

## GREATER HYDERABAD MUNICIPAL CORPORATION



THE INFORMATION PROVIDED BY THE BIDDERS IN RESPONSE TO THIS RFP WILL BECOME THE PROPERTY OF GHMC AND WILL NOT BE RETURNED. GHMC RESERVES THE RIGHT TO AMEND, RESCIND OR REISSUE THIS RFP DOCUMENT AND ALL AMENDMENTS WILL BE ADVISED TO THE BIDDERS AND SUCH AMENDMENTS WILL BE BINDING ON THEM. THIS DOCUMENT IS PREPARED BY GHMC FOR DESIGN AND IMPLEMENTATING GIS BASED PROPERTY TAX AND HOUSEHOLD SURVEY AND ALLIED SERVICES IN GREATER HYDERABAD MUNICIPAL CORPORATION.

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### REQUEST FOR PORPOSAL FOR

### IMPLEMENTATION OF GIS BASED SURVEY AND MAPPING OF PROPERTIES AND UTILITIES IN GREATER HYDERABAD MUNICIPAL CORPORATION

Notice No: RFP- 01/IT/GHMC/2023-24/1<sup>st</sup> Recall  
Dt.24-02-2024

GREATER HYDERABAD MUNICIPAL CORPORATION  
Tank Bund Road, CC Complex, Hyderabad-500063.

## Table of Contents

1	Abbreviations Used.....	5
2	Schedule of Bid Process .....	6
3	Introduction .....	7
4	Qualification & Evaluation of the Bidder .....	7
5	Instructions to Bidders .....	14
6	Project Scope .....	24
7.	Terms and Conditions of the Tender .....	38
8	Service Level Agreement .....	44
9	Annexures.....	46

## **RFP NOTICE**

### **Greater Hyderabad Municipal Corporation**

The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) invites e-procurement to appoint Contractor for Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation from contractors of repute, multidisciplinary organizations i.e. eminent firm, Partnership Firms/ Private Limited Companies/ Public Limited Companies/Companies registered under the Indian Companies Act 2013 or Companies Act, 1956, Partnership Firm registered under the Indian Partnership Act, 1932 & should have been in existence in India as on 31 March 2022.

RFP can be downloaded from Government of Telangana e-Procurement Website <https://tender.telangana.gov.in/> under login for suppliers. Aspiring parties who have not registered in e-procurement should register before participating through the website <https://tender.telangana.gov.in/>. The details of the process of registration and obtaining the digital signature certificates are available on the website: <https://tender.telangana.gov.in/>. Necessary hands on training could be obtained from the center for M/s Vupadhi Techno Services Pvt. Ltd. and could also be obtained over telephone at +91-4040-44426250/51 Fax +91-40-44426252 or mail to [tseprocsupport@vupadhi.com](mailto:tseprocsupport@vupadhi.com). can access the application on the website, fill them with all relevant information, and submit the completed application and supporting documents

Read the complete document, carefully PDF versions or scanned copies of the required documents are to be uploaded on the website.

The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

The Participant must fulfill the qualification criteria mentioned in the RFP document. All RFP offers must be uploaded on or before 04-03-2024 @ 05:00 PM duly uploading the copies of DDs along with other documents as per terms and conditions as stipulated.

### **DISCLAIMER**

The information contained in this RFP document or provided to bidders(s), whether verbally or in documentary or any other form, by or on behalf of the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) hereafter also referred as “The Authority “, or any of its employees or advisors, is provided to bidders(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP includes statements, which reflect various assumptions and assessments arrived at by the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this e-procurement. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this e-procurement and obtain independent advice from appropriate sources.

Information provided in this RFP to the bidder(s) is 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 Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed here.

The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, 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 e-procurement or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the proposal and any assessment, assumption, statement or information contained therein or deemed to form part of this e-procurement or arising in any way with pre-qualification of Applicants for participation in the Bidding Process. The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP. The issue of this RFP does not imply that the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), is bound to select and short-list pre-qualified Applications for Bid Stage or to appoint the selected Bidder or Concessionaire, as the case may be, for the Project and the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by The Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the bidder and the Greater Hyderabad Municipal Corporation, Hyderabad (GHMC), 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 or submission of the Application, regardless of the conduct or outcome of the Bidding Process.

