

## MUNICIPAL CORPORATION, CHANDIGARH

Invites

### Proposal for work Management system on Software as a Service (SaaS) basis for Municipal Corporation Chandigarh

Municipal Corporation, Chandigarh solicitates Bids from reputed Companies.

#### IMPORTANT DETAILS

Detailed Tender Document has been uploaded at the website of Municipal Corporation, Chandigarh i.e. [mcchandigarh@gov.in](mailto:mcchandigarh@gov.in) . Municipal Corporation, Chandigarh reserves the right to reject any or all proposals received without assigning any reasons.

**Submission of Proposal** : Interested companies may send their “**Proposal**” as per details given in tender document by 1500 hrs, 19<sup>th</sup> July 2017 to office of Executive Engineer, Road Division No. 3, Municipal Corporation, Chandigarh.

**Executive Engineer**  
 Road Division No. 3,  
 Municipal Corporation, Chandigarh  
 Room No. 303 3<sup>rd</sup> Floor  
 New Deluxe Building, Sector-17 Chandigarh -160017  
**Tel: ...9872511225.....**  
**Email: .....**;  
**Website : [www.mcchandigarh@gov.in](http://www.mcchandigarh@gov.in)**

**Work Management System on Software as a  
Service (SaaS) basis for Municipal Corporation  
Chandigarh**

**Request for Proposal**

**Date: 05<sup>th</sup> July'2017**

**Issued by:**  
Executive Engineer  
Roads Division No. 3  
Municipal Corporation  
Chandigarh

## MUNICIPAL CORPORATION CHANDIGARH

### 1. Introduction

Chandigarh Municipal Corporation (CMC) is envisaging a Work Management System on Software as a service (Saas) basis to track / monitor field projects like bridges & roads, water supply, sewerage & sanitation, street lighting or other operation and maintenance works using smart phone based technology wherein officials can capture pictures and locations of the field operations and send them to the CMC Control Centre in real time. It can be used to send status updates via email / SMS alerts to councillors and other stake holders regarding the progress of projects being executed in their wards. There will be an MIS for managing data related to work orders of a municipal corporation with progress monitoring and reporting features that are best in class in industry.

### 2. Bid Notice

Sealed bid Notices are hereby invited on behalf of the Commissioner, Municipal Corporation, Chandigarh for Initializing Work Management System on Software as a Service (Saas) basis in Municipal Corporation Chandigarh. The Sealed bid shall be submitted in the office of Executive Engineer, Roads Division No 3, Municipal Corporation, Chandigarh, New Deluxe Building Sector-17 Chandigarh by **19.07.17 upto 03:00 P.M.** and will be **opened on 19.07.2017 at 03:30 P.M, in the Committee Room, 1<sup>st</sup> Floor, Municipal Corporation, Chandigarh.**

#### Important Instructions:-

- i. The Bidders may visit the office of Municipal Corporation to know all the departments, ongoing, completed works, staff deployed, Number of wards, zones, details of Councillors etc and may also go through the website i.e. mcchandigarh@gov.in .
- ii. The sealed bid without signatures will not be accepted
- iii. Affidavit to be submitted by bidder along with bid as at Annexure 'A'.
- iv. The detailed Scope of work is as at Annexure 'B'.
- v. In case, the date of receipt/opening of bid is declared or happens to be a public Holiday, the bid will be received / opened on the next working date at the stipulated time.
- vi. **Earnest Money Deposit** :Earnest Money Deposit (EMD) of Rs. **15,000/-**(fifteen Thousand Only) in the shape of demand draft drawn on any schedule Bank/Commercial Bank in favour of Executive Engineer, Roads Division No 3, Municipal Corporation, Chandigarh, payable at Chandigarh, valid for 180 days from the Proposal Due date. The said Earnest Money Deposit will be refunded to the successful bidder after he deposits the Performance Guarantee and to the un-

successful bidders after the allotment of work. If L-1 refused to accept the offer after opening the bid, the earnest money shall be forfeited. **(format for EMD is at Annexure-C)**

