

Mission for Elimination of Poverty in Municipal Areas (MEPMA)

Department of Municipal Administration & Urban Development, Govt. of AP.



Request for Proposal (RFP)

for

Identification of service provider for

**Providing Technical Services to Design, Build and Maintain
Web Application and Mobile Application for Core Activities in
MEPMA, Govt of AP.**

October, 2024



పట్టణ పేదరిక నిర్మూలన సంస్థ ఆంధ్రప్రదేశ్

**Mission for Elimination of Poverty in Municipal Areas
Department of Municipal Administration & Urban Development, Govt A.P**

O/o Mission Director, 3rd & 4th Floors, Sri Lakshmi Narasimha Constructions, NH-16 Service Road,

Beside: D-MART, Tadepalli, Mangalagiri-Tadepalli Municipal Corporation,

Guntur District, Andhra Pradesh - 522 501

Proprietary & Confidential

No part of this document can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of MEPMA except to the extent required for submitting a bid and no more. The guidelines referred are indicative; the bidder is bound by other appropriate guidelines related to the subject.

The information contained in this tender document (the “Tender Document”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the MEPMA or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this Tender Document and such other terms and conditions subject to which such information is provided.

This Tender Document is not an agreement and is neither an offer nor invitation by MEPMA to the prospective Bidders or any other person. The purpose of this Tender Document is to provide interested parties with information that may be useful to them in making their technical/ financial proposals (“Bid(s)”) pursuant to this Tender Document.

Contents

1 RFP STRUCTURE	5
2 INVITATION FOR COMPETITIVE BIDDING	6
3 INSTRUCTIONS TO THE BIDDERS	11
3.1 INTRODUCTION	11
3.2 LANGUAGE OF BID	11
3.3 ACCEPTANCE OF PROPOSAL	11
3.4 FRAUD AND CORRUPTION	11
3.5 CLARIFICATION ON RFP RESPONSE	12
3.6 PURCHASE OF RFP DOCUMENTS	12
3.7 BID PARTICIPATION	12
3.8 BID/ PROPOSAL FORMAT	12
3.8.1 <i>Pre-qualification Proposal</i>	12
3.8.2 <i>Technical Proposal</i>	13
3.8.3 <i>Commercial Proposal</i>	14
3.8.4 <i>Rights to the Content of Proposal</i>	15
3.8.5 <i>Non-Conforming Proposals</i>	15
3.9 PROPOSAL SUBMISSION & CONTACT DETAILS	15
3.10 AUTHENTICATION OF BID	16
4 SCOPE OF WORK	17
4.1 Introduction	17
4.3 Roles and Responsibilities of the Service Provider	21
4.4 Roles and Responsibilities of MEPMA	22
4.5 Deliverables of the Project	22
5 BID OPENING AND BID EVALUATION PROCESS	23
5.1 Bid Opening	23
5.2 Bid Evaluation Process	23
5.3 Evaluation of Pre-Qualification bids	23
5.4 Evaluation of Technical Bids	26
5.4.1 <i>Technical Qualification Evaluation Criteria:</i>	26
5.4.2 <i>Technical Presentations</i>	27
5.5 Commercial Bid Evaluation	28
5.6 Overall Bid Evaluation	29
5.7 Award Criteria	30
5.8 Right to Accept Any Proposal and To Reject Any or All Proposal(s)	30
5.10 Contract Finalisation and Award	31
5.11 Performance Guarantee	31
5.12 Signing of Contract	31
5.13 Failure to Agree with the Terms and Conditions of the RFP	31
5.14 Contract Period	32
5.15 Project Timelines	32
6 GENERAL INSTRUCTIONS TO BIDDERS	33
6.8 Responses to Pre-bid Queries and Issue of Corrigendum:	36
6.9 Amendment of Bidding Documents	36
6.10 Submission of Bids	37
6.11 Modification and Withdrawal of Bids	37

6.12 General Business Information	37
6.13 Bid Currency	37
6.14 Taxes	37
6.15 Term and Extension of Contract	38
6.20 Termination for Insolvency	39
6.21 Termination for Convenience	39
6.22 Exit Management Plan	40
6.23 Right of Monitoring, Inspection and Periodic Audit	40
6.24 Risk Management	40
6.27 Governing Language	41
6.28 Applicable Law	41
6.30 Taxes and duties	41
6.31 Arbitration (As per the State Government Rules)	41
6.32 Confidentiality and Intellectual Property Rights (IPR)	42
7 MODEL FORM OF CONTRACT AGREEMENT	43
8 BID SECURITY (EMD) FORM	46
9 FORMS - PRE- QUALIFICATION, TECHNICAL & FINANCIAL	47
9.1 FORM P#1: APPLICATION FORM	47
9.2 FORM P#2: DETAILS OF THE BIDDER	49
9.3 FORM P#3 : DECLARATION REGARDING CLEAN TRACK RECORD	50
9.4 FORM P#4: FINANCIAL STRENGTH DETAILS	51
9.5 FORM P#5: DETAILS OF LOCAL PRESENCE	52
9.6 FORM P#6: RELEVANT PROJECT EXPERIENCE	53
9.7 FORM P#7: CONFLICT OF INTEREST	54
9.8 Form P#8: Declaration as per GO.Ms.12 Dated 08.06.2015 of ITE&C (Infra) Dept., GoAP.	55
9.9 FORM T#1 - UNDERSTANDING OF THE PROJECT	56
9.10 FORM C#1- COMMERCIAL PROPOSAL SUBMISSION FORM	57
9.11 .FORM C#2- COMMERCIAL FORM	58

1 RFP Structure

This RFP is meant to invite proposals from interested companies capable of delivering the services described herein. The content of this RFP has been documented as explained below:

The RFP intends to bring out all the details with respect to the Technical Service requirements for core changes in Mission for Elimination of Poverty in Municipal Areas (MEPMA), Department of Municipal Administration & Urban Development, GoAP deems necessary to share with the potential bidders. The information set out in this volume has been broadly categorised as Functional, Technical, and Operational covering multiple aspects of the requirements, General Terms and Conditions with respect to bid process management including Project Implementation, Financial Terms, Evaluation Criteria and Bid Submission forms to be adopted for the proposed project. Also, details of the Agreement for the proposed engagement and outlines the contractual, legal terms & conditions applicable for the proposed engagement.

GLOSSARY OF TERMS

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

“Request for Proposal (RFP)” means this volume and its annexures, and any other documents provided along with this RFP or issued during the course of the selection of bidder such as Pre-bid clarifications and Corrigendum’s, seeking a set of solution(s), services(s), materials and/or any combination of them.

“Contract/ Agreement/ Contract Agreement” means the Agreement to be signed between the successful bidder and *Mission for Elimination of Poverty in Municipal Areas (MEPMA), Department of Municipal Administration & Urban Development, GoAP*, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Client/ Purchaser” means the Tender Inviting Authority/ *Mission for Elimination of Poverty in Municipal Areas (MEPMA), Department of Municipal Administration & Urban Development, GoAP / Contracting Authority.*

“Bidder/ System Integrator (SI)/ Service Provider (SP)” means any firm offering the solution(s), service(s) and/or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party with whom the agreement is signed for rendering of services for implementation of this project.

“Proposal/ Bid” means the Pre-Qualification, Technical and Financial bids submitted for this project against this RFP.

2 Invitation for Competitive Bidding

Mission for Elimination of Poverty in Municipal Areas (MEPMA), Department of Municipal Administration & Urban Development, Government of Andhra Pradesh (GoAP) is inviting the Open Competitive Bids for identification of experienced Service Provider's to Provide Technical Services to Design, Build and Maintain Web Applications and Mobile Applications

The Contract is for a period of 2 years with a possibility of extension for another 1 or 2 years subject to mutually agreed terms & conditions between the parties

Data Sheet

S.No	Information	Details
1	Publishing of RFP through eProcurement Portal of GoAP	19-10-2024
2	RFP reference No. & Date	1/MIS/MEPMA/2024/WEBSITE, 19-10-2024
3	Last Date and Time of submission of Online bid on eProcurement Portal.	02-11-2024, 3.00PM
4	Bid opening date on eProcurement platform	02-11-2024, 3.30 PM
5	Bid document fee (Non-Refundable)	Rs.5,000/-
6	Bid Validity Period	180 days from the date of submission of online bids
7	Earnest Money Deposit (EMD/ Bid Security)	Rs.20,00,000/- (Rupees Twenty Lakhs only) The Bidder should submit valid EMD in the form of Bank Guarantee (BG)/Demand Draft specific to this tender in favor of "The Mission Director, Mission for Elimination of Poverty in Municipal Areas, payable at Vijayawada. The scanned copy of BG/DD should be uploaded on AP eProcurement portal. The Original Copy of BG should be submitted to MEPMA on or

		<p>before the bid closing date & time.</p> <p>Rotational BG is not acceptable.</p> <p>Bidders can also pay EMD through online payment method. Online payment can be made via NEFT/ Credit/ Debit Card at https://tender.approcurement.gov.in</p>
8	EMD validity Period up to	90 days from bid closing date
9	Contract Period	2 (two) years. The contract can be extended for a further period of one/two years on mutually agreed terms & conditions.
10	Implementation cum Performance Bank Guarantee (PBG) Value & Validity Period	<p>1. The Performance Bank Guarantee (PBG) value will be 2% of the total value quoted in Part A of the Price Bid in favor of “The Mission Director, Mission for Elimination of Poverty in Municipal Areas, payable at Vijayawada. from any Nationalised/ Scheduled Bank.</p> <p>2. PBG validity: 90 days beyond contract period</p> <p>3. Submission of PBG: Within 10 days from the date of receipt of Notification of Award</p> <p>4. The EMD of successful bidder will be returned on submission of PBG.</p>
11	Contract Signing	Within 10 days from the date of receipt of Notification of Award (NoA).
12	Bid submission Online	Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting.

		Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid.
13	Procedure for Bid Submission	<p>Bids shall be submitted online on https://tender.apecurement.gov.in/ platform</p> <ol style="list-style-type: none"> The participating bidders in the tender should register themselves free of cost on eProcurement platform on the website https://tender.apecurement.gov.in/ Bidders can log-in to eProcurement platform in Secure mode only by signing with the Digital certificates. The bidders who are desirous of participating in eProcurement shall submit their pre-qualification bids, technical bids, financial bids as per the standard formats available at the eProcurement portal. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed in the RFP including EMD. The bidders shall sign & affix stamp on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity. The rates should be quoted online only
14	Other conditions	<ol style="list-style-type: none"> After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price bid/offer/break-up of taxes) are

		<p>to be submitted by the bidder to the O/o The Mission Director, MEPMA as and when required.</p> <p>Failure to furnish any of the uploaded documents, certificates, will entitle in rejection of the bid. The MEPMA shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</p> <p>2. MEPMA will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</p> <p>3. The Documents that are uploaded online on eProcurement portal will only be considered for Bid Evaluation.</p> <p>4. Important Notice to Contractors, Suppliers and Department users:</p> <p>(i) In the endeavour to bring total automation of processes in eProcurement, the Govt. has issued orders vide G.O.Ms.No. 13 dated 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with eProcurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.</p>
15	Last date/time for receipt of queries from bidders by mail	22.10.2024, 5.00pm

16	Release of response to pre bid queries	24.10.2024
17	Penalties	As per RFP
18	Payment Terms	As per RFP
19	Conditional and Late bids	Not acceptable and liable for rejection
20	Date, and time of opening of technical bids received in response to the RFP notice	To be informed to the eligible bidders
21	Time and Date Technical Presentations by the bidders	To be informed to the eligible bidders
22	Place, time and date of opening of Financial Proposals received in response to the RFP notice	To be informed to the eligible bidders
23	Technical Evaluation Score	The bidder shall attain minimum 70 score Marks to qualify in the Technical Stage.
24	Final Evaluation	Quality and cost Based Selection (QCBS)
25	Contact person for queries	mdmepma@apmepma.gov.in , mdmepma2@apmepma.gov.in
26	Address for all Bid Process Management related activities	The Mission Director, Mission for Elimination of Poverty in Municipal Areas (MEPMA) 3rd & 4th Floors, Sri Lakshmi Narasimha Constructions, NH-16 Service Road, Beside: D-MART, Tadepalli, Mangalagiri-Tadepalli Municipal Corporation, Guntur District, Andhra Pradesh - 522 501

If your firm is interested in participation, please visit the web site at <https://apmepma.gov.in/tenders.php>, <https://tender.apecurement.gov.in>. The processing fee is payable only when you indent full copy of the bid document and for participation in tender.

Mission Director

3 Instructions to the Bidders

3.1 Introduction

The section aims to provide guidelines/ Instructions for Bidders, to be used while submitting the proposals. These are generic in nature, but Bidder is required to abide by them during the proposal submission and Project execution.

The bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this tender document. The bid should be precise, complete and in the prescribed format as per the requirement of the tender document. Failure to furnish all information required by the tender document or submission of a bid not responsive to the tender document in every respect will be at the Bidder's risk and may result in rejection of the bid. The Mission for Elimination of Poverty in Municipal Areas (MEPMA) shall at its sole discretion be entitled to determine the adequacy/ sufficiency of the information provided by the Bidder.

3.2 Language of Bid

The proposal and various documents related to the RFP should be in English language only, unless specified otherwise. All correspondence between MEPMA and the bidder would also be in English language. Supporting documents and printed literature furnished by the bidders shall be in English language or in case in another language they should be accompanied by an accurate translation in English language.

3.3 Acceptance of Proposal

MEPMA reserves the right in its absolute discretion in relation to:

- Accepting or rejecting a response
- Seek written/ mail clarification/ additional documents from any or all of the bidders in relation to their responses, during the evaluation of bids.
- Waive any small/ minor informalities in the process.

3.4 Fraud and Corruption

MEPMA require that Bidder (Firm) selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, MEPMA define, for the purposes of this provision, the terms set forth as follows:

- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of MEPMA or any personnel of Bidder(s) in contract execution.
- "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to MEPMA, and includes collusive practice among Bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive MEPMA of the benefits of free and open competition.
- "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the MEPMA.
- "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- MEPMA will reject a proposal for award, if it determines that the Bidder recommended for award is engaged in corrupt, fraudulent, unfair, or coercive trade practices.

MEPMA will declare a Firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the Firm has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

3.5 *Clarification on RFP Response*

During Technical and Commercial evaluation of the Proposals, MEPMA may, at its discretion, ask any Bidder member for clarifications on their proposal.

3.6 *Purchase of RFP documents*

- i. The detailed tender documents would be made available online and interested bidders can download the same. Interested bidders can obtain the same upon payment of the non-refundable payment as mentioned in the tender data sheet while submitting their Bids/ Responses in the form of Demand Draft drawn from any nationalized bank/ scheduled bank in favor of 'The Mission Director Mission for Elimination of Poverty in Municipal Areas, Payable at Vijayawada towards tender document charges.
- ii. The bids submitted by the Bidder without furnishing the receipt of purchase of tender **document will be summarily rejected**. Also, the relevant bids submitted online will not be opened.
- iii. The tender documents purchased by the bidders from MEPMA are not transferable.

3.7 *Bid Participation*

The Firm/ Applicant responsible for providing the overall solution shall be referred to as the Bidder.

The Bidder will be the single point of contact(SPOC) under this contract and the responsibility for implementing and commissioning the complete solution shall lie with the Bidder. In case of any delays from any of the partners, Bidder shall be liable and should take complete ownership for execution of contract.

3.8 *Bid/ Proposal Format*

All proposals to this Bid must be submitted through AP eProcurement portal only, in absence of which the proposals will be rejected.

The bidder is expected to examine all the instructions, guidelines, terms and conditions and formats in the RFP. Failure to furnish all the necessary information as required by the RFP, on submission of a proposal not substantially responsive to all the aspects of the RFP shall be at bidders' own risk and may be liable for rejection. The proposal as mentioned shall be submitted in three parts duly indicating page numbers, indexing with content table in the beginning.

Information to be included formats required in each part as follows:

3.8.1 **Pre-qualification Proposal**

- i. The Pre-Qualification Bid will comprise of a cover letter, documents/ annexure as proof against PQ evaluation criteria, details of firm, contact details of the person responsible for submission to this bid response, financial details, projects undertaken and completed etc. with

respect to this RFP. Please note that no price information should be indicated in the PQ Bid and shall only be quoted in the Commercial Bid. Failure to comply with the same may result in the rejection of the Bid. In submitting additional information, please mark it as ‘**Supplemental**’ to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

- ii. MEPMA may seek clarifications from the Bidder on the PQ documents submitted by the bidder. Any clarifications by the Bidder on the PQ proposal should not have any technical & commercial implications.
- iii. Pre-Qualification Compliance requirements as per format given in this document

3.8.2 Technical Proposal

- i. The Technical Proposal shall contain a covering letter, an Executive summary giving a brief overview of the manner in which the bidder proposes to achieve the outcomes and the assessment of resources required.
- ii. The Technical Proposal shall include documents/ annexure as proof against technical evaluation criteria, details of software development & maintenance facilities, responses to functional & hardware specifications, incremental IT infrastructure in general, project staffing plan, undertaking (as given in RFP).
- iii. Please note that no price information should be indicated in the Technical Bid and shall only be quoted in the Commercial Bid. Failure to comply with the same may result in the rejection of the Bid.
- iv. In submitting additional information, please mark it as ‘Supplemental’ to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.
- v. MEPMA may seek clarifications from the Bidder on the technical proposal. Any clarifications by the Bidder on the technical proposal should not have any commercial implications.
- vi. Submission of the wrong type of Technical Proposal will result in the proposal being deemed non-responsive. The Technical Proposal shall not include any financial information.
- vii. Technical approach, methodology and work plan are key components of the technical proposal. Bidders shall present their technical proposal containing:
 - a. **Compliance requirements:** Technical Compliance requirements as per format given in technical qualification submission forms provided in this document. If format is not available, attach in bidders’ own format.
 - b. **Understanding of Project:** This section shall contain a clear and concise understanding of project requirements along with activities to be performed and deliverables to be provided based on the scope of work.
 - c. **Technical Approach and Methodology:** In this part, bidders should explain their understanding of the objectives of the assignment, approach to the assignment, proposed solution, proposes technology methodologies for carrying out activities and obtaining the expected outputs, and the degree of detail of such output. Bidders should also explain the proposed methodologies and highlight the compatibility of those methodologies to the proposed approach and the needs of the project. Applicant shall also include the risk

management, business continuity plan and quality assurance plans, etc., as a part of approach and methodology, Work methodology Work Plan: In this part the applicant should propose the main activities of the assignment, their content and duration, phasing and interrelations, meetings, milestones (including interim approvals by the client), and delivery dates of the reports/ documents. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of work and ability to translate them into a feasible working plan. A list of the final documents, including reports to be delivered as final output, should be included here. The work plan should be consistent with the work schedule, milestones, deliverables, meetings and presentations shall be clearly mentioned.

- d. **Other Information:** Any other information relevant to the solution as preferred by the bidder can also be placed in the document.
- e. **Technical Forms:** The Bidder shall submit the technical Forms as per the list.

3.8.3 Commercial Proposal

- i. The bidder is expected to submit the financial Proposal as per the format prescribed in RFP.
- ii. The Financial/ commercial Proposal is available in the AP eProcurement portal and as prescribed in the RFP document.
- iii. Bidder shall clearly mention unit rates and total amount for each solution component. Any discrepancy between words and figures noted against each item and between unit rates and total amount, the decision of MEPMA will be final and binding on the proposals (in case of discrepancy, the amount in words will be considered as final).
- iv. Prices quoted by the Bidder shall be final (Inclusive of all taxes, duties, insurance, license fee and other costs). No variation in prices will be allowed under any circumstances during the entire contract period of the project. **No Conditional and open-ended bid shall be evaluated and the same is liable for rejection.**
- v. The commercial proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical proposal.
- vi. Prices shall be quoted in Indian Rupees (INR) only.
- vii. The Bidder shall quote the price for all the components, the services of the solution to meet the requirements as listed in this RFP.
- viii. Bids with price adjustment shall be rejected.
- ix. The price quoted in the commercial proposal shall be the only payment, payable by MEPMA to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between MEPMA and the Bidder. The price would be inclusive of all taxes, duties, charges and levies as applicable.
- x. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract (for successful bidder). A proposal submitted with an adjustable price quotation or conditional proposal may be rejected and considered as nonresponsive.

- xi. Bidder should provide all prices and quantities as per the prescribed format given in this RFP. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- xii. It is mandatory to provide a breakup of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder.
- xiii. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery charges and any other charges as applicable till the end of the contract period.
- xiv. Mission for Elimination of Poverty in Municipal Areas, GoAP reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- xv. **Price Commitment and Validity:** As part of the technical proposal, the Bidder will be asked to provide a complete Bill of Materials (along with the complete technical specifications for each of the individual items) for the procurement of the components required for Mission for Elimination of Poverty in Municipal Areas, GoAP and for their maintenance as specified in this RFP. In the Commercial bid, the Bidder will be asked to provide pricing for the same. Mission Director, MEPMA reserves the right to procure (by itself) the proposed components from the Bidder at rates not exceeding the rates proposed by the Bidder as part of their Commercial Proposal.
- xvi. The Financial Proposal shall be prepared as per the format given in the RFP.

3.8.4 *Rights to the Content of Proposal*

All proposals and accompanying documentation of the technical proposal will become the property of MEPMA and will not be returned after opening of the technical proposals. MEPMA shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

3.8.5 *Non-Conforming Proposals*

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

- a. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming.
- b. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, any such bidders may also be disqualified.

3.9 *Proposal Submission & Contact Details*

All inquiries concerning this procurement are to be directed to the Mission Director, MEPMA for meetings, conferences or technical discussions. Unauthorized contact will be cause for immediate rejection of the proposer’s RFP response. Substantive questions will be dealt with in writing.

