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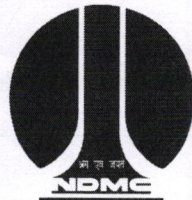
Dated: 5/01/2018

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Techno-Commercial Expression of Interest (EOI)

For

**PHYSICAL SURVEY, DESIGN & IMPLEMENTATION OF
UNIQUE SMART ADDRESSING SOLUTION FOR URBAN
PROPERTIES / ESTABLISHMENTS (USASUP) IN NDMC AREA
WITH ONE YEAR WARRANTEE AND THREE (03) YEARS
ANNUAL MAINTENANCE CONTRACT (AMC).**



नई दिल्ली नगरपालिका परिषद

NEW DELHI MUNICIPAL COUNCIL (NDMC)

INFORMATION TECHNOLOGY DEPARTMENT

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DISCLAIMER

1. Though adequate care has been taken while preparing the EOI Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within seven days from the date of notification of EOI Document/ Issue of the EOI Document, it shall be considered that the EOI Document is complete in all respects.
2. The information contained in this Expression of Interest document ("EOI") or subsequently provided to Applicants (Bidders), whether verbally or in documentary or any other form by or on behalf of New Delhi Municipal Council (herein after referred to as NDMC) or any of its employees, is provided to Applicants on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.
3. This EOI is not an agreement or an offer by the NDMC to the prospective Bidders or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation & submission of their Proposals pursuant to this EOI.
4. This EOI includes statements, which reflect various assumptions and assessments arrived at by the NDMC in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require.
5. This EOI may not be appropriate for all persons, and it is not possible for the NDMC and its employees to consider the objectives, technical expertise and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EOI and obtain independent advice from appropriate sources. Information provided in this EOI to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The NDMC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. The NDMC and its employees/ advisors make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EOI and any assessment, assumption, Statement or information contained therein or deemed to form part of this EOI or arising in any way in this Selection Process.

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7. The NDMC also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this EOI.
8. The NDMC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI.
9. The issue of this EOI does not imply that the NDMC is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the project and the NDMC reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
10. New Delhi Municipal Council (NDMC) reserves the right to modify, amend or supplement this EOI Document.
11. The NDMC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
12. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, uploading delivery fees, expenses associated with any demonstrations or presentations which may be required by NDMC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and NDMC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Selection process.

LETTER OF INVITATION

- 1.1 The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website www.ndmc.gov.in.
- 1.2 New Delhi Municipal Council (NDMC) intends to procure a firm/agency who will act as Developer cum Licensee for undertaking the project of **Physical Survey, Design & Implementation of Unique Smart Addressing Solution for Urban Properties /Establishments In NDMC Area** More details on the services required are provided in the Scope of Work/Terms of Reference (ToR) of this Expression of Interest (EOI).
- 1.3 The Partner firm/s for undertaking the project task in accordance with this EOI as specified in the TOR and Scope of Work will be selected under **Least Cost Selection Method (LCS)** as described in this EOI. The Financial Proposals (Price Bids) of only those applicants/bidders, who's Technical Proposals qualify, will be opened.
- 1.4 The Proposals shall be filled in English and all entries must be typed and written in blue/black ink. Initials of the Authorized of the applicant must attest all annexures and forms and any alterations made while filing the proposal. Over writing of figures in the Price Proposal is not permitted. Failure to comply with any of these conditions may render the Proposal invalid.
- 1.5 NDMC shall not be responsible for any costs or expenses incurred by the applicant in connection with the preparation and delivery of Proposals, including costs and expenses related to field visits and other tasks as required for submitting the proposal.
- 1.6 NDMC reserves the right to cancel, terminate, change or modify this procurement process and/or requirements of proposal stated in the EOI, without assigning any reason or providing any notice and without accepting any liability for the same.
- 1.7 The bidder may submit the duly filled up Technical as well as Financial EOI documents **physically on or before prescribed date and time mentioned in the EOI Schedule in the Office of Joint Director (IT) at 7th Floor, Room No 7013, IT department, NDMC, Palika Kendra, Parliament Street, New Delhi-110001.**

1.8 DOWNLOADING EOI DOCUMENTS

EOI document can be downloaded free of cost from the website of www.ndmc.gov.in up to the scheduled date and time.

1.9 VALIDITY OF THE EOI PROPOSAL

- 1.9.1 The Proposal shall be valid for a **period of 90 (Ninety) days from the Proposal Due Date (the "PDD")/last date of bid submission.** In exceptional circumstances, prior to the expiry of the original proposal validity period, the NDMC may request the firms to extend the period of

validity for a specified additional period. The request for the extension shall be made in writing. However, Firms will not be permitted to modify their submitted proposals.

1.10 EOI SCHEDULE : PROCESS OF BIDDING:

S No	Information related to Bid Process	Details
1	Publication of EOI/Bid document.	05/01/2018
2	EOI Document Fee	NIL
3	Proposal Due Date/Last Date of Bid Submission.	22/01/2018 at 3:00 PM
4	Last date for submission for queries for clarification to NDMC	15/01/2018 at 3:00 PM
5	Pre-Bid meeting	16/01/2018 at 11 AM Council Room, 3 rd Floor, Palika Kendra Building New Delhi Municipal Council Palika Kendra, New Delhi - 110001 Phone: 011-41501383
6	Contact person and email id	Mr. A. W. Ansari Joint Director, IT, NDMC Email on jd.it@ndmc.gov.in
7	Proposal Due Date (PDD) i.e. (Opening of Technical/Price Bid - date, time and venue	Office of the Joint Director, IT, NDMC Room No 7013, 7th Floor, New Delhi Municipal Council Palika Kendra, New Delhi - 110001
8	Opening of Financial Bid	After evaluation of Technical Bids Date shall be intimated accordingly.

1.11 NDMC will not be responsible for delay in online submission due to any reason. For this, bidders are to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.

1.12 No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.

1.13 Brief Description of Bidding Process

The Council has adopted single stage two stages bidding process (referred to as the "Bidding Process") for selection of the Bidder for award of the Project. The Bidder **will be selected under Least Cost Selection (LCS)** method as described in this EOI.

1.14 Under this process, the Techno-Commercial EOI shall be invited under two stages- In stage one, eligibility and technical capability of the Bidder will be

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first examined based on the details submitted under the Technical Bid with respect to eligibility and evaluation criteria stipulated in this EOI. The Financial Bid under the second stage shall be opened.

1.15 **DUE DILIGENCE BY BIDDERS**

1.15.1 Submission of bid shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents not substantially responsive to the EOI documents in every respect will be at the bidder's risk and may result in rejection of the bidder's EOI.

1.15.2 Requests for additional information, or any delay in complying with such requests, shall not, however, in any way affect the obligation of the Bidder to send the complete Bids by the deadline indicated above.

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Chapter-II

DEFINITIONS

Following terms used in the document will carry the meaning and interpretations as described below:

“Bid” shall mean the Financial Bid/Price Bid submitted by the Bidding Company/Shortlisted Bidder along with all documents /credentials/ attachments, formats, etc., in response to this EOI Document/Bid Document, in accordance with the terms and conditions hereof;

“Bidder/Shortlisted bidder/ Bidding Company” shall mean the Applicant shortlisted against this EOI for submission of financial bid in reference to this Bidding Document. Any reference to the Bidder includes Bidding Company including its successors, executors and permitted assigns jointly and severally, as the context may require. Further, Bidding Company shall refer to such single Company/Firm/Prime/Lead Bidder that has submitted the response in accordance with the provisions of this EOI Document;

“Company” shall mean a body corporate incorporated in India under the Companies Act, 1956 or the Companies Act, 2013, as applicable;

“NDMC shall mean NEW DELHI MUNICIPAL COUNCIL (A body created under the Act of Parliament);

“Selected Bidder or Successful Bidder” shall mean the shortlisted Bidder whom Letter of Award is issued by NDMC as per the term and conditions of Bid document;

“Bid Deadline/Proposal Due Date/EOI Due Date/Last Date of Bid Submission” shall mean the last date and time for submission of Price Bid /Financial Bid in response to this Bid as specified in EOI Schedule/Bid Process including all amendments/Clarifications thereto;

“Authorized Signatory” shall indicate the employee of the Bidding company who has been authorized through board resolution and/or given Power of attorney to sign and submit the bid as per the bidding document and is fully authorized to take decisions including signing and submission of documents as and when any requirement is raised by NDMC during execution of Contract.

