

# RFP for development for Nazul & Government Land Management System Divisional Commissioner, Nagpur

Department of Land Records  
Nagpur Division

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## **Preamble**

1. Divisional Commissioner, Nagpur Division, Nagpur proposes to develop integrated software for Nazul & Government Land Management. For this purpose, the department had to select a developer for the project.

**Data Sheet**

Tender Document No	NNGLMS/NGP/2012/01
Name of the Organization	Office of the Divisional Commissioner, Nagpur, Division Nagpur, Maharashtra
Cost of the Tender (RFP) Document	Rs. 10,000/- in favor of <b>Divisional Commissioner, Nagpur</b> payable at Nagpur
Earnest Money Deposit (EMD)	Rs. 1,00,000/- in the form of Demand Draft / Banker's cheque / Pay Order / Bank Guarantee in favor of <b>Divisional Commissioner, Nagpur</b> payable at Nagpur.
Date of issue	18.06.2012
Last Date and Time for sale of tender	08.07.2012 upto 3.00 pm
Last date and time to receive requests for clarification on the tender by e-mail in prescribed format	02.07.2012
Date and time of Pre-Bid Conference	03.07.2012 at 4.00 pm
Venue of Pre-Bid Conference	Office of the Divisional Commissioner, Nagpur, Maharashtra
Last Date and Time for Receipt of Bids	09.07.2012 up to 2.00 pm
Date and Time of Opening of Technical Bids	09.07.2012 at 5.00 pm
Place of Opening of Bids	Office of the Divisional Commissioner, Nagpur, Maharashtra
Technical Presentation by bidders, if required	09.07.2012
Declaration of bidders qualified for opening commercial bid	09.07.2012
Opening of commercial bids	09.07.2012
Address for all communications	<b>Divisional Commissioner, Nagpur, Division Nagpur.</b>

## Section 1: Introduction

### Preface

Land records are maintained for various purposes including the renewal of Nazul lease, breach of conditions, conversions to class II assessment of revised lease rent levy and collection lease rent. Any changes brought on by sale, transaction inheritance, change in use, conversion into class II etc, are brought into record by the manual updation done by the Nazul Maintenance surveyor at the Town. However, the manual system of record keeping has become cumbersome, opaque, susceptible to manipulations and hard to administer. Therefore, Nagpur Division was conceptualized to manage land records by using information technology (IT) as a tool. The envisaged system need to design to facilitate online updation and maintenance of Nazul land records.

### Product Scope

Nagpur Division has undertaken a Project to maintenance of Nazul land records in the Nagpur Division. The major activities which are pre-requisites for this Project are Data Capture of the Nazul Land Record, and Digitization of physicals with ease to scale to meet the requirement for maintenance of Nazul land records as well as assessment of Nazul rent.

### Organization of the RFP

This RFP has been divided in to the following sections for easy and effective reference:

<b>Section</b>	<b>Topic</b>
Section 1	Introduction
Section 2	Qualifications of The Bidder
Section 3	Instructions to Bidders
Section 4	Terms and Conditions of The Tender
Section 5	Scope of work
Annexure I	Format for Technical Bid
Annexure II	Format for Commercial Bid

## Section 2: Qualifications of the Bidder

### Eligibility and Pre-qualification criteria

1. The bidder should be a single company/firm. Joint Ventures/ Consortiums are not allowed to participate in the bid.
2. The Bidder should have a net worth of Rs. 10 crores for the last 3 financial years. The bidder should have made profits in the last 3 financial years. PSU's are exempted from the profitability clause.
3. The bidder should have experience in developing applications for customer process management in any one of the last 3 financial years. Experience in development of software for managing legacy records shall carry additional weightage. Bidder must supplement the above details with work order copies and completion certificates. If the bidder does not have relevant documents then they are required to give a self declaration on their company letter head signed by the President/CEO/CMD giving details of client references. The technical evaluation committee may also ask the bidder to present the software developed for the given clients
4. Experience in providing services to Govt./PSU/any other entity appointed by any department in the government for providing citizen services across any State/UT in India in the last 3 financial years shall carry additional weightage.
5. The bidder must be a registered firm in India and should have completed atleast 3 years of operation since the date of its certificate of commencement of business.
6. The bidder should not be debarred / blacklisted by any State / UT / Central Govt. / PSU in the past. Undertaking to this effect shall be submitted by the bidder as per format for Affidavit included in "Annexure I – Format for Technical Bid".
7. The bidder should have been certified for ISO 9001:2008
8. The bidder should have been working with the Maharashtra State Government for any data collection project, preferably in Nagpur area.
9. The bidder should have an office in Nagpur.

### Earnest Money Deposit

1. Bidders are required to give an Earnest Money Deposit (EMD) for Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_) in the form of Demand Draft / Banker's cheque / Pay Order / Bank Guarantee payable at Nagpur drawn in favor of **Divisional Commissioner, Nagpur** valid for a period of 180 days from the bid submission date of the tender. If the EMD instrument is Bank Guarantee, it should conform to the format given in Annexure III: "Format for Bank



Guarantee”.

2. In the event of EMD being valid for 90 days, bidder must submit an undertaking stating extension of EMD for additional period of 90 days. Failure to provide an undertaking or failure to extend the validity after completion of 90 days shall result in rejection of bid along with forfeiture of EMD.
3. The EMD shall be refundable to unsuccessful vendors and shall be discharged after 30 days from the date of contract signing with successful bidder. No interest shall be payable on the refunded amount.
4. The successful bidder shall submit a Performance Bank Guarantee the bidder shall be making as per the clause 4.1.1 - “Performance Guarantee Deposit”.
5. The EMD will stand forfeited in case the bidder has
  - a. Withdrawn from the project during the evaluation stages
  - b. Made false representations with regard to eligibility criteria
  - c. Failed to keep up to commitments made in the bid response
  - d. Submitted more than one bid on the same name of the firm

## **Section 3: Instructions to Bidders**

### **Advice to the bidders**

Bidders are advised to go through the entire body of the tender to understand the requirement as well as the tender evaluation procedures. It is assumed that the bidder is bidding for the proposed work after carefully going through every clause of the tender in detail. There are formats specified for most of the documentations expected from the bidder. Attach certificates or other documents to prove the claims, wherever mentioned.

### **Transferability of the RFP document**

This RFP document is not transferable.

### **Misplacement of the bid**

The office of the Divisional Commissioner, Nagpur shall not be responsible for any delay in submission or non delivery of proposal due to any reasons like postal delay.

### **Cost of Bidding**

The bidder shall bear all the cost incurred for preparing the bid including expenses of travel and lodging that may be required including collecting information from the department and other communication required with the department regardless of the outcome of the bidding process.

### **Two Bid System**

The tender process shall follow the two bid system namely (1) Technical Bid and (2) Commercial Bid

### **Packaging the offers**

The offer should be enclosed in a duly sealed envelope super scribed with RFP reference number, Work Name, Due date and Vendor Name. The envelope should contain two smaller separate envelopes for Technical Bid and Commercial Bid. Both Technical Bid and Commercial bid are to be duly sealed and they should be super scribed with Type of offer (Technical Offer or Commercial Offer) apart from RFP reference number, Work Name, Due date and Vendor Name.

### **Envelope-I Technical Bid**

1. The technical bid should contain all technical information as stated in "Annexure I: Format for Technical Bid" with all supporting documents to qualify in the qualification criteria. The technical offer should be as per the format given in "Annexure I: Format for Technical Bid".
2. The Technical Bid should not contain any commercial offer. If any commercial offer found in the technical bid, the whole offer shall be rejected outright.

### **Envelope-II Commercial Bid**

1. The commercial bid should contain the bill of material in the format given in "Annexure II: Format for commercial Bid".
2. The commercial offers should be complete in all respects and it should not contradict with the Technical Offer in any manner.

### **Number of copies of the bid**

1. The Bidders are required to submit one original and one copy of the Technical Bid to be enclosed in separate envelopes, clearly marking envelope as "Technical Bid – Original" and "Technical Bid – Copy", as appropriate. The original and copy shall be enclosed in the "Envelope-I Technical Bid".
2. The bidders are required to submit soft copy of the technical bid in "MS Word/Excel/Power point/Adobe PDF" as applicable. The soft copies are to be in CD/DVD media in 1 copy and shall be enclosed in Technical Bid Original.
3. In the event of any discrepancy between the hard copies and/or the softcopies, the original hard copy shall prevail.
4. The Bidders are required to submit only one original of Commercial Bid.