## 1 Abbreviations Used

Terms	Full form
GHMC	Greater Hyderabad Municipal Corporation
ATS	Annual Technical Support
CAPEX	Capital Expenditure
EMD	Earnest Money Deposit
FRS	Functional Requirement Specifications
GIS	Geographic Information System
GoI	Government of India
IPR	Intellectual Property Rights
ISO	International Organization for Standards
IT	Information Technology
LAN	Local Area Network
LoI	Letter of Intent
DC	Datacenter
MIS	Management Information Systems
MMP	Mission Mode Projects
N/W	Network
NOC	No Objection Certificate
O & M	Operations & Maintenance
OEM	Original Equipment Manufacturer
OPEX	Operating Expenditure
OS	Operating System
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
RFP	Request for Proposal
SI	Systems Integrator
SLA	Service Level Agreement
SRS	Software Requirement Specifications
XML	Extensible Markup Language
GCP	Ground Control Points
DGPS	Differential Global Positioning System
DEM	Digital Elevation Model

## 2 Schedule of Bid Process

Sl.No	Key Information	Details
1.	Item Description	RFP for Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation Notice: RFP - 01/IT/GHMC/2023-24/1 <sup>st</sup> Recall. Dt.24-02-2024
2.	Method of Selection	The method of selection is QCBS method as per mentioned marking criteria in the <b>RFP Section 4.3</b>
3.	Bid processing fee	Rs. 10,000/- should be drawn in form of DD in favour of Commissioner, GHMC
4.	Earnest Money Deposit (EMD)	Rs10,00,000/- should be drawn in form of DD in favour of Commissioner, GHMC.
5.	Contract Period	3.5 Years (1.5 Years for Implementation & 2 Years for AMC)
6.	Address	O/o Additional Commissioner(Rev/IT), 3 <sup>rd</sup> floor, IT Section, Head Office, Tank Bund, Hyderabad.
7.	Contact Details	e Mail id – deeit-ghmc@.gov.in and cvoreports@gmail.com. Ph. 6309999458 and 9989930636
8.	Bid Validity	Bid must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of bid extendable upon request by authority
9.	Performance Bank Guarantee (PBG)	PBG shall be for an amount equivalent to 10% of total Financial bid value( as per the financial bid format of the RFP) ( <b>Section5.32</b> )
10	Tender Floating Date	26-02-2024 @ 11:00 AM onwards
11.	Bid Submission start date	26-02-2024 @ 11:00 AM onwards
12	Last date and time for Bid submission (Online on or before) along with softcopy of EMD	04-03-2024 @ 5:00PM

### 3 Introduction

Greater Hyderabad Municipal Corporation, Hyderabad (GHMC) is the primary organization responsible for urban governance in Greater Hyderabad.

The Greater Hyderabad Municipal Corporation in short (GHMC) is the urban planning agency that oversees Hyderabad, the capital and largest city in the State of Telangana, and Secunderabad, a bordering city to Hyderabad. City is divided into 6 Zones (Charminar, LB Nagar, Secunderabad, Kukatpally, Serilingampally and Khairatabad) with 30 Circles and 150 wards.

GHMC has over 19 Lakh Property Tax Identification Numbers (PTINs) whose Property Tax Demand generation and collection is done annually. GHMC Property Tax application is Developed, Maintained and Hosted by Center for Good Governance (CGG).

### 4 Qualification & Evaluation of the Bidder

#### 4.1 Pre-Qualification Criteria:

The Bidder's competence and capability is proposed to be established by the following parameters.

Sole proprietorship, registered partnership firm, public limited company, private limited company. The firm/ company should be registered in India and should have at least 10 years of experience.

The Bidder should meet all the criteria given in this section

#	Pre-Qualification Criteria	Attachments
1	The bidder should be a company registered under Indian Companies Act,1956/2013or a Partnership Firm registered under Indian Partnership Act,1932 or a Proprietorship firm or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008. The company/firm should have been in operations for at least 10 years.	Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder / Lead Bidder or A copy of the partnership deed/ Firm takeover agreement /instrument of partnership or a Copy of LLP agreement or any other relevant document.
2	The Bidder can be a company or corporation or a Consortium of companies / corporation. In case of a consortium, the same shall not consist of more than two companies / corporations and shall be formed under a duly stamped consortium agreement. The original stamped consortium agreement shall be attached along with the Bid Document. In the event of a consortium, one of the partners shall be designated	Section 9.15 Consortium agreement signed between partner companies/corporation

