Consultant, in full conformity with the said RFP.
2. We have read the all the provisions of RFP and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter and Pre-qualification, Technical & Commercial Proposals, the duly notarized written power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.

7. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
8. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.
9. Banker's Cheque/ Demand draft no. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ for Rs. 1,00,000/- is enclosed towards EMD.
10. Banker's Cheque/ Demand draft no. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ for Rs. 10,000/- is enclosed towards Bid Processing Fee as document was downloaded from website.

**Signature:** .....

**In the capacity of:** .....

**Duly authorized to sign Proposal for**

**And on behalf of:** .....

**Date:** .....

**Place:** .....

## 6.2 Form 2 – Pre-Qualification Form

Date:

Reference No.:

S.No.	Particulars	Details
A.	Name of Agency	
B.	Contact	
	a. Address	
	b. Telephone Number	
	c. Fax	
	d. Mobile	
	e. Email	
	f. Website	
C.	Locations & Addresses of Office a. India b. Overseas	
D.	Details of Authorized Person	
E.	Proof of the bidder being an organization registered in India, registered with the Service Tax Authorities and operating for the last 5 years in IT consulting for the Government Sector	
F.	Turnover (along with supporting proof)	
	a. Financial Turnover	
	i. 2005-06	
	ii. 2006-07	
	iii. 2007-08	
	b. Turnover from IT consulting Services	

S.No.	Particulars	Details
	i. 2005-06	
	ii. 2006-07	
	iii. 2007-08	
G.	Power of Attorney in the name of the Signatory	
H.	ISO 9001:2000 certificate or documentation on internal quality system	
I.	Proof for atleast 50 personnel full-time Professionals (at least graduates) on the rolls of the Company in IT consulting services as on 31.12.2009	
J.	Statement specifying that the vendor is not banned or blacklisted by any State Government or Central Government.	
K.	Citations and work orders for atleast 3 IT / e-Governance projects in last 3 years each of consulting value of atleast Rs. 50 lacs, with RFP preparation and Bid process management as Scope of work	
L.	Citations and work order for atleast 2 IT / e-Governance projects each of consulting value of atleast Rs. 25 lacs in last 3 years, with Program Management for projects based on PPP.	
M.	At least one Project in the Urban Planning Sector with any of the State/UT or PSUs or Govt Corpn/ agencies.	

**Signature:** .....

**In the capacity of:** .....

**Duly authorized to sign Proposal for**

**And on behalf of:** .....

**Date:** .....

**Place:** .....

### 6.3 Form 3 - Technical Proposal Format

Bidders are required to submit the following specific information details for carrying out the activities of work under the project:

**1. Understanding of the activities of work involved:**

[Provide details of your understanding regarding activities of work involved as Project Consultant in executing the e-Governance project, based on the broad areas of work outlined in the RFP]

**2. Methodology for the execution of the project**

[Describe a specific methodology to implement the project including the Resource Deployment Plan]

**3. Profile of key people involved:**

[Provide the profiles of key people/core members who will be involved in the assignments (having relevant experience) as per Citation format given]

S. No.	Name	Position assigned in project	Total experience	Expertise areas	Task assigned in project

**4. Work Plan:**

[Provide a detailed work plan reflecting each milestone, deliverable and related task along with resource allocation, effort estimate, and time schedule to ensure that the work is completed in time. The proposed work plan should reflect the activities/ tasks of the methodology proposed, showing a good understanding of the assignments to be undertaken and ability to translate them into feasible working plan]



## 6.4 Form 4 – Resource Deployment Plan

The bidders are required to submit a resource deployment plan for the entire duration of the assignment in the format below:

### Resource Deployment Plan

S.No.	Name of Personnel	Position Assigned	Location	Project duration – one year												Man months		
				M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	Onsite	Offsite	Total
			Onsite															
			Offsite															
			Onsite															
			Offsite															
<b>Total</b>																		

## 6.5 Form 5 - Format for Citation

Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name	
Country	
Location within Country	
Professional Staff provided by your Firm/entity (profiles):	
No. Of Staff	
Name of the Client:	
Principal Consultants or as Associated Consultants	
Duration of assignment:	
Address:	
Assignment Completed / Ongoing	
Approx. Value of services (in Rs.)	
Name of the Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed.	
Narrative Description of Project and achievements of the project.	
Description of Actual Services Provided by Your Staff:	