### **Authentication of Bid**

1. The original and all copies of the Bid Document shall be computer laser printouts and shall be signed by the person duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person signing the Bid Document shall initial all pages of the Bid Document. The amounts in the commercial bid can be either laser prints or may be filled by hand.
2. There should not be any cutting / striking / overwriting on the commercial bid.

### **Last date and time for receiving sealed offers**

The sealed offers should reach the address on or before the date and time mentioned in the data sheet.

### **Pre-bid Meeting**

1. The Technical Committee shall make best efforts to respond to any request for clarification for the Tender Document to the prospective bidders. Such requests are to be received by Divisional Commissioner, Nagpur by e-mail with subject "RFP for development for Nazul Land Records Management System" on or before the date and time mentioned in the data sheet. The format for request for clarification is given below.

<b>Vendor Name &amp; Address</b>			
<b>Date:</b>		<b>Tender Reference No:</b> NLRMPNGP/2012/01A1	
<b>S. No.</b>	<b>RFP Section Reference Number (SRN) and Description</b>		<b>Clarification Sought</b>
	<b>SRN</b>	<b>Description</b>	
1	2	3	4

2. Queries not adhering to the format above or queries not received within the mentioned deadline may not be taken up at the Pre-bid Meeting. The office of the Divisional Commissioner, Nagpur shall not be responsible for any delay in receiving the clarification document including but not limited to any delays like postal delays.

#### **Amendment of Tender Document**

1. At any time before the deadline for submission of bids, the Executive Committee under Divisional Commissioner, Nagpur may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by amending, modifying and/or supplementing the same.
2. Any modification in the RFP related to technical nature shall be done after review of recommendations from the Technical Committee.
3. All such amendments shall be binding on them without any further act or deed on part of the Divisional Commissioner, Nagpur or the Executive Committee.
4. If the tender document has been amended after the bidder has already submitted the bid, then the bidder shall be allowed to rebid, but before the last date and time of submission of bids. In such cases, he should write "Rebid Dated: <Date>" on the bid envelope and the previous bid will not be considered.
5. The office of the Divisional Commissioner, Nagpur reserves the right to extend the deadline for the submission of the bids.
6. Original RFP, all amendments, extension of deadlines and all clarifications shall be posted on the department's website \_\_\_\_\_ under "Tender" option.

#### **Initial Screening of Proposals**

1. Detailed evaluation of the technical offers shall be performed only after scrutinizing whether each bid is:
  - a. Complete in all respects as per the format given in "Annexure I: Format for Technical

Bid”

- b. Accompanied by all documents required to prove claims against prequalification mentioned in “Section 2 - Qualification of the Bidder”
- c. Accompanied by the EMD as mentioned under “Clause 2.2 - Earnest Money Deposit”
2. Those bids failing to clear the above criteria shall be rejected and will not be scrutinized further.
3. Bidders adhering to the completeness of the technical proposal shall be given chance to give a technical presentation before the Evaluation Committee.

## Evaluation of Proposals

### Tender Evaluation Committee

1. The evaluation of both technical and commercial proposals shall be done by a “Tender Evaluation Committee” comprising of officials from NIC and office of Divisional Commissioner, Nagpur.
2. Soft Copies of Technical bids shall be circulated to the Technical committee members.
3. The Tender Evaluation Committee may choose to request for clarification from the bidder related to their services offering, approach, methodology, project experience or any other information as part of the technical evaluation.
4. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties. No correspondence will be entertained outside the process of negotiation / discussion with the Tender Evaluation Committee.
5. Any effort by a bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

### Technical Capability Evaluation Matrix

Evaluation criteria	Score	Bidder Score
1. The bidder should be a single company/firm. Joint Ventures/ Consortiums are not allowed to participate in the bid.	5	
2. The Bidder should have a net worth of Rs. 10 crores for the last 3 financial years. The bidder should have made profits in the last 3 financial years. PSU's are exempted from the profitability clause.	20	
3. The bidder should have experience in developing applications for customer process management in any	15	

one of the last 3 financial years. Experience in development of software for managing legacy records shall carry additional weightage. Bidder must supplement the above details with work order copies and completion certificates. If the bidder does not have relevant documents then they are required to give a self declaration on their company letter head signed by the President/CEO/CMD giving details of client references. The technical evaluation committee may also ask the bidder to present the software developed for the given clients		
4. Experience in providing services to Govt./PSU/any other entity appointed by any department in the government for providing citizen services across any State/UT in India in the last 3 financial years shall carry additional weightage.	15	
5. The bidder must be a registered firm in India and should have completed atleast 3 years of operation since the date of its certificate of commencement of business.	10	
6. The bidder should not be debarred / blacklisted by any State / UT / Central Govt. / PSU in the past. Undertaking to this effect shall be submitted by the bidder as per format for Affidavit included in "Annexure I – Format for Technical Bid".	5	
7. The bidder should have been certified for ISO 9001:2008	10	
8. The bidder should have been working with the Maharashtra State Government for any data collection project, preferably in Nagpur area.	10	
9. The bidder should have an office in Nagpur.	10	
<b>Total Score</b>	<b>100</b>	

#### Opening of Commercial Bid

Commercial bid will be opened of those bidders, who have minimum score of 80 in technical evaluation. The list of bidders who have qualified for commercial bid opening will be announced

at the end of the technical evaluation meeting. Representatives of those bidders who have cleared the technical evaluation will be allowed to participate in the commercial bid opening meeting.

### **Commercial Bid Evaluation**

1. The bidders shall be termed as L1, L2, L3 etc. according to the increasing order of the cost offered by them starting from lowest to the highest – L1 being lowest and L2 being second lowest and so on.
2. In the event of 2 or more bidders having the same bid value, the bidder that has secured the highest score as evaluated by Technical Evaluation committee shall be declared as L1.
3. In the event of L1 bidder is issued a letter of intent and refuses to provide acceptance of Letter of Acceptance (LOA) or fails to sign the contract agreement as stated under “Signing of Contract Agreement” or fails to provide the Performance Guarantee Deposit as stated under “Performance Guarantee”, their bid shall be declared invalid along with forfeiture of EMD and blacklisting of the bidder.
4. In such an event, the next lowest evaluated bid (L2, L3... and so on) shall be considered.

## **Section 4: Terms and Conditions of the Tender**

### **Performance Guarantee**

#### **Performance Guarantee Deposit**

1. The successful bidder shall furnish a Performance Guarantee amount equivalent to 10% of the work order value, within 10 days from the date of issue of Letter of Intent in the form of Bank Guarantee drawn in favor of "Divisional Commissioner, Nagpur" and this shall be in force for the entire contract period with a claim period of 120 days.
2. Failure of the successful bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD along with blacklisting, in which event the Executive Committee under Divisional Commissioner, may at their discretion make the award to the next lowest bid (L2, L3 and so on)

#### **Currency of Performance Guarantee**

The Performance Guarantee shall be furnished in Indian Rupees.

#### **Requirement of Performance Guarantee**

The Performance Guarantee is required to protect the Divisional Commissioner, Nagpur against the risk of Bidder's conduct and performance with respect to the work requirement as stated under Sec 5: Scope of work.

#### **Discharge of Performance Guarantee of Successful Bidder**

The successful bidder's Performance Guarantee shall be discharged to the successful bidder after 6 months upon receipt of completion certificate from Divisional Commissioner, Nagpur.

#### **Conditional offers by the Vendors**

Any bid containing conditional offers shall be summarily rejected outright.

#### **Late Tender offers**

Any proposal received after the last date and time mentioned in the data sheet for receipt of proposal shall be rejected outright.

#### **Offer validity**

##### **Offer validity period**

All bids remain valid for a period of 180 Days after the date of opening of the bid by Divisional Commissioner, Nagpur. Divisional Commissioner, Nagpur reserves the right to reject a bid valid shorter than 180 days considering as non-responsive without any correspondence.



### **Extension of validity period**

In special circumstances, Divisional Commissioner, Nagpur may solicit extension of the period of validity from a bidder. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. The EMD provided shall also be sufficiently extended. Refusal to comply shall result in forfeiture of the EMD. A Bidder granting extension of validity will not be permitted to modify its technical or commercial bid.

### **Address of Communication**

All communications including submission of proposals shall be as per the address mentioned in the data as "Address for all communication".

### **Modification and Withdrawal of Offers**

Withdrawal or modifications (except rebid) of offers are not permitted after its submission. If any vendor wishes to withdraw its offer during the validity period mentioned under Offer validity, the EMD shall be forfeited.