	as a "Lead Partner". However, every member of the consortium shall be equally responsible & jointly & severally liable for the successful completion of the entire project.	
3	The Bidder/Lead Partner should have ISO certificate 9001:2015 (for Consulting and Implementation services in the Field of GIS and Remote sensing), ISO 27001:2013 (for Consulting and Implementation Services in the Field of Geospatial Solutions Including GIS Applications, Data Creation Using Imagery, Photogrammetry, Specialized Surveys, 3D Laser Scanning & Modeling, GPR, Engineering Survey, Analysis and DPR Preparation) and CMML3 certificate.	Valid copy of the Certificate
4	<p>The Lead Bidder should have been engaged in the following category for any State/ Central Government Organization / PSU/ ULB in last 10 years in India.</p> <p>a) GIS data development and surveying work using High Resolution Satellite Imagery/Mobile LiDAR/Drone/DGPS of at least 2 completed projects in different Municipal Corporations India.</p> <p>b) GIS Base Map, Survey of Properties (Ward Wise &amp; Category Wise), Numbering of Properties Through Assigning Unique Identification Number to Each Property &amp; Developing Property Information System at least three Municipal Corporation Such project value should be minimum 3.5 Crores each completed in past 10 Years.</p> <p>c) Property survey and GIS Mapping for revenue Updation project – 1000000 Properties in India completed or in progress in past 10 Years.</p>	The bidder must Submit Work Orders from Municipal Corporations / Completion Certificate or Experience Certificate
5	The Bidder/Lead partner or Consortium member should have demonstrable expertise and experience in creation of base maps along with property tagging with at least 5(Five) projects completed in past 10 Years with cumulative worth of 10 Crs	At-least Five Projects The bidder must Submit Work Orders from Municipal Corporations / Completion Certificate or Experience Certificate
6	<p>The Bidder /Lead Partner or Consortium member should have Experience of Implementation of Creation of Spatial Layers based on Mapping/Ground Verification and Physical Survey.</p> <p>Bidder should have undertaken at least (2) household surveys in last 10 years</p>	<p>The bidder must Submit Work Orders from Municipal Corporations / Completion Certificate or Experience Certificate</p> <p>( POC or Screenshots may be provided</p>
7	The Bidder /Lead Partner or Consortium member should have experience of integrating MIS data with GIS and should have developed Web and Mobile Applications for Survey and Integration with GIS data	<p>At least 3 projects</p> <p>( POC or Screenshots of the User Interface may be attached additionally)</p>



8	The Bidder /Lead Partner and Consortium member must have cumulative turnover of at least INR35Crores for during last five financial years as on 31stMarch, 2023 from the business area of Base Map creation/Updating, Surveying, GIS Application Software Development, and Implementation for last 5 audited financial years	Audited and Certified Balance Sheet & Profit/Loss Account of last 5 Financial Years. Also, CA certificate mentioning turnover
9	The bidder/Lead partner should have positive net worth in last financial year ending on March2023.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years.
10	The Bidder /Lead Partner or Consortium member should have at least 50 regular experts working for GIS based services including GIS based development.	HR certificate
11	The sole bidder OR the Lead bidder and each of the member of the Consortium should not be blacklisted by any Central / State Government Department or Central/State Public Sector Units (PSUs) in India as on the bid submission date	Undertaking by the authorized signatory of bidder (In case of Consortium to be provided by each member) as per format given in section 9.9
12	The Bidder must have a valid GST Registration in India.	GST Registration Certificate
13	The bidder should have a back-end support agreement/arrangement with GIS Server /software license provider and the Original Equipment Manufacturers (OEMs) of IT Hardware, which includes the post-sales support activities for entire project duration phase)	The undertaking from OEM/ License provider to be submitted.
14	The bidder should be authorized by its OEM and license provider to quote in the bid.	The authorization certificate of OEM/ license provider for GIS applications. (with Perpetual License)
15	Capacity Building and Training	At least 1 Project with more than 30 users
14	The Bidder /Lead Partner or Consortium member should have local Offices at Hyderabad to ensure Satisfactory fulfillment of contractual obligations.	Details of the office address of Hyderabad.

Note: In case the member showcasing the project, reference was a part of a consortium then a letter from the lead member declaring clearly the scope of work executed by the respective member.