## 6.6 Form 6 - Format of Curriculum Vitae (CV) for Proposed Key Staff

**Proposed position:**

**Name of the Firm**

**Name of the Staff**

**Designation in the Firm/Entity:**

**Date of Birth and Nationality:**

**Years with Firm/Entity** \_\_\_\_\_ **Total Years of Experience** \_\_\_\_\_

**Membership in Professional Societies:** \_\_\_\_\_

**Proficiency in English Language:** \_\_\_\_\_

### **Educational Background:**

[College/university and other specialized/management/professional education of staff member, with names of school, year of completing, degrees obtained]

### **Employment Record:**

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give very briefly the types of activities performed and client references, where appropriate. Use about three-quarters of a page]

### **Relevant Experience**

*[Give a description of staff member's in-depth and successful experience in maximum five assignments most pertinent to tasks on this assignment. Details required are as under:*

*Name and Objective of Assignment, Role on the assignment, Year and Duration of assignment, Location, Name of Client and a description of the key activities performed by the staff member and staff member's contribution to the project.]*

### **Certification:**

*I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.*

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

***[Signature of staff member and authorized representative of the Firm]***

*Day/Month/Year*

**Full name of staff member:** \_\_\_\_\_

**Full name of authorized representative:** \_\_\_\_\_

## 6.7 Form 7 - Commercial Proposal Format

Particulars	Value (INR) in figures	Value (INR) in words
A. Cost of Project Consultancy including out of pocket expenses		
B. All Taxes and other duties		
Total Cost (A+B)		
<b>Overall Cost</b>		<b>A+B</b>

Note: The commercial figure quoted will be an all-inclusive figure – inclusive of out-of pocket expenses and all taxes, duties, etc payable. No out-of-pocket expenses will be reimbursed separately. Should the commercial quote include separate out of pocket expenses or any taxes, duties, etc., such a commercial proposal will be treated as an invalid.

**Signature:** .....

**In the capacity of:** .....

**Duly authorized to sign Proposal for**

**And on behalf of:** .....

**Date:** .....

**Place:** .....

## 6.8 Format for Power of Attorney

Know all me by these presents that we <<name of company>> incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) (Hereinafter called the "Company") hereby nominate, constitute and appoint <<name of person in whose favour authority is being made under the attorney >>, <<Designation of the person>>, s/d/o <<father's name of the person>>, to be true and lawful attorney in fact and at law of the Company for and in the name and on behalf of the Company, to do, execute and perform all or any of the following acts, deeds, matters and things namely:-

1. To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender (RFP No.<< >>) for selection of Project Consultant for implementing eGovernance initiatives in the Department of Urban Planning, Chandigarh Administration and all affairs ancillary or incidental thereto.
2. AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

In witness whereof <<name of person authorized to execute the attorney on behalf of Company>>, <<Designation of the person>> of the Company acting for and on behalf of the Company under the authority conferred by the <<reference of body/ notification/ authority orders like Board of Directors of the Company>> in its << reference/ number/ meeting held on>> dated <<date of reference>> has signed this Power of Attorney at <<place>> on this day of <<day>> <<month>>, <<year>>.

The signatures of <<name of person in whose favour authority is being made under the attorney >> given below are hereby certified.

<<signature, name & designation of person executing attorney and name of company>>

WITNESS:

<<signature, name & designation of person witness to this attorney>>

<<signature & name of the person in whose favour authority is being made under the attorney >>

CERTIFIED:

<<signature, name & designation of person executing attorney and name of company>>

## 6.9 Proforma for Performance Bank Guarantee (PBG)

To,

Society for Promotion of Information Technology in Chandigarh (SPIC)  
PEC University of Technology Campus,  
**Sector 12, Chandigarh – 160 012 (India)**  
**Tel : +91 172 2744235; Fax : +91 172 2745502**

Dear Sir,

**PERFORMANCE BANK GUARANTEE – For Selection of consultants for implementing eGovernance initiatives in the Department of Urban Planning, Chandigarh Administration.**