### **Hand written documents, Erasures or Alterations**

The offers containing erasures or hand-written alterations will not be considered in any case. It is expected that there are no hand written materials present in the offer except commercial bid figures.

### **Bid Currency**

All prices shall be quoted in Indian Rupees.

### **Publicity**

Any publicity by the vendor in which the name of Divisional Commissioner, Nagpur is to be used should be done only with and after the explicit written permission of the Divisional Commissioner.

### **Force Majeure**

1. Notwithstanding the provisions of the tender, the bidder shall not be liable for forfeiture of his performance guarantee, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
2. For purposes of the above Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of Divisional Commissioner, Nagpur either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3. If a Force Majeure situation arises, the qualified bidder shall promptly notify Divisional Commissioner, Nagpur in writing of such conditions and the cause thereof. Unless otherwise directed by Divisional Commissioner, Nagpur in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **Resolution of Disputes and Arbitration**

1. Any and all disputes or differences between the Parties arising out of or in connection with this Contract or its performance shall, so far as it is possible, be settled amicably through direct informal negotiation between the Parties.
2. If after 30 (thirty) days of consultation or before, the department and the successful bidder have failed to reach an amicable settlement, on any or all disputes or differences arising out of or in connection with this Contract or its performance, It shall be referred to Divisional Commissioner, who shall be the sole arbitrator.
3. In case of non acceptance of the Divisional Commissioner's decision, either party may request that the dispute to be referred to arbitrator(s) in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Nagpur, Maharashtra and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
4. In case the issues are not resolved in the arbitration proceedings then further legal action by the parties shall be referred and restricted to the jurisdiction of the Court in Nagpur, Maharashtra.

### **Right to Accept Any Offer and to Reject Any or All Offers**

The Executive Committee under the Divisional Commissioner, Nagpur reserves the right to accept or reject any offer, and to declare the tendering process invalid, and to reject all tenders at any time prior to award of contract based on recommendations from Technical/Financial Committee duly constituted by Commissioner, Nagpur without thereby incurring any liability to the participated vendor(s) or any obligation to inform the vendor(s) regarding the decision.

### **Risk Purchase Clause**

In the event of the successful vendor fails to execute the project in the delivery schedule in the required qualities and/or functionalities as stated in the RFP, the Executive Committee under the Divisional Commissioner, Nagpur reserves the right to procure similar services in whole or in part from any alternate sources at the risk, cost and responsibility of the successful vendor.

### Termination for convenience

1. The Executive Committee under the Divisional Commissioner, Nagpur reserves the right to terminate the contract in whole or in part if the bidder failed to execute the project as per the scope of work with the required performance levels at any stage of the project assessed by the department.
2. The Executive Committee under the Divisional Commissioner, Nagpur shall also have the right to enter into an agreement with any other third party vendor for taking the project forward or for maintenance of the project and shall in no way be answerable to the bidder for such decision.

### Work Completion Requirements and Payment Terms

1. Vendor has to execute the work as per the activities stated in "Sec 5: Software Requirement Specifications".
2. The Successful vendor must provide annual maintenance services and carry out activities as stated in "Sec 5: Software Requirement Specifications" for a period of 3 years from the date of issue of work order / Letter of Intent unless the contract is terminated earlier either in accordance with the terms and conditions laid out in the RFP or as per guidelines.
3. Payment shall be made monthly to the successful vendor within 30 days from the date of receipt of a valid invoice provided however the Divisional Commissioner, Nagpur may withhold the payments for only that part of the invoices it genuinely disputes.
4. Payments will be made in accordance with the milestones and the project plan submitted by the bidder

Milestone	Payment %
Freezing of software requirements	15%
Delivery of solution to client	70%
After three months of delivery of final solution	15%

### Penalty Clauses

1. For any delay in work schedule or unapproved deviation in specifications by the vendor as stated in "Sec 5: Software Requirement Specifications", shall attract a penalty at the rate of 0.25% per day or deviation thereof with a maximum penalty of 10% of the work order value.
2. Non-participation from vendor for any meetings arranged by the Executive Committee or the Divisional Commissioner, Nagpur without pre-intimated sufficient reason in writing through email or physical copy shall attract a penalty of Rs. 5,000/- per default.

### **Recovery mode of Penalties from the bidder**

1. The penalties shall be deducted from the payments released to the bidder every stage.
2. If the payment to the bidder is insufficient to impose the penalties, it shall be deducted from the Performance Guarantee deposit or from the future payments.

### **Signing of Contract Agreement**

1. Divisional Commissioner, Nagpur shall notify the successful bidder that his bid has been considered for awarding the work and shall issue a letter of intent to the successful bidder.
2. Upon issue of the letter of intent (LOI), the concerned bidder is required to sign the contract agreement with the Divisional Commissioner, Nagpur within 10 days from the date of issue of notification of Letter of Acceptance (LOA).
3. Any bidder failing to provide acceptance to LOA or failing to sign an agreement as mentioned above shall be disqualified and his bid shall be considered as invalid along with forfeiture of EMD.

## Section 5: Software Requirement Specifications

### Introduction

**Objective: Automation of the process for Nazul Land for Nagpur division.**

Land records are maintained for various purposes including the levy and collection of various taxes and land revenue. Any changes brought on by sale, inheritance, hire, and distribution, etc, are brought into record by the manual updation done by the Nazul Maintenance surveyor at the Town. However, the manual system of record keeping has become cumbersome, opaque, susceptible to manipulations and hard to administer. Therefore, Nagpur Division Nazul & Government Land Management System was conceptualized to manage land records by using information technology (IT) as a tool. The envisaged system need to design to facilitate online updation of land records.

The importance of instant availability of these land records has become significant in this area of development. Record of rights (RoR) is maintained, Land records also form the basis to carry out mutations such as changes in ownership title due to inheritance, sale, acquisition, etc.

### Document Purpose

This document specifies the Software Requirements Specification (SRS) for Nazul Land for Nagpur division. It describes scope of the system, both functional and non-functional requirements for the software, design constraints and system interfaces.

### Definitions, Acronyms and Abbreviations

- ▶ **Nazul:** Nazul will include only immovable property (Other than roads) belonging to government or paying or liable to pay government a ground rent.
- ▶ **GR:** Government Resolution
- ▶ **NGLMS:** Nazul & Government Land Management System
- ▶ **ROR:** Record of Rights
- ▶ **Nazul Maintenance surveyor:** The Nazul Maintenance surveyor is the custodian of data and carries out all changes to it when authorised by competent revenue officer who approves the changes in the land records.
- ▶ **SDO:** Sub Divisional Officer
- ▶ **DEO:** Data Entry Operators
- ▶ **SSO:** Single Sign On
- ▶ **WS :** Web Service
- ▶ **OTP :** One Time Password

- ▶ **HTTP:** Hypertext Transfer Protocol
- ▶ **TCP:** Transmission Control Protocol
- ▶ **DBMS:** Database Management System
- ▶ **Form F:** Lease of Intra Municipal Nazul for Building purpose
- ▶ **Form H:** Renewal of Lease of Intra Municipal Nazul for building purpose
- ▶ **Form D:** Application for Sanction to lease of Nazul land (For Auction Lands)
- ▶ **Maker checker:** This is one of the central principles of authorization in the Information Systems. Here the segregation of duties plays an important role. In this way, strict control is kept over system software and data, keeping in mind functional division.

### References and Acknowledgments

- ▶ Revenue Book Circulars of the Central Provinces –Volume III Sections IV to X
- ▶ The Management of Nazul Property.

### System Capabilities

#### Salient Technical Features

Following application features epitomize the resilience and robustness of the platform:

- ▶ Provide secure environment by reducing security exposures
- ▶ Privilege/Access Control Management – Role based access with SSO capabilities
- ▶ Encrypted password algorithms where ever necessary
- ▶ Provide rich user experience with custom workflow and configurable business rules
- ▶ Offer Real time audit and reporting of system access with Delegated administration.