“The Government” means the Government of India.

“The Deliverable” means all the all the material/ services, which the successful bidder is required to supply to the NDMC under the Contract;

“Day” means calendar day;

“Week” means calendar week; **“Month”** means calendar month; **“Year”** shall mean the Calendar year **Supplier/Seller means a** company registered under Indian Companies Act, 1956 or a partnership firm registered under Partnership Act or a proprietorship firm.

Bidding /EOI Document means documents issued by the procuring entity (NDMC), including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid

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Work Commencement Date/Appointed Date means the period from 30 days of the date of Execution of the Agreement.

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Chapter-III

BACKGROUND INFORMATION AND PROJECT PROFILE

3.1 ABOUT NDMC:

3.1.1 NDMC is one of the five urban local bodies (ULB) in National Capital Territory (NCT) of Delhi. The administrative area under the New Delhi Municipal Council comprises of 42.7 sq. km. It is governed by a Council by a 13 Members. The Council Members includes the Member of Parliament of New Delhi Parliamentary Constituency, Chief Minister of Delhi and also the Member of Legislative Assembly of Delhi Cantonment Assembly Constituency.

3.1.2 NDMC is a seat of the head of the Federal Legislature, Executive and the Judiciary. The NDMC region comprises of Lutyen's Delhi and important buildings such as Rashtrapati Bhawan, Parliament House, Supreme Court, North and South Blocks and the Embassy area. The strategic geo-political location of NDMC and its history is of great significance and hence the efficient functioning of the municipal body is of utmost importance locally and nationally.

3.1.3 NDMC consists of nearly 3% of the area and 2.5 lakh of the resident population of NCT of Delhi. However, an estimated 16-20 lakhs floating population in daytime possess challenges for managing the civil services in NDMC area. NDMC is one of the few local bodies in the country who is financial self-reliant. It is also a distribution company for water and electricity and its municipal solid waste is 100% scientifically disposed of.

3.2 NDMC'S KEY RESPONSIBILITIES ARE:

1. Providing & maintaining basic civic amenities water, electricity, parking, roads etc.
2. To manage its own assets and collection of Property Tax and other dues and other fees.
3. Building Regulation and encroachment removal,
4. Registration of Birth and Death
5. Construction, and maintenance of municipal markets and regulation of trades
6. Sanitation & Public Health, MSW collection and disposal, control of vector borne diseases.
7. Maintenance of public parks, gardens and recreational centers.
8. Regulate and check and prevent encroachments, unauthorized hawking.
9. Providing community centers, parks, baratghars on rental basis.
10. School Education.
11. Medical services.

3.3 NDMC's TRANSFORMATION INTO A SMART CITY

3.3.1 NDMC has been selected by the Ministry of Urban Development (MoUD), Government of India, as one of the 20 Smart Cities under the Smart City Mission. The vision for NDMC Smart City has been formulated based on the strategic blueprint and the needs and aspirations articulated through the stakeholder consultations and its vision is **to be the global benchmark for a capital city.**

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3.3.2 Many civic governance activities are now performed through IT support /solutions and is consistently expanding cost effective and easy access to information, through multiple devices to residents and visitors. NDMC is already in the process of developing NDMC into a Smart City with the use of IT/ICT based interventions and solutions. In this regard, EOIs have been floated for Smart Poles with Wi-Fi Hotspots, Interactive Information Kiosk, Sensor based parking and Warm LED lights.

3.3.3 NDMC has started rendering multiple services through IT based e-governance platforms. NDMC has been one of the first cities to initiate Smart City projects, such as on-line payments for electricity-water bills, property taxes and other online services such as citizen complaint centers, hospital data of birth, Smart Parking etc. NDMC is also taking big strides in moving to mobile platform for rendering citizen services.

3.3.4 For greater accountability, transparency, efficiency and promptness, increase reliance has to be made on the online services under the e-Governance. Extensive usage of mobile application in e-governance platform has been envisaged even under the digital India program of Govt. of India.

3.3.5 NDMC currently provides integrated public services to citizens and tourists through a mobile cloud based NDMC 311 CITIZEN App since March 2016. There are 14 integrated services for providing information and for registering complaints while giving location, image. The app is available on Android & IOS Platforms.

3.4 **NDMC NETWORK AND DATA CENTRE FACILITY**

NDMC is having enterprise network which is the backbone for communication and that helps to connect computers and related devices across departments, CFC's and Remote Offices for facilitating insight and services with ease to the Citizens of NDMC. Data Centre of NDMC is having State of Art enterprise networking solutions i.e. Core Switches, Firewalls and Layer-2 Switches, which are providing uninterrupted online facilities to Citizens of NDMC. The NDMC's network is designed and configured to deliver high performance and reliability to meet the needs of the operations while providing a high degree of access controls and range of privilege restrictions. Citizen Facilitation Centres are connected with Headquarter (Palika Kendra) for Electricity and Water Bill Payments and Birth & Death Certificates.

3.5 **Physical Survey, Design, Implementation, A Unique Smart Addressing Solution for Urban Properties /Establishments In NDMC Area with one year warrantee and 3 years comprehensive Annual Maintenance Contract (AMC) for period 03 years.**

3.5.1 NDMC's jurisdiction has an area of 42.7 Sq. Km. and has approximately 50 thousands households + 10%, NDMC intends to introduce a Unique Smart Addressing Solution for the Urban Dwellings in the city of New Delhi (NDMC Limits) based on a Geo-spatial solution, depicting an Alpha Numeric Smart Address code for each property/establishment in New Delhi with the information of main road, sub road/lane, Landmarks building and the floor. This will ensure the benefits of providing navigation details and address location services to the dwellings/properties within the jurisdiction of NDMC and also help see

spatial depiction of information related to electricity, water connection, property tax and fee collection management.

3.5.2 The project also to address more complex situation arising due to consolidation of multiple independent plots into a single plot while building large apartment complexes and corporate campuses or the process by which plots or dwellings are divided further when properties are bequeathed to the next generation. Thus any optimal solution in Unique House Addressing must solve intuitiveness not just by the numbering scheme alone but also by representing this numbering scheme in a GIS based map allowing for geo-location and navigation services to be provided effectively.

3.5.3 A 2005 World Bank Report titled "Street Addressing and the Management of Cities" cites "Designating a home address is a big problem indeed, it is one of the most difficult to resolve in urban life, although it may not seem so. The problem is significant because individuals are as defined by their place of residence as they are by their height or the color of their hair or eyes. Today, one's home address is an integral part of personal identification data: it is found on voter identification and social security cards"

3.5.4 New Delhi Municipal Council (the Council), with a view to introduce a Unique Smart Addressing Solution (the "Project") by engaging Private Operator on Survey of NDMC properties area.

TERMS OF REFERENCE (TOR) AND SCOPE OF THE WORK**4.1 OBJECTIVES**

The objective of this Expression of Interest (EOI) is to provide NDMC with a Unique Smart Sequential addressing Solution for Urban Properties / Establishments (USASUP) depicting an Alpha Numeric Smart Address code for each property/establishment in New Delhi with the information of main road, sub road/lane, Landmarks building and the floor. A Geo-spatial based solution has been proposed keeping in mind the benefits of providing navigation details and address location services along with the linkages of metadata with attributes for features such as electricity/water property tax license fee, type of construction occupant's/owner's details etc.

The properties shall be affixed with USASUP plate/sticker

To develop this platform and solution an onsite digital door to door survey is required to be carried out for capturing the Geo position and other attributes describing the property explained in this chapter of EOI document.

