



Pimpri Chinchwad Municipal Corporation

An ISO 9001:2008 Certified Organization



Request for Proposal (RFP) for

**Selection of Software Solutions Provider
for Upgrade, Operational Support and Maintenance of the Property Tax
Management System**

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Tender Notice No. 01/2016-17

Price of the RFP document: Rs. 5,000/- (Non Refundable)



**PIMPRI CHINCHWAD MUNICIPAL CORPORATION
PIMPRI , PUNE - 411018
Selection of Software Solutions Provider
for Upgrade, Operational Support and Maintenance of the Property
Tax Management System
Tender Notice No.01/2016-17**

Pimpri Chinchwad Municipal Corporation (PCMC) intends to appoint a Service Provider for Upgrade, Operational Support and Maintenance of the Property Tax Management System for two years . The Successful Bidder will be selected based on the lowest fee payable by PCMC to the bidder after qualifying both Technical and Financial Criterion. More details about the bid submission procedure and the selection methodology are available in the Request for Proposal (RFP) document.

PCMC thereof invites bids from firms having experience as envisaged in the Request for Proposal (RFP) document. Interested Bidders may download the RFP document from the website of PCMC i.e. www.pcmcindia.gov.in from dt. 13/04/2016, 2.00 p.m onwards. However, the Bidders shall pay Rs.5,000/- (Rupees five thousand only) towards the purchase of the RFP documents through the e-tendering system of PCMC while submission of Bid.

The bidders may contact Chief Info. & Tech. Officer, PCMC on telephone nos. +91 (20) 67331110, 67331120, Fax: +91 (20) 27425600 for any further information/clarifications.

ADVT.No. 749

No.DIT/6/Kavi/101/2016

Date:- 12/04/2016

**sd/-
Commissioner
Pimpri Chinchwad Municipal Corporation
Pimpri - 411018**



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1 Introduction

1.1 About Pimpri Chinchwad Municipal Corporation

The city of Pimpri-Chinchwad is situated towards the northwest of Pune and 160 km from Mumbai, the capital city of Maharashtra. It is predominantly an industrial area, which has developed chiefly during the last four decades. The process of urbanization of this area began in 1954 with the establishment of Hindustan Antibiotics, a public sector pharmaceutical undertaking. With each passing year, the landscape saw significant changes, long stretches of farmland giving way to enclosed factory campuses. Today, Pimpri-Chinchwad is a major industrial centre of the Pune region and of the entire country.

Pimpri Chinchwad city is managed and governed by Pimpri Chinchwad Municipal Corporation (PCMC) and is responsible for providing infrastructure services to the citizens of the city. The city has an area of 171 sq. km with an estimated population of over 12.5 lakhs. For administrative purposes, the entire city is divided into Six wards.

With a high growth of around 100% in the last two decades and more than 150% in the previous decades, the city's service levels have been severely strained. This pressure is expected to intensify, since the population of Pimpri Chinchwad is expected to grow at a high rate in the subsequent three decades due to the all-round economic development of the Pune region.

To service this increased population efficiently, PCMC proposes to upgrade its infrastructure and carry out urban reforms.

1.2 Objective

Pimpri-Chinchwad will be the place to live, spend and entertain. It will contribute towards maintaining and sustaining the vibrant economic growth of the region through a modern & systematized administration, an optimum level of services and enriched environment. Quote unquote, vision statement for Pimpri Chinchwad city in the Executive Summary of the City Development Plan (CDP).

This vision is aimed at ensuring the economic development of the region by improving the quality of life of the citizens of Pimpri-Chinchwad. This improvement and the focus on maintaining the economic momentum also involves the achievement of providing universal access of municipal services to citizens.

To effectively realize this vision, Pimpri-Chinchwad Municipal Corporation has desired that the interested eligible bidders should provide a proposal in the form of their bid for the Upgrade, Operation and Maintenance of the existing Software Application - **“Property Tax Management System”**. PCMC has already implemented back-office e-Governance solution by computerizing its 40 departments through National Mission Mode Program under JnNURM. PCMC now intends to upgrade the Property Tax Management System as well as



seeks assistance in various System related operations like timely Bill Generation, Notices Generation, Application of fines, penalties as well as implementation of amnesty schemes from time to time. PCMC also intends to provide maximum services to its citizens through the CFCs hence PCMC is looking to extend functionality of the existing Property Tax application to integrate seamlessly into the “Multi-Services CFC” Application already deployed in multiple Citizen Facilitation Centers across the city.