WHEREAS

M/s. (name of Bidder/Tenderer), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated ..... (herein after, referred to as “Contract”) with you (SPIC, Chandigarh) for Project of **Selection of consultants for implementing eGovernance Project in the Department of Urban Planning, Chandigarh Administration** in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount INR 2,00,000/-, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of INR 2,00,000/- (in words and figures) without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good for one year from the date of signing of contract, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of One year for the total solution as per said Contract.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights:

- (i) Requiring to pursue legal remedies against Education department; and
- (ii) For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and

be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to INR 2,00,000/-, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed INR 2,00,000/-. This Performance Bank Guarantee shall be valid only for One year from the Date of Signing of Contract; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (Date i.e. completion of One year from the date of signing of contract for the proposed services to SPIC).

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated ..... this ..... day ..... 2010.

Yours faithfully,

For and on behalf of the ..... Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

## **6.10 Department of Urban Planning**

### **6.10.1 Department Overview**

The Department of Urban Planning consists of two wings.

1. The Architectural Wing
2. The Town planning Wing

The Architecture Wing deals with the designing of Govt. buildings, Standard designs, architectural and frame control etc. whereas the Town Planning Wing prepares scheme for the implementation of Master Plan, Planning of new areas/Sectors, Zoning Plans, besides identifying land use zones. The technical advices on the projects like structural, public health and electrical are forwarded by the engineering Department to the Chief Architect and overall coordination of the different Engineering Services is done by the Architectural Wing both at the drawing board level as well as in the field. The Department also deals with the concept approval of different categories of buildings/societies, besides scrutiny of building plans. The Department plays a pivotal role in the Plan Advisory Committee (Upper and Lower). The Town Planning Wing deals with the Planning and earmarking of land for the allotment to the Institutions/Societies. The Department also deals with zoning regulations and architectural control and standard design to the public on payment basis. In addition to the normal workload of the Capital projects, the Department also deals with the projects of the others states/Central govt. and public Sector Undertakings as Deposit works.

The chief Architect in the Union Territory of Chandigarh is the Professional Head and Administrative Secretary (at present the powers of ex-officio secy. rests with the Finance Secy.) of the Department of Architecture and responsible to the Adviser to the Administrator, Chandigarh.

The other wing of the Department is Town Planning wing, which is headed by the Senior Town Planner.