4.2 The benefits of a unique addressing system are as given below:

1. Access to the database:
 - a. according to type of occupancy, retrieve data individually or by group for dwelling or type of dwelling, economic use or type of economic use; data should be retrievable by street or neighborhood, or for the entire city; and
 - b. according to address, retrieve data associated with the address or with a street, a neighborhood, or a zone to be identified;
2. Store in memory all changes in occupancy for purposes of creating history files that will make it possible to observe trends;
3. Change or retrieve a new address at any time easily;
4. Add open parameters (data associated with the address) such as electricity/water connection, property tax. License fee, occupancy details. Collection of disservice at any time and in unlimited quantity;
5. Import and export data from/to other applications (street system, facilities, tax system) or another database; and
6. Printing data retrieved and/or all data.
7. Adding/linking pictures and other metadata.

- 4.3** The Bidder will be Project Developer cum Licensee and shall be responsible for designing, customizing, procurement, implementation, operation and maintenance of the Project under and in accordance with the provisions of the contract agreement (the "Contract Agreement") to be entered into between the Selected Bidder and the Council in the form provided by the Council as part of the Bidding Documents pursuant hereto.

- 4.4** The selected firm shall implement the project as required by the NDMC. The NDMC will oversee the project and evaluate the situation and conceptualize the plan for execution along with the NDMC. The NDMC will also supervise the execution process of the entire project.

4.5 SCOPE OF THE PROJECT AND THE SERVICES

- 4.5.1 The data for USASUP shall be collected by the Developer cum Licensee through a physical/onsite digital survey of each and every property/establishment in the NDMC jurisdiction by deploying the adequate and optimal trained Man-Power using the mobile tools (including devices and software and connectivity) based survey solution for capturing real time data and its real time updation and integration in the database of USASUP software developed and maintained and hosted by the firm on the server. The financial proposal is to be made for the onsite digital door to door survey only.

- 4.5.2 The Developer cum Licensee of Unique Smart Addressing Solution for Urban Properties (the "USASUP") Project shall carry out the deployment of customized technology infrastructure and the creation of unique and sequential addressing data for the urban Properties in Council's jurisdiction using the existing design of the technology owned by the Project Developer Cum Licensee. The customization and deployment for implementing the Project rests with the Project Developer cum Licensee and hence the control and the maintenance of the technology rests with the Project Developer cum Licensee during the Contract Period.

- 4.5.3 The Project Developer cum Licensee shall provide Non-Exclusive Perpetual License to the Council for using the customized technology for the purpose of the Project during the Contract Period without any cost (Except for the cost of onsite digital door to door survey). It is however clarified that all the intellectual property rights with respect to the technology shall be solely with the Project Developer Cum Licensee.

- 4.6** Project Developer cum Licensee Provide a technology-enabled system to auto-generate a smart, unique and sequential door number at building and Properties level based on the road network for the Council.

- 4.7** Provide robust, android/iOS mobile DDN generation application for agents to use in their digital survey to generate the unique door number.

- 4.8** To develop navigational tools using unique addressing smart system platform using the door to door numbers data for used by NDMC as well as by public / other private entity.

4.9 The Total Work Includes:

- 4.9.1 The onsite digital door to door survey of NDMC property/establishment and data base creation on to the USASUP platform.
- 4.9.2 Deploying requisite customized technology including the licenses to use the backend software along with their renewals, if any, requisite manpower,

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equipment, tools, operating systems, comprehensive maintenance, consumables and any other items/services that are required for implementing the Project and to carry out the operations complete in all respects. For avoidance of doubt, any upgraded version(s) of backend software(s) are also to be procured and maintained by the Project Developer cum Licensee during the Contract Period.

4.9.3 Setup IT infrastructure by the developer for access to the information generated and collected during the Digital Survey for both NDMC and citizen use and to act as a navigational tool for various uses.

4.9.4 To design, customize and implement a platform to auto-generate a smart and unique house number (alpha- numeric code) that is contiguous with pattern-based road-network encoding logic and can be accessed on web and mobile platforms.

4.9.5 The **Digital on site Real Time Survey should collect** the following **mandatory information**:

- i. Full Address including House Number, Floor Level , Building /Apartment Name Landmark near the building /establishment , Street Name/Road /lane , Sub-Locality, Locality, nearby locality/.sub-locality, City, State, Pin Code.
- ii. Meta-data to include multiple images of the property and link other data base provided by NDMC. Metadata link and forms/schema/template to be developed by the firm and data to be filled by NDMC.
- iii. Dwelling type (Commercial/Residential/Mixed/institutional/recreational) civic facility unit with color coding
- iv. Ownership status e.g-Self-occupied /Rented /partly rented/ vacant
- v. Number of person living in the dwelling unit/property.
- vi. Civic facilities such as parks, Public Toilet Units, Garbage stations/ BQS/ Foot-Over bridges /information kiosks
- vii. Type of use / kind of business / institutional activity in the property Digital Surveyed.
- viii. Construction type: concrete /brick pucca structure/ steel /metal fabricated/Porta-cabin/ temporarily shed structure.
- ix. Geo- coordinates- Latitude-Longitude capture for each property unit
- x. NDMC circle wise Door-numbers/properties details.
- xi. Calculations of distance between properties /landmark.

4.9.6 **The Physical Door to Door Number (DDN) Digital Survey also to collect and map/link the following information with the properties surveyed:**

- i. Property Tax Identification Number (PTIN)
- ii. Mobile Number & Aadhar number/email IDs (if available) of the residents/occupants/tenants/ managers/ caretakers
- iii. Total land area of the property: which will have measurement of the plot area /individual dwelling unit area / commercial unit area / institutional unit area/ civic facility unit
- iv. Electricity Connection, consumer numbers and total Number of connection
- v. Water Connection consumer numbers and total Number of connection
- vi. Estate License/lease number (if any)
- vii. Other source of electricity e.g. Solar/DG Set.

- viii. Other source of water
- ix. Gas connection.
- x. Petrol pumps, LPG Station, Hospitals, Hotels, cinemas, Schools, CNG Stations etc.
- xi. Year of construction/redevelopment of the property /
- xii. Any known litigation /dispute
- xiii. License number / shop establishment/ VAT registration number
- xiv. Rain -water harvesting facility
- xv. In-house MSW recycling /disposal facility.

4.9.7 Affix a weather-resistant board with printed digital alpha -numeric door number for each dwelling after code generation and collecting the required information at the household level.

4.9.8 Provide a dashboard to the NDMC to track real-time access to the generation and progress of digital door number generation during the Digital Survey and afterwards on updation.

4.9.9 Provide data integration support to the NDMC for existing data systems of the NDMC relating to property details (such as dues/fees/ water-electricity connections/ownerships etc.), property maps with the issued unique id from the project.

4.9.10 Provide Project Management support for a 1 year (12 months) period post implementation (commissioning) of the project to help with training for use of application tools, documentation and process creation for the NDMC employees.

4.9.11 The Project Developer should provide a citizen information platform for access and navigation tool to the USASUP (unique address system) platform with one year warrantee from date of Go-Live of project and 3 year Annual Maintenance contract with the following features:

- i. Free USASUP Search and navigation.
- ii. Citizen engagement Platform-Navigation Tools of various establishment, landmarks and road network with depicted on digital navigation map, notification services from NDMC targeting locality/circles.
- iii. Integrate with emergency service (like-fire, ambulance, police, etc.) providers to immediately showcase citizen where a digital door number can be used for navigation by the ambulance/police/fire department. This can be augmented with more integration with the private sector/government agencies for citizen convenience/ commercial use.

4.9.12 Provide a utilities platform for the Council (NDMC) to integrate the following:

- i. Road Inspection/information management system
- ii. Allow system for Property Tax collection based on the new door number.
- iii. Water and Electricity Connections Management system
- iv. License Fee collection system.

The features required for utilities platform are described in the table below. For the above utility platforms, applications and data to be hosted on NDMC server. The data will be collected and entered /fed by NDMC on the Digital Form/App developed by the developer who would link the

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meaningful information/MIS reports on the geospatial map using the unique house address digital information- USASUP Platform / solution.