The Scope of the work includes following:

1. Design, Development, Implementation, Maintenance, Support & Enhancement of the existing Web Based Property Tax Management System.
2. Integration with existing “Multi-Services CFC” application.
3. Integration with Multi-Channel collection application Bill Cloud already implemented for offline, online and CFC based collection of Property Tax.
4. Provision of required training, handholding to the Property Tax department staff.
5. Maintenance & Operational Support services for 5 years including
 - a. Regular enhancement and development of New Features, Integration with other PCMC Applications including but not limited to Accounting & Finance, Multi-Service CFC, Building Permissions, GIS etc.
 - b. Operational Support for Bill Generation, Bill Printing, Application of Fines, Penal Interest, Implementation of Amnesty Schemes etc. from time to time.
 - c. Operational Support for reconciliation and timely reporting of transactions to Finance & Accounting Department in a timely manner.
6. Operational Support for tracking and accounting of failed or challenged online transactions, tracking and accounting of deposited, credited and returned cheques and any other exceptional transactions that may arise in due course of daily operations as per the operating policies and procedures of the Property Tax department.



2 Instruction to the Bidders

2.1 Invitation of Bid

This section provides a snapshot of the RFP Document to the Bidder. The Bidder is expected to read the entire Document for details.

Name of the project	SOFTWARE SOLUTION PROVIDER FOR <u>Property Tax System Upgrade, Operation & Maintenance</u>
Project description	
Scope of Work	As per RFP document is provided which enlists details of the work
Contract period	2 (Two) years from the date issue of work order.
Key dates	
Last date and time for submission	04/05/2016 at 3.00p.m.
Eligible entities	Companies registered under Companies Act, 1956/ Partnership Firms
Evaluation criteria (Technical and Financial)	
Technical	Bidder must have experience in successful implementation of e-Governance applications in a minimum two govt./Semi govt. bodies with minimum one being a municipal corporation. The Bidder will submit the certificates in this regard. Experience / Turn-over of data entry / BPO / Hardware supply services will not be considered.
Financial	Average annual turnover of Rs 2,00,00,000/- (Rupees two crore's only) in the preceding 2 (two) financial years.
Cost of RFP document	Rs.5,000/-
Period for issue of Tender form	Dt. 13/04/2016 to dt. 04/05/2016 (up to 3 PM)
Last date and time for Submission of sealed tenders	Dt. 04/05/2016 (up to 3 PM)
Time and date of Opening of Tenders	Dt. 04/05/2016 (After 3 PM, if possible)
Place of opening of Tenders	Joint Commissioner, Central Stores, P.C.M.C.
Estimated Amount	Rs.34,10,000/-
Bid Security amount	Rs.34100/- (Thirty Four thousand One hundred only)
Performance Security	Rs. 1,70,500/- (Rupees One lakh Seventy Thousand Five hundred only)
Bidding Parameter	<ol style="list-style-type: none"> 1. The Successful Bidder will be selected based on the cost 2. The commercial proposal shall contain quoted amount which the bidder can submitted lowest



Payment to Service Provider	The payment to Service Provider as per the Fee quoted shall be made at the end of every 3 rd months .
Submission of Bid – Contents	
1	Commercial Proposal should be submit through online e-tender system of PCMC
PCMC contact details	
Address	Dept. of Information and Technology Pimpri Chinchwad Municipal Corporation Main Building, Pimpri – 411 018 Maharashtra
Telephone	020 67331120
Fax	020 27425600, 67330000
Email	egov@pcmcindia.gov.in URL:-www.pcmcindia.gov.in

3. Bids will be opened in the presence of Tender Committee members whoever are present as well as Bidders or their authorized representatives who choose to attend on the specified date and time.

4. In the event of the date specified for receipt and opening of bid being declared as a holiday for Pimpri Chinchwad Municipal Corporation, the due date for submission of bids and opening of bids will be the following working day at the appointed time.