For further details and Bid documents please contact (also refer RFP data sheet):

**The Mission Director,
3rd & 4th Floors, Sri Lakshmi Narasimha Constructions, NH-16 Service Road,
Beside: D-MART, Tadepalli, Mangalagiri-Tadepalli
Municipal Corporation, Guntur District,
Andhra Pradesh - 522 501
eMail: mdmepma@apmepma.gov.in**

3.10 Authentication of Bid

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal by the Bidder. A scanned copy of the power-of-attorney should also be uploaded on the APeProcurement portal along with the other documents.

4 Scope of Work

4.1 Introduction

The “Mission for Elimination of Poverty in Municipal Areas (MEPMA)” is a Government of AP Society formed in 2007 under the Department of Municipal Administration & Urban Development. MEPMA is working towards formulating strategies to implement poverty reduction programs in urban areas through promoting, strengthening, and nurturing self- sustainable institutions of the poor, and through them. MEPMA addresses all poverty related issues like access to credit, financial freedom, health and vulnerability etc. More Than 28 lakh poor families will have improved quality of life by accessing services from all organisations through their own strong self-reliant and self-managed institutions.

The MEPMA department is actively undertaking various livelihood enhancement initiatives, all of which are being transitioned into digital platforms. To support this digital transformation, mobile applications in Android versions need to be developed, minimising the need for manual interventions and improving efficiency. These digital solutions will empower stakeholders with better accessibility and streamlined processes. To ensure the timely and successful implementation of these innovations, securing the necessary resources and technical expertise will be crucial. This digital shift will ultimately enable MEPMA to scale its impact and enhance service delivery. The selected Service Provider must be capable of providing a high degree of security measures and protocols to maintain the current record of unwanted intrusions and malicious malware attacks by fixing the issues reported in the Security Audits performed by CERT-IN empanelled agencies from time to time.

4.2 Requirements

The project requirement entails a comprehensive turnkey solution, encompassing Application Development and all associated services, as outlined below.

4.2.1 Technical Resources

The work will be executed on a Man-Month basis, with the job descriptions of the required resources provided below. The number of resources may be adjusted either increased or decreased depending on the needs of the Mission, with a notice period of 3 months.

S.No.	Manpower	Qualification	Experience	Technical Skill Set
1	Sr Project Manager	B.E/B. Tech /MBA	8+ Years	Project Management, Team coordination, Stakeholder engagement, Delivery management

**Request for Proposal (RFP) for Identification of service provider for Providing Technical Services to
Design, Build and Maintain Web Applications and Mobile Applications for Core Activities in MEPMA, Govt of AP.**

2	Sr System Architect	B.E/B. Tech/Any relevant Degrees	6+ Years	System Design, Solution architecture and Integration, Business process understanding, REST APIs, Server Scaling
3	System Administrator	B.E/B.Tech/MCA / Any relevant Degrees	5+ Years	Cloud Solution Deployment, Load Balancing, Server hardening, System Logs management, Shell Scripting
4	Sr System Engineer - WEB	B.E/B. Tech/ MCA /Any relevant Degrees	6+ Years	HTML5/CSS, Javascript, AJAX, PHP, MySQL, REST APIs, Background jobs and dashboard development
5	Sr Business Analyst	Any Bachelor Degree	3+ Years	Stakeholder management. Business process analysis. Documentation and strong communication skills. Coordination with the Development team. User journey mapping.
6	Business Analyst	Any Bachelor Degree	1+ Years	Business process analysis. Documentation and strong communication skills. Analyzing Functional and non-functional requirements
7	Sr Mobile developer	B.E/B.Tech/MCA	4+ Years	Native Android/Kotlin, Android development, REST API integration, SDK Integration, Mobile UI principles, Facial Recognition integration
8	Sr Software Testing Engineer	B.E/B.Tech / B.Com	4+ Years	Create, test, and execute test cases for Web and Mobile applications, Test case preparation, API testing using Postman, accurate reporting of technical issues.
9	Software Testing Engineer	B.E/B. Tech/Any relevant Degrees	2+ Years	Testing methodologies, Manual Web and Mobile testing, Test case preparation.
10	Data Base Developer	B.E/B.Tech/MCA	3+ Years	MySQL / SQL queries, triggers and functions,

				indexing, writing complex queries, CLI usage on Linux OS
11	Data Base Administrator	B.Tech /MCA	4+ Years	Provisioning MySQL instances, performing upgrades, backups, and migrations, and optimizing database performance. Troubleshoot database related issues and implement solutions.
12	Graphic Designer	Any Bachelor Degree	2+ Years	Creating wireframes, prototypes, and high-fidelity designs as per business requirements. Collaborating with developers and product managers to ensure a seamless user experience.

4.2.2 *Communication Platforms*

MEPMA serves a large group of beneficiaries, making effective communication critical to the success of its mission. To optimise efficiency, MEPMA requires the deployment of multiple communication channels, as detailed in this section. The selected bidder will be responsible for coordinating and securing the necessary permissions to utilise these channels. The quote is being obtained solely for evaluation purposes and to establish a rate contract, which will be utilised as needed when deemed necessary & It is important to note that MEPMA does not guarantee any minimum or maximum usage for these services. Billing will be based strictly on actual usage during each month, with no restrictions or commitments on utilisation levels until and unless it is mentioned in this RFP or as agreed by the Mission Director, MEPMA on case to case.

4.2.2.1 *Text SMS Notifications*

SMS (Short Message Service) is a reliable and widely accessible communication method, allowing MEPMA to reach beneficiaries quickly and directly on their mobile phones. It does not require internet access/smart phone, making it an ideal option for reaching a broad audience, including those in rural or low-connectivity areas. SMS can be used to send important alerts, reminders, or updates about ongoing programs, deadlines, and other mission-related activities. Its simplicity and high open rate make it an essential tool for effective communication.

4.2.2.2 *IVR (Interactive Voice Response) System*

IVR (Interactive Voice Response) is an automated telephony system that interacts with beneficiaries through pre-recorded voice messages. Beneficiaries can access information or perform actions by responding via their phone's keypad or voice commands. This system is particularly useful for providing information to those who may be less literate or prefer audio communication. IVR allows MEPMA to offer 24/7 service, enabling beneficiaries to get updates on services, submit inquiries, or access support without human intervention. It's an effective tool for disseminating information widely while offering a personalised experience based on the caller's inputs.

The engagement will be on per channel with unlimited usage basis for a minimum period of 12 Months and notice of 3 Months but there will be no commitment on any of the channels.

4.2.2.3 Cloud Call Center

A Cloud Call Center primarily focuses on handling voice communications, offering MEPMA a scalable and flexible call centre solution hosted in the cloud. This system enables agents to manage both inbound and outbound calls efficiently from any location, eliminating the need for on-premise infrastructure. Beneficiaries can contact the centre for information, query resolution, or support. The cloud-based platform ensures seamless call routing, real-time monitoring, and analytics, guaranteeing high-quality service and faster response times. Additionally, it allows for rapid scaling to meet increased demand or work remotely, helping to manage emergencies such as the COVID-19 pandemic, while also reducing operational costs.

The engagement will be on per channel with unlimited usage basis for a minimum period of 12 Months and notice of 3 Months but there will be no commitment on any of the channels.

4.2.2.4 Tele Conferencne

Teleconferencing provides MEPMA with a cost-effective and efficient way to conduct virtual meetings and discussions with beneficiaries, stakeholders, or internal teams. It allows multiple participants to engage in real-time, regardless of their location, enabling seamless communication and decision-making. Teleconferencing can be used for conducting training sessions, addressing queries, or coordinating activities with field staff and beneficiaries. It eliminates the need for physical travel, saving time and resources, while ensuring that important information is shared promptly. With easy access via phone or online platforms, teleconferencing ensures that MEPMA can maintain effective communication, even in remote or low-connectivity areas.

The engagement will be on per channel with unlimited usage basis for a minimum period of 12 Months and notice of 3 Months but there will be no commitment on any of the channels.

4.2.2.5 WhatsApp Messaging

WhatsApp Messaging provides MEPMA with an efficient and interactive communication channel for connecting with beneficiaries. It allows for the exchange of real-time information, including text, images, videos, and documents, making it a versatile tool for outreach. WhatsApp's widespread usage ensures accessibility, even for beneficiaries in remote areas. Through personalised messages, group chats, and broadcasts, MEPMA can deliver timely updates, reminders, and educational content. The platform also supports two-way communication, enabling beneficiaries to ask questions or seek clarification instantly. Its ease of use, coupled with multimedia support, makes WhatsApp an effective tool for engaging and keeping beneficiaries informed.

For this service, the bidder is required to quote the platform charges in addition to the Meta charges. The Meta charges will be paid based on actual usage.

4.2.2.6 Mobile Notifications using Firebase

Mobile Notifications through Firebase offer MEPMA a powerful and direct way to communicate with beneficiaries via push notifications. Firebase Cloud Messaging (FCM) allows for real-time delivery of messages to mobile devices, ensuring that beneficiaries receive timely alerts, updates, and reminders. These notifications can be personalised and targeted based on user behaviour or specific groups, enhancing engagement. As notifications are delivered directly to smartphones,

beneficiaries can stay informed about MEPMA programs, services, or important events, even when they are not actively using the app. Firebase's seamless integration with mobile apps also provides analytics, allowing MEPMA to track engagement and optimise communication strategies.

The bidder is encouraged to optimise and fully utilise the free limits provided by Firebase Cloud Messaging (FCM). Any usage exceeding these free limits will be compensated based solely on the actual charges billed by Firebase Cloud Messaging.

4.2.2.7 Cloud Services

While it is preferred to utilise the services of the SDC, if there is a need for cloud-native products from hyper-scaler cloud providers, the associated costs will be reimbursed to the bidder based on actual expenses on a monthly basis. The bidder will be responsible for procuring all required services from the cloud provider and delivering them to MEPMA. Reimbursement will be made upon submission of the original invoices, strictly based on the actual charges incurred. These services may include offerings such as cloud products, AI/ML solutions, Maps, Communication Platforms and other products provided by hyper-scaler cloud service providers. It is mandatory that all services be delivered from data centres located within India.

4.2.2.8 Facial Authentication

The bidder must integrate Facial Authentication Services into the mobile applications developed under this project. These authentication services must operate independently of any cloud-based solutions and be fully functional within the State Data Center (SDC) servers.

The use of cloud services for facial authentication is strictly prohibited. Furthermore, the application must operate autonomously, without reliance on any external systems or services outside the project's defined infrastructure.

4.2.2.9 Other tools and Licences

The bidder is strongly encouraged to utilise open-source tools and applications to the fullest extent possible. However, if the need arises, with proper justification and approval from the Mission Director, MEPMA, the bidder may procure the necessary tools or licences. The associated costs will be reimbursed based on actual expenses. The bidder will be responsible for sourcing and delivering all required services to MEPMA. Reimbursement will be made upon submission of original invoices, strictly based on the actual costs incurred.

4.3 Roles and Responsibilities of the Service Provider

- a. Understanding the requirements of the Mission for Elimination of Poverty in Municipal Areas, GoAP.
- b. Bidder may visit the office of MEPMA for discussion on the detailing of the requirement before participating in the tender or to obtain the clarifications on the requirement.
- c. Submission of valid bid along with supporting documents as per RFP.
- d. Submission of PBG, on receipt of the Notification of Award.
- e. Submit valid contact address, contact person, phone/ mobile number, e-mail ID etc. to the MEPMA for easy communication.
- f. Entering into Contract Agreement with the Mission for Elimination of Poverty in Municipal Areas, GoAP
- g. Execution & Completion of work as per the requirement of Mission for Elimination of Poverty in Municipal Areas, GoAP.