Sr. No.	Utility Management	Features/ Meta data Required to be linked to GIS based USASUP platform
1	Water and Electricity Connections Management system	<ol style="list-style-type: none"> 1 To link the information related to type of connection- domestic or commercial or other type with unique address system of the property. 2 To record the arrears /outstanding dues against the properties. 3 Information of Electricity consumer number, meter type-mechanical/electrical/static, make of meter- name of OEM, Status of meter- live/ defective/ life, type of connection- single phase/three phase, CT, feeder and pillar to which meter is connected. 4 Water connection detail- consumer number, S number, meter number, meter make- name of OEM Meter available or not, status of meter- defective/ live 5 The monthly dues demand raised and received for electricity / water bills. 6 Defaulters list on account of delay in scheduled payments 7 Notices issued, responded, not responded and disposed off 8 Thermal maps / depiction on map application tool for the above information or any other attributes attribute along with MIS.
2	Property Tax Management System	<ol style="list-style-type: none"> 1. Total number of properties in NDMC Area- <ol style="list-style-type: none"> i) Private ii) Government 2. Assessment finalized / year wise done for the year, not assessed for the year, partially assessed 3. Building type-independent house / multitenant type/vacant land. 4. Demand raised. Tax received by due date 5. Number of remand cases pending upto the particular year 6. Details of properties where arrears pending in the various ranges above 1 Crore, 50 Lakhs, etc. 7. Notices issued and pending under section-72 of NDMC Act -year wise. 8. Notices issued under section-100 (1) of NDMC Act 9. Request for change of Name in property. 10. Mutations carried out in a year. 11. Annual ratable value 12. Thermal map / depiction on map application tool for the above information or any other attributes attribute along with MIS
3	Estate	<ol style="list-style-type: none"> 1. List of Properties, Name of Building with addresses

	Licenses/Lease Management System	<ul style="list-style-type: none"> i) Private ii) Govt. <ol style="list-style-type: none"> 2. Classification of Properties into various categories example: Hotels, Restaurants, Kiosk, Shops, Stalls, Govt. offices 3. Area Allotted, License fee fixed / Lease amount fixed Type of Lease Deeds, Date of Lease/License execution, Validity and Renewal, Date of Physical possession. 4. Premises property where lease license not executed 5. Trade allowed at the premises. 6. Details of Occupants/ Licensee / Lessee Name 7. List of Defaulters / Lease Amount 8. Show cause notices issued, Cancellation of Lease/License order issued, Property sealed, Damages Charged, Sealing executed 9. Pending litigations "District Court", "High Court", "Supreme Court". 10. Thermal map / depiction on map application tool for the above information or any other attributes attribute along with MIS.
4	Road Inspections Management System	<ol style="list-style-type: none"> 1. Road name, road length. 2. Tagging information like road constructed, repaired, re-laid, carpeted segment-wise, year-wise and aggregated at circle level 3. Road inspection segment-wise, date and time wise 4. Road performance through recording the efforts of maintenance of roads-sweeping done, pot-hole, bell mouth, pruning, lane marking, zebra marking. 5. Thermal map / depiction on map application tool for the above information or any other attributes attribute along with MIS

4.9.13 Conduct a Digital Survey of all dwellings within NDMC limits and issue a unique USASUP code using the technology and application provided by the project developer cum licensee, Digital Survey and material description below:

i)	Board Material	<ul style="list-style-type: none"> a. 6x4" Foam board for dwelling/individual property; b. 9x6" Foam board for Buildings of Government and Commercial; c. Board to be between 3-5mm in thickness; d. The USASUP format should be printed or pasted on the board; and e. The board should be affixed with a strong weather proof bond/glue <p>sticker to be color coded for different type of property e.g. Private/Central Govt./NDMC</p>
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ii)	Visual ID of Building and Dwelling	To capture picture and elevation details such as floors, usage type etc.
iii)	Meta Data	To capture all address metadata, like landmark, locality, sub-locality, street name, picture/image etc.

- 4.9.14 To provide tools to track and document work effort on restoration of damaged roads, improvement in road conditions undertaken, etc.
- 4.9.15 Provide Project Management support for 4 years (one year warrantee and 3 years AMC) post implementation of commissioning the project to help with training, documentation and process of creation for the Council employees for their use. The firm shall provide training to selected staff of NDMC (User training as well as administration training) on "train-the-trainer" methodology on all topics related to efficient use and operation of proposed System. The vendor will provide proper hardcopy of the training material/user manual to each participant during training.
- 4.9.16 Provide maintenance support for a three years after successful completion of one year warrantee period for Project management support for updating and maintaining the USASUP solution platform through the Single point of Contact (SPOC) support available to NDMC office to help coordinate with new building approvals, up-dation of the existing database on a regular basis, integration into various systems and also address related issues and maintenance/debugging except AMC charges quoted in financial bid.
- 4.9.17 USASUP data of sequential Door to Door Numbering (DDN) will be given exclusively access to developer who may give access to citizen through suitable application inter-phase along with navigation tool throughout the contract period of four years from the date of commission of the project.
- 4.9.18 The NDMC may validate the Data of on site Digital Door to Door /Property Survey furnished by the selected bidder by having a random checks through NDMC officials/third party. In case of any wrong/incorrect/redundant information furnished, the firm shall correct the data without any cost to NDMC.
- 4.9.19 If NDMC find regular ambiguity and redundancy in the data provided by selected bidder for the onsite digital door to door survey then NDMC can take appropriate action on selected bidder as per liquidity damages clause.
- 4.9.20 The licensee cum project developer should store complete data collection of door to door digital survey along with meta data and schema / template and transactions / functions should be stored on NDMC server only on real time basis.

4.10 PROJECT SPECIFICATIONS

With the given background, its vision and objectives of a Unique Smart Addressing Solution for Urban Property/Establishment (USASUP) project, this section outlines the high-level requirements of the USASUP Solution.

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Ensuring scalability and integration of add-on services and enabling proliferation of public and private service providers are cardinal requirements of the project.

4.10.1 Solution Requirements:

S. No.	USASUP Requirement	Description of the Requirement
1	Digital Door Numbering (DDN) platform (USASUP) for sequential addressing system	The digital door numbering platform must generate sequential, consistent and distinct IDs for buildings and unique codes for the associated properties/ establishments/ dwellings including apartments, high-rise buildings and multi-tenant dwellings based on the city's road network topology. The encoding algorithm should go beyond simple latitude-longitude mapping, align with the city's road network and municipal jurisdictions, landmarks, lanes, by lanes thereby rendering sequential IDs to all roads in a city in a grouped and intuitive manner
2	Multi-channel access to digital door numbering platform	The platform must be accessible in web, smartphone and offline channels such as SMS. Its use should not be restricted to certain mapping platforms or navigation systems.
3	Maintain seamless relation between main roads, incident roads/lanes, buildings landmarks and associated dwellings/properties	The USASUP code format for the address must take into account the relation between a dwelling and its building, the numbering should be contiguous and automatically identify and link the home's access road
4	Extensibility to Road/Street Signage	As a result of providing unique codes to every dwelling or building the format should also have the ability to uniquely identify every street/road in the defined urban area
5	Support projected urban growth for the next 4 years	The code format should have ability to take into account division and unification of properties without disrupting the code format and maintain intuitive numbering with neighboring properties.
6	Integration & Interoperability with other Government Departments and Private Entities	USASUP platform should have the ability to interoperate and integrate seamlessly with a host of departments', agencies' and service providers' applications. The

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		USASUP Solution should achieve this by providing easy to use web and offline services that can be used to seamlessly integrate with other departments.
7	Facilitate efficient governance through quick identification of Incident/ Grievance Location.	Identify civic and governance issues by finding the location faster allowing NDMC to deploy appropriate resources to mitigate and de-escalate situations faced by both citizens and internal officials.
8	Possibility of reuse and extension of existing Unique area based identifiers.	The solution must aim to extend or reuse to the extent possible any existing solution that uniquely identifies areas or a particular region.
9	Provide an internet enabled Mobile-App based Digital Survey Application to collect Citizen Address Information.	The Solution must provide an internet enabled Mobile-App based Digital Survey application that captures each individual dwelling address information in a format mutually agreed upon
10	Utility platforms	Information for Property Tax, Estate License fee, Water/Electricity Connections, Road Information Management Application to be developed linked with USASUP. Data will be provided and entered by the NDMC Departments.