## 4.2 Technical Evaluation

The evaluation Committee will evaluate the Technical Proposal using the evaluation parameters as below and would select the technically qualified Bidder. All projects to be considered should be successfully completed and customer certificate must be submitted. All projects to be considered must be from central/ State / UT Govt or PSU Organization in India.

### Evaluation of Technical Proposal

Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary Evidence
E1	Project References	60	
1.	GIS data development and surveying work using High Resolution Satellite Imagery/Mobile LiDAR/Drone/DGPS along with Geo Spatial Portal and Mobile App development for at least 2 completed projects in India in past 10 years, as of date of Bid submission.	20	Work Orders/ Service Agreement or/and Completion Certificate from the client.
2.	Survey of Properties (Ward Wise & Category Wise), Numbering of Properties Through Assigning Unique Identification Number to Each Property & Developing Property Information System.  <ul style="list-style-type: none"> <li>Three projects of value not less than 3.5Cr each :— 20Marks</li> </ul>	20	Work Orders/ Service/Agreement or/and Completion Certificate from the client.
3.	Prior experience in any Property survey work and Integration with GIS data in Municipalities/Government for Property survey and GIS Mapping for revenue Updation map in India in past 10 years, as of date of Bid submission.  <ul style="list-style-type: none"> <li>Property survey and GIS Mapping for revenue Updation — 1000000 Properties ---20 marks</li> </ul>	20	Work Orders/ Service Agreement or/and Completion Certificate from the client
E2	Technical & Professional Capability & Solution Proposed	40	
4.	<b>Solution Proposed</b> Assessment based on  Demonstration of understanding of the Department's requirements through providing:	20	Marks would be allotted based on the Technical Presentation Assessment. The presentation would be considered as part of the Technical Proposal for

	1) Solution proposed and its components 2) Technologies and Used cases 3) Learning on Issues 4) Challenges likely to be encountered 5) Mitigation proposed 6) Approach & Methodology and Implementation Roadmap 7) Strategy to ensure implementation of project within stipulated timelines 8) Identification of major risks and their mitigation plan 9) Ready-to-use solution already deployed		further Reference
5.	The bidder should do technical demonstration of the specifications listed in the RFP.  The bidder should bring their Laptop for the same to present their solution in front of Technical Committee with required output and desired result	10	Marks would be allotted based on the Technical demonstration of the desired output and user friendliness.  The presentation  Would be considered as part of the Technical Proposal for further Reference
6.	Team to be deployed on site / offsite in respect to the Project Timeline and Work Plan Qualitative assessment based on the Team Proposed and Experience of Team Members and allocation of resources in respect to the Project Timelines and Proposed Work Plan.	10	Details to be provided in Technical Proposal and employment records and CV of team to be submitted

Sl. No	Evaluation parameter	Max. Marks	Eligible Documentary Evidence
	Total(E1+E2)	100	

Minimum Technical Score of 70 out of 100 is required to qualify for opening of financial Bid. Only those bids having minimum score would be considered „Qualified“ and eligible for opening of financial bids.

1. **Method of selection is:** Quality & Cost Based Selection (QCBS) on 70:30 basis (70% weightage will be given to the Technical Proposal and 30% weightage will be given to the Financial Proposal). This is single stage- two envelope bidding.
2. The Technical Bids of only those bidders will be opened who meet the pre-qualification requirements. The selection(s) will be made from the Qualified Bidders found to be eligible on the basis of the Technical Proposal (including presentation, if any) in accordance to the QCBS method as per above mentioned marking criteria.
3. The financial bids of the Technically Qualified Bidders shall only be opened. Financial bids, not substantially responsive or incomplete in any manner, shall be summarily rejected.

#### **4.3 Evaluation Process**

4. Authority shall constitute a Committee to evaluate the responses of the Bidders. The Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by bidders may lead to rejection of their Bids.
5. The decision of the Authority in the evaluation of Bids shall be final and binding on all the Bidders. No correspondence will be entertained outside the process of evaluation with the Authority. The Authority may ask for meetings or presentation with the Bidders to seek clarifications or confirmations on their Bids.
6. The Authority reserves the right to reject any or all Bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
7. The steps for evaluation are as follows:

##### **4.3.1 Stage 1 (A):Pre-Qualification**

- a. Authority shall validate the Set 1 “Bid Processing Fee & Earnest Money Deposit(EMD)”.
- b. If the contents of the Set 1 are as per requirements, Authority shall open the “Pre- Qualification Bid”. Each of the Pre-Qualification Criteria mentioned in Section 4.1 is MANDATORY. In case, the Bids does not meet any one of the conditions, the bids shall be treated as non-responsive and will not be considered for further evaluation.
- c. Bids of only those Bidders who meets the Pre-Qualification criteria, shall be considered for further evaluation i.e. Stage-1 (B): Technical Evaluation.