- vii. **Registration/execution of the agreement :** The successful bidder shall be required to execute an agreement on the format approved and supplied by the department on stamp papers of Rs.100/- to be registered with the Sub-Registrar, Chandigarh at his own cost and will be signed within 15 days of issuance of Letter of Intent.
- viii. **Performance Guarantee:** The successful bidder shall be required to deposit performance guarantee @ 5% of agreement amount in the shape of demand draft in favour of Executive Engineer, Roads Division No 3, Municipal Corporation, Chandigarh, payable at Chandigarh duly covering the period of contract and extended period if required. The Performance guarantee will be released to the contractor after the successful completion of the contract. No interest shall be payable on the deposit.
- ix. **Penalty:** In case the agency fail to complete the work in the prescribed manner and in the stipulated period, the Commissioner Municipal Corporation, Chandigarh shall have the right to forfeits the Performance Guarantee amount and to impose penalty as found fit as maximum up to 5% of total fees payable , keeping all the facts & circumstances of the matter in view.
- x. Any credentials found false at later stage will warrant action as per terms and conditions of the contract agreement.
- xi. The undersigned reserves the right to reject any or all the tenders without assigning any reason.
- xii. The work will be carried out strictly in accordance with specifications and as per instructions of the department.
- xiii. The conditional bid's without earnest money deposit shall be liable to the rejected out rightly.
- xiv. Corrigendum/ Addendum to this Bid, if any, will be intimated through E-mail/ Registered post.
- xv. The Commissioner, Municipal Corporation, Chandigarh reserves the right to reject any or all the applications/Bids without assigning any reason.
- xvi. In case, at any stage it is found that any information furnished by any of tenderer is false/correct, action of debarring/blacklisting for future tendering under the provision of "Policy on Blacklisting-2009" notified vide no. 1927-F and PO (3)-2009/1170 dated 27.02.2009 by Municipal Corporation, Chandigarh will be taken.
- xvii. The scope of work can be increased during execution of project and extra fee will be paid for the same.

- xviii. Any legal dispute will be settled within the jurisdiction of Municipal Corporation, Chandigarh.
- xix. The validity of **bid** will be 180 days.
- xx. The bidder who quotes the lowest fee would be selected.
- xxi. If any dispute or difference of any kind whatsoever shall arise between the bidder, or its authorised representative and MCC, Superintending Engineer (B&R), MCC will be arbitrator and his decision will be final.
- xxii. For any queries/ assistance Bidders may contact office of Executive Engineer, Roads Division No 3, Municipal Corporation, Chandigarh, at email id: gdsquare258@gmail.com.

### **3. Eligibility Criteria:**

- The Bidder(s) must be a company in India Registered under The Company's Act 1956.
- The Bidder should have completed one such project in India or Abroad, preferably for any Government organisation. (Completion certificates to be attached).
- The bidder should not have been blacklisted /debarred by Central Government or any State Government organization / department in India at the time of submission of the Bid. (Affidavit to be provided regarding non-debarring/blacklisting).

### **4. Technical Proposal: Technical Proposal would consist of the following:**

- a. Letter of Proposal
- b. Earnest Money Deposit
- c. Particulars of the Applicant
- d. Details of Technical experience (Client certificates attached)

### **5. Financial Proposal would comprise of the following:**

- i. Covering Letter
- ii. Financial bid as per **Annexure-D**

**ANNEXURE – A****AFFIDAVIT**

I / We / M/s \_\_\_\_\_ (name of firm/company) having PAN No. \_\_\_\_\_, Service Tax No. \_\_\_\_\_ certificate issued by \_\_\_\_\_ having office at \_\_\_\_\_ and do hereby declare and solemnly affirm that I / We / M/s have not been debarred/Black-listed, nor mine/our tenders orders have ever been cancelled by any State/UT/Central Government/Corporation or any partner or shareholder either directly or indirectly connected with or has any subsisting interest in the business of my/our firm nor any legal proceedings have ever been initiated/pending or any penalty has ever been levied due to delay of non-completion of supply order by any State / UT / Central Government / Municipal Corporation Chandigarh or by any autonomous body / authority and the individual/firm/company have been regularly paying income tax/service tax and is legally competent to engage in contracts and that I/we/M/s accept all the terms & conditions as prescribed with bid.

**DEPONENT**

Place: \_\_\_\_\_

Dated: \_\_\_\_\_

**Verification:**

I/We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and beliefs. No part of it is false and nothing has been concealed therein.