4.10.2 Technical Requirements:

S. No	Header	DDN Requirements	Description of the Requirement
1	Infrastructure	Data Hosting	All data related to the Unique Addressing solution will be hosted on NDMC Data Centre.
2	Infrastructure	Data Retrieval	An efficient data retrieval mechanism should be built to ensure that access to data is quick and comprehensive. This module should be available to users based on permissions and privileges
3	Infrastructure	Concurrent Access	Since the platform will be both citizen and business focused, it will need to support concurrent connections at large scale with acceptable response times for up to 01 lakh dwellings/ properties/establishment
4	Core Platform	Address Uniqueness and Smartness	The addressing solution for urban dwellings/properties/establishment must be unique and must provide extensibility for future growth of the NDMC. In this regard the addressing solution must support at least 1 lakh urban dwellings of the NDMC region. The address format should have an intuitive

			design which allows the possibility of pinpointing locations or regions as it relates to the road network
5	Core Platform	Multi-Channel Delivery	<p>The unique addressing solution must support multiple channels including the internet through a web-browser and Mobile phones through a Native, or Web or a Hybrid Application. The solution must facilitate the following facets:</p> <ul style="list-style-type: none"> • Non-internet Scenario • Non-smartphone Scenario
6	Core Platform	Data Quality	The system should use self-learning algorithms to take in sample data for cleansing and use to collate high-quality data sets that can be used for future reference.
7	Core Platform	Quick Search	Ability to search for the address codes should be available across multiple mobile and non-mobile platforms with redundancies inbuilt for failure and speed.
8	Core Platform	Mobile integration methods	Mobile* integration should be available to authenticated 3rd party partners through a secure key. The actual integration can be done either through an SDK (Software Development Kit) or APIs
9	Core Platform	Integration-ready for other tech platforms like Kiosks/Point of Deliveries (PoDs)	System architecture should be robust to be used in other instruments or platforms such as kiosks that could be installed in the neighborhoods, bus stops etc.
10	Core Platform	Integration with navigation, routing and other GIS systems	Based on the IDs, the system should be able to provide address information to one or more navigation, routing and GIS systems. At the same time, navigation should not be limited to specific platforms but work with all available products in the market
11	Digital Survey Platform Features	Activation Platform	Since the project entails giving IDs through physical inspection and verification, the system will have a technology platform (Available on one or more mobile platforms) and uses device sensors (such as GPS, Altimeter) to capture property information including multimedia files and sync with an ID for future reference. The platform should not require specialized technical skills from activation agents to ensure the activation can be done in an economical manner

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12	Digital Survey Platform Features	Activation Platform Requirements	On-ground activation should be possible with mobile phones running the Android Operating system at 4.4.x and higher. The device requirements should not be more than standard devices required for running general apps, location services and graphics card.
13	Digital Survey Platform Features	Multi-attribute Address tagging system	The Mobile Digital Survey app must allow each address to include a number of attributes as defined by the NDMC.
14	Digital Survey Platform Features	Remote-install applications across agents	Ability to push updates to agent systems during activation to ensure any upgrades are immediately available and data quality is high
15	Privacy and Security	3rd Party Access	Using frameworks such as API and SDK, the information should be available to other non-governmental bodies with multi-layer authentication (public + private keys) to ensure secure, broader adoption
16	Privacy and Security	Access security and DDOS Attacks	Automated and manual measures in place to ensure private information is adequately secured according to latest industry guidelines.
17	Privacy and Security	Multi-layer Privileges and Permissions	Based on a detailed information available from all parties, a comprehensive multi-layer permissions/access modules that limits and exposes information based on the user's role within the system.
18	Data Management	Activation monitoring	The platform should allow for real-time review agent performance of creation of digital door numbers during the Digital Survey, ability to verify the accuracy of information against specific quality parameters and make changes as required
19	Data Management	Segmentation of Digital Survey Data	The data that is collected through the Mobile Digital Survey Application contains Personal Identifiable Information, Address Information and Dwelling Information. The Digital Survey application should provide segmentation of data such that each of these information can be stored in separate configurable physical databases
20	Data Management	Data Integration	The system should be designed to quickly integrate with other departmental information to provide a comprehensive data module that can be used by different heads for effective governance
21	Data Management	Data Flexibility and Extensibility	Ability to add more information to the platform from other systems or inferred data as required without the need to re-execute the

			entire project
22	Data Management	SMS-based grievance cell	A technology platform to provide SMS-based address information based on defined text protocol established in collaboration with all parties.

4.10.3 Project Management Requirements:

1	Training Manuals	Build and create appropriate training documentation and train NDMC staff on usage of various systems to effectively operate
2	Training	Provide necessary training on the above documentation to NDMC staff on usage
3	Marketing Material	Build and provide marketing material for NDMC to share and market to citizens for adoption of DDN
4	Build multi-phase marketing campaign	Propose and build a multi-phase marketing campaign with clear phase wise goals for the NDMC to implement
5	Support and maintenance of DDN Platform	Vendor to provide maintenance services for the period of the Concession/Contract Period for overall system stabilization, software and IT infrastructure solution maintenance for the DDN system.
6	Board Material	<ul style="list-style-type: none"> a. 6x4" Foam board for dwelling; b. 9x6" Foam board for Buildings of Government and commercial. c. Board to be between 3-5mm in thickness; d. The USASUP format should be printed or pasted on the board; and e. The board should be affixed with a strong weather proof bond/glue
7	Visual IDs of Building and Dwelling properties/ establishment	Capture picture and elevation details such as floors, usage type etc.
8	Meta Data	Capture all address meta data, like landmark, locality, sub-locality, street name, etc. as specified under the Scope of Work.
9	Optional Digital Survey data	PTIN where available, Phone number of user/resident and Old House no. where available or given
10	Project Management Support	<ul style="list-style-type: none"> a) Manage the overall deliverables and adhere to the project timelines. b) Coordinate and ensure adequate staffing for successful project execution c) Provide MIS reporting for the NDMC at periodic intervals to provide a check on the project status d) Be responsible for quality assurance of the

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- deliverables outlined in the scope of services
- e) Be the primary interface with other government departments for the digital door numbering project.

4.10.4 Service Level Metrics

S. No.	Service Level Metric	Performance Standard	Measurement Method
1	Availability of USASUP Services and Infrastructure Components	The USASUP platform and infrastructure components shall be available 99.9% of the time for the entire calendar month except in the case of scheduled outages.	The Agency/NDMC will set-up automated methods and tools for measurement of USASUP platform and infrastructure availability as requested by the NDMC. The availability reporting will include all incidents of scheduled and unscheduled outages.
2	Availability of customer support	The USASUP customer support services are required to be reported over a mutually agreed communication channel.	The Agency and NDMC will set-up automated methods and tools for measurement of customer support issues on an on-demand basis.
3	Growth in number of customers	The Agency/NDMC and NDMC will work together to ensure more private entities adopt the USASUP platform	Mutually agreed upon reporting format will be closed between Agency/NDMC and NDMC
4	Accuracy of Digital door to door survey.	99 % accuracy in the data collection and rendering/integration USASUP platform.	Validation of data by NDMC/third party.