#### Service offerings

- ▶ Providing consistent application interface with in the architecture
- ▶ Providing interfaces that are easy to use

### Overall Description

#### Product Perspective

##### **Nagpur division is seeking a smart process and software solution**

- ▶ To have a centralized and highly secured storage of land records
- ▶ To have full function Audit Trails with drill down reporting facility
- ▶ To develop an Online Solution to Manage Land Records and to provide Citizen Services
- ▶ To develop a parameterized charge engine to facilitate computation of various charges, fee, levies, penalties etc

- ▶ SMS Services
- ▶ Payment due date reminders and payment confirmation
- ▶ Land record details by return SMS
- ▶ Email Alerts
- ▶ Easy Retrieval of Historical Transactions
- ▶ Physical Data Capture of Land Records in Marathi
- ▶ Digitization of lease property records
- ▶ Scanning solution to capture the old records and store in secured methods
- ▶ Bringing out awareness on GR – Target the lease owners education
- ▶ Formation of survey teams to visit such lease assets – collect data
- ▶ Send notices to lease owners to pay dues as per the GR
- ▶ Target for 100% collection of dues and improve revenues for Nagpur Division

### Product Functionality

Approximately **SIX** districts lease holders which are approximately **26419** Physical records  
(Physical records are 70-90 years old)

District	Physical count (approx)
Nagpur	10973
Chandrapur	2402
Gadchiroli	710
Gondia	2717
Bhandara	2333
Wardha	7284
<b>Total Count</b>	<b>26419</b>

- ▶ Revenue Case Number is a primary key for the entire process.
- ▶ Physical based data capture is carried by the DEO's appointed by SDO/Deputy collector. A Web based application will be provided which will have Marathi Keyboard for data capture.
- ▶ Maker Checker module for masking of critical fields for update/correction of data by SDO.
- ▶ Report spooling in the formats shared for Field Inspection. (Output format need to be shared)
- ▶ A Field Inspection team (Nazul Maintenance Surveyor (NMS), Assistant) will share the following details to DEO's to upload after Field Inspection process after retrieving the record fed into the system previously:
  - Breach in the Agreement Details
  - Measurement of the Land Leased
  - Photograph of the Leased land in .JPEG / tiff/gif format.

The record which is already fed basis "case number Field " will be retrieved and the field

inspection data will be updated along with upload of the image captured at field. So that the complete record will be maintained in DB and Image repository

- ▶ A Demand notice (Report Format need to be shared) will be generated by the system to lease holder. The revenue Department will serve the same on the lessee.
- ▶ The Demand Notice circulars along with the Notice date, Challan amount paid details should be made available on the Web for online viewing to the Lease Holders, basis Revenue Case Number.
- ▶ Image Scanning with predefined parameters of 150dpi in black and white mode and upload of physicals as a part of Digitisation which also includes Indexing of images with proper annotations
- ▶ Here is the list of Key documents which are mandatory for the Nazul land record Process
  - Application of Lease holder
  - Nazul Record
  - Property Card
  - PLOT MAP
  - Old Lease Document / Form H/Form D Form F/Agreement
  - Sale DEED (Transaction if any)
  - Option Form if Class 2
  - Spot Note (City Surveyor spot report)



## Users and Characteristics

### Data Entry Operator:

- ▶ 1st and 2nd level of Data Capture of Nazul details in Marathi before and after field Inspection.
- ▶ Maker Checker 1 and 2 for the masked critical fields by different set of Operators before and after field inspection.
- ▶ Issuance and generation of the Demand Notices after field Inspection report fed to the system.
- ▶ Online Scanning of physicals as a part of digitization
- ▶ Uploading scanned documents to the system
- ▶ Generating MIS reports as required by higher ups

### Field Inspector:

- ▶ Generate Field inspection report and submits the data entry operator to update the inspection report at Level -2 data capture

### Lease Holder's/Citizen:

- ▶ These are lease holders who will login on the web URL to view their Case details
- ▶ User should register for the first time by feeding basic details like Mobile number, Email id Lease Holder's Name an auto generated email/SMS will be triggered with System generated password. System will force user to change this password when he log's in for the first time.
- ▶ Once user logs in to the URL he should generate OTP to view his case details. OTP will be valid only for current Date.

### Admin User:

- ▶ Defining Authentication and Authorization for User Credentials
- ▶ Full function Audit Trails with drill down reporting facility
- ▶ Performance report
- ▶ Milestone report (It gives a glance on process wise status report)
- ▶ Status console (It gives a glance of the Revenue collected and the due amount which need to be collected)
- ▶ Secured Online Image View module
- ▶ Secured Online Query module

## Operating Environment

Application will support windows XP and above machines with Internet connectivity.

A minimum of 5 Computers with Win XP and Internet enabled is available in all the locations of SIX districts where Nazul Land record capturing is proposed.

## User Documentation

The Application is under initial stage of design and requires a complete implemented prototype to explain the user documentation. Once the prototype is designed and implemented online manuals, user manuals can be provided.

## Assumptions and Dependencies

### Assume Factors:

- ▶ We assume that all the User's desktop machines are Internet enabled as our application proposed is internet based.
- ▶ Internet connection is a must.
- ▶ Proper browsers should be installed
- ▶ Field Inspection team will conduction inspection of the following and prepare a Spot report and the same will be submitted to the DEO's. In turn DEO's will retrieve the record basis Revenue case number and update the information as to maintain complete record.
  - Breach in the Agreement Details
  - Measurement of the Land Leased
  - Photograph of the Leased land in .JPEG / tiff/gif format.

## Specific Training on Usage of NGLMS

Extensive training for end users on process and procedures captured in the application.

- ▶ Functional Sessions
- ▶ Guide lines on Data Entry at Level-I
- ▶ Guide lines on Quality Check for Masked critical fields captured at Level –I
- ▶ Spooling Field Inspection Report
- ▶ Guide lines on Data Entry at Level-II
- ▶ Quality Check for Masked critical fields captured at Level –II
- ▶ How to generate Demand Notice
- ▶ Post Operational Entries
- ▶ Accessing various MIS reports and its Importance

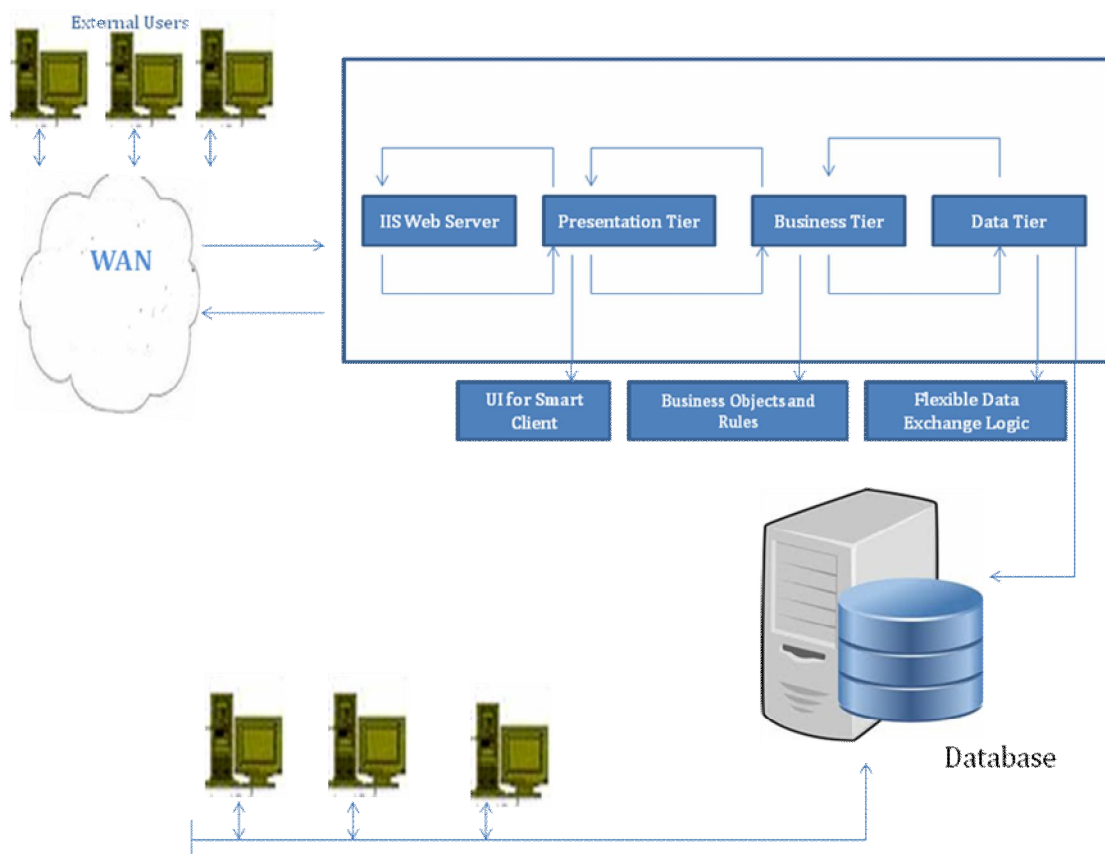
## Specific Requirements

### External Interface Requirements

#### User Interfaces

The solution framework defines the technical components of the NGLMS application solution architecture. This is organized as a set of modular service-oriented modules. This approach allows for rapid and dynamic evolution of the architecture while maintaining a stable environment to the users. These components are divided into three logical tiers:

- ▶ Presentation tier
- ▶ Business tier
- ▶ Data tier



#### Presentation Tier

The presentation tier contains the UI elements of the site, and includes all the logic that manages the interaction between the visitor and the client's business. These include:

- ▶ Critical and compliance information
- ▶ Drill down of the existing information
- ▶ Information access to micro granular level
- ▶ Context sensitive help for all critical fields
- ▶ Default values
- ▶ Auto complete features for various controls
- ▶ Tool tips and messages where ever necessary
- ▶ Smart search engine for information access

### **Business Tier**

The business tier (also called the middle tier) receives requests from the presentation tier and returns a result to the presentation tier depending on the business logic it contains.