2.2 Eligibility Criterion

The bidder can be a company/corporation/enterprise. The Bidder should possess the following conditions of eligibility:

1. Bidder must have experience in successful implementation of e-Governance applications in a minimum two govt./Semi govt. bodies with minimum one being a municipal corporation. The proposed enterprise e-Governance platform should be in use for a minimum of one year. The Bidder will submit the certificates in this regard. Experience / Turn-over of data entry / BPO / Hardware supply services will not be considered.
2. The bidder must have a minimum turn-over of Rs. 2 Crores in previous two financial years.
3. Bidder must have manpower of at least 25 Software engineers with proof of their details.
4. PCMC has implemented e-Governance project under NMMP as a JnNURM reform. Under using a specific set of software technologies. To ensure the capability of the bidder in the same technologies, the bidder must have implemented e-Governance applications in the technology used by PCMC for e-Governance as given below:
 - a. Open Source Platforms
 - b. Operating System: Linux OS
 - c. Application Server: Apache Geronimo
 - d. Database: PostgreSQL
 - e. Open Source Web GIS
 - f. Google Map API
 - g. Object Relational Mapping: Hibernate
 - h. Scheduler: Quartz



- i. Frameworks: Wicket, Java Server Faces
 - j. Public Key Infrastructure: E-Lock Digital Signature and Encryption Solutions,
 - k. ICE PDF
 - l. Payment Gateway: BillDesk or any Payment Gateway
 - m. Business Intelligence: Jasper Reports, BIRT
 - n. Web Browser: W3C (World Wide Web Compatible)
 - o. Software development, Web development, GIS based services.
5. The Bidder should agree and give undertaking that they will create support and liaison office in the Pune Metropolitan Region and keep it operational till the duration of contract.
 6. Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices with any of its Client.
 7. The Bidder itself should have proper knowledge and expertise in handholding the system and operation of the project to client.
 8. The Bidder itself should have a proper and complete infrastructure and able manpower required to carry out the survey, study and analysis of the entire requirement of PCMC pertaining to this project.

2.3 Eligible Solutions / Goods / Products / Services

1. All the solutions/goods/products/services to be provided or used under the Contract shall have their origin in eligible countries, and all expenditures made under the contract will be limited to such goods and services.
2. For purpose of this clause, "origin" means the place where the goods/products /solutions/Services are manufactured /created /processed /managed.

2.4 Cost of Bidding

Bidder shall bear all the costs associated with the preparation and submission of its bid. The PCMC will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

2.5 Bidding Documents

2.5.1 Contents of Bidding Documents

In addition to the Invitation for Bids, the bidding documents include:

1. Instructions to Bidders
2. General Conditions of Contract
3. General Requirements
4. Technical Specifications
5. Additional services to be provided
6. Annexure
7. Bid Forms



The Bidder 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 submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

2.5.2 Clarification of Bidding Document

A prospective Bidder requiring any clarification of the bidding documents shall contact the PCMC Authority in writing at the PCMC's address indicated in the invitation to Bid or through e-mail on the email address given. The PCMC Authority will respond in writing or email to any request for the clarification of any bidding documents, which it receives three working days prior to the pre-bid meeting.

For any further clarification, on the request of the vendor, the Corporation will make available a soft copy of the amendment/common set of deviations (CSD) to the tender document in 'pdf' format.

2.5.3 Amendments to Bidding Document

At any time prior to the deadline for submission of bids, the PCMC Authority may, for any reason, whether on its own initiative or in response to the clarification request, if any, by a prospective bidder, modify the bidding documents.

All prospective bidders who have interest in offering their bid themselves will remain responsible to check the modifications to the bid document on the website of PCMC before offering the bid. The last modification, if any, will be issued by PCMC minimum 48 hours before the date and time of submission of tender.

In order to allow prospective bidders reasonable time to take the amendments into consideration, if any, while preparing their bids the PCMC Authority, at its discretion, may extend the deadline for the submission of bids.

2.6 Preparation of Bids

2.6.1 Language of Bids

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid submitted by the Bidder to the PCMC Authority shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the bid, the translation shall govern.



2.6.2 Submission of Bids

The Bid shall be submitted in two parts:

Part-1: Technical Bid

The Technical Part shall be submitted by the bidders through e-tendering procedure already in practice at PCMC.

The Technical Part shall contain following:

1. The Overall approach to the Project
2. Deployment methodology
3. Change Management
4. High Level Project Plan
5. The constraints, essentials and necessities if any for installation & Commissioning of system
6. Any other requirement which will be essential for consideration to complete the project and will have effect on cost considerations.
7. Documents establishing evidence that the Bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.

Part-2: Financial Bid

The Financial bid will be submitted through e-tendering procedure already in practice at PCMC.

Initially, only the Technical Bids will be opened on the date and at the address, and time specified and the same will be evaluated by the PCMC. The Financial Bids will remain secured and shall be protected by the PCMC Authority. No amendments or changes to the Technical Bids will be permitted after submission and opening of Bid.