##### **4.3.2 Stage 1 (B): Technical Evaluation**

- a. “Technical Bids” will be evaluated only for the Bidders who have succeeded in Stage 1(A).
- b. The Committee appointed by the Authority will review the Technical Bids to determine whether the Technical Bids are responsive. Bids that are not responsive are liable to be disqualified at Authority's discretion.
- c. The Bidders' technical solutions proposed in the Bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 4.2 Each Technical Bid will be assigned a technical score out of a maximum of 100 Points.

Only those bids who get an Overall Technical score of **70 or more** of the Technical Evaluation Framework as given in Section 4.2 shall be considered technically qualified. Bids which scores less than 70 points, shall be treated as Technically Disqualified bids and their commercial bids will not be opened.

#### **4.3.3 Stage 2: Commercial Evaluation**

- a. All the technically qualified bidders will be notified to participate in the Commercial Bid opening process.
- b. The commercial bids of only those bidders which have qualified in Stage-1 (A) & Stage -1 (B) shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.

#### **4.4 Substantially Responsible Bids**

A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of the Bidder's Bid.

#### **4.5 Selection Methodology**

1. Based on the technical evaluation criteria, only those bidders scoring 70% in the technical evaluation will be shortlisted for commercial evaluation.
2. The Technical Score of the bid under consideration will be noted as  $S_t$  where it represents the net marks scored in the technical evaluation by the bid under consideration.
3. The formula for determining the financial scores is as follows:  $S_f = 100 \times F_m/F$  in which  $S_f$  is the financial score of the bid under consideration,  $F_m$  is the lowest price across all received bids and  $F$  is the price quoted for the bid under consideration.
4. The weights given to the Technical and Financial aspects are 0.7 and 0.3
5. The formula for determining the Net Score ( $N_s$ ) of each bid under consideration would be  $N_s = (S_t \times 0.7) + (S_f \times 0.3)$  where  $S_t$  and  $S_f$  are the technical and financial scores of the respective bids
6. The bidder attaining the highest Net Score, i.e.  $N_s$  would be awarded the contract.

## **5 Instructions to Bidders**

### **5.1 Introduction & Issuer**

Greater Hyderabad Municipal Corporation (GHMC) invites all the interested bidders to submit their technical and financial offers for Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation in accordance with the scope of work, conditions and manner prescribed in this Request for Proposal (RFP) document.

a. While every effort has been made to provide comprehensive and accurate background information, requirements and envisaged solution(s) specifications, Bidders must form their own conclusions about the solution(s) needed to meet the Authority's requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

b. All information supplied by Bidders as part of their bids in response to this RFP, may be treated as contractually binding on the Bidders, on successful award of the assignment by the Authority on the basis of this RFP.

c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Authority. Any notification of preferred bidder status by Authority shall not give rise to any enforceable rights by the Bidder. Authority may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Authority.

d. Bids shall be received by the Authority on the websites as mentioned in the fact sheet before the time and date specified in the schedule of the tender notice. The Authority may, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on websites mentioned in the factsheet.

e. Bid received through any other mode of communication except through web portals (email, print out, telex, cable or facsimile offers) will be rejected.

## 5.2 Eligible Bidders

Bids may be submitted by either of the following categories of Bidders only:

The Bidder shall be either a Single Entity or a Consortium of companies/ corporations as described below.