- h. Resources to be deployed at O/o Mission for Elimination of Poverty in Municipal Areas, GoAP, Guntur/ at a Location as agreed by the Mission Director, Mission for Elimination of Poverty in Municipal Areas
- i. The SP shall not replace the resource very often and without permission of the Department.
- j. Interacting with the concerned department officials for collecting the data/ data models for updating portal(s) as per the scope, deliverables and milestones etc.,
- k. Bidder is responsible for configuring the SSL Certificate for this application if necessary.
- l. Attend the reviews of the Mission for Elimination of Poverty in Municipal Areas, GoAP.
- m. Bidder shall provide the technical support during the contract period.
- n. Submission of deliverables.
- o. Submission of invoices.
- p. It is the bidder's responsibility to fix the issues identified during the security audit process from the CERT-In empanelled agencies.
- q. The responsibility of fixing the issues identified during the security audit on these applications for every 6 months is in the bidder's scope and should address all the vulnerabilities raised by the State and Central Government agencies.
- r. Bidder shall provide complete code access to the concerned officials of the Department. The bidder shall handover the source code, IPR rights and all the project related data, software's etc. to the Mission for Elimination of Poverty in Municipal Areas, GoAP on completion of the contract .

4.4 *Roles and Responsibilities of MEPMA*

- a. Tender issuance, tender management.
- b. Receiving and evaluation of the bids
- c. Selection of the Service Provider
- d. Procuring and Providing Required Software licences i.e My SQL, SSL Certificate, Designer Softwares, Digital Signatures, Digital Signature Signer Softwares etc.,
- e. Identification of CERT-IN empanelled agency to perform Security Audit from time to time.

4.5 *Deliverables of the Project*

- a) Development of Web and Mobile Applications as per the MEPMA requirements from time to time.
- b) Complete software code
- c) User Manual
- d) Presentation of action plan

5 Bid Opening and Bid Evaluation Process

5.1 Bid Opening

MEPMA will open all the bids submitted online, in the presence of bidders' representatives who choose to attend the Bid opening as per the RFP Data Sheet. Bid opening will be performed at 2 stages as per the dates specified in RFP Data Sheet

- i. Pre-qualification Bid
- ii. Technical Bid
- iii. Commercial Bid

5.2 Bid Evaluation Process

Preliminary Scrutiny: The MEPMA will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

The bids that do not conform to the tender conditions and bids from firms without EMD, bid document fee shall be straight away rejected.

Subsequent to the preliminary scrutiny and identification of qualified bidders, further evaluation of the bids will be done in two stages and at the end of every stage, shortlisted bidders will be informed of the result to have a fair and healthy competition. The following is the procedure for evaluation of bids.

5.3 Evaluation of Pre-Qualification bids

The evaluation committee will evaluate all pre-qualification bids to determine if they are responsive and meet all the pre-qualification requirements of the RFP. MEPMA will prepare a list of firms based on their compliance with the pre-qualification criteria. The bids that do not conform to the tender conditions and bids from firms without adequate capabilities as per pre-qualification criteria in this RFP shall be straight away rejected. All eligible bids will be considered for further evaluation. The decision of MEPMA will be final in this regard.

Pre-qualification Evaluation Criteria

S.No	Prequalification Criteria	Documentary Proof to be Submitted
Legal Entity		
1	The Bidder should be either a Company or a Partnership (including LLP 2008) under the Indian Companies Act 2013 or Partnership Act 1932 and shall be primarily in the business of providing Information Technology Software Development or System Integration/	The following documents are required as proof (Form P#2) : a. Certificates of incorporation/ Registration Certificates along with Bylaws/ MoA & AoA or similar legal document. b. Copy of Corporate Identification Number

	Website Design, Development & Maintenance or IT Solution Implementation services. The Company should have been in business for at least 3 (three) financial years as on 31st March 2024.	(CIN) c. Copy of PAN d. Copy of GST registration certificate e. Proof of address and contact details
Blacklisting		
2	The bidder declared blacklisted/ ineligible/ debarred by/should not have any legal disputes with any State/ Central Government or PSU or has been found to have been engaged in activities or practices, which are corrupt, fraudulent, non-satisfactory work, performed or any other unethical business practices, as on date of bid submission, shall not be eligible.	Self-Declaration from the Bidder as per the Form P#3 from an authorised signatory of the firm.
Financial Criteria		
3	The Bidder should have Minimum annual turnover of Rs.5 crore (As per GO Ms.No.16, dated 19.07.2016) and profit making for each of the last 2 financial years (i.e.,FY 2022-2023 and FY 2023-2024).The revenue should have accrued from software development/ software implementation/ Providing Technical Resources/System Integration/ Website Design, Development & Maintenance.	The bidder should submit audited financial statements/ certificate of revenue composition for the last 2 financial years from Company Secretary/ Chartered Accountant (UDIN is mandatory on Certificate) as per Form P#4 for FY 2022-2023 and FY 2023-2024.
4	The Bidder shall have net worth of Minimum 2 Crores as on 31/03/2024.	The bidder should submit audited financial statements/ certificate of revenue composition for the last 2 financial years from Company Secretary/ Chartered Accountant (UDIN is mandatory on Certificate) as per Form P#4 for FY 2022-2023 and FY 2023-2024.
Prior Experience		
6	The Bidder should have experience in Providing Technical Services i.e ManPower Resources for Design, Development & Maintenance. to any Government Organisation in the State of Andhra Pradesh. Single Project of INR 150.00 Lakh (or) Two projects of INR 75.00 Lakh each (or) Three Projects of INR 50.00 Lakh each The experience should be in the last Five (5) financial years as on March,2024 (i.e., FY 2019-2020,FY 2020-2021,FY	Details of Experience of responding firm/ Project Citation for projects as per Form P#6 supported with Work order and Proof of Go-live/ Project completion certificates from client.

	2021-2022, FY 2022-2023 and FY 2023-2024).	
Declaration on PQ documents		
7	Declaration as Per the G.O.Ms.12, dated 08.06.2015 of ITE&C (Infra) Department, GoAP	Declaration to be submitted (Form P#8)
Conflict of Interest		
8	The Bidder shall not possess any conflict of interest with the Project that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.	The Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Service Provider due to prior, current, or proposed contracts, engagements, or affiliations with MEPMA (Form P#7)
Bid Purchase		
9	Proof of Bid Purchase	Receipt to be Submitted
Local Presence		
10	The Bidder should have office and working staff in any one of the Districts of Andhra Pradesh.	The office address, Telephone nos., contact person etc., shall be submitted as per Form P#5 .

Definitions

S.No	Parameter	Qualification Criteria
1	Bidder	<ul style="list-style-type: none"> ● Bidder is a single entity. ● Bidder shall be responsible for discharging the responsibilities as per contractual obligations. ● Bidder shall submit the bid which is complete in all aspects. ● Payments will be released to the bidder. ● Foreign bidders are not permitted. ● Consortium members are not permitted ● Subcontracting is not permitted.
2	Billing	<ul style="list-style-type: none"> ● The bidder shall raise the bills from his AP office with AP GST number only. ● All invoices shall be raised in the favour of The Mission Director, Mission for Elimination of Poverty in Municipal Areas, GoAP, Tadepalli.

Note:

- a. Bidder should submit the following support documents mandatorily as part of the bid response
 - i. Power of Attorney (POA) or Board Resolution authorising the person signing the proposal to sign on behalf of the firm or Letter of Authorization issued by Competent Authority of the bidder.
 - ii. Self-declaration confirming the truth of the data or information furnished by the bidder.
If the bidder is debarred/ blacklisted as mentioned above, such bidder becomes ineligible to participate in the bidding process. In case of any concealing of information relating to blacklisting or pending of cases as mentioned above or submission of fake information/fake documents, MEPMA reserves the right to cancel the work order/contract allotted, apart from forfeiting EMD/PBG. MEPMA reserves the right further to take penal action on the bidder.

iii. Relevant documents in support of the above eligibility criteria should be furnished.

5.4 Evaluation of Technical Bids

The evaluation of the technical bids will be carried out in the following manner:

- a. Technical proposal of the bidders will be opened and evaluated who meets all the Pre-qualification criteria.
- b. The technical Evaluation Committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as mentioned below.
- c. The bidders, who score an aggregate technical score as specified in Data Sheet, will qualify for the evaluation of the commercial bid.

5.4.1 Technical Qualification Evaluation Criteria:

a) Technical Evaluation Marks:

S.No	Criteria	Max Marks
1	The Bidder's having desired average annual turnover from the IT Development (development, implementation and maintenance of website & mobile applications) in State/ Central Govt./ PSU during the last 2 years (FY FY 2022-2023 and FY 2023-2024) Average Annual Turnover \geq 600 lakhs (5 Marks) Average Annual Turnover \geq 500 lakhs & $<$ 600 Lakhs (2 Marks) Average Annual Turnover \leq 500 Lakhs (0 Marks)	5
2	Networth of the Bidder as on 31-03-2024 Networth \geq 300 lakhs (5 Marks) Networth \geq 275 lakhs & $<$ 300 Lakhs (4 Marks) Networth \geq 250 lakhs & $<$ 275 Lakhs (3 Marks) Networth \geq 225 lakhs & $<$ 250 Lakhs (2 Marks) Networth \geq 200 lakhs & $<$ 225 Lakhs (1 Marks) Networth $<$ 200 Lakhs (0 Marks)	5
3	Skilled Manpower with 2 + Years of Experience- The Bidder must have manpower with relevant experience i.e PHP, MySQL as on bid calling date. \leq 5 Skilled Manpower = 0 Marks $>$ 5 Skilled Manpower and \leq 15 Skilled Manpower – 5 Marks $>$ 15 Skilled Manpower – 10 Marks	10
4	Experience in E-Governance Projects with Relevant Technologies i.e PHP, MySQL in the last Five (5) financial years as on March,2024 (i.e., FY 2019-2020,FY 2020-2021,FY 2021-2022, FY 2022-2023 and FY 2023-2024). (Audit Certificate from CERT-IN empanelled Agency is mandatory for all Projects mentioned) \leq 10 Projects = 0 Marks $>$ 10 Projects =10 Marks	10

5	Experience in Developing Facial Recognition Authentication to Govt Agencies/E-Governance Projects.(Audit Certificate from CERT-IN empanelled Agency is mandatory for the Application)	5
6	Years of Experience in IT Services <=6 Years = 0 Marks >6 Years and <= 8 Years – 5 Marks >8 Years and <= 10 Years – 7.5 Marks >10 Years -10 Marks	10
7	The Bidders should be an Empanelled Vendor for Providing Technical Resource by any AP Govt Agencies i.e APTS/APCFS/E-Pragathi.	5
8	Experience in Providing I. SMS/Whatsapp Messaging Services - 2 Marks II. IVR/Voice SMS Services - 3 Marks III. Teleconference Services - 5 Marks IV. Cloud Service - 5 Marks V. Call Center Solutions - 5 Marks	20
9	Technical Presentation on the Proposed Project ● Understand software solution’s features in detail ● Approach & Methodology ● Technical Solution Proposed ● Governance Structure & Project Plan covering specific activities of Testing, Maintenance and Deployment ● Security and governance standards proposed ● Manpower Deployment & Retention strategy ● Capacity Building/ Training Plan ● Strategy for Operations & Maintenance ● Exit Management Plan	30
	TOTAL MARKS	100

Note: Supporting documents should be submitted

5.4.2 Technical Presentations

- a) The Bidder has to make presentations at MEPMA premises or at a place decided by Mission for Elimination of Poverty in Municipal Areas, GoAP to facilitate the Procurement Committee in understanding the Bidder’s capabilities to execute the project. The date for the presentation will be communicated in advance. Bidder are expected to communicate the requirements for conducting this exercise 2 days in advance to MEPMA. Bidder shall ensure that the representative carries an authorization letter from the bidder.
- b) The presentations should cover cases of installations of the software in an environment similar to department requirements. The objective of the presentation is to benefit the committee to award Marks by:
 - Understand software solution’s features in detail.
 - Approach and Methodology
 - Project Plan

- Technical Solution Proposed in the Technical Bid
- Innovative Services Proposed in the Technical Proposal
- Showcase a live demo of the Solution Proposed
- Other important Components of the Proposal

The **Technical Evaluation** of the bid will be based on the bidder's response to the requirements as mentioned in the RFP, which will include the Technical Specifications mentioned in RFP.