- ▶ Business rules
- ▶ Data manipulation
- ▶ Support for process driven application
- ▶ Supports object oriented concepts
- ▶ Interfacing with multiple external systems [ex:- SMS alerts]

### **Data Tier**

The data tier is responsible for storing / retrieving the application's data and sending it to the business tier when requested.

- ▶ Extensive use of stored procedures that provide data to the business tier
- ▶ Simplified data exchange process
- ▶ Powerful data handling strategy
- ▶ Scaling database applications using a service oriented architecture
- ▶ Persistent data components
- ▶ Supports concurrent access to the data improving application performance
- ▶ Supports multiple instances of object pooling

### **Hardware Interfaces**

NGLMS does not have any direct interface to hardware devices.

### **Software Interfaces**

The proposed NGLMS is a multi-user, multi-tasking application. It enables the user to interact with the application access via Internet. It is proposed to use the following development platform as the front end application tool and SQL as the backend application tool.

- ▶ Microsoft Windows server 2008
- ▶ Microsoft .Net Framework 3.5
- ▶ Microsoft Visual studio .Net 2008
- ▶ Microsoft Active Server pages .Net
- ▶ Microsoft Visual Basic.Net
- ▶ Active reports 4.0 for .Net
- ▶ Java script
- ▶ Microsoft SQL Server 2008 – 64 bit

### **Communications Interfaces**

All user/browser to portal communication is done over TCP/IP using HTTP.

The NGLMS is an internet based application and hence requires HTTP for secure transmission of data. More over this allows easy interaction between the various clients and the server.

### **Functional Requirements**

Here is the list of functional areas which are identified for atomization:

- ▶ Level -1 Data capture of Nazul Land requirement
- ▶ Maker checker-1 of masked fields for critical fields
- ▶ SPOT report from Field Inspectors which is submitted to DEO's to update record
- ▶ Level -2 Data capture for rest of other fields by retrieving previous data basis Revenue case Number
- ▶ Maker checker -2 of masked fields for critical fields
- ▶ Image Scan and Upload of physicals as a part of digitization process
- ▶ Indexing of Images along with proper annotations
- ▶ Demand Notice Generation
- ▶ Post Operational Procedures

### **Citizen Services:**

After successful secured Login Lease Holder will be given a feature to Query his case details

with any of the following:

- ▶ Revenue case Number
- ▶ Name of the Lease Holder Name
- ▶ Nazul Plot Number

Basis above system should display Level 1 and Level 2 data captured information. The details will be:

1. Level 1 Information
  - a. Nazul Sheet Number
  - b. Existing Nazul RENT/OLD RENT
  
2. Level 2 Information
  - a. Current Status use of Land
  - b. Current Possession of Land
  - c. Current Market value
  - d. Current Nazul Rent
  - e. Arrears of Nazul Rent/Dues/Balance
  - f. Unearned income (due to breach of condition / Breach of land use) 25%
  - g. Opted for conversion to Class 2 Land
  - h. Amount payable for conversion of Class 2 Land
  - i. Total Amount payable by him
  - j. Status
  - k. Date of Issuance of Notice
  - l. Date of Order

## **Other Non-functional Requirements**

### **Performance Requirements**

The performance of an application is based on the following factors.

- ▶ Response Time
- ▶ Workload
- ▶ Scalability
- ▶ Platform

### **Safety and Security Requirements**

The Security measures include determining the appropriate user roles, security levels, and procedures. With regards to Data Architecture, it includes various types of data security. The website architecture must consider its security policy, including authorization, identification, and website security boundaries

### **User Management**

The User Management area describes the processes and policies of the KDMS to manage the life cycle of a user's identity and is associated with a logon account. This typically takes the form of a logon ID and password pair.

### **Account Creation and Update**

- ▶ The logon ID will be 8 - 20 characters in length.
- ▶ The password will be case sensitive.
- ▶ The logon ID will be 8 - 20 characters in length with at least one alpha, 4 numeric characters and one special character.
- ▶ There is a password expiration window to force periodic password changes [once in a month].
- ▶ There is an account lockout due to 3 successive failed login attempts.

### **Identity Creation and Update**

Care is taken that the user id is mapped to the correct person and that no two people end up sharing the same identity.

### **Password Management**

- ▶ A logon password is kept secure at all times.
- ▶ A logon password must remain encrypted while in storage and in transit with sufficiently strong encryption mechanisms [MD5 Algorithm used to encrypt the passwords]
- ▶ In addition, any systems designated as authorized point of authentication (a system with access to a logon password) must be subjected to the same level of security audit measures.

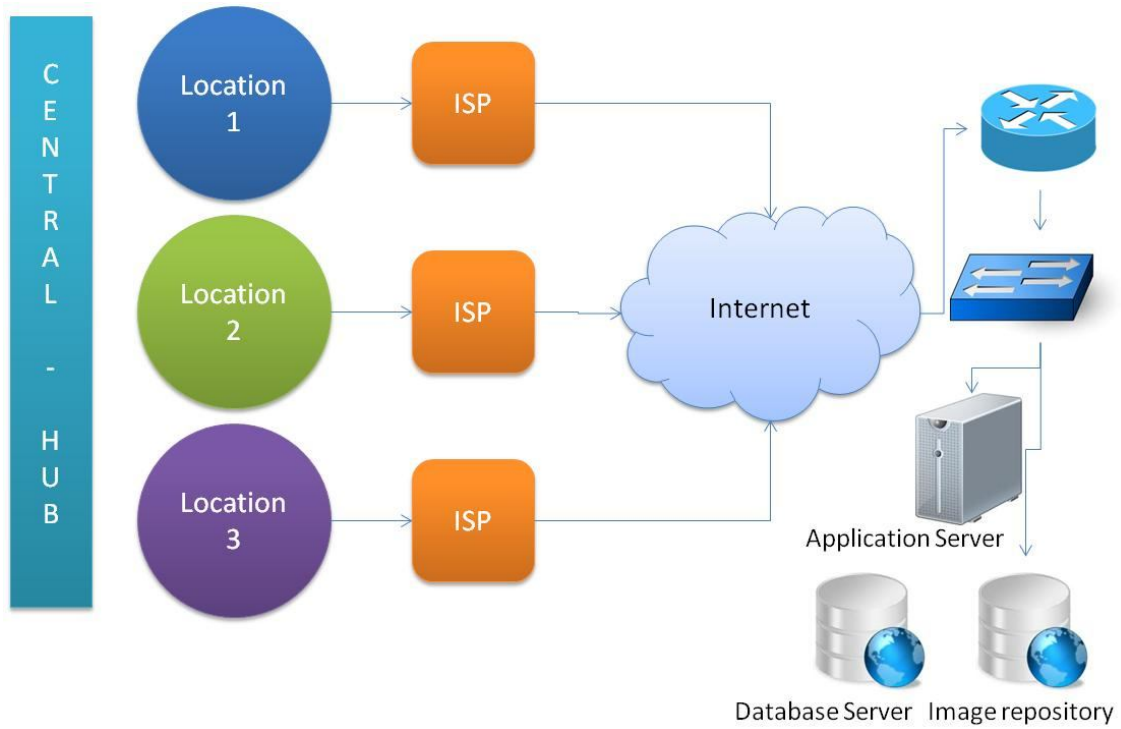
### **Data security**

- ▶ Secure website
- ▶ 256 bit data encryption
- ▶ Encryption logic - MD5 algorithm

- ▶ Dynamic passwords
- ▶ Encrypted data exchange between modules- query string etc
- ▶ Encrypted data connections

### Other Requirements

The following represents the High level diagram of the information flow.