**DEPONENT**

Place: \_\_\_\_\_

Dated: \_\_\_\_\_

**{Note: To be furnished on non-judicial stamp paper duly attested by the First Class Magistrate/Notary Public}**

**ANNEXURE – B****Scope of Work :-****1. Web based Works Management System:**

- Logins for officers and data entry operators
- To cover all work orders department wise like B&R, O&M, electrical, Horticulture and Health.
- Facility to create new work orders.
- Facility to update existing work orders.
- Facility to move work orders from pending to approved and approved to ongoing.
- Facility to see summary of all work orders at Corporation Level.
- Facility to see summary of work orders department wise, zone wise, subzone wise and ward wise.
- Facility to view list of orders at zone level, subzone level and ward level.
- Facility for Excel Export of data
- Facility of sorting according to Zone, Sub Zone, Ward, Status, Head, Category, Department, Work Name, Work Type, Work Location, Estimated Cost, Tendered Cost, Agency Work Order, Date, Time Limit
- Physical Progress, Bill Prepared, Payment made, Liability
- Automatic alerts to councilors and other stake holders for updates to work orders in the ward of their interest.
- Put project details in public domain for common public to know the development work in their area and status thereof.
- Provide people collaboration for city development
- Window for submission of grievance regarding projects and management of Redressal.

**2. Pool Of Self Of Projects For New Project Plan**

- Department/ administrators can collaborate online to get inputs/requirement of work. That will help to work out need based plan preparation. Project planning, in which all associate department will put their feedback on execution and execution flow of the project
- Create a workflow of the project execution
- Assigning works to department or specific authority, monitoring list of pending work and work status of the assigned works.
- Tenders procedure can be executed from system. Details of list of companies applied for same. Tender opening stage results, tender technical round details, details of selected company along with the uploading terms, payment terms and technical details provided by company.

### **3. Ongoing Projects Management:**

- All ongoing projects can be directly added to system, along with assigning responsible
- authorities, project managers, project milestones, current status, key documents for public or internal use, company selection details(tender process/rate contract/registered vendors), involved departments
- List of schedule of work for each department& its responsible authority
- Photographs of the ongoing development works can be uploaded
- Logins for all responsible authority will be created automatically where they can manage
- their details of work, assigned projects, status of assigned work, answering the public complaints/grievance.
- Pre schedule work will be auto assigned to authority on completion of previous scheduled work.
- System will manage the workflow of the project execution
- GPS coordinate tagging of actual project site
- Photographs of the work development of the project
- Public project related complaints management
- Details of Payments made to selected company
- Remarks by corporation officers for the company work quality, issues in execution, etc
- GPS coordinate tagging of actual project site

### **4. Public grievance management:**

- ERP will be integrated with the website to receive public grievance
- If ward/area/zone selected during submitting grievance it will be directly assigned to administrator of specified or else it will be displayed to corporation general grievance login area from where it can be forwarded to respective ward administrator.
- SMS alerts for update in grievance will be given to user who raised the grievance
- There will be auto generated SMS & Email alerts if administrator failed to respond in specified time limit to public grievance

### **5. Reports**

- As required it will be developed

### **6. Setup a Masters**

- Master tables to:
  - Create Sector, Zones, Wards, Plots
  - Departments & branches; Ward office & administrator staffs
  - Ward wise / department wise heads and team members
  - Area supervisors, project heads / supervisor
  - Emergency Services Supervisor/manager contact information
  - Logins for ward office staffs, area supervisors, deputy comm., commissioner, chairman
  - Management of Login levels, rights



- Management of reports & publication of information in public domain like Periodicity, report type – format etc.

## **7. Mobile Application Features**

### **Administrator Mobile App:**

- Login of officers and giving authority to them to create and edit projects
- manage assigned works
- Add new work details manually
- Respond to public grievance
- View assigned projects. Add comments, add work details, change status of the assigned work
- Manage profile
- View nearby ongoing works nearby using GPS
- Capture and report work order field reports with pictures and maps
- It should work from any android phone, tab etc
- It should work smoothly on all versions of Android OS
- Email/SMS alerts for reported work order field reports
- Built on top of open platforms on the client as well as server side
- Handles poor internet connectivity automatically
- Compression and automatic size adjustment of photographs
- Integration of Work Management System with server side
- Integration of maps with Work Management System

### **Public Mobile App:**

- Submit grievance
- View status of grievance
- View ongoing work in area by manual selection or using GPS

## **8. Maintenance & Data backup:**

Systems, applications and servers will be maintained by the vendor including the MIS, the web server, the RDBMS, the email server, the SMS gateway etc. Databackups will also be taken by the vendor on a weekly basis on Compact Discs or DVDs and duly submitted to the MC Chandigarh.