4.10.5 DELIVERABLES & TIME LINES

The table below outlines the deliverables by the NDMC under this contract

Sl. No.	Deliverable Milestones	Description	Time Lines for completion of the Milestone from the Appointed Date (30 days from the date of Execution of Agreement)
1	Establishment of supporting IT infrastructure for USASUP development and Property Survey	Setup of a cloud based IT infrastructure for USASUP	30 days

2	Development and refinement of maps within the jurisdiction of the Authority including ward boundaries to support generation of the USASUP for each dwelling.	NDMC and its circle or localities boundaries printed maps will be provided by the NDMC for digital rendering by the Licensee-cum-Developer for the use of USASUP	45 Days
3	Development of a Mobile based App Technology Solution for conducting onsite Door to Door Digital Survey of each property of NDMC Area on real time basis. (The Mobile App should support iOS/Android platform and Tab compatible and; A Technology Solution to provide a smart and unique maps based addressing solution in the web and mobile channels.	The field staff should be able to capture and enter Digital Survey data on real time basis by using the Cloud based mobile app available on Tab with wi-fi enabled and the data directly getting fetched to Database link to GIS Map developed by the Licensee cum developer and the data linkages to the map based application.	45 days
4	Completion of onsite Digital Surveys of properties within NDMC areas.	The information (Personal Identifiable Information and property Information) deemed important for the NDMC will be collected through a Mobile based application provided by the NDMC	120 days
5	a) Hosting of NDMC Properties Information along with utility platforms for electricity, water, estate license fees and property tax in NDMC Data Centre. b) Provide a citizen application for accessing USASUP and Administrative Information and Broadcast Platform for notification /messages form NDMC based on the Unique Property Addressing System which can be filtered circle or locality wise for targeting unique group of citizens Development ,testing and validation of the schema/proforma for the utility platform for water/electricity connections details, property taxes/estate licenses, roads details etc.	The hosting of the information (Personal Identifiable Information and Dwelling Information) collected by the vendor on behalf of the NDMC	140 days
6	Affix Printed board/stickers to each dwelling/ properties/ establishment	Affix a weather-resistant board with printed digital door number for each dwelling after code generation and collecting the required information at the household level Blue colour boards are for domestic	180 days

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		(Private) properties with black letters and brown coloured boards for commercial properties with black letter. Both the boards contain. NDMC logo in standard green colour. The specimen is annexed. For Govt./NDMC Properties white background with Black Letters	
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Note: The above-mentioned milestone/deliverables are to be completed within 180 days from the date of commencement of work (the commencement date is defined as Appointed date which is 30 days from the date of Executing/Signing of the Agreement).

- 4.11** Bid Price that shall be quoted by the bidder shall be per dwelling/property amount required by the Bidder for Project implementation which broadly covers the hardware, software and manpower for the Door to Door survey and for generating sequential digital door number and its related services which includes man-days cost, studies, Digital Surveys, investigations, equipment, technology, database management, GIS interface, server installation and maintenance, web interface, local transport, travel & sojourn, printing of DIGITAL DOOR NUMBER plates and affixing/Pasting, and stationery and all such other expenses that will be incurred for effective implementation, operation and maintenance of the Project.

4.12 APPLICATION STANDARDS

The software/ services supplied under this contract shall conform to the standards mentioned in the technical specifications and when no applicable standard is mentioned to the authoritative standards, such standard shall be latest issued by the concerned authorities.

4.13 NO UNAUTHORIZED CODE

The supplier shall not supply or install any software that the purchaser/NDMC is not licensed to use, unless the product is activated by a required license key (if required). The supplier shall also certify that all their products and updates as supplied to the purchaser/NDMC shall be free from viruses, worms, Trojans, spy-ware etc.

4.14 CONFIDENTIALITY OF NDMC DATA

The Successful Bidder will treat as confidential all data and information about NDMC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior explicit and written approval of NDMC.

4.15 FUTURE UPDATES

The Bidder/Supplier is required to provide, install and commission all software up gradations/ enhancements from time to time, during project duration free of cost to Purchaser/NDMC. Any up gradation in application shall be made available to NDMC without any additional cost during the entire period of contract of 4 years. All the incidental expenses for making systems operational will be the sole responsibility of vendor without any additional cost. The firm update of data by the developer within 07 (Seven) days of the request sent and USASUP Alpha-Numeric plate/sticker.

4.16 EXCLUSIVE LIMITED RIGHTS OF THE SUCCESSFUL BIDDER FOR USE OF USASUP DATA:

The database of information (dwelling / property level) and any other information developed as per the provisions of the Agreement shall be the property of the Council. For the avoidance of doubt, it is hereby clarified that the Council shall ensure that the Project Developer cum Licensee shall have the exclusive right to use the developed database of the publicly available data in respect of Unique sequential Smart Addressing System of the Properties (USASUP) for navigation, emergency services linkages etc. for revenue generation during the Contract Period, within the provisions of the Agreement. The departmental information linked with the USASUP shall not to be hosted on the public domain without prior and explicit approval of the Council.

4.17 COUNTERPART SUPPORT BY THE NDMC

- i. Provide vendor any and all existing maps or data to help accurately identify road networks, areas, etc. for base map creation
- ii. The uploading of the information collected by the Vendor on behalf of the Municipal Council
- iii. Communication effort to make all stakeholders both within the NDMC Area and outside aware of the benefits of USASUP and to ensure successful adoption using for a minimum period of 10 years:
- iv. Other support for effective implementation of DDS.
- v. NDMC will issue an authorization letter to the vendor for carrying out the Digital Survey.
- vi. NDMC officials shall also be accompanied the representative of the bidder for Digital Survey visit in VVIP premises.
- vii. Data entry is to be provided for schema/template to capture meta data such as taxes, electricity/water meter related data and roads etc.

4.18 PERIOD OF CONTRACT: This contract agreement shall be valid for period i.e Project execution period+ warranty period+ AMC period counted from the 30 days of the date of execution of agreement (i.e from Commencement Date/Appointed Date).

4.19 The statements and explanations contained in this EOI are intended to provide a better understanding to the Bidders about the subject matter of this EOI and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Project Developer cum Licensee set forth in the Contract Agreement or the Council's rights to amend, alter, change, supplement or clarify the scope of work, the License to be awarded pursuant to this EOI or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this EOI are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Council.

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Chapter-V**BID CONDITIONS AND INSTRUCTIONS TO BIDDERS****5.1 PROPOSAL/BID SUBMISSION**

- 5.1.1 The Bidder shall provide all the information sought under this EOI document, NDMC would evaluate only those EOIs that are received in the specified forms/formats/annexures/appendices and complete in all respects and within the submission date and time. The EOIs shall be submitted online only.
- 5.1.2 The format/documents /figures shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder and then uploaded. All the alterations, commissions, additions, or any other amendments made to the EOI shall be initialed by the person(s) signing the EOI. The EOIs must be signed by the authorized signatory (the "Authorized Signatory").
- 5.1.3 Bidders should note the Proposal Due Date (PDD) - last date of submission of the bid, as specified in the EOI schedule, for submission of EOIs. Except as specifically provided in this EOI, no supplementary material will be entertained by NDMC, and that evaluation will be carried out only on the basis of Documents submitted online by the closing time of EOI due date. Bidders may be asked to provide additional material information or documents or technical presentations subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected.

5.2 While submitting the bid, it may be noted that:

- i. In case, the day of bid submission is declared Holiday by Government of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- ii. Ambiguous bids will be out rightly rejected.
- iii. NDMC will NOT be responsible for any delay on the part of the vendor in submission of the EOI bids.
- iv. The offers submitted by telegram/ fax/ E-mail/Through Post in physical form except the physical copy of the EMD, etc. shall NOT be considered. No correspondence will be entertained on this matter.
- v. Conditional EOIs shall NOT be accepted on any ground and shall be rejected straightway.
- vi. When deemed necessary, NDMC may seek clarifications on any aspect of their bid from the agency. However, that would not entitle the agency to change or cause any change in the substance of the EOI submitted or price quoted. This would also not mean that their quote has been accepted.
- vii. No enquiry shall be made by the bidder/during the course of evaluation of the EOI, after opening of bid, till final decision is conveyed to the successful bidder. However, the Committee/its authorized representative and office of NDMC can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

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5.3 The Mode of EOI shall be Two Bid/Stages system:

5.3.1 Under this process, the Bid shall be invited and examined under two stages:

a. Technical bid

b. Financial Bid

5.3.2 Eligibility and qualification of the Bidder will be first examined based on the details submitted under the Technical Bid with respect to basic eligibility and qualification criteria for technical bid stipulated in this EOI. The Financial Bid under the second stage shall be opened.