## Appendix A – Data Dictionary

The following table shows the data dictionary along with sample data. Here are three cases

### Nazul Land Options to the Lease holder

- ▶ Breach of Conditions
- ▶ Conversion to Class 2
- ▶ Renewal of lease and Revision of Rent

For all the above the business calculation will vary basis occupancy type **By Lease or by Auction** considering the type of Residential/Commercial/Industrial.

Here is the list of Key Documents which are mandatory for Nazul land processing. We have a Physical set of these documents for our reference for one of the above cases.

- ▶ Application of Lease holder
- ▶ Nazul Record
- ▶ Property Card
- ▶ PLOT MAP
- ▶ Old Lease Document / Form H/Form D Form F/Agreement
- ▶ Sale DEED (Transaction if any)
- ▶ Option Form if Class 2
- ▶ Spot Noted (City Surveyor spot report)

1<sup>st</sup> Level Data Capture before Going to Field

S. No.	Data Field	Data Type
1	Village	Varchar
2	Tehsil	Varchar
3	District	Varchar
4	Revenue Case Number	Alphanumeric
5	Name Of The Caseholder	Varchar
6	Purpose As For Lease Deed	Varchar
7	Date Of Renewal	Date
8	Block Number	Alphanumeric
9	Nazul Sheet Number	Alphanumeric

10	Nazul Khasra Number	Alphanumeric
11	Nazul Plot Number	Alphanumeric
12	Nazul Area In Sqr.Ft/Mtr	Numeric
13	Nazul Rent From Date	Date
14	City Survey Sheet Number	Alphanumeric
15	City Survey Number	Alphanumeric
16	City Survey Area In Sqr.Mtrs	Numeric
17	Market Value Sqr.Mtr	Numeric

**2<sup>nd</sup> Level Data Capture after Field Inspection**

S. No.	Data Field	Data Type
18	Breach Of Condition Due To Change In Use	Varchar
19	Breach Date	Date
20	Whether Registered Document	Varchar
21	Date Of Registration / Transaction	Date
22	Present Market Rate / Existing Market Rate	Numeric
23	Actual Use Of Land Industrial	Varchar
24	Actual Use Of Land Industrial Area In Sq /Mts	Numeric
25	Actual Use Of Land Industrial Occupant Name	Varchar
26	Actual Use Of Land Commercial	Varchar
27	Actual Use Of Land Commercial Area In Sq /Mts	Numeric
28	Actual Use Of Land Commercial Occupant Name	Varchar
29	Actual Use Of Land Residential	Varchar
30	Actual Use Of Land Residential Area In Sq /Mts	Numeric
31	Actual Use Of Land Residential Occupant Name	Varchar
32	Evidence	Varchar
33	Market Rate As On Date	Date
34	Whether Occupant Change Due To Breach Of Condition	Varchar
35	Occupant Breached Evidence	Varchar
36	Date Of Change Of Occupant	Date
37	Market Value	Numeric
38	Breach Of Condition	Varchar
39	Period Upto Which Land Rent Is Paid	Date
40	Rate Of Old Nazul Land Rent	Numeric
41	Arrears Of Nazul Rent	Numeric

42	Revised Rent As Per Government Resolution Dated On 28-12-2011	Numeric
43	Demand Of Nazul Rent By Government 01-08-2011 To 31-12-2011	Numeric
44	Demand Of Nazul Rent By Government 01-01-2012 To 31-07-2012	Numeric
45	Demand Of Nazul Rent By Government 01-08-2011 To 31-07-2012	Numeric
46	Amount Of Unearned Income To Be Imposed Due To Breach Of Condition	Numeric
47	Net Amount Pay By Applicant	Numeric
48	Date Of Application With Tahsildar	Date
49	Deposition Of Measurement Fee	Numeric
50	Date Of Case Submission To SDO By Tahsildar	Date
51	The Option Given By Applicant	Varchar
52	Amount To Be Paid For Option Of Class II	Numeric
53	Amount Of Land Revenue If Transferred To Class II	Numeric

#### Post Operation Data Capture After Field

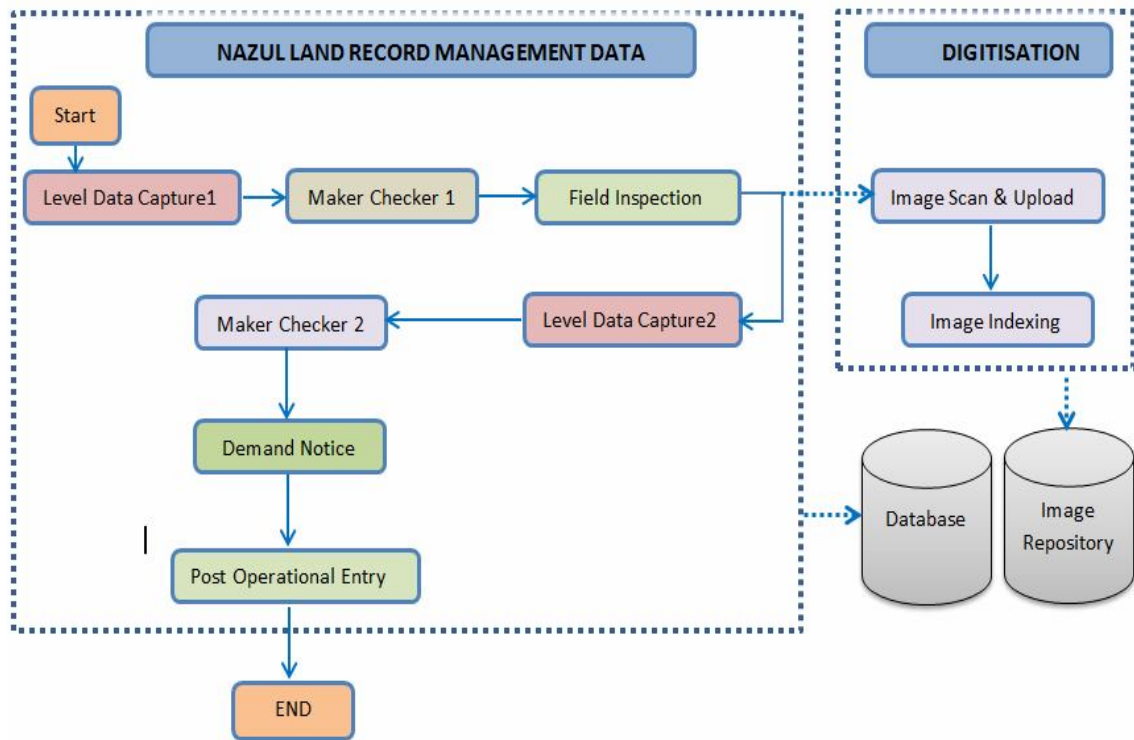
S. No.	Data Field	Data Type
53	Notice Service Date	Date
54	Date Of Order	Date
55	Total Amount Recovered From The Applicant	Numeric
56	Date Of Deposit Of Amount	Date
57	Deposit Challan No.	Alphanumeric
58	Date Registration Of Lease Deed And No.	Date
59	Date Of Correction Of Property Card.	Date
60	Amount Of Stamp Duty	Numeric
61	Date Of Correction Of Property Card.	Date