The bidder will be responsible for maintenance of software, regular updations of data, information on the software, providing training and support staff to MCC initially for a period of 3 years which can be further extended, if required.

## **9. Training & Support:**

Training sessions for personnel engaged in using the work management system as well as android based modules.

## **10. Training:**

Three comprehensive training workshops shall be conducted for all officers/ stakeholders for both mobile app and web admin side.

Field training shall be provided to entire field staff engaged in sending picture based updates from the field using the app. Technical Support One qualified technical support

engineer to be provided in Chandigarh for providing local support to all stakeholders to ensure successful use of the entire system.

#### 11. Mode of Selection:

The bidder possessing the pre-qualification criteria would be shortlisted and thereafter those quoting the lowest fee will be selected.

#### 12. Payment Schedule :-

MCC would pay the fees to the bidder as per the following schedule:

S.No	Description	Time Duration X= date of appointment of Transaction Advisor	Payment (Percentage of fee quoted)
1	Submission and approval of work plan and methodology	X+ 7 days	5
2	Submission and approval of Project Report	X+ 15 days	10
3	Submission and approval of draft software and mobile application alongwith Training Session 1	X+ 30 days	15
5.	Submission of approval of final software and mobile application alongwith Training Session 2	X + 45 days	15
7	Creation of logins of all officers and councillors	X + 60 days	25
8	Field Training	X + 67 days	10
9.	After successful operation of the software for 6 months.		20

#### Conditions:

##### 1. Rights to Accept/Reject any or all Proposals:

CMC reserves the right to accept or reject any proposal and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for Chandigarh MC's action.

##### 2. Notifications of Award and Signing of Contract:

Prior to the expiration of the period of proposal validity, the bidders will be notified in writing or by fax or email that their proposal has been accepted.

The notification of award will constitute the formation of the Contract. Upon the Bidder executing the contract with Chandigarh Municipal Corporation, it will promptly notify each unsuccessful bidder and return their EMDs.

At the time Chandigarh Municipal Corporation notifies the successful Bidders that their bid has been accepted, Chandigarh Municipal Corporation will send the Bidders the Proforma for Contract, incorporating all clauses/agreements between the parties. Within 30 days of receipt of the Contract, the successful Bidders shall sign and date the Contract and submit it to Chandigarh Municipal Corporation.

### **3. Legal & Stationery Charges:**

The successful bidder shall enter into a contract agreement with Chandigarh Municipal Corporation within 15 days from the date of issue of Work Order and the same should be adjudicated for payment of Stamp Duty by the successful bidder.

All legal charges and incidental expenses in this respect shall be borne and paid by the successful bidder.

**ANNEXURE-C**

From

M/s \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To

.....

No.

Dated

**Subject: EMD (Bid for the award of work of Work Management System on Software as a Service basis in Municipal Corporation Chandigarh).**

Sir,

Please find enclosed herewith Earnest Money Deposit (EMD) of Rs. 15,000/- (Rupees Fifteen Thousand Only) in the shape of Demand Draft (DD) issued by (Name of the Bank) \_\_\_\_\_ drawn in favour of Executive Engineer, Roads Division No 3, Municipal Corporation, Chandigarh, payable at Chandigarh, valid upto.... .

Thanking you,

Yours faithfully,

**(SIGNATURE)**

**Name, Sign, stamp and Seal of the firm  
With full address**

**ANNEXURE-D****MUNICIPAL CORPORATION CHANDIGARH.****Financial Bid**

<b>Services for Setting-up Work Management System on Software as a Service (Saas) basis in Chandigarh Municipal Corporation. The detailed scope of work, TOR, attached.</b>		
	<b>Description</b>	Rate to be quoted by agency in words & figures (excluding Service tax)
<b>i.</b>	One time Cost of Software as a service (including its set up	
<b>ii.</b>	Annual Maintenance and Training & Support cost (for 3 years)	
	<b>Total (i+ii)</b>	

**In case of difference in amount quoted in figures and words, the lower value shall be considered for evaluation**

**Name, Signature, Stamp of Bidder with Seal**