- c) The bidder with less than 70 Marks in Technical Evaluation will be treated as non-responsive. Each bidder has to present the technical bids to the Evaluation Committee for examination. The Marks will be computed for Marks of 100. The Financial Proposal of those bidders who get more than 70 Marks out of a maximum of 100 Marks, in the Technical Evaluation shall be considered for commercial bid evaluation. MEPMA will shortlist bidders who meet the Technical Qualification criteria mentioned in this RFP.
- d) *The bidders who qualified in technical qualification stage - will only be shortlisted and eligible for Commercial opening.*

5.5 Commercial Bid Evaluation

1. The financial bid cost would be considered from the Financial Proposal. The financial bid should provide cost calculations corresponding to each component of the project.
2. Commercial Bids will be opened and compared after the Technical Evaluation has been completed for those bidders who are technically qualified with the minimum cutoff Marks as mentioned in Data Sheet.
3. The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
4. The bidder shall indicate Basic Prices and taxes, duties etc., (if required) in the form prescribed.
5. The bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by MEPMA/ Mission for Elimination of Poverty in Municipal Areas, GoAP and will not in any way limit the purchaser's right to contract on any of the terms offered.
6. All the bids will be compared based on their Commercial value, as per format given in the commercial forms.
7. Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be summarily rejected.
8. For any Additional Resources/ Services apart from the identified services shall be priced as per the unit rate quoted.
9. Additional Resources/Services can be asked for, as per the requirement of Mission for Elimination of Poverty in Municipal Areas, GoAP as per the unit rate quoted in the bid by the successful bidder.
10. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
11. Any conditional bid would be rejected.
12. The prices should be all exclusive of taxes but inclusive of all Out of Pocket Expenses (OPEs.)
13. All expenses related to travel, boarding, lodging etc. would be inclusive and no separate claims on any account would be entertained.
14. All the taxes and other levies indicated in the price bid will be taken for the price bid evaluation.

15. The total value of the price bid shall be arrived based on the total value quoted by the bidder for Operational expenditure.
16. **Errors & Rectification:** Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
17. If the bidder does not accept the correction of errors, the bid will be rejected and EMD may be forfeited. Bidder is advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by MEPMA.
18. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
19. In the event of 2 or more bidders having the same value in the financial bid, the bidder securing the highest Technical Marks will be adjudicated as the “Best responsive bid” for award of the Project.

5.6 Overall Bid Evaluation

- a. The Bidders shall submit the Commercial Proposal for the entire work. MEPMA will perform a detailed evaluation of the Technical Bids of the Bidders who have qualified in the Preliminary Scrutiny stage in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposals. In order to reach such a determination, MEPMA will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- b. Based on the technical evaluation, the commercial Bids of only the technically acceptable bidders shall be opened by MEPMA. The commercial evaluation will take into account the information supplied by the Bidders in the Commercial Proposal and shall evaluate the same as per the evaluation criteria specified in this RFP.
- c. The Final evaluation will be done on the ‘QCBS’ based. The commercial bids of only the technically qualified bidders will be opened and the commercial offers of the unqualified technical bids shall be unopened on AP eProcurement Portal.
- d. For Financial evaluation given the potential for scaling up or down of technical service resources and the uncertainty in the volume of certain services, the Tentative Project Value will be calculated as 24 times the value quoted in Part A, plus the value of Part B.
- e. For Financial Score the bidder with the lowest qualifying financial bid (L1) will be awarded a 100% score. Financial Scores for other than L1 Bidders will be evaluated using the following formula: Financial Score of a Bidder (Fn) = {(Commercial Bid of L1/Commercial Bid of the Bidder) X 100} % (Adjusted to two decimal places)
- f. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- g. The bid price will include all applicable taxes, cess, levies etc. shall be in Indian Rupees and mentioned separately.
- h. For final selection of the bidder, the technical qualified bid will be given a weightage of 80% based on criteria for evaluation. The price bids of only those Agencies who qualify technically will be opened.
- i. The financial bid shall be allocated a weightage of 20%. For working out the combined score will use the following formula:

j. Total Score (H) = $(0.8 \times T) + (0.2 \times F)$

Here

T stands for technical score and

F stands for financial score

The bids will be ranked in terms of total Score. The bid with the highest total Score will be considered for the award of the contract.

k. Example: If in response to this RFP, three bids, A, B and C were received and the Evaluation Committee awarded them 75, 80 and 90 marks on technical bid respectively, all the three bids would be technically suitable. Further, if the quoted price of bids A, B and C were Rs. 120, 100 and 110 respectively, then the following points for financial bids may be given:

A: $100/120 \times 100 = 83$ points

B: $100/100 \times 100 = 100$ points

C: $100/110 \times 100 = 91$ points

l. For combined evaluated points, the process would be as follows:

Bid A: $75 \times 0.8 + 83 \times 0.2 = 76.6$

Bid B: $80 \times 0.8 + 100 \times 0.2 = 84$

Bid C: $90 \times 0.8 + 91 \times 0.2 = 90.2$

Bid C in this case with the highest total Score (H-1) will be considered for award of contract.

i) If a bidder quotes NIL charges/ consideration, the bid shall be treated as non-responsive and will not be considered.

ii) The bid price should be exclusive of all taxes and levies and shall be in Indian Rupees.

iii) Any conditional bid would be rejected.

iv) MEPMA will determine whether the Financial Proposals are complete, and unconditional.

m. Mission for Elimination of Poverty in Municipal Areas, GoAP reserves the right to reject any or all proposal and to waive informalities and minor irregularities in proposals received if deemed in the best interest of GoAP to do so.

5.7 Award Criteria

Mission for Elimination of Poverty in Municipal Areas, GoAP will issue Notification of Award to the successful bidder whose quote would be considered as most responsive as per the process outlined above.

5.8 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

Mission for Elimination of Poverty in Municipal Areas, GoAP reserves the right to accept or reject any proposal, and to annul the tendering process/ Public Procurement Process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Mission for Elimination of Poverty in Municipal Areas, GoAP action.

5.9 Notification of Award

- a) Prior to the expiration of the validity period, Mission for Elimination of Poverty in Municipal Areas, GoAP will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/ public procurement process has not been completed within the stipulated period, Mission for Elimination of Poverty in Municipal Areas, GoAP may request the bidders to extend the validity period of the bid.
- b) The Notification of Award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee.

5.10 Contract Finalisation and Award

- a) Mission for Elimination of Poverty in Municipal Areas, GoAP shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalised for award & signing.
- b) Mission for Elimination of Poverty in Municipal Areas, GoAP may also like to reduce or increase the Scope of Work & Resources contract time period defined in the RFP. Accordingly, total contract value may change on the basis of the rates defined in the financial proposal.

5.11 Performance Guarantee

Mission for Elimination of Poverty in Municipal Areas, GoAP will request the selected bidder to provide a Performance Bank Guarantee (PBG) as per the Clause 10 of the Bid Data Sheet & within the time specified in the Data Sheet from the Notification of Award (NoA). The PBG should be valid beyond the contract period as specified in the Data Sheet. The PBG shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit a performance guarantee within the time stipulated, the Mission for Elimination of Poverty in Municipal Areas, GoAP at its discretion may cancel the order placed on the selected bidder without giving any notice. Mission for Elimination of Poverty in Municipal Areas, GoAP shall invoke the PBG in case the selected Service Provider fails to discharge their contractual obligations during the period or Mission for Elimination of Poverty in Municipal Areas, GoAP incurs any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

5.12 Signing of Contract

After the Mission for Elimination of Poverty in Municipal Areas, GoAP notifies the successful bidder that its proposal has been accepted, Mission for Elimination of Poverty in Municipal Areas, GoAP shall enter into a contract with the successful bidder, incorporating all clauses, pre-bid clarifications, Corrigendum and the proposal of the bidder. The Draft contract Agreement is provided in this RFP subject to changes as per the requirements or recommendation made by Mission for Elimination of Poverty in Municipal Areas, GoAP at the time of entering into contract with the selected bidder.

5.13 Failure to Agree with the Terms and Conditions of the RFP

- a) Failure of the successful bidder to agree with the Draft contract Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Mission for Elimination of Poverty in Municipal Areas, GoAP may award the contract to the next best value bidder or call for new proposals from the interested bidders.
- b) In such a case, the Mission for Elimination of Poverty in Municipal Areas, GoAP shall forfeit the EMD.

5.14 Contract Period

The Successful bidder shall sign contract agreement with the Mission for Elimination of Poverty in Municipal Areas, GoAP for a period mentioned in the Data Sheet. The contract period can be extended at the discretion of the Mission for Elimination of Poverty in Municipal Areas, GoAP as mentioned in Data Sheet.

5.15 Project Timelines

- a. Takeover of the Project: As requested by Mission for Elimination of Poverty in Municipal Areas, GoAP Technical Resources has to be deployed from the date of receipt of Notification of Award or 5 days from the date of contract signing.
- b. Duration of the Project: As per the Bid Factsheet

5.16 Payment Terms

- a. The prices quoted in Part A of the price bid are for a duration of one month..
- b. The quoted amount will be multiplied by 24 to determine the Total Project Cost.
- c. An initial payment of 5% of the total project cost will be provided as a Mobilization Advance upon the signing of the agreement.
- d. Upon submission of the monthly timesheets for the deployed resources, the remaining 95% of the project cost will be paid in 24 equal installments, with any applicable deductions or penalties applied.
- e. All the invoices in favour of “The Mission Director, Mission for Elimination of Poverty in Municipal Areas, GoAP, Tadepalli”.
- f. The Bidder shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released by Mission for Elimination of Poverty in Municipal Areas, GoAP as per the payment milestones.
- g. For the purpose of payment, acceptance means acceptance of the deliverables by the Department after submission by the Service Provider.
- h. If the deliverables submitted by the Service Provider are not acceptable to the Purchaser, reasons for such non-acceptance should be recorded in writing; In such case, the payment will be released to the Service Provider only after it re-submits the deliverable, and which is accepted by the Purchaser.
- i. With the exception of the final payment under (b) above, payments do not constitute acceptance of the Services nor relieve the Service Provider of any obligations hereunder, unless the acceptance has been communicated by the Department to the Service Provider in writing and the Service Provider has made necessary changes as per the comments/ suggestions of the Department communicated to the Service Provider.