5.4 The Bidder shall submit the proposals online as described below:

- a) The Bidder shall submit its Technical and Financial bids in the form and manner specified in this EOI document only.
- b) The Technical bid shall not include any financial information relating to the Financial EOI. In case financial bid is given with technical bid documents it shall be summarily rejected.
- c) The proposals submitted should have all pages numbered. It should also have an index giving page wise information of documents. Proposal that are incomplete or not in prescribed format will be summarily rejected.
- d) Prices should not be indicated in the Technical Proposals. All the columns of the quotation form shall be duly, properly and exhaustively filled in.
- e) The Bidder is allowed to submit only one proposal against this EOI.
- f) The bidder has to submit the complete proposal and not in part or for particular quantum of work, such proposal will automatically be disqualified without any intimation to bidder.
- g) Documents in support of eligibility must be enclosed with the EOI. Offers without satisfying eligibility conditions will be outrightly rejected and no correspondence in this regard will be entertained.
- h) Bidders are advised that the selection of successful firm shall be on the basis of an evaluation by NDMC through the Selection Process specified in this EOI document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NDMC's decisions are without any right of appeal whatsoever.
- i) Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal.
- j) Broad description of the objectives, scope of services, deliverables, and other requirements relating to this Contract are specified in this EOI.
- k) Any entity which has been barred by any agency of the Central Government, any State Government, any Statutory bodies, or any public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.
- l) It shall be deemed that by submitting the Proposal, the Applicant has:
 - i. made a complete and careful examination of the EOI;
 - ii. received all relevant information requested from the NDMC;

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- iii. accepted the risk of inadequacy, error or mistake in the information provided in the EOI or furnished by or on behalf of the NDMC or relating to any of the matters referred in the EOI;
 - iv. satisfied itself about all matters, things and information, including matters referred herein, necessary and required for submitting an informed Application and performance of all of its obligations there under;
 - v. acknowledged that it does not have a Conflict of Interest; and
 - vi. Agreed to be bound by the undertaking provided by it under and in terms hereof.
- m) The NDMC shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to EOI or the Selection Process, including any error or mistake therein or in any information or data given by the NDMC.
- n) GST or any other tax applicable in respect of inputs procured by the contractor for this contract shall be payable by the Contractor and Government will not entertain any claim whatsoever in respect of the same. However, component of GST at time of supply of services (as provided in CGST Act 2017) provided by the contract shall be varied if different from that applicable on the last date of receipt of tender including extension if any.
- o) All tendered rates shall be inclusive of any tax, levy or cess applicable on last stipulated date of receipt of tender including extension, if any. No adjustment i.e. increases or decrease shall be made for any variation in the rate of GST or any tax levy or cess applicable on inputs. However, effect of variation in rates of GST or any other tax, levy of cess applicable on output of the works contracts shall be adjusted on either side, increase or decrease. Provided for Building and other construction workers welfare cell or any taxes (other than GST), levy or cess varied or imposed after the last date of receipt of tender including extension, if any, any increase shall be reimburse to the contractor only if the contractor necessarily and properly pay such increased amount of taxes / levies / cess. Provided further that such adjustment including GST shall not be made in the extended period of contract for which contractor alone is responsible for delay as determined by the authority for extension of time.

5.5 ELIGIBILITY AND QUALIFICATION CRITERIA FOR THE FIRMS

- 5.5.1 EOIs of only those Bidders who satisfy the Conditions of Eligibility, stated herein will be considered for further technical eligibility under the Evaluation Criteria by NDMC.
- 5.5.2 The following basic eligibility criteria must strictly be fulfilled by the Bidder. The Bidder must submit documentary evidences in support of their claim for fulfilling the criteria. The bids received without the documentary evidences shall be rejected summarily. Non-compliance of any condition shall lead to disqualification in Technical Bid:

Basic Eligibility of the Participating Firms:

S No.	Eligibility Criteria	Documents to be submitted
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1.	<p>BASIC ELIGIBILITY CRITERIA</p> <p>The Bidder should be a registered Company in India as per Indian Companies Act, 1956/2013, or; Proprietary ship or Partnership Firm/Limited Liability Partnership Firm.</p> <p>Consortium is allowed with maximum combination of two firms only. One of the parties in the consortium partner will be the Prime Bidder/Lead Bidder. The Prime Bidder/Lead Bidder shall be treated as "Bidder"</p> <p>The Prime bidder /lead bidder of the consortium should alone meet the technical criteria. However, any of the consortium partner may meet the financial criteria. (Turnover)</p> <p>Firm to be in business for at least 2(two) years at the time of EOI submission.</p> <p>The Prime bidder should be IT Enabled Services Company and dealing with development, supply & installation of geo spatial information software/Digital Map Integration Software with utility platforms/Digital Unique Addressing System Software Development Work.</p>	<p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>Copy of the Registration.</p> <p>Auditor's/CA Certificate</p> <ol style="list-style-type: none"> 1. Copy of the consortium agreement in case of consortium, clearly specifying the roles and area of specialization of the individual parties of consortium, duly signed by Consortium parties on Rs. 100 non-judicial stamp paper should be enclosed. The agreement should also clearly define the Prime Bidder/Lead Bidder and should be individually and jointly signed by each of the Consortium parties. 2. The declaration of operating office address in India.
2.	<p>The Bidder should be having an average annual turnover of minimum Rs. 1crore during Two Financial Year. i.e., 2015-16 & 2016-17.</p> <p>or be recognized as Startup under Department of Industrial Policy and Promotion, GOI.,</p> <p>Turn over requirements shall not apply to start ups however Solvency Certificate has to be submitted by the Starts up</p>	<p>Copies of the last financial years (2015-16 and 2016-17) audited balance sheet should be submitted or Auditor's Certificate.</p> <p>In case of Start-up the recognition Certificate from Department of Industrial Policy and Promotion, GOI.</p>
3.	<p>The Bidder should have not incurred any loss during last two financial year i.e. 2015-16 & 2016-17.</p>	<p>Auditors/CA Certificate.</p>
4.	<p>GST Registration of the Prime bidder and Income Tax Pan</p>	<p>Certificates of GST where business is</p>

Certificate of GST and Income Tax

TECHNICAL CRITERIA

The Bidder to have experience with **the execution/initiation** of a technology-enabled digital door numbering project for an Indian city with at least 40 thousand households/Properties, as evidenced by the awarding of a municipal corporation contract/any other Govt. Development Council/Govt. Agency.

Copies of orders obtained/contract executed should be enclosed, along with Certificates, if any, issued by Government Organizations / Municipal Corporations from India for developing and commissioning the project in last 5 (five) years.

6.	The Bidder must have the ability to seamlessly integrate its platform and systems with other public and private sector enterprises to extend the value of USASUP system to other domains and/or use cases which benefit the Council or its citizens having linkages with emergency services like fire, police, ambulance, citizen engagement platform etc.
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Photocopies of the relevant documents / certificates to establish the capability like agreements, website/mobile applications.

7.	Clean Track record of dealing; bidder/Any consortium partner should not be blacklisted by any Government Agency in India
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Undertaking to this effect to be submitted as per format provided in the EOI

The Financial EOI shall be physically submitted in the formats at **Annexure-I** (the “Financial PROPOSAL/FINANCIAL BID/PRICE BID”) clearly indicating the total cost of the Work (onsite digital Door to Door Survey)-, in Indian Rupees. In the event of a difference between the arithmetic total and the total shown in the Financial bid in the EOI, the lower of the two shall prevail. Financial Bid comprising of the Price Bid to be submitted in the Office of Joint Director IT 7th Floor Palika Kendra New Delhi Municipal Council on or before Last Date of Bid Submission in the prescribed format.