The technical bid shall be opened subject to the confirmation to submission of documents required to be submitted along with bid. The documents to be submitted shall be in 'pdf' format and digitally signed by the authorized signatory of the Bidder. If any one of the essential documents is not submitted along with the bid, the bid will not be evaluated further and shall be treated as an invalid bid.

Financial Bids of qualified bidders, whose technical bids are evaluated and declared successful as per the norms of qualifications, will be subsequently opened in the presence of representatives of technically qualified bidders on the date and at the address and time to be decided and advised by the PCMC Authority.

2.6.3 Currency of Bids

All the currency denominations for the bid will be in Indian Rupees in words and figures.

2.6.4 Documents Establishing Bidders Eligibility and Qualification

1. The Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its capability to perform the Contract if its bid is accepted.



2. The documentary evidence of the Bidder's qualifications to perform the Contract if the bid is accepted, shall establish to the PCMC's satisfaction that the Bidder has the financial, technical, production and management capability, if required, necessary to perform the Contract and the same meets the criteria outlined in the Qualification Requirements
3. The legal status, place of registration and principal place of business of the Bidder, whether a Pvt. Ltd. or Ltd. company, firm, etc;
4. Details of experience and past performance of the Bidder and their performance of the solutions offered of similar nature within the past two years and details of current contracts in hand and other commitments.
5. Reports on the financial standing of the Bidder, such as profit and loss statement, balance sheets and auditor's reports of last three years.
6. PAN/TAN/CST/Service Tax Numbers along with certified copies of Registration Certificates.

2.6.5 Bid Security

1. The Bidder shall furnish, as part of its bid, a Bid Security (Earnest Money Deposit) for an amount of Rs. Rs.34,100/- (Thirty Four thousand One hundred only) shall be paid by using the payment gateway of the PCMC e- Tendering application.
2. The Bid Security shall be valid for a period of one hundred and eighty (180) days beyond the end of the validity period of the bid. This shall also apply if the period of the bid validity is extended.
3. The Bid Security is required to protect the PCMC against the risk of the Bidder's conduct, which warrants the security forfeiture.
4. The Bid Security shall be in Indian Rupees (INR) only.
5. Any bid that is not secured in accordance with above will be rejected by the PCMC as non-responsive.
6. Unsuccessful Bidder's Bid Security will be discharged / refunded as promptly as possible after finalisation of bid, but not later than 60 days after the expiry of the period of the bid validity prescribed by the PCMC.
7. The successful Bidder's Bid Security will be converted in to security deposit only upon receipt of the contract duly signed by the Bidder along with furnishing of the performance security.
8. The Bid Security shall be forfeited If, a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form;
9. Or in case of a successful Bidder, if the Bidder fails:
 - a. to sign the Contract; or
 - b. To furnish the performance security

2.6.6 Period of validity of Bids

Bids shall be valid for 120 days after the last date of submission for bid prescribed by the PCMC. A bid valid for a shorter period shall be rejected by the PCMC as non-responsive.

In exceptional circumstances, the PCMC may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.



The Bid Security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting his Bid Security. A Bidder granting the request will not be permitted to modify his bid.

2.7 Format and Signing of Bids

1. The technical as well as the financial bid will have to be submitted by the bidder online at www.pcmcindia.gov.in for which the bidder will have to get registered following the registration process as vendor. For details or in case of difficulties please contact Chief Info. & Tech. Officer, PCMC, phone no: 020-67331120
2. The digitally signed documents uploaded during the bid including the financial bid made through the e-Tendering system of the PCMC shall be digitally signed by the authorized digital signature holder of the Bidder. These digital signatures at the time of signing the bid should be valid for a minimum of one calendar year.
3. The Technical Bid and the Financial Bid should be complete in all respects as per the conditions and requirements specified in the tender document. Partially filled bids are liable to get rejected.

2.8 Procedure to Submit the Bids

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid submitted by the Bidder to the PCMC Authority shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the bid, the translation shall govern.

2.9 Deadline for Submission of Bids

The bid should be submitted electronically (online at www.pcmcindia.gov.in) on or before the due date and time. PCMC or its consultants shall not be responsible in any manner if electronic bids made by the Bidder are unsuccessful for any reason.

The Commissioner PCMC may, at its direction, extend this deadline for submission of bids in which case all rights and obligations of the PCMC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

Bids are not accepted on the e-Tendering website after the due date and time of submission therefore the bidders are requested to upload their bid well in advance before the due date and time to avoid the inconvenience.