### **6.10.2 Organization Structure**

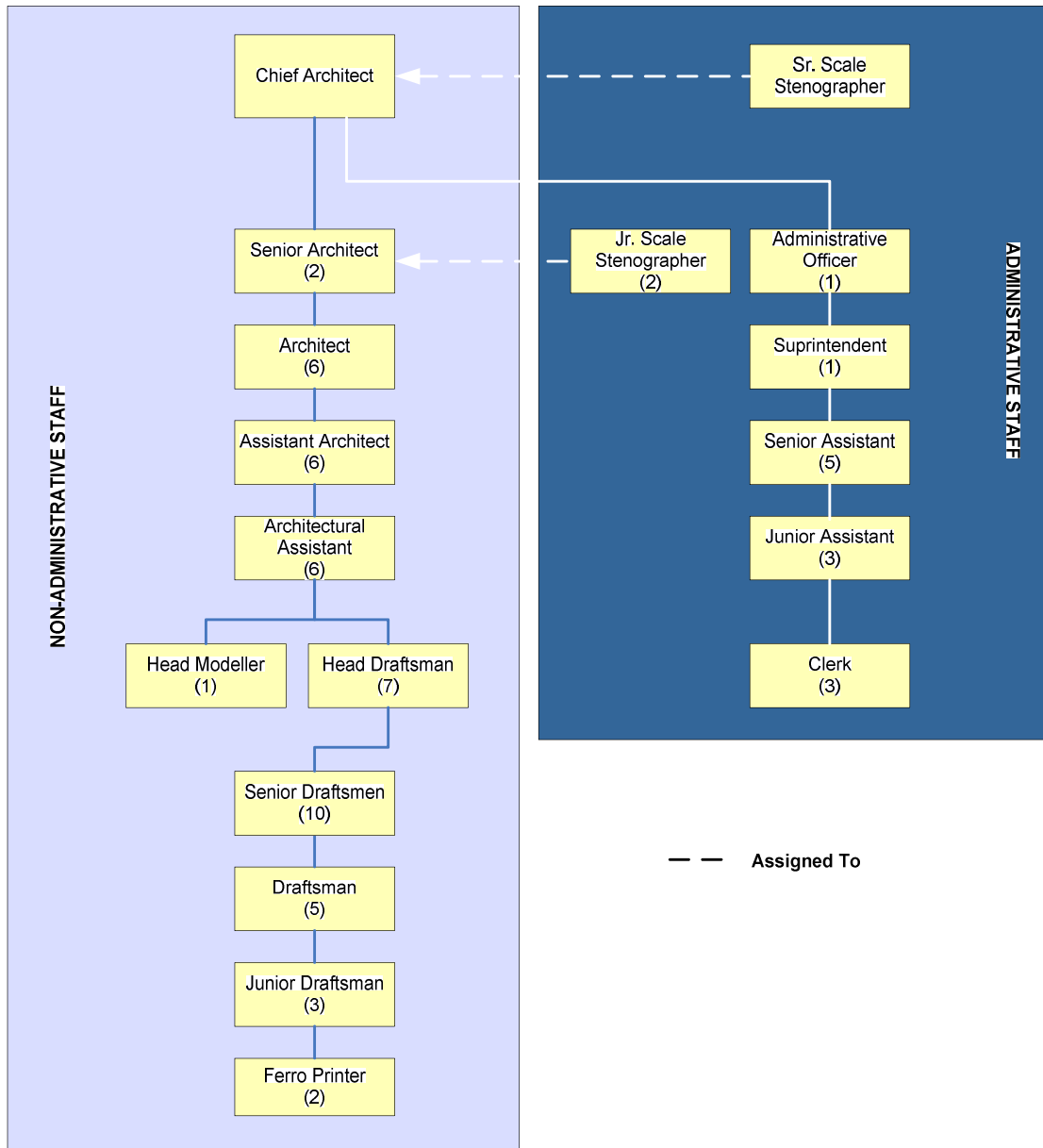
The Department is headed by the Chief Architect who is the Ex-officio Secretary, Urban Planning.

In the discharge of her duties, the Chief Architect is assisted by the Senior Architect, Architect, Assistant Architects besides other gazetted and non-gazetted technical, Ministerial and Class-IV Staff. As per existing norms approved by the Chandigarh Administration in the year 1982, one Architectural Unit headed by an Architect, is required to handle workload of Rs. 80 lacs per annum. There is a total of seven Architectural Units.