Sole Bidder	<ul style="list-style-type: none"> <li>• Must be a company which has the capabilities to deliver the entire scope as mentioned in the RFP</li> <li>• Cannot bid as part of any other consortium bid under this RFP</li> <li>• Could be an Indian or International firm</li> <li>• Should be registered under the Companies Act 1956 in India or any equivalent foreign act</li> <li>• Should be in operation in India or abroad for a period of at least 7 years as on publication of bid</li> <li>• For an International Bidder, Bidder will have to register as company under companies Act, 1956/2013 within 6 months of Issuing LOA</li> </ul>
Consortium <sup>#</sup>	<ul style="list-style-type: none"> <li>• Maximum of 2 companies are allowed in a consortium including Lead Bidder</li> <li>• Consortium member could be an Indian or International firm</li> <li>• All the member should be registered in India under Companies Act 1956/2013.</li> <li>• For an International Bidder, Bidder will have to register company under companies Act, 1956/2013 within 6 months of Issuing LOA</li> <li>• The Lead bidder shall be jointly and severally responsible for complete scope including meeting the SLAs, whereas consortium</li> <li>• Partners shall be severally responsible only for its respective scope.</li> </ul>
<ul style="list-style-type: none"> <li>• In case of consortium, the list of participants need to be declared</li> <li>• Consortium members cannot be changed during the project period.</li> <li>• Any of the Lead Bidders/ non lead bidders cannot be a Consortium Member with any other bid.</li> <li>• It is the responsibility of the lead Bidder to ensure that all the other Consortium Members in the bid are compliant to all the clauses as mentioned in the bid, failing which bid can be disqualified.</li> </ul>	

## 5.3 The Lead Bidder shall be authorized by the consortium members for

1. The management of all Consortium members
2. The Lead Bidder would have the sole responsibility of ensuring the delivery of products and services mentioned in all volumes of this RFP. The Lead Bidder would also be responsible for ensuring the successful execution of integrated solution including meeting the SLAs. The list of Consortium Members needs to be declared in the bid

which cannot be changed by the bidder later on. Any change in the consortium partner will need to be approved by Authority.

3. To incur liabilities and receive instructions for and on behalf of any and all consortium members.
4. Entire execution of the Contract, receipt of payments etc. on behalf of consortium
5. Ensuring that all the bid compliance are met by the consortium members (mentioned in the bid, failing which bid can be disqualified)
6. The supply, delivery and installation of all products and services in their bid and as part of the contract
7. Responsible for the functioning of the proposed solution in totality to meet the Authority requirements outlined in the RFP

#### **5.4 Consortium Conditions**

1. The number of consortium members cannot exceed two, including the Lead Bidder
2. The entity submitting the Bid as a Lead Bidder cannot be a Consortium partner of any other Bidder
3. The Consortium partners cannot be Sole Bidder/Lead Bidder/Consortium Partner with another Bidder in a separate Bid submitted against this RFP.
4. The Sole Bidder cannot be a Lead Bidder or Consortium partner of any other Bidder
5. Consortium members must provide a Memorandum of Understanding (MoU) as per section 9.15, covering above points and showing their intention to enter into such an Agreement at the time of bidding along with Pre-Qualification Bid.

Bidders are encouraged to include Micro, Small and Medium Enterprises (MSMEs) in the delivery of the project.

#### **5.5 Compliant Bids/Completeness of Response**

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. Failure to comply with the requirements of this paragraph may render the bid non-compliant and the Bid may be rejected. Bidders must:
  - i. Include all documentation specified in this RFP, in the bid.
  - ii. Follow the format of this RFP while developing the bid and respond to each element in the order as set out in this RFP.
  - iii. Comply with all requirements as set out within this RFP.



## **5.6 Advice to the bidders**

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of Bid by the bidder has been done after their careful study and examination of the RFP document with full understanding to its implications. RFP is to be submitted as per enclosed format only. Attach the certificates, brochures & other documents asked for in the RFP document.

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

This RFP document is non-transferable.

## **5.8 Misplacement of the RFP document**

GHMC shall not be responsible for any postal delay about non-receipt / non-delivery of the documents.

## **5.9 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid and shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The Tender document is downloadable free of cost to all the bidders. The soft copy may be downloaded from e-procurement portal Bidders are required to submit ONLINE the Bid Processing Fee, as onetime tender processing fee (Non- refundable). Tender Fee and EMD are to be paid electronically using the Online Payment Facility provided in the Portal.

## **5.10 Completeness of Response**

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

## **5.11 Proposal Preparation Costs**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conducting informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by GHMC to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process.

GHMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit GHMC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.

All materials submitted by the bidder become the property of GHMC and may be returned completely at its sole discretion.

### **5.12 Signing of Communication to the GHMC**

All the communication to GHMC; the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.

### **5.13 Queries**

All enquiries / queries from the bidders, related to this RFP must be directed in writing (email) exclusively to the contact person.

eMail id – [acrevenue.ghmc@gmail.com](mailto:acrevenue.ghmc@gmail.com) and [deeit-ghmc@gov.in](mailto:deeit-ghmc@gov.in)

The preferred mode of delivering written questions to the aforementioned contact person would be through email. Fax / Telephone calls will not be accepted. In no event will the GHMC be responsible for ensuring that bidders' inquiries have been received by GHMC.