2.9.1 Modifications and Withdrawal of Bids

The Bidder may note that modifications or withdrawal of submitted bid is not allowed after its submission.

2.10 Opening of Bids by PCMC

1. The PCMC will open all Technical Bids in the presence of the Bidders or their representatives (bearing the authority letter) who choose to attend, at **16:00** Hrs. on **04/05/2016** and at the following address:

The Jt.Municipal Commissioner,
Central Stores Dept.
Pimpri Chinchwad Municipal Corporation,
Mumbai Pune Road, Pimpri,
Head Office, Pune - 411018

2. The Technical Bid submitted by a bidder who or whose representative is present or absent shall be opened and shall be evaluated. The bidder who or whose representative may be absent, will not be entertained by PCMC for the information related to the Technical Bids of competitors, which may be read in front of all the bidders present.
3. The bidders may be asked to make a technical presentation at a predefined date and time by the tender committee if so required.
4. A short list of the bidders will be made based on the evaluation (by a committee formed for the purpose) of Technical Bids. The further process will be confined to the short listed bids. Those not short listed will be so informed. The decision of Commissioner PCMC in this matter will be final.
5. The Financial Bid will remain unopened until the time of opening of the Financial Bids.
6. A Bidder's representative who is present shall sign an attendance register evidencing his attendance. In the event of the specified date of bid opening being declared holiday for the PCMC, the bid shall be opened at the appointed time and address on the next working day.
7. The Bidder's names, bid prices, requisite bid security and such other details as the PCMC at its discretion may consider appropriate, will become available on website, after the bid opening process is duly completed.
8. The PCMC shall prepare a record of the opening of Technical Bids that shall include Name of the Bidder, availability of Bid Security and other documents
9. At the end of the scrutiny of the Technical Bids, the PCMC will qualify Bidders who have been short listed after evaluation of Technical Bids and who are determined as being qualified on the basis of evaluation criterion for opening of Financial Bids.
10. The PCMC shall conduct the opening of Financial Bids of all Bidders who have been short listed after evaluation of Technical Bids, in the presence of Bidders' representatives who choose to attend on the date and at the time and address specified by PCMC. The Bidder's representatives who are present shall be requested to sign a register evidencing their attendance.



2.11 Clarification of Bids

During scrutiny of bids, the PCMC may, at its discretion, ask the Bidder for a clarification of its bid. The request for a clarification and the response shall be in writing and no change in the financial numbers or substance of the bid shall be sought, offered or permitted.

2.12 Evaluation of Bids

The bidder shall be evaluated and weighted on the merits considering aspects mentioned in table -A as below:

Table-A

Sr	Description	Points
1	Experience in planning, designing, implementing and managing integrated Web based Information System for Municipal Corporations for cities having a population of minimum of 1 million.	10
2	Experience in implementing e-Governance applications in the technology specified in the document	10
3	Experience in working with Municipal Corporations	15
4	Experience in minimum of 3 government / semi government bodies in India	7
5	Adequacy of Infrastructure and Manpower to execute the project successfully	8
Total Maximum Points		50

The Technical Bid shall be evaluated from the documents as well as presentations submitted / made by the bidder in support of the technical bid shall be weighted as mentioned in the Table-B below:

Table-B

Sr	Description	Points
1	The Overall approach to the Project	10
2	The Deployment Methodology	10
3	Change Management & Capacity Building Methodology	10
4	Proposed Work Plan	10
5	Risk Management Plan	10
Total Maximum Points		50

The Total maximum summated Points for technical bid are 100 i.e. 50 (Table-A) + 50(Table-B). The bidder has to score minimum 70 points out of 100 Points to be a **technically qualified bidder**.

Financial Bids of technically qualified bidders will be opened on the date and at the address and time specified by the PCMC.



3 General Conditions of the Contract

3.1 Applicability

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3.2 Country of Origin

For purposes of this Clause, “origin” means the place where the Goods are produced, or from which the Services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

3.3 Standards

The Infrastructure material, equipments, firmware, software and technology to be offered should adhere to the standards / requirements mentioned in this document. In the absence of any such standards mentioned in this document, the standards to be followed shall be state-of-the-art international standards and Indian standards following the rules & regulations set by the various regulatory authorities of India and when no applicable standard is mentioned to the authoritative standards relating to the goods in the country of origin and such standards shall be the latest issued by the concerned standards certifying institutions in the respective countries of origin.