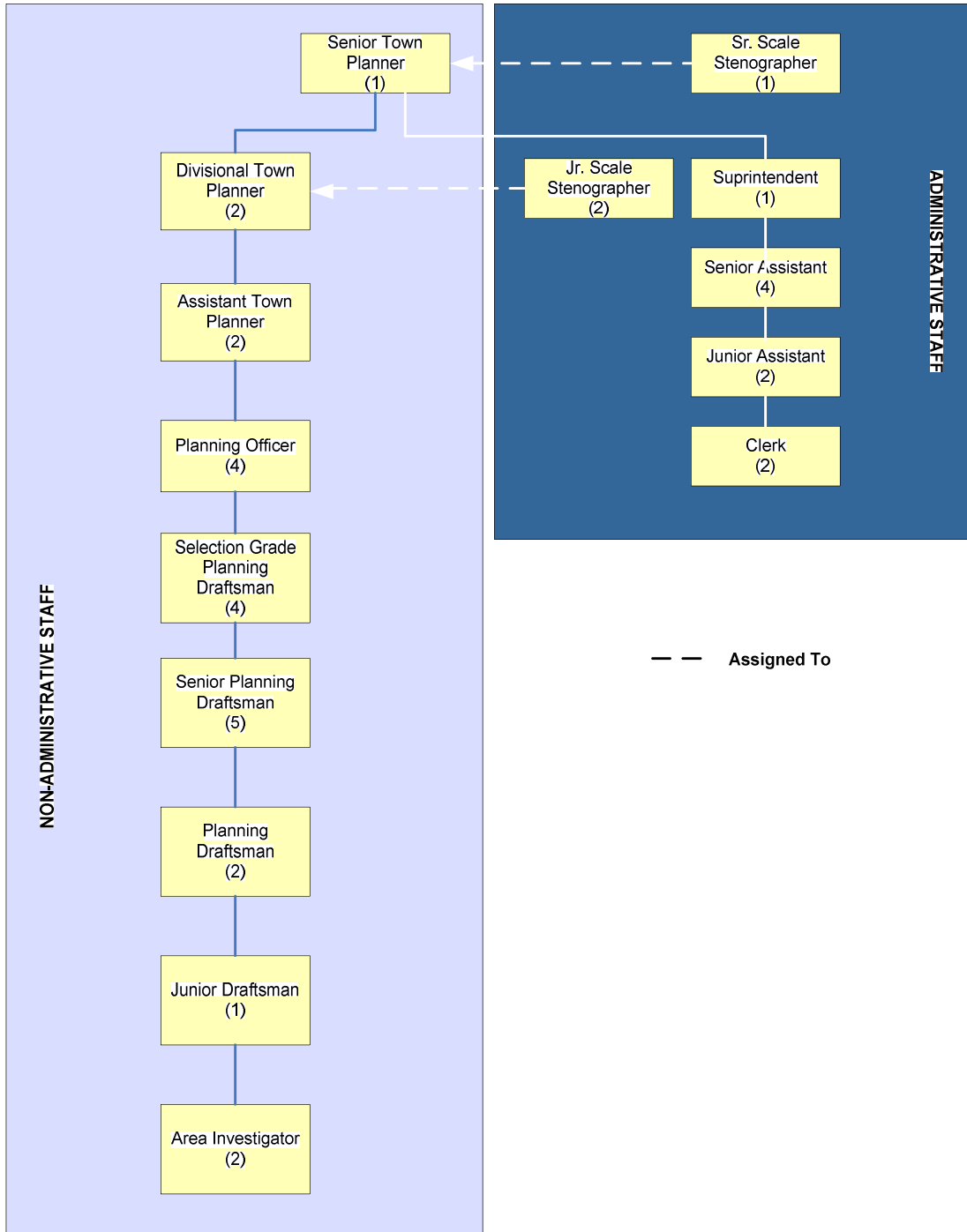
The Town Planning Unit consists of Senior Town Planner with supporting team of Divisional Town Planner, Assistant Town Planners, Planning Officers and other draftsmen in different grades.

The Organization chart for both the wings of the department is shown below:

### ARCHITECTURE WING



TOWN PLANNING WING



### **6.10.3 Key Functions of the department**

#### **1. Architectural Wing**

The following are the basic duties of this wing

- To design buildings for the Chandigarh Administration
- To design buildings of the Central and State governments and other public sector units as deposit works.
- Architectural supervision during the course of construction of works designed by the department.
- To co-ordinate with the various wings of the Engineering Department both in the planning and construction phases and to incorporate structural designs and other engineering services into the buildings.
- To scrutinize building plans submitted to the Estate Office for approval of the Administration
- To inspect commercial buildings for issuance of completion certificates by the Estate Office.
- Technical assistance in the approval of Building plans submitted by any of the state government departments or any other organizational/institutional buildings

The Chief Architect's jurisdiction encompasses the entire Union Territory. He functions in accordance with the prevailing Acts and Rules/Regulations.

#### **2. Town Planning Wing:**

The key functions of this wing are:

- Preparation of Master Plan and Zonal Development Plans for Chandigarh. Preparation of Zoning Regulations and Building Regulations. The plans are also to be revised regularly with changing urban trends and hence changing traffic and transportation needs.
- Preparation of project reports dealing with different aspects of the development of the city and its surrounding area ensuring intensive utilization of all sectors.

- Scrutiny of building plans and cases concerning construction in areas falling under the Periphery Control Act.
- Guidance and assistance through site identification etc for other departments of Chandigarh Administration
  - To housing board for the rehabilitation and resettlement of squatters settlements, other rehabilitation housing projects and development schemes of Manimajra
  - To Estate Office, for release of land for auction
- Setting up plinth levels for land in various parts of the city
- Integrated development of the Chandigarh Inter-State Region.
- Technical assistance in the approval of Concept plans submitted by any of the state government departments or any other organizational/institutional buildings

The Senior Town Plan's jurisdiction encompasses the entire area of the Union Territory of Chandigarh. He functions in accordance with the prevailing Acts and Rules/Regulations.