- j. Penalties, if any will be deducted from payments to be made.
- k. On completion of the Project tenure, during change over the service provider has to handover the source code with credentials, all necessary portal related documents to Mission for Elimination of Poverty in Municipal Areas, GoAP under proper acknowledgement in smooth transition.

5.17 Service Level Agreement(SLA)

Service Level Agreement (SLA) is the contract between the purchaser and the successful bidder. SLA defines the terms of the Successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by the department in the Service Level Agreement with successful bidder.

The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure/ adherence to project timelines, quality and availability of services. Non-compliance with the SLA attracts penalty.

Note: Penalties shall not be levied on the successful bidder in the event of force majeure affecting the SLA which is beyond the control of the successful bidder.

The following is the table providing the indicative SLA for the project:

S.No	Service	Time Lines	Penalty
1	Replacement of Non Performing Resource	45 Days	Within agreed timelines. A penalty of 10% of the resource cost will be applied to the monthly invoice until the replacement is completed.
2	30 working days Knowledge Transfer (KT) should happen in case of replacement of resources failing which will attract penalty.	30 Days	Failure to provide service for 30 days Notice Period will result in a penalty of 10% of the resource cost for that month's invoice.

Note: i)The total maximum penalty that may be imposed on the vendor under this contract shall not exceed 10% of the invoice value for any given month.

ii)If the overall sum of SLA violations for any three consecutive months is 10 % of the proportionate monthly invoice value, then MEPMA may consider terminating the contract due to continuous SLA violations at its discretion.

6 General Instructions to Bidders

6.1 Definitions

- a. Tender call or invitation for bids means the detailed notification seeking a set of solution(s), service(s), materials, or any combination of them.
- b. Specification means the functional and technical specifications or statement of work, as the case may be.

- c. Firm means a Company, partnership firm, limited liability partnership firm, Authority, Society, Trust, Co-operative, or any other Organisation incorporated under appropriate statute as is applicable in the country of incorporation.
- d. Technical bid means that part of the offer that provides information to facilitate assessment by MEPMA, professional, technical, and financial standing of the bidder, conformity to specifications etc.
- e. Financial Bid means that part of the offer, that provides price schedule, total project costs etc.
- f. Two-part Bid means the technical bid and financial bids submitted and their evaluation are sequential.
- g. Composite bid means a bid in which the technical and financial parts are combined into one, but their evaluation is sequential.
- h. Goods and services mean the solution(s), service(s), materials, or a combination of them in the context of the tender call and specifications.
- i. The word goods when used singly shall mean the hardware, firmware component of the goods and services.

6.2 Availability of Tender Documents

For the detailed tender notice, please visit our website <https://tender.apecurement.gov.in> and <https://www.apmepma.gov.in/tenders.aspx>. For participation in the tender, please visit AP eProcurement Portal/ website <http://www.apecurement.gov.in>.

6.3 General Eligibility

This invitation for bids is for Providing Technical Services to Design, Build and Maintain Web Application and Mobile Application to Mission for Elimination of Poverty in Municipal Areas, GoAP who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre-qualification criterion.

6.4 Completeness of Response

- a. Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

6.5 Bid Forms

- a. Wherever a specific form is prescribed in the tender document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- b. For all other cases the bidder shall design a form to hold the required information.

6.6 Cost of Bidding & Related Issues

- a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, submission of proposal, and providing any additional information required by facilitating the evaluation process and in negotiating a definitive contract or all such activities related to the bid process will be borne by the bidder.
- b. MEPMA will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- c. Bidders is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.
- d. This RFP does not commit MEPMA to award a contract or to engage negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.
- e. Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only. Any deviations in format will make the tender liable for rejection.
- f. The participating bidder should purchase the document and enclose a receipt of the same with the bid document.

6.7 *Pre-bid Meeting and Clarifications*

- a. After release of the RFP, MEPMA will accept Request for Clarification from the interested Parties/ Firm/ Bidder requiring any clarification of the bidding documents may notify MEPMA contact person. All clarifications should be sent in writing as per the format provided in the table below.

S.No	Page No	RFP Document Reference(s) (section/ Clause No)	Content of RFP requiring clarification	Clarification required by the Bidder

- b. All written clarifications should be sent from email ID of Prime contact person of the bidder on or before the deadline mentioned in the RFP. Telephone calls will not be accepted for clarifying the queries.
- c. All enquiries/ clarifications from the prospective bidders for this RFP must be directed to the contact person notified by MEPMA as given in the data sheet. In no event will MEPMA be responsible for ensuring that Bidders' inquiries have been received by MEPMA. MEPMA may at its option share the replies to the queries by publishing it in the website <https://apmepma.gov.in/tenders.php> . However, MEPMA makes no representation or warranty as to the completeness of any response, nor does MEPMA undertake to answer all the queries that have been posed by the Bidder.
- d. The bidders or their designated representatives may attend the Pre-Bid Meeting at their own cost, at the venue and date specified in the RFP Datasheet. It is not mandatory for all the prospective bidders to attend the pre bid meeting to participate in the pre bid discussions & to

receive the clarifications issued during the pre-bid.

- e. The purpose of the meetings will be to clarify issues and to answer questions on any matter relating to the RFP that may be raised at that stage. Participants to the Pre-Bid meeting should carry-
- i. Proof of purchase of the tender document
 - ii. An Authorization Letter issued from their company.
 - iii. An identity proof issued by their company
 - iv. Not more than 3 representatives for the Bidder

It may be noted that participants not carrying the above documents will not be allowed to attend the Pre-Bid meeting. The participants are advised to be present 30 minutes in advance to the scheduled time of the Pre-Bid Meeting.

- Please note that, not attending the Pre-Bid Meeting will not be a cause for disqualification of a bidder.
 - No queries will be answered in regard to the tender document before the Pre-Bid meeting.
 - After issue of pre bid clarifications, no further clarifications shall be entertained.
- f. No clarification from any bidder shall be entertained after the closure of date and time for seeking clarification mentioned in tender call notice. It is further clarified that MEPMA shall not entertain any correspondence regarding delay or non-receipt of clarification from MEPMA.

6.8 Responses to Pre-bid Queries and Issue of Corrigendum:

- a. The Nodal Officer notified by the MEPMA will endeavour to provide timely response to all queries. However, MEPMA makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does MEPMA undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, MEPMA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. Any such corrigendum shall be deemed to be incorporated into this RFP.
- d. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, MEPMA may, at its discretion, extend the last date for the receipt of RFP Proposals.
- e. The concerned person will respond to any request for clarification of bidding documents which it receives no later than the bid clarification date mentioned in the notice prior to the deadline for submission of bids prescribed in the tender notice.
- f. Written copies/ e-mail of the MEPMA response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents

6.9 Amendment of Bidding Documents

- a. At any time before the deadline for submission of bids, MEPMA may, for any reason, whether at its own initiative, modify the Tender Document by amending, modifying and/or supplementing the same. All prospective Bidders who have received this tender document shall be notified of any amendments by e-mail, and all such amendments shall be binding on them

without any further act or deed on MEPMA part. Such amendments will also be available on the websites on which RFP notification is published.

- b. In the event of any amendment, MEPMA reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time to take the amendment into account while preparing their bids.
- c. If MEPMA deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be available on <https://www.apmepma.gov.in.tenders.php>. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

6.10 Submission of Bids

- a. Bids must be submitted online not later than the bid submission date and time specified in the RFP Data Sheet.
- b. The bidders shall submit all the bids/ responses online i.e., Technical and Financial Bids through eProcurement platform, GoAP only.

6.11 Modification and Withdrawal of Bids

- a. No bid may be withdrawn, substituted, or modified by the Bidder in the interval between the bid submission deadline and the expiration of the bid validity period specified in the Bid Submission Form, or any extension thereof agreed. Modification/Withdrawal of the Bid sent through any other means shall not be considered for evaluation.
- b. No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval, the Mission for Elimination of Poverty in Municipal Areas, GoAP shall forfeit the EMD.
- c. The Bidder may withdraw, substitute, or modify its bid on the AP eProcurement portal, in accordance with the process specified below, no later than the date and time specified in the Data Sheet
- d. The process of modification & withdrawal of bid:
 - i. The bidder can withdraw/modify the bid submitted by him previously. However, if a bid is withdrawn, the bidder can't participate in the bid again.
 - ii. After entering with the Login ID and Password, the bidder can modify or resubmit the bid for any number of times till the last date & time of submission by clicking on the option "My bid". The list of tenders, which the bidder participated previously are displayed here with the bid ID.
 - iii. Each Bid ID has a corresponding "Action" column containing the list of icons for 'Rebid Submission, EMD Resubmission, Tender Fee Resubmission, Financial Bid Resubmission, Bid Withdrawal' are displayed.

6.12 General Business Information

The bidder shall furnish general business information to facilitate assessment of its Professional, Technical and Commercial capacity and reputation.

6.13 Bid Currency

Prices shall be quoted in Indian Rupees (INR) only.

6.14 Taxes

Prices shall be inclusive of applicable taxes.

6.15 Term and Extension of Contract

- a. The term of this Contract shall be for a period as indicated in the Data Sheet and Contract shall come to an end on expiry of such period, except when its term is extended by Mission for Elimination of Poverty in Municipal Areas, GoAP.
- b. Mission for Elimination of Poverty in Municipal Areas, GoAP shall reserve the sole right to grant any extension to the term mentioned above on mutual agreement including a fresh negotiation on terms and conditions.

6.16 Suspension of Work

The Service Provider shall, if ordered in writing by MEPMA representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered duly following the notices period as required for the respective services. The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Service Provider. In case the suspension of works is not consequent to any default or failure on the part of the Service Provider and lasts for a period of more than 3 months, the Service Provider shall have the option to request the Mission for Elimination of Poverty in Municipal Areas, GoAP to terminate the Contract with mutual consent.

6.17 Force Majeure

- a. The Service Provider shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the State Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c. If a Force Majeure situation arises, the Service Provider shall promptly notify the MEPMA in writing of such condition and the cause thereof. Unless otherwise directed by Mission for Elimination of Poverty in Municipal Areas, GoAP in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6.18 Terminate the Contract

- a. Retain such amounts from the payment due and payable by Mission for Elimination of Poverty in Municipal Areas, GoAP to the Service Provider as may be required to offset any

losses caused to Mission for Elimination of Poverty in Municipal Areas, GoAP as a result of such event of default and the Service Provider shall compensate Mission for Elimination of Poverty in Municipal Areas, GoAP for any such loss, damages or other costs, incurred by Mission for Elimination of Poverty in Municipal Areas, GoAP in this regard. Nothing herein shall affect the continued obligation of the Service Provider/ other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.