3.4 Use of Contract Document and Information

1. The Bidder shall not, without the PCMC’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the PCMC in connection therewith, to any person other than a person employed by the Bidder in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
2. The Bidder shall not, without the PCMC’s prior written consent, make use of any document or information enumerated except for the purposes of performing the Contract.
3. Any document, other than the Contract itself, enumerated in shall remain the property of the PCMC.
4. The Bidder shall permit the PCMC to inspect its verification of office/ site/ accounts and records for the last three years, relating to its performance and to have them audited by auditors appointed by the PCMC, if so required by the PCMC.



3.5 Patent Rights

The Bidder shall indemnify the PCMC against all third-party claims of infringement of Intellectual property Rights in any form including patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

3.6 Performance Security

1. At the time of signing the agreement, the Bidder shall furnish Security Deposit (performance security) of the amount 5% of the total order value in the form of Demand Draft or Fixed Deposit from any nationalised bank.
2. The proceeds of the security deposit (performance security) shall be payable to the PCMC as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.
3. In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such amendment, furnish the revised performance security, rendering the same valid for the duration of the Contract, as amended.

3.7 Bidders office at PCMC

1. The successful bidder will be provided with a fully furnished and network / telecom ready office space to carry out the design and development of the said software in Pune metropolitan region / PCMC area.
2. The PCMC shall bear the cost of electricity and telecom for the office provided to the bidder.

3.8 Payments

1. The methods and conditions of amount to be paid to the Bidder or to be received from the Bidder under this Contract shall be specified.
2. The Bidder's request(s) for payment shall be made to the PCMC in writing, accompanied by an invoice describing, as appropriate, the Goods / products / Services / software solutions delivered and the Services performed, and by documents, submitted, and upon fulfillment of other obligations stipulated in the contract.
3. Payment will be made only after the positive satisfactory testing report by a dedicated user acceptance team of the Property Tax Dept. PCMC.
4. Payment for Upgrade, Enhancement, Operational Support and Maintenance shall be made in four equal installments per quarter based on the invoices raised by the bidder.

3.9 Taxes and Duties

All costs are exclusive of government taxes and duties. Bidder shall raise invoices on the basis costs agreed through the bidding process and shall add the prevailing taxes and government duties required to be paid with necessary documents and registrations. PCMC shall pay the taxes additionally as per the rates and government rules from time to time.



4 Functional Specifications

4.1 Integrated Property Tax Management System

To effectively realize this vision, Pimpri-Chinchwad Municipal Corporation has desired that the interested eligible bidders should provide a proposal in the form of their bid for the Upgrade, Operation and Maintenance of the existing Software Application - **“Property Tax Management System”**. PCMC has already implemented back-office e-Governance solution by computerizing its 40 departments through National Mission Mode Program under JnNURM. PCMC now intends to upgrade the Property Tax Management System as well as seeks assistance in various System related operations like timely Bill Generation, Notices Generation, Application of fines, penalties as well as implementation of amnesty schemes from time to time. PCMC also intends to provide maximum services to its citizens through the CFCs hence PCMC is looking to extend functionality of the existing Property Tax application to integrate seamlessly into the “Multi-Services CFC” Application already deployed in multiple Citizen Facilitation Centers across the city.

The Scope of the work includes following:

1. Design, Development, Implementation, Maintenance, Support & Enhancement of the existing Web Based Property Tax Management System.
2. Provision of required training, handholding to the Property Tax department staff.
3. Maintenance & Operational Support services for 3 years including
 - a. Regular enhancement and development of New Features, Integration with other PCMC Applications including but not limited to Accounting & Finance, Multi-Service CFC, Building Permissions, GIS, RTS etc.
 - b. Operational Support for Bill Generation, Bill Printing, Application of Fines, Penal Interest, Implementation of Amnesty Schemes etc. from time to time.
 - c. Operational Support for reconciliation and timely reporting of transactions to Finance & Accounting Department in a timely manner.
 - d. Operational Support for tracking and accounting of failed or challenged online transactions, tracking and accounting of deposited, credited and returned cheques and any other exceptional transactions that may arise in due course of daily operations as per the operating policies and procedures of the Property Tax department.
 - e. Updation of Assessment System to include Capital Value based Assessment as and when it is made applicable to properties within PCMC.
 - f. API Support for multi-channel online and offline collection of Taxes eg: various Banks, Payment Gateways, eWallets, CFCs, Pay points etc as well as multiple payment methods like Cash, Cheque/DD, Debit/Credit Cards, ewallet, mobile payments etc.
 - g. API Support for mobile based collection.