After distribution of the RFP, the contact person notified by GHMC will begin accepting written questions from the bidders. GHMC will endeavor to provide a full, complete, accurate, and timely response to all questions. However, GHMC makes no representation or warranty as to the completeness or accuracy of any neither response, nor does GHMC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

All queries should be sent to Addl. Commissioner(Revenue & IT), GHMC in the following format:

Sl. No	Section No./ Pg.No	Component/Sub-component	Reference/Subject Requiring clarification	Clarification Sought

Note: The queries not adhering to the above mentioned format may not be responded.

### **5.14 Amendment of RFP Document**

At any time prior to the last date for receipt of bids, GHMC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.

The amendment will be notified in tender document / RFP published on website and may be communicated to all prospective Bidders by publishing the amendments on the website and the amendments so published will be binding on them. The amendment will have to be downloaded from website <https://eprocurement.telangana.gov.in> . Interested bidders are requested to visit on frequent basis the e-procurement website to get latest update of the RFP.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, GHMC may, at its discretion, extend the last date for the receipt of Bids.

The bidders shall be allowed to resubmit their bid- if required, after such amendments.

#### **5.15 Supplemental information to the RFP**

If GHMC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

#### **5.16 GHMC right to modify submission deadline**

GHMC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum on the website, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

#### **5.17 Submission of Bids**

Online submission of Bids:

- The Bidder shall complete the Technical Bid and a Financial Bid furnished with the document giving details as per the format mentioned in the e- Tendering website <https://eprocurement.telangana.gov.in> .The bidder shall also complete the bid form as per format on e-procurement portal and submit it with the financial bid on or before 04.03.2024
- Telex, e-mailed or facsimile bids will be rejected.

Bids should only be submitted in electronic format in e-procurement portal no physical copy shall be submitted. In case financial bid is submitted along with the technical bid, the bid will be rejected.

Bidder shall register in e-procurement for facilitating them in submission of the bid documents on the e-tendering website; In case any of the bidders is not registered they will have to get the registration completed on their own.

The Bidder's names, bid modifications or withdrawals, and the presence or the absence of requisite bid security and any other details as GHMC may consider appropriate, will be announced at the time of opening.

Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Prices shall be quoted in Indian Rupees Only.

### **5.18 Bid Submission Format**

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

Notice.: RFP-01/IT/GHMC/2023-24/1<sup>st</sup> Recall. Dt.24-02-2024

### **5.19 Late Tender offers**

Any tender offer received by GHMC after the deadline for submission of tender offer prescribed by GHMC, pursuant to the clause above, will be summarily rejected.

### **5.20 Offer/Bid validity Period**

The offer/bid should be valid for a period of 180 days from the date of the opening of tender. On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his bid.

### **5.21 Address of Submission of bids**

Offers should be addressed to the at below given address:  
Office of the Addl. Commissioner (Revenue& IT), GHMC  
3<sup>rd</sup> Floor, CC Complex,  
Greater Hyderabad Municipal Corporation,  
Lower Tankbund, Hyderabad

### **5.22 Earnest Money Deposit**

Bidder/SIs are required to pay EMD online payable at e-procurement portal and valid for 180 days from the due date of the tender for RFP for **Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation** as Earnest Money Deposit(EMD) along with their offer. Offers made without EMD will be rejected. The earnest money deposit shall be non-interest bearing and is refund able to unsuccessful Bidders. The successful Bidder's EMD will be discharged upon the Bidder executing the Contract and furnishing the Security Deposit of 5% of the total work order.

The EMD may be forfeited

- a. If a Bidder withdraws its tender during the period of bid validity
- b. Or in case of a successful Bidder, if the Bidder fails
  - To sign the contract in accordance with terms and conditions;
  - To furnish Bid Security Deposit as specified in terms and conditions

### 5.23 Documents comprising the bid

The bid prepared by the Bidder shall comprise of the following components. The bids not conforming to the requirements shall be summarily rejected.