While submitting the Financial EOI, the Bidder shall ensure the following:

- (i) The total amount indicated in the Financial Bid shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial EOI, it shall be considered non-responsive and liable to be rejected.
- (ii) All applicable taxes including GST levies /Octroi shall be **INCLUDED** in the financial bid and calculated as per applicable laws. It is the responsibility of the Bidder to clearly identify all costs associated with any services as per the EOI

Document and submit the total cost in the Financial Bid

- (iii) Prices quoted will be firm for the entire period of digital survey and the Contract period of Four years.
- (iv) The Price bid shall also include incidental charges, if any and no separate charges shall be paid by NDMC other than those quoted in the Financial /Price bid.

Note: All payments to firm shall be subject to deduction of taxes at source as per Applicable Laws.

5.7 TOTAL PROPERTIES TO BE SURVEYED

The initial survey of total properties falling in NDMC Area could be $\pm 10\%$ of 50,000 (Fifty Thousand) numbers. However the cost of survey shall be paid for the actual number of property surveyed during the 180 days period allowed for completion of survey of properties.

5.8 PREPARATION, SUBMISSION AND EVALUATION OF PROPOSALS

- i) The firms shall bear all costs associated with the preparation and submission of its proposal, including any site visits, field investigations, data collection, analysis, sample presentation, etc. The NDMC shall not be responsible or liable for any such costs incurred.
- ii) The firms should submit their proposals individually or consortium not exceeding two firms.
- iii) Adherence to formats, wherever prescribed, is required. Non-adherence to formats might be a ground for declaring a proposal non-responsive.
- iv) All communication and information shall be provided in writing and in English language only.
- v) The Bidding Documents include the draft Contract Agreement for the Project which is enclosed. The aforesaid documents and any addenda issued subsequent to this EOI Document, will be deemed to form part of the Bidding Documents.
- vi) The Bid shall be summarily rejected if it is not accompanied by the Bid Security/EMD.
- vii) Bidders are advised to examine the Project in greater detail, and to carry out, at their cost, such studies as may be required for submitting their respective Bids for award of the License including implementation and operation of the Project.
- viii) In this EOI, the term "Lowest Bidder" shall mean the Bidder whose Bid Price is the lowest.

5.9 PRE-BID CONFERENCE

A pre-bid conference will be held on the date specified in the EOI (Schedule of Bidding Process), at New Delhi Municipal Council, Council Room, 3rd floor, Palika Kendra, New Delhi-110001 (in case change of address, it shall be intimated in

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Kendra, New Delhi-110001 (in case change of address, it shall be intimated in advance) and the prospective Bidders/ Bidders' designated representative(s) are invited to attend the same.

The purpose of the pre-bid conference will be to clarify queries of the Bidders related to the Assignment, Scope of Work, EOI document, if any.

The Bidders should submit the queries in writing or by fax or e-mail and the same should reach to the NDMC at least 01 (One) working days before the pre-bid conference along with a soft copy of the same to the NDMC on e-mail – **director.it@ndmc.gov.in**

Minutes of the pre-bid conference along with addendum to this EOI, if any, will be posted in the NDMC website and the bidders are requested to check the same before preparing and submitting their bid sent to all Bidders.

5.10 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising NDMC in relation to matters arising out of, or concerning the Selection Process. NDMC shall treat all information, submitted as part of the EOI, in confidence and shall require all those who have access to such material to treat the same in confidence. NDMC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or NDMC or as may be required by law or in connection with any legal process.

5.11 BIDDER TO INFORM HIMSELF

The bidder shall be deemed to have satisfied himself about the detailed job content, the conditions and circumstances affecting the contract prices and the possibility of executing the works as shown and described in this EOI.

5.12 ACCURACY OF DOCUMENTS

The firm shall be responsible for accuracy of the documents prepared and/ or vetted and data collected by it directly or procured from other agencies/authorities, and all other details prepared by it as part of these services. Subject to the provisions of this EOI, it shall indemnify-the NDMC against any inaccuracy in its work which might surface in the future, if such inaccuracy is the result of any negligence or inadequate due diligence on part of the firm or arises out of its failure to conform to good industry practice. The firm shall also be responsible for promptly correcting, at its own cost and risk, the documents/ data/ information including any re-Digital Survey / field investigations.

5.13 COST OF BIDDING

The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bidding Process. The Council will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

5.14 SITE VISIT AND VERIFICATION OF INFORMATION

Before filling this EOI, the Bidder shall visit the Site and satisfy himself as to the conditions prevalent there especially regarding accessibility to the Site, nature and extent of the city, working conditions, stocking of materials, installation of tools and equipment etc., accommodation and movement of labor for satisfactory completion of the works, applicable laws and regulations, and any other matter considered relevant for them.

Bidders should have the ability to market for all value added services they can develop based on analytics of the smart addressing data for revenue generation. Therefore, the Bidders should have marketing strategy in place. To obtain first-hand information on the local conditions, the Bidders are encouraged to visit the proposed locations before submitting Bids. No financial claims for such visits and for collection of information shall be reimbursable.

The Bidders must carry proper due diligence of the applicable local taxes/charges etc., which may affect their project financials.

It shall be deemed that by submitting a Bid, the Bidder has:

- a. Made a complete and careful examination of the bidding documents;
- b. Received all relevant information requested from the Council;
- c. Accepted the risk of inadequacy, error or mistake in the information provided in the bidding documents or furnished by or on behalf of the Council relating to any of the matters referred in the EOI Document.
- d. Satisfied itself about all matters, things and information including matters referred in the EOI Document here in above necessary and required for submitting an informed bid, execution of the project in accordance with the bidding documents and performance of all of its obligations thereunder;
- e. Acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the bidding documents or ignorance of any of the matters referred in the EOI Document here in above shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Council, or a ground for termination of the Contract Agreement by the Project Developer cum Licensee;
- f. Acknowledged that it does not have a conflict of interest; and
- g. Agreed to be bound by the undertakings provided by it under and in terms hereof.
- h. The Council shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to EOI, the Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by the Council.

5.15 PROPRIETARY RIGHTS

The Bidder/Supplier shall indemnify the Purchaser/ NDMC against all third party claims of infringement of patent, copyright, trademark, license or industrial design

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rights and other intellectual property rights, material piracy arising from use of the goods or any part thereof in the Purchaser's country.

5.16 COMPLIANCE WITH LABOUR LAWS

The Concessionaire shall abide by and comply with all the Applicable Laws and statutory requirements, including Minimum Wages Act 1948, Payment of Wages Act 1936, Contract Labour (Regulation & Abolition) Act 1970, Employees' Provident Funds and Miscellaneous Provisions Act 1952 etc.

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Annexure-I**FINANCIAL/PRICE BID SCHEDULE**

(Financial Bid / Price Bid Format to be submitted Physically along with Technical Bid)

Item (1)	Qty. (2)	(Unit) (3)	Unit Rate (X) (in Rs.) (4)	Total Amount (in Rs.) (Column (2) Multiplied by Column (4))
Survey, Design, Implementation, A Unique Smart Addressing Solution for Urban Properties /Establishments In NDMC Area with one year warrantee	50000	Each		
Annual Maintenance Contract (AMC) Survey, Design, Implementation, A Unique Smart Addressing Solution for Urban Properties /Establishments in NDMC Area for period 03 years.	03	Years		
Total Amount (Inclusive of All applicable Taxes GST/Levies)				

Note:

1. The initial survey of total properties falling in NDMC Area could be $\pm 10\%$ of 50,000 (Fifty Thousand) numbers. However the cost of survey shall be paid for the actual number of property surveyed in the time period of 180 days allowed for completion of survey of properties from the date of commencement, if successfully completed as per the unit rate (X) quoted in the financial bid inclusive of all applicable Taxes GST/Levies.

Authorized Signature**Name and Designation of Signatory**