- h. System Administration and Database Backup and Administration of the Server that hosts the Property Tax Application
4. Migration of Property Tax System Database from open source Postgre SQL to a Licensed Database System that PCMC is expected to purchase.

4.2 Services Architecture

The Solution will be integrated with various servers through Web Services Architecture. The integrated application will have front office functionalities for providing various workflows for the Property Tax Department of PCMC. It will have PCMC's applications as well as other services integrated. It will also have common set of functionalities like Single Sign-On, Integration with PKI (Public Key Infrastructure), Payment Gateway and Workflow orchestration. It will have powerful reporting engine. It will also have role based access control.

4.3 About e-Governance Project

The Multi-Services CFC will integrate seamlessly with PCMC's e-Governance applications. Following is the list of 40 applications implemented at PCMC under its NMMP e-Governance Project. The e-Governance Project is classified under six categories.

1. Citizen Services
2. E-Procurement
3. Taxes & Fees
4. Licenses & Approvals
5. Administration
6. Financial Accounting

The Financial Accounting System is accrual based double entry financial accounting system based on NMAM (National Municipal Accounting Manual). It is the heart of the e-Governance since it integrates with almost all applications and keeps the vital books of PCMC accounts.



The following figure presents the list of applications implemented at PCMC under the NMMP e-Governance Project.

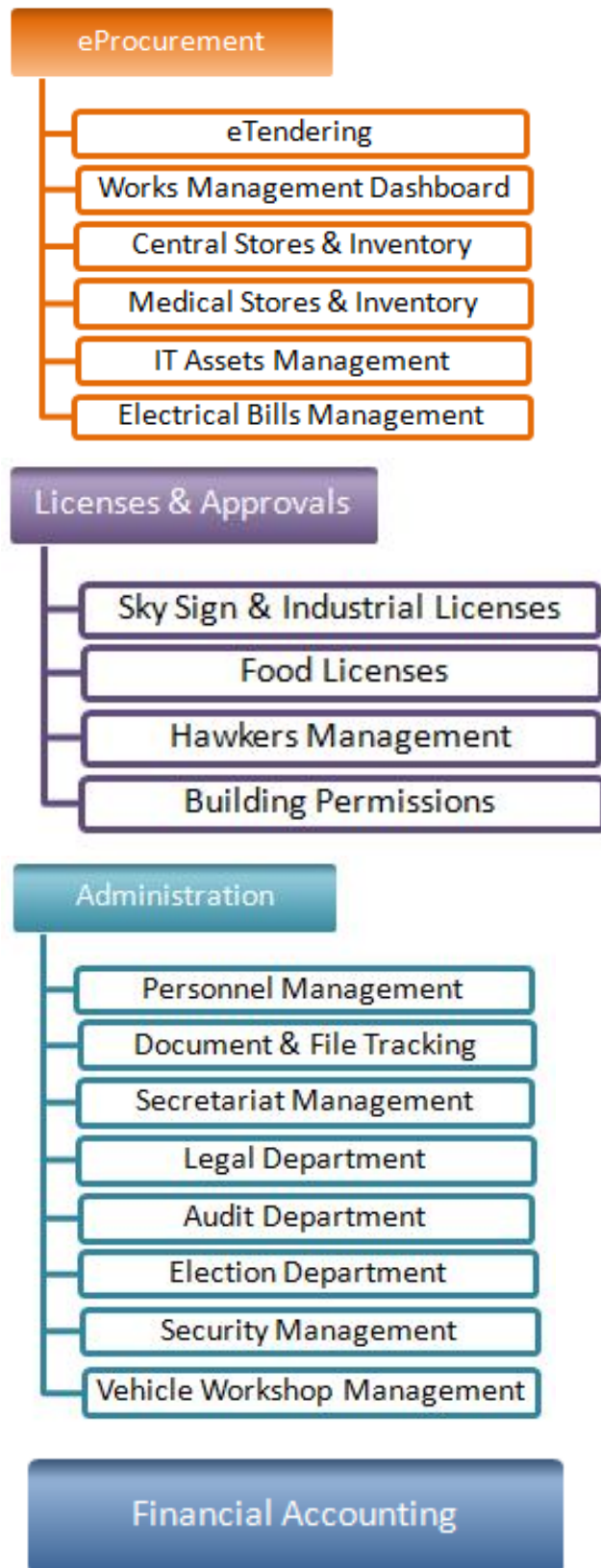


Citizens Services

- Citizens Facility Center
- Grievances Management
- Birth & Death Registration
- Solid Waste Management
- Health Program Management
- Programs for Urban Poor
- Municipal School Management
- Public Auditorium Management
- Public Library Management
- Fire Brigade
- Disaster Management