- b. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Service Provider may have resulted from such default and pursue such other rights and/or remedies that may be available to Mission for Elimination of Poverty in Municipal Areas, GoAP under law.

6.19 Termination

- a. Mission for Elimination of Poverty in Municipal Areas, GoAP may terminate this contract in whole or in part by giving the Service Provider prior and written notice indicating its intention to terminate the Contract under the following circumstances:
 - Where it comes to Mission for Elimination of Poverty in Municipal Areas, GoAP attention that the Service Provider (or the Service Provider's Team) is in a position of actual conflict of interest with the interests of Mission for Elimination of Poverty in Municipal Areas, GoAP in relation to any of terms of the Service Provider's bid, the tender, or this Contract.
 - Where the Service Provider ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever including inter-alia the filing of any bankruptcy proceedings against the implementation agency, any failure by the Service Provider to pay any of its dues to its creditors, the institution of any winding up proceedings against the Service Provider or the happening of any such events that are adverse to the commercial viability of the implementation agency. In the event of the happening of any events of the above nature, Mission for Elimination of Poverty in Municipal Areas, GoAP shall reserve the right to take any steps as are necessary to ensure the effective transition of the project to a successor implementation agency/service provider, and to ensure business continuity.
 - **Termination for Default:** Mission for Elimination of Poverty in Municipal Areas, GoAP may at any time terminate the Contract by giving 30 days written notice to the Service Provider without compensation to the Service Provider in the event of default on the part of the Service Provider which may include failure on the part of the Service Provider to respect any of its commitments with regard to any part of its obligations under its bid, the tender or under this contract.

6.20 Termination for Insolvency

The Mission for Elimination of Poverty in Municipal Areas, GoAP/MEPMA may at any time terminate the contract by giving 30 days written notice to the Service Provider if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Mission for Elimination of Poverty in Municipal Areas, GoAP/MEPMA.

6.21 Termination for Convenience

- a. The Mission for Elimination of Poverty in Municipal Areas, GoAP, may at any time by giving 3 Months written notice to the Service Provider, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the Mission for Elimination of Poverty in Municipal Areas, GoAP/Purchaser's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- b. The Mission for Elimination of Poverty in Municipal Areas, GoAP may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Vendor: -
 - If the Bidder becomes Bankrupt or financially insolvent during the currency of the contract.
 - If it is found that the bidder has been convicted for any unlawful activities.
 - If it is found that the bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

6.22 Exit Management Plan

- a. Upon completion of the Contract period, the outgoing Service Provider has to execute a proper knowledge Transition to the new Service Provider. The Service Provider shall handover (return) all the technical documents/operational manuals, Source Code with version controls, Logs, reports related to project back to the Department after the contract period and the bidder shall help in smooth transition.
- b. The final payment to the Service Provider shall be released only after submission of all the required deliverables of the project during the exit management.

6.23 Right of Monitoring, Inspection and Periodic Audit

The Mission for Elimination of Poverty in Municipal Areas, GoAP shall have the right to conduct, either itself or through another Third Party as it may deem fit, an audit to monitor the performance by the Third Party of its obligations/functions in accordance with the standards committed to or required by Mission for Elimination of Poverty in Municipal Areas, GoAP and the Service Provider undertakes to cooperate with and provide to the Mission for Elimination of Poverty in Municipal Areas, GoAP any other agency appointed by MEPMA, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Service Provider failing which the client may without prejudice to any other rights that it may have issue a notice of default.

6.24 Risk Management

Service Provider shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this contract. The Service Provider shall underwrite all the risk related to its personnel deputed under this contract as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this contract and take all essential steps to reduce and mitigate the risk. Mission for Elimination of Poverty in Municipal Areas, GoAP will have no liability on this account.

6.25 *Publicity*

The Service Provider shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Mission for Elimination of Poverty in Municipal Areas, GoAP first gives the Service Provider its written consent.

6.26 *Resolution of Disputes*

- a. The Mission for Elimination of Poverty in Municipal Areas, GoAP and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- b. If, after thirty (30) days from the commencement of such informal negotiations, the Mission for Elimination of Poverty in Municipal Areas, GoAP and the Service Provider have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- c. The dispute resolution mechanism shall be as follows:
- d. In case of a dispute or difference arising between the Mission for Elimination of Poverty in Municipal Areas, GoAP and the Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

6.27 *Governing Language*

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

6.28 *Applicable Law*

The contract shall be interpreted in accordance with appropriate Indian Laws.

6.29 *Notices*

- a. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by Telex, e-mail, Cable, or Facsimile and confirmed in writing to the other party's address.
- b. A notice shall be effective when delivered or tendered to other party whichever is earlier.

6.30 *Taxes and duties*

The Service Provider shall be entirely responsible for all taxes, duties, licence fee etc. incurred until delivery of the contracted services to the Mission for Elimination of Poverty in Municipal Areas, GoAP or as per the terms of the tender document, if specifically mentioned.

6.31 *Arbitration (As per the State Government Rules)*

- a. The selected implementing agency shall indemnify state against all third-party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right arising from the use of the supplied services or any part thereof.
- b. In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to “The Mission Director, Mission for Elimination of Poverty in Municipal Areas, GoAP” for final decision and the same shall be binding on all parties.
- c. Any other terms and conditions, mutually agreed prior to finalization of the order/ agreement shall be binding on the selected Service Provider.
- d. The Selected Service Provider and Mission for Elimination of Poverty in Municipal Areas, GoAP shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or reenactment, thereof. The arbitration proceedings shall be held in Vijayawada, Andhra Pradesh, India.

6.32 Confidentiality and Intellectual Property Rights (IPR)

a. Confidentiality:

- The selected Bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form including electronic media and any other data/information provided to him for the execution of the work.
- The selected bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- The selected Bidder must remove/ destroy the entire data from his custody after completion of the contract period. If at any stage it is found that the Service Provider is using the data provided by the Mission for Elimination of Poverty in Municipal Areas, GoAP any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.
- **Selected Bidder** shall not disclose to anyone, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

b. Intellectual Property Rights:

- The parties agree that the final output dashboard or visualization, by whatever name it may be called, that will be generated during the course of rendition of service will belong to GoAP. The parties acknowledge and agree that all work products and all Intellectual Property Rights relating to the software platform including, but not limited to reports, curricula, specifications, outlines, drafts, software, map-based infrastructure, shape files, source code and any other materials in any medium, which are prepared and/or developed by Service Provider are the sole and exclusive property of the Service Provider provided it is licensed to GoAP.

c. Use of documents and Information:

- The bidder/ selected bidder shall not, without prior written consent from Mission for Elimination of Poverty in Municipal Areas, GoAP disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Mission for Elimination of Poverty in Municipal Areas, GoAP in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so, as far as may be necessary for purposes of such performance.
- The bidder/ selected bidder shall not, without prior written consent of Mission for Elimination of Poverty in Municipal Areas, GoAP make use of any document or information made available for the project, except for purposes of performing the Contract.
- The Service Provider will have to submit source code required documentations to Mission for Elimination of Poverty in Municipal Areas, GoAP. will have full rights over the source code and IPR shall belong to Mission for Elimination of Poverty in Municipal Areas, GoAP and Service Provider will not possess any rights. On changes in the source code or documentation, the Service Provider will have to provide source code/ documentation to Mission for Elimination of Poverty in Municipal Areas, GoAP from time to time.

d. Indemnification:

- The Service Provider shall, at its own expense, defend and indemnify the Mission for Elimination of Poverty in Municipal Areas, GoAP against all third-party claims of infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in the Client's country.
- The Service Provider shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Client is required to pay compensation to a third party resulting from such infringement, the SP shall be fully responsible thereof, including all expenses and court and legal fees.
- The Mission for Elimination of Poverty in Municipal Areas, GoAP will give notice to the Service Provider of any such claim without delay and shall provide reasonable assistance to the Service Provider in disposing of the claim.
- The Mission for Elimination of Poverty in Municipal Areas, GoAP shall indemnify and defend the Service Provider against all third-party claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights arising from the use of any information of Software provided to the Service Provider by the Client under the contract.

7 Model Form of Contract Agreement

This contract agreement is made on the [insert: *number*] day of [insert: *month*], [insert: *year*].

Between

- (1) [insert: *Name of Client*], (hereinafter called “the Client”), and
- (2) [insert: *name of the bidde*], (hereinafter called “the Service provider”).

Whereas the Client desires to select a Service Provider for “Providing Technical Resources to Mission for Elimination of Poverty in Municipal Areas, GoAP with existing Website and have agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

1. Article 1 - Contract Documents

1.1 Contract Documents

The following documents shall constitute the Contract between Mission for Elimination of Poverty in Municipal Areas, GoAP and the Service Provider, and each shall be read and construed as an integral part of the Contract:

This Contract Agreement and the Appendices attached to the Contract Agreement.

- (a) Notification of Award
- (b) The Bid Price quoted by the bidder
- (c) Special Conditions of Contract
- (d) General Conditions of Contract
- (e) Bid document with modification if any
- (f) Any other documents

1.2 Order of Precedence

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in the agreement.

1.3 Definitions (Reference GCC Clause 1)

Capitalised words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

2. Article 2 - Contract Price and Terms of Payment

2.1 Contract Price

The Client hereby agrees to pay to the Service Provider an amount of **Rs.Xxxx/-** for the scope of work mention in the RFP & resources mentioned in the Commercial Form. The Contract Price in consideration of the performance by the Service Provider of its obligations under the Contract.

3. Article 3 - Effective Date for Determining Time for Operational Acceptance

3.1 Effective Date

The time allowed for execution, delivering deliverables and Acceptance of the same should be determined from the date when all of the following conditions have been fulfilled:

- (a) This Contract Agreement has been duly executed for and on behalf of the Client and the Service Provider;
- (b) The Service Provider has submitted to the Client the Performance Security.

4. Article 4 – Jurisdiction

- 4.1. Any legal proceedings arising out of the agreement shall be subject to the appropriate court jurisdiction of Hon’ble High Court of Andhra Pradesh.

5. Article 5 – Appendixes

- 5.1. The Appendixes listed in the attached List of Appendixes shall be deemed to form an integral part of this Contract Agreement.
- 5.2. Reference in the Contract to any Appendix shall mean the Appendixes attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

IN WITNESS WHERE OF Mission for Elimination of Poverty in Municipal Areas, GoAP and the Selected Bidder/ Service provider has caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Client (Purchaser)

Signed: _____

In the capacity of [*insert: title or other appropriate designation*]
in the presence of _____

For and on behalf of the Service Provider

Signed: _____

In the capacity of [*insert: title or other appropriate designation*]

in the presence of _____

Place:

Signature with seal

Date:

8 Bid Security (EMD) form

File. No:

Project Name:

(To be issued by a bank scheduled in India as having at least one branch in Vijayawada) Whereas (Here in after called “the Bidder”) has submitted its bid dated..... (Date). For the execution of (Here in after called “the Bid”) KNOW ALL MEN by these presents that WE of having our registered office at (Here in after called the “Bank”) are bound unto the (hereinafter called “The Mission Director, AP Technology Services Limited, Vijayawada”) in the sum of for which payment well and truly to be made to the said MEPMA itself, its successors and assignees by these presents.