**Business Rules/Formula for Rate calculation**

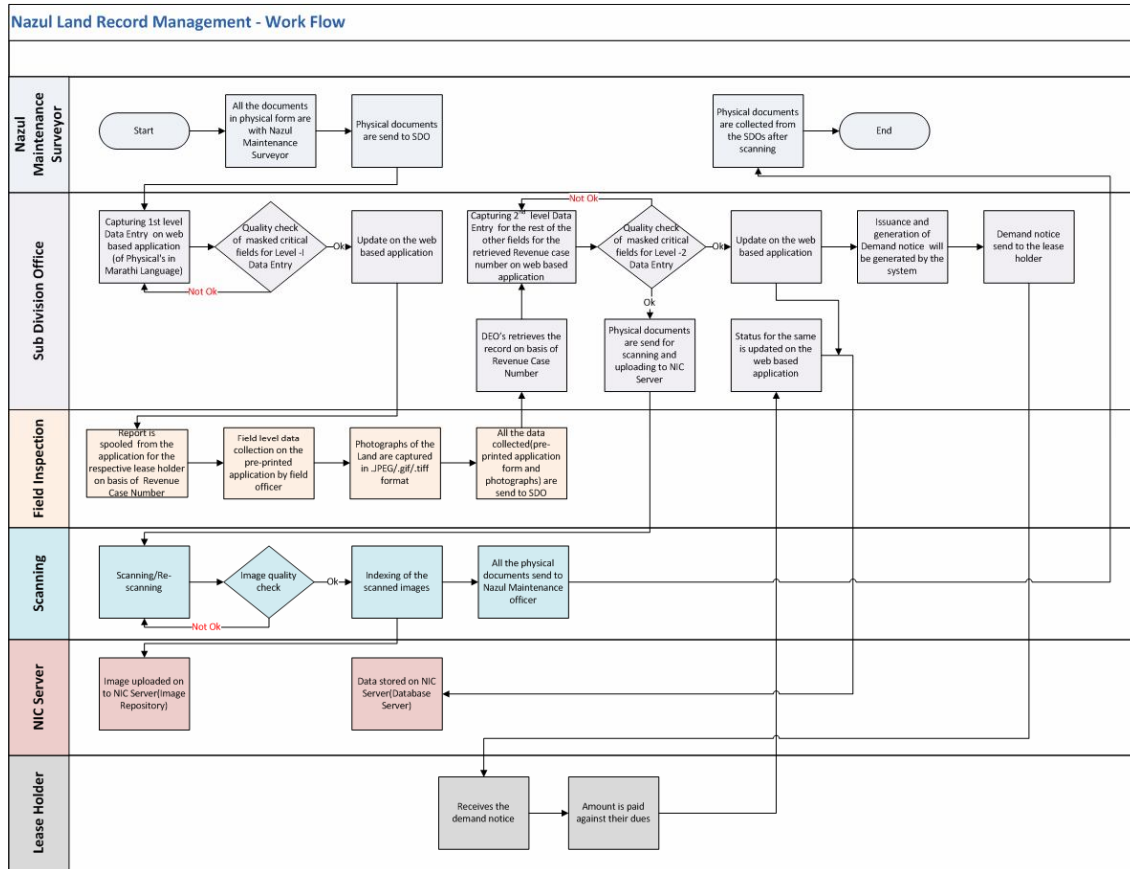
Cases	Nazul Land Options	Occupancy Type	Sq mts	Formula (By Auction)	Formula (By Lease)
<b>Case I</b>					
	Breach of Conditions				
		By Registered Document	25% of Old Market Value		
		By unregistered Document	25% of Present Market Value		
<b>Case II</b>					
	<b>Conversion to Class 2</b>		<b>Sq mts</b>	<b>By Auction</b>	<b>By Lease</b>
		Residential Purpose		10% of Present Market Value	15% of Present Market Value
		Commercial/Industrial	upto 92.93	12% of Present Market Value	18% of Present Market Value
		Commercial/Industrial	92.94 to 278.81	15% of Present Market Value	22% of Present Market Value
		Commercial/Industrial	278.82 to 464.68	20% of Present Market Value	25% of Present Market Value
		Commercial/Industrial	464.69	25% of	30% of

			onwards	Present Market Value	Present Market Value
<b>Case III</b>					
	<b>Renewal of lease and Revision of Rent</b>		<b>Sq mts</b>	<b>By Auction</b>	<b>By Lease</b>
		Residential Purpose		0.10% of Present Market Value	0.20% of Present Market Value
		Commercial/Industrial	upto 92.93	0.15% of Present Market Value	0.25% of Present Market Value
		Commercial/Industrial	92.94 to 278.81	0.20% of Present Market Value	0.35% of Present Market Value
		Commercial/Industrial	278.82 to 464.68	0.25% of Present Market Value	0.45% of Present Market Value
		Commercial/Industrial	464.69 onwards	0.30% of Present Market Value	0.50% of Present Market Value

### Appendix B – Process diagram-Nazul NGLMS



## Nazul Land Record Management - Work Flow



### Annexure I: Format for Technical Bid

All bids should adhere to the format given below. Bids not in the format mentioned shall be summarily rejected considering non responsive. The vendors should expand the sections to the required detail levels. It is expected that bidders will explain the solution neither too short nor too elaborative. Concise and crisp explanations are welcomed by the evaluation committee. Details given in red color with angle brackets and underline are instructions to the bidder and are to be replaced by relevant information/text or document attachment.

#### Format for Technical Bid:

##### 1. Attachment Documents Check List

Sr. No.	Document Name	Attached (Yes/No)
1.	Bid form and Covering Letter	<Insert Yes or No for all columns>
2.	EMD Instrument	
3.	Power of Attorney	
4.	Affidavit on a Rs. 100/- Stamp Paper (Notarized)	
5.	Certificate of Incorporation	
6.	Copies of Audited Balance Sheets	
7.	Copies of Audited Profit and Loss Account Statement	
8.	Work orders for all projects mentioned	
9.	Completion / Implementation Certificate for all projects mentioned	
10.	Certificate from HRD stating resources strength	
11.	List of permanent technical staff	
12.	Resumes of Key Resources of the Proposed Team	



## 2. Bid form and Covering Letter

Date: <Insert Date>

Ref No: <Insert Letter Reference No>

Tender Ref. No: <Insert Tender Ref No>

To

The Divisional Commissioner

Nagpur

Maharashtra

Dear Sir,

I <full name in capital letters>, the <Managing Partner/Managing Director/Authorized Signatory>, for the <establishment/firm/registered company> named <Write Full Name of the Company> having its registered office in <Complete Address of Registered Office> do hereby offer to provide our services for the work "Development of Nazul Land Records Management System" which includes details mentioned in this Tender:

I hereby state and declare that the names given herein with the details of the address have not filled in this Tender Document under any other name or under the name of any other establishment/firm or otherwise, nor are we in any way related or concerned with any establishment/firm or any other person, who have filled in this Tender Document for the aforesaid work.

The EMD in the form of Fixed DD/Banker's Cheque/Pay Order/Bank Guarantee issued by bank <Name of the Bank and Branch> valid till <date in DD/MM/YYYY format> for an amount of Rupees Five Lakhs is enclosed.

I have thoroughly examined and understood the terms and conditions and details of the Tender Document, Contract and Project to be undertaken and have carefully noted the conditions of Contract and the specification with all the stipulations, which I agree to comply with. We shall be bound by the terms of these documents. We undertake to complete the Project within the period stipulated after receiving an intimation of the acceptance of our Bid.

I have filled in the accompanying Tender Document with full knowledge of liabilities and therefore, we will not raise any objection or dispute in any manner relating to any action, including forfeiture of Performance Guarantee, and penalties for giving any information, which is found to be incorrect and against the instructions and directions given in this Tender Document.

I further agree and undertake that in the event it is revealed subsequently after the allotment of work/Contract to me/us, that any information given by me/us in this Tender Document is false or incorrect, I/We shall compensate the Divisional Commissioner, Nagpur for any such losses or inconvenience caused to the Divisional Commissioner, Nagpur in any manner and will not resist any claim for such compensation on any ground whatsoever. I/We agree and undertake that I/we shall not claim in such case any amount, by way of damages or compensation for cancellation of the contract given to me/us or any work assigned to me/us or is withdrawn by the Divisional Commissioner, Nagpur

I/We agree not to withdraw the offer constituted by this Tender Document before the date of communication to me/us notice of non-acceptance. I/We agree that if contrary to the understanding contained in this clause I/we withdraw my/our Bid before the said date the Tender Document deposited by me/us as aforesaid or fail to provide acceptance to sign the contract agreement upon issue of notification for award of work from Divisional Commissioner, Nagpur shall be liable to forfeiture of the EMD. I/We also agree to the forfeiture of the said Performance Guarantee if in the event of your accepting my/our TENDER, I/We fail to execute the contract or to provide the Performance Guarantee when called upon to do so or fail to complete the Project in the time frame and/or comply with the terms and conditions set out in the Tender Document and/or Contract in full or in part or fail to execute the orders placed on me/us.

I/We do hereby agree to pay all costs, charges and expenses in connection with preparation of bid document, expenses during evaluation process and contract including stamp duty, preparation and execution of the contract.

On acceptance of our bid and issuance of work order/letter of intent from the Divisional Commissioner, Nagpur, we will submit a Performance Guarantee amounting to 10% of the total contract cost within 10 days of the date of issuance of work order at the time of signing of Contract Agreement.