Taxes & Fees

- Property Tax Management
- Water Charges Management
- Octroi Collection Management
- Slum Billing & Management
- Land & Estates Management
- Town Planning Management



Details on each of the above applications are available in the PCMC. The interested bidders may visit the office to gather more information about these applications.



4.4 Integration with PCMC's e-Governance Applications

The Property Tax Management System is expected to integrate with PCMC's existing e-Governance applications in a seamless mode. Following list provides required integration functionalities for each application.

The successful Bidder will have to liaison with the existing agency that has implemented the NMMP e-Governance Project for PCMC for developing the integration between the Property Tax Management System and the existing e-Governance Applications.

Sr	Back Office Application	Integration Requirements
1	Building Permissions	<ul style="list-style-type: none"> Accept feed of Properties that have been given Completion Certificate for a pre-assessment workflow Take total Units sanctioned in a given year to compare total new assessed properties in Property Tax
2	Multi-Service CFC	<ul style="list-style-type: none"> Accept various Property Assessment, and Modification requests at the CFC Accept Tax payments at the CFC Leverage the presence of CFCs across PCMC to get updated information like Mobile Numbers and Email Addresses from Tax Payers
3	Financial Accounting	<ul style="list-style-type: none"> Generate challans for all collection channels Mark dishonored cheques for reversals of receipts Mark challenged online transactions for reversals of receipts Export all challans to Financial Accounting
4	GIS	<ul style="list-style-type: none"> Provide integration points to the Property Tax Layer in GIS Tie in Census / Survey data for each property with GIS Code Allow viewing of Bills, Outstanding and Receipts from the GIS Application

4.5 Integration with Other Services

4.5.1 Bill Cloud

PCMC has implemented multi-channel bill collection over the Bill Cloud platform provided by HDFC Bank.

The Property Tax system integrates with Bill Cloud for all collection channels like counters, CFCs, Online Payments, Neft/Rtgs, IMPS and In-Branch collection at HDFC Bank Branches.



5 Technology Platform

5.1 Technology Stack

The PCMC e-Governance Applications runs on a technology stack that is based on proven open source technologies. The applications shall conform to the Web 2.0 and run on a W3C (World Wide Web Consortium) compliant web browser. The brief component wise break up is illustrated in the graphic below.

1. The front end will be built using Wicket & JSF frameworks based on the the Java J2EE technology stack.
2. The applications shall be deployed on the SUN certified Apache Geronimo application server.
3. The database store will be PostgreSQL, the industrial strength relational database management system also capable of storing spatial data.
4. Reportage will be built using BIRT / Jasper Reports with iText libraries.
5. All database queries shall be constructed using, Hibernate object relational mapping layer.
6. All scheduling activities will be implemented using the Quartz scheduling engine.



The proposed project shall be implemented using the web 2.0 Architecture. This enables the application to run using a thin client (web browser) which is widely accessible through the internet. This mode of delivery is technology agnostic that is a service delivery enabler.

5.2 Data Security and Access

1. The PCMC e-Governance Applications will be accessed through a role based authentication using encrypted passwords from a single sign on server.
2. User rights to various modules and forms should be regulate creation of new records, modify / view / delete existing records either Create New Record or View existing Record or Edit existing record. The application shall capture exceptions to detect frauds / mistakes.



3. An audit trail of changes to data in the system shall be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs.

5.3 Business Process & Workflow

1. All the new applications shall be integrated with a business process and work flow engine. This engine shall be in the form of an embeddable gadget which will be integrated with all the application modules, legacy as well as new.
2. This engine shall also be used to define business rules external to the application. For example, the Development Control Rules in the building permissions module should be configured using this gadget without modifying the source code.



6 Financial Bid

1. Property Tax System Upgrade, Operation & Maintenance

Sr	Particulars of Work	Amount (INR)
1	Upgrade of the Property Tax Management System	
A	TOTAL	
2	Operational Support and Maintenance of the Property Tax Management System for 2 Years	
B	TOTAL (for 2 Years)	
C	TOTAL (A + B)	