The conditions of this obligation are:

- a. If the bidder withdraws its bid during the period of bid validity or
- b. If the bidder, having been notified of the acceptance of its bid by the MEPMA during the period of bid validity:
 - 1) fails or refuses to execute the contract form if required; or
 - 2) fails or refuses to furnish the performance security, in accordance with the bid requirement;
- c. bidder submits fabricated documents.

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

This guarantee of Rs. ----- will remain in force up to..... and any demand in respect thereof should reach the Bank not later than the above date.

Place:
Date:

Signature of the Bank Official
with seal

9 Forms - Pre- Qualification, Technical & Financial

9.1 Form P#1: Application Form

From	Date: The Mission Director, Mission for Elimination of Poverty in Municipal Areas (MEPMA) 3rd & 4th Floors, Sri Lakshmi Narasimha Constructions, NH-16 Service Road, Beside: D-MART, Tadepalli, Mangalagiri-Tadepalli Municipal Corporation, Guntur District, Andhra Pradesh - 522 501
------	---

Ref: <Project Name>

Dear Sir,

We, the undersigned, apply to the above referred Project and declare the following: -

- a. We have examined and have no reservations to the RFP Document.

Having examined the Bidding Documents, we, the undersigned, offer to provide the services as per RFP for the sum (hereafter called total bid price) as quoted in commercial bid or such other sums as may be determined in accordance with the terms and conditions of the contract.

We undertake, if our bid is accepted, to commence work as per the schedule and to achieve the effectiveness of the contract within the respective timelines stated in the Bidding Documents.

Construction of the Contract

- i. We have read the provisions of tender and confirm that these are acceptable to us.
 - ii. We further declare that bid is unconditional.
 - iii. We undertake, if our bid is accepted, to commence the work as per the schedule immediately upon your Notification of Award to us, and to achieve Completion within the time stated in the Bidding Documents.
 - iv. If our bid is accepted, we undertake to provide an Implementation cum Performance Security in the form and amounts, and within the timelines specified in the Bidding Documents.
 - v. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.
 - vi. We, hereby, declare that only the persons or firms interested in this proposal as principals are named here and that no other persons or firms other than those mentioned herein have any interest in this proposal or in the Contract to be entered into, that this proposal is made without any connection with any other person, firm or party likewise submitting a proposal, that this proposal is in all respects in good faith, without collusion or fraud
- b. We agree to abide by this bid, which consists of this letter, EMD with technical bid, commercial bid, Pre bid meeting addendum if any and other attachments (specify the attachments) as per the tender document.
- c. We do not have any conflict of interest in accordance with Data sheet

We understand that you may cancel the process at any time and that you are not bound either to accept any application that you may receive bidders to bid for the contract(s) subject of this, without incurring any liability to the Bidders, in accordance with Data Sheet.

Name & Designation.....

Signature.....

Duly authorised to sign the Application for and on behalf of.....

Stamp/ Seal.....

Attachments: As per the technical/commercial bid specifications

9.2 Form P#2: Details of the Bidder

Name of the Bidder:

Name of the Project:

S.No	Description	Details to be filled by Bidder
1	Name of the Organization	
2	Nature of the Organization (Government/ Public/ Private/ Partnership)	
3	Year of Establishment (Enclose any of the following for proof of establishment) • Certificate of Incorporation/ Registered Partnership deed if any	
4	Regd. Office Postal Address with Phone & Fax Number	
5	Business of Organization	
6	Office Postal Address with Phone & Fax Number in Andhra Pradesh	
7	Name of the Contact person, Phone, Mobile Number & e-mail address	
8	GST No.& Service Tax No.	
9	Append applicable credentials as per RFP	

Place:

Date:

Bidder's signature
and seal.

9.3 Form P#3 : Declaration regarding Clean Track Record

Name of the Bidder:

Name of the Project:

Sir,

1. I have carefully gone through the Terms & Conditions contained in the RFP Document I hereby declare that my company/ has not been debarred/blacklisted during last five years as on Bid calling date by any Central or State Government/ Quasi Government Departments/ Banks (IBA) or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices or not having any legal tangle with Govt. Organisations pending in any of the courts in India. There are no cases between the bidder and quasi government or government organisations.

2. In the event our organisation was debarred or blacklisted or got into legal tangle at any point of time, I am declaring and listing the same for your reference.

3. I further certify that I am an authorised officer in my company to make this declaration.

Date:

Name.....

In the capacity of.....

Signed.....

Duly authorised to sign the Application for and on behalf of.....

Stamp/Seal.....

9.4 Form P#4: Financial Strength Details

Name of the Bidder:

Name of the Project:

Financial Information

S. No	Description	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024
1.	Bidder Revenue (in INR Lakh)					
2.	Bidder Profit Before Tax (in INR Lakh)					
3.	Bidder Profit after Tax (in INR Lakh)					
4.	Net worth					
5.	Revenue from software development/ software implementation/ System Integration/ Website Design, Development & Maintenance and its allied services					
6.	Other Relevant Information					
	Mandatory Supporting Documents: Audited financial statements/ Certificate from Company Secretary/ Chartered Accountant for the Last Five financial years					

Note: Bidder must quote supporting document name, Section and page no. while referring all the financial details entered in Form P#4. While entering net profit they must quote the Annual Report for the year (as supporting document name), Section and Page no. for quick reference during evaluation.

Place:

Date :

Bidder's signature
and seal.

9.5 Form P#5: Details of Local Presence

Name of the Bidder:

Name of the Project:

Date:

This is to certify that _____ (company name) having its local office at (address)_____ has the following centre(s) in the State of Andhra Pradesh

S.No	Name and location of delivery centre	Contact person details	Number of projects handled	Skill sets	Indian Client List (Mention a few)

S.No	Name and location of the Organisation	Address	Number of employees

Place:

Date :

Bidder's signature
and seal.

9.6 Form P#6: Relevant Project Experience

Name of the Bidder:

Name of the Project:

Past experiences of Bidder in application/ Portal/ Website development and maintenance

S. No	Name of the Client/ Department	Description of Project	Contact address, Name of the officer, Mobile number, eMail_ID of the department	Value of the Project in INR	Project Start Date & End Date	Central Government/ State Government/ PSU	Certificate Enclosed (Yes/ No)

Note: Work order and Proof of Go-live/ Project completion certificates from client shall be provided. Security Audit Certificate from CERT-IN Empanelled agency should be attached for Every Project. Non-compliance to this shall lead to non-evaluation of the projects.

Place:

Date :

Bidder's signature
and seal.

9.7 Form P#7: Conflict of Interest

Name of the Bidder:

Name of the Project:

(Bidders own format on the company letter head)

9.8 Form P#8: Declaration as per GO.Ms.12 Dated 08.06.2015 of ITE&C (Infra) Dept., GoAP.

(On the Bidders letter head as per tender document)

Declaration as per GO.Ms.12, Dated 08.06.2015:

Clause 6:

- i. Bidders can submit their bids with self-declarations in respect of the pre-qualification criteria prescribed in the RFP.
- ii. The procuring agency shall evaluate the bids based on the self-declaration and select the successful bidder.
- iii. The successful bidder should submit the documents to prove their pre-qualification as specified in the RFP, within 5 working days from the date of declaration of successful bidder.
- iv. MEPMA will receive support documentations, verify the compliance with the requirements of the RFP and if they are in order, issue the award notification.
- v. Failure to submit all support documents by the successful bidder within specified time or non-compliance with the self-declaration or non-fulfillment of the pre-qualification criteria specified in the RFP, upon their verification, shall entail forfeiting the EMD and Blacklisting of such bidder for a period of two years. In such cases, the procuring agency may proceed further with the next-ranked bid.

9.9 Form T#1 - Understanding of the Project

Name of the Bidder:

Name of the Project:

Description of the Approach, Methodology and Work Plan for Performing the Assignment **(To be submitted on the Bidder's Letter Head)**

1. Bidders understanding of the Project.
2. Bidders Proposed Solution Approach, Methodology & Architecture
3. Proposed Services/ Product quality
4. Security and governance standards for business activity
5. Manpower Deployment & Retention strategy.
6. Capacity Building/ Training Plan
7. Any other relevant items related to the project.
8. Overall Project/ Engagements, Level Risks and Mitigation.
9. Issues and Risks in operation & maintenance of the Project.
10. Exit management plan

Clear articulation, description and Extent of compliance to technical requirements specified in the scope of work to be submitted along with Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients.

Place:

Date:

**Bidder's Signature
with Seal**

9.10 Form C#1- Commercial Proposal Submission Form

[Location, Date]

To: [Name and address of Employer]

Dear Sirs:

We, the undersigned, offer to provide the Services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date], and our Technical Proposal.

Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*].

This amount is inclusive of the Domestic taxes such as ----- (*Indicate the amounts against each*).

We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

9.11 .Form C#2- Commercial Form

Name of the Bidder:

Name of the Project:

PART - A

Sl. No	DESCRIPTION	No. of Resources/ Units	Unit Price without taxes Per Month (Rs.)	Taxes/ Duties etc. on unit Price (Rs.)	Unit price with taxes and duties etc. Per Month (Rs.)	Total Price Per Month (Rs.)
(a)	(b)	(c)	(d)	(e)	(f) =(d) + (e)	(c)*(f)
1.	Sr. Project Manager	1				
2.	Sr. System Architect	1				
3.	Sr. System Administrator	1				
4.	Sr. System Engineer- WEB	2				
5.	Sr Business Analyst	1				
6.	Business Analyst	1				
7.	Sr. Mobile developer	1				
8.	Sr. Software Testing Engineer	1				
9.	Software Testing Engineer	1				
10.	DB Developer	1				
11.	DB Administrator	1				
12.	Graphic Designer	1				
Total						

PART - B

Sl. No	DESCRIPTION	No. of Resources/ Units	Unit Price without taxes (Rs.)	Taxes/ Duties etc. on unit Price (Rs.)	Total price with taxes and duties etc. (Rs.)
(a)	(b)	(c)	(d)	(e)	(f) =(d) + (e)
1.	Transaction SMS	1			
2.	Platform Fee per Message/Transaction that over that is charged by Meta for Whats App Messages	1			
3.	Cloud Telephony (IVR/Voice Message, Teleconference) Per Channel, Per month	1			
4.	Cloud Call Center Per Seat, Per month	1			
5.	Facial Recognition Service for Each Transaction	1			
Total					

Note:

1. The team shall work for the department from Vijayawada or Designated location as informed by Mission for Elimination of Poverty in Municipal Areas, GoAP.
2. Mission for Elimination of Poverty in Municipal Areas, GoAP reserves it right to alter the scope (increase quantity/ remove certain items with a Notice of 3 Months).
3. All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.
4. Deduction of taxes at source will be made as per applicable laws from the payments to be made to the vendor.
5. Bids will be evaluated excluding Taxes.

Place :
Date :

**Bidder's signature
and seal.**

--End of Document --