The Bid submitted by us shall be valid for a period of 180 days, from the time of opening of the Bid

Signature of the Bidder: <Signature>

Date: <Date in DD/MM/YYYY format>

Full Name: <Full Name>

Designation: <Designation>

Office Seal: <Office seal of company>

Address: <Complete Address of company>

Telephone Number(s): <Phone Number(s) with STD Code>

Fax: <Fax Number with STD Code>

E-mail address: <E-Mail Address for all e-mail communications>

### **3. EMD instrument**

<Attach EMD instrument here Bank Guarantee format should be as per format given in Annexure IV>

### **4. Power of Attorney**

<Attach Power of Attorney>

**5. Affidavit on Rs 100 Stamp Paper**

Date: <Insert Date of signing affidavit>

Ref No: <Insert Bidder's Reference No>

Tender Ref. No: <Insert Tender Ref No>

Tender Name: <Insert Tender Name>

To

The Divisional Commissioner

Nagpur

Maharashtra

Dear Sir,

In response to the Tender mentioned above, as a owner/ Director of <Company Name in Full>, I <Full Name of signing person> do hereby certify that all the statements made in the Bid Document are true and correct to the best of my/our knowledge and belief.

I hereby declare that we <Company Name in Full> has an unblemished past record and has not been declared ineligible by Government of India or any State Government or Administration of Union Territories in India due to corrupt & fraudulent practices either indefinitely or for a particular period of time.

I, <Company Name in Full > hereby understand and agree that any person or party who is minor or who has been adjudged insolvent or who has been convicted in a Court of Law for an offence under Indian Penal Code or offence involving moral turpitude or other criminal activities or detained under and preventive law for the time being in force or who has been blacklisted by the Government of India or any State Government or Administration of Union Territories in India, is not eligible to submit the Tender Document. Tender Documents submitted by such person shall be treated as invalid.

I, <Company Name in Full> hereby understand and agree that the Tender documents submitted shall be treated as invalid in the event of my/our blacklisting by the Government of India or any State Government or Administration of Union Territories in India at any time prior to the award of Contract.

I, <Company Name in Full> hereby understand and agree that any further information required by Divisional Commissioner, Nagpur may be requested and we hereby agree to furnish any such information as required and requested by Divisional Commissioner, nagpur.

Signature of the Bidder: <Signature>

Date: <Date in DD/MM/YYYY format>

Full Name: <Full Name>

Designation: <Designation>

Office Seal: <Office seal of company>

Address: <Complete Address of company>

Telephone Number(s): <Phone Number(s) with STD Code>

Fax: <Fax Number with STD Code>

Email address: <E-Mail Address for all e-mail communications>

**6. Documents for Pre-Bid Qualification as per clause "Qualification of the Bidder" of RFP**

S. No.	Qualification Condition	Document to be attached	Complied (Yes/No/Not Applicable)
1	The bidder should be a single company/firm. Joint ventures/ consortiums are not allowed to participate in the bid.	Certificate of Incorporation	<u>&lt;Insert Yes/No/Not Applicable for all columns&gt;</u>
2	The Bidder should have a net worth of Rs. 10 crores for the last three financial years. The bidder should have made profits in the last 3 financial years. PSU's are exempted from the	Net worth certificate from the statutory auditor of the firm and certified copies of the audited financials of the firm for the last three financial years	<u>&lt;Insert Yes/No/Not Applicable for all columns&gt;</u>
3	The bidder should have experience in	Submit details	<u>&lt;Insert Yes/No/Not</u>

	developing applications for customer process management in any one of the last 3 financial years. Experience in development of software for managing legacy records shall carry additional weightage. Bidder must supplement the above details with work order copies and completion certificates. If the bidder does not have relevant documents then they are required to give a self declaration on their company letter head signed by the President/CEO/CMD giving details of client references. The technical evaluation committee may also ask the bidder to present the software developed for the given clients.	under Project Experience	<u>Applicable for all columns&gt;</u>
4	Experience in providing services to Govt./PSU/any other entity appointed by any department in the government for providing citizen services across any State/UT in India in the last 3 financial years shall carry additional weightage.	Submit details under Project Experience	<Insert Yes/No/Not Applicable for all columns>
5	The bidder must be a registered firm in India and should have completed atleast 3 years of operation since the date of its certificate of commencement of business.	Submit certified copy memorandum and articles of association of the company	<Insert Yes/No/Not Applicable for all columns>
6	The bidder should have been certified for ISO 9001:2008	Submit certified copy of ISO certificate	<Insert Yes/No/Not Applicable for all columns>
7	The bidder should have been working with the Maharashtra State	Submit certified copies of work	<Insert Yes/No/Not Applicable for all columns>

	Government for any data collection project, preferably in Nagpur area.	orders issued	<u>columns&gt;</u>
8	The bidder should have an office in Nagpur.	Provide details of office address with list of activities being performed	<u>&lt;Insert Yes/No/Not Applicable for all columns&gt;</u>

### 6.1 Certificate of Incorporation

<Attach Certificate of Incorporation >

### 6.2 Financial Strength

#### 6.2.1 Financial data sheet

Financial Year	Total Turnover (Rs)	Net Worth (Rs)	Profit (Rs)	Duly audited balance sheet attached? (Yes/No)	Duly audited Profit and Loss Account attached? (Yes/No)
2010-2011	<u>&lt;Mention total turnover&gt;</u>	<u>&lt;Mention Net Worth&gt;</u>	<u>&lt;Mention net profit&gt;</u>	<u>&lt;Mention Yes or No&gt;</u>	<u>&lt;Mention Yes or No&gt;</u>
2009-2010	<u>&lt;Mention total turnover&gt;</u>	<u>&lt;Mention Net Worth&gt;</u>	<u>&lt;Mention net profit&gt;</u>	<u>&lt;Mention Yes or No&gt;</u>	<u>&lt;Mention Yes or No&gt;</u>
2008-2009	<u>&lt;Mention total turnover&gt;</u>	<u>&lt;Mention Net Worth&gt;</u>	<u>&lt;Mention net profit&gt;</u>	<u>&lt;Mention Yes or No&gt;</u>	<u>&lt;Mention Yes or No&gt;</u>

#### 6.2.2 Copies of audited financial statements

<Attach duly audited balance sheets and Profit and Loss Account statements for all the financial years mentioned above>

### 6.3 Certifications for quality

#### 6.3.1 List of valid certifications

S. No.	Name of the certification	Authorized Issuing body	Since when	Copy of certificate attached
1.	<Insert Name of the certification>	<Mention name of the body issued the certificate>	<Insert validity since>	<Mention Yes or No>
2.	<Insert Name of the certification>	<Mention name of the body issued the certificate>	<Insert validity since>	<Mention Yes or No>

<Expand the table if required>

#### 6.3.2 Copies of certificates

<Attach copies of valid certificates>

### 6.4 Project Experience

<Only relevant project experience from the past 3 years should be shown>

#### 6.4.1 Experience data sheet

<Mention only completed projects. Insert only projects executed in last three years>

S. No.	Client Name and Address	Contact Person with details.	Project Summary	Order value (In Rs)
1.	<Mention Project Name and Client>	<Mention Name of Contact person with the Client with contact details>	<Mention project summary for the services that was offered>	<Mention order value>
2.	<Mention Project Name and Client>	<Mention Name of Contact person with the Client with contact details>	<Mention project summary for the services that was offered>	<Mention order value>
3.	<Mention	<Mention Name of	<Mention project	<Mention



	Project Name and Client>	Contact person with the Client with contact details>	summary for the services that was offered>	order value>
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<Expand table, if required>

**6.4.2 Work order copies of all projects mentioned above**

<Attach work order copies of all projects mentioned under this clause>

**6.4.3 Project completion/implementation certificate for all projects mentioned above**

<Attach copies of project completion/implementation certificates for all projects mentioned under this clause>

**7. Detailed project plan with milestones**

<Insert project implementation plan document with clear timelines and milestones for completion>

**Annexure II: Format for Commercial Bid**

S. No.	Item Description	Total cost in Indian Rupees (in figures)
1.	Consolidated development fees	
2	Annual Maintenance Charge (___% of the development fees) Year-II Year-III	
Signature of the Bidder: <u>&lt;Signature&gt;</u> Full Name: <u>&lt;Full Name&gt;</u> Designation: <u>&lt;Designation&gt;</u> Office Seal: <u>&lt;Office seal&gt;</u> Date: <u>&lt;Date in DD/MM/YYYY format&gt;</u> Address: <u>&lt;Complete Address&gt;</u> Telephone Number(s): <u>&lt;Phone Number(s) with STD Code&gt;</u> Fax: <u>&lt;Fax Number with STD Code&gt;</u> Email address: <u>&lt;E-Mail Address for all e-mail communications&gt;</u>		