Document Set	Name of Document	Content
One	RFP Document fee & Earnest Money Deposit	a. RFP Document Fee receipt b. Earnest Money Deposit (EMD) receipt
Two	Pre-Qualification Bid	a. Pre-Qualification bid as per Section 4.1 along with the required supporting documents. b. No Deviation Certificate as per Section 9.7 c. Total Responsibility as per section 9.8
Three	Technical bid	a. Technical Bid as per Section 4.2: Formats for submission of the Technical Bid along with the required supporting documents b. Response to Functional Requirement Specification (FRS) and Technical Requirement Specifications (TRS)

The technical bid shall be submitted online at <https://eprocurement.telangana.gov.in/> and in case of any discrepancy the bid submitted online will be considered final. The hard copy of the bid is for reference purposes only.

Bidders are requested to note the following:

- All the pages of the bid must be sequentially numbered. The bid documents must contain in the beginning of the document, a list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The original bid shall be prepared in indelible ink. It shall contain no inter lineation or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the bids.
- All pages of the bid shall be initialed and stamped by the person (or persons) who sign the bid.
- Failure to submit the bid before the submission deadline specified in the Fact Sheet would cause a bid to be rejected.
- Authority will not accept delivery of bid by fax, e-mail or in person and shall only be through web sites as mentioned in the Fact Sheet.
- Bidder shall submit Power of Attorney or Authorization Letter of the person signing the bid as per section 9.13.

- Bidder shall include the details of solution architecture of the integrated solution in the Technical Bid
- Bidder shall include the COMPLIANCE STATEMENT as a separate section in the Technical Bid.
- Bidder shall include in a separate sheet the ASSUMPTION and DEVIATION on technical specification, Installation and Maintenance etc. as a separate section in the Technical Bid.
- Bidder shall include any software required to make their solution fully functional as per requirement.

#### **5.24 Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of offers, the Commissioner, GHMC, may at his discretion, ask some or all Bidder/ SIs for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

#### **5.25 GHMC right to accept any Bid and to reject any Bid or all Bids**

Notwithstanding anything stated herein, GHMC reserves the right to accept full or part of the Bid or reject any Bid, and to cancel/annul the bidding process and reject all Bids at any time before the award of the Contract, without assigning any reason and thereby without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidder of the grounds for GHMC action/decision.

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

Modification or Withdrawal of Offers is not permissible after its submission. If the offer is withdrawn before the validity period, the EMD will stand forfeited.

#### **5.27 Conditional offers by the Bidders**

Bidder should abide by the terms and conditions specified in the RFP Document. If bidder submit conditional offers it shall be liable for outright rejection.

#### **5.28 Negotiations, Contract Finalization and Award**

GHMC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked first by the tender evaluation committee on the basis of best value to the Project.

#### **5.29 Award Criteria**

GHMC will award the Contract to the bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid (a proposal which qualifies in all the evaluation stages and proves to be the lowest Financial quote), provided further that the bidder has demonstrated that it is qualified to perform services required for the project satisfactorily. The LOI / work order could be awarded to the either Prime bidder or consortium partner depending their roles and responsibilities allocations defined in their MoU.

### **5.30 Signing of Contract**

At the same time as GHMC notifies the Successful bidder that its Bid has been accepted, GHMC shall enter into a contract, incorporating all agreements (to be discussed and agreed based on draft Contract Agreement (Annexure) between GHMC and the Successful bidder/Lead Bidder/Consortium Partner. Such agreements shall cover, in detail, aspects/terms of the Contract.

### **5.31 Security Deposit**

Within 30 days of the communication by GHMC (by Letter / E-mail) successful bidder will have to sign a Contract Agreement with GHMC& submit Security Deposit equal to 5% of the Order value in the form of Demand Draft or bank guarantee as instructed in letter / Email by authority.

### **5.32 Performance Bank Guarantee**

The successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) to the Authority. The PBG shall be from a Nationalized Bank or a Scheduled Bank in the format prescribed in Section 9.12, payable on demand at any of the bank branches in , for the due performance and fulfillment of the contract by the bidder.

**This Performance Bank Guarantee shall be for an amount equivalent to 10% of total financial bid value (as per the financial bid format of the RFP)**

PBG shall be invoked by Authority, in the event the Bidder:

- a. Fails to meet the overall penalty condition as mentioned in RFP or any changes agreed between the parties,
- b. Fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of Authority,
- c. Misrepresents facts/information submitted to Authority.

The performance bank guarantee shall be discharged/returned by Authority upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In the event of the Bidder being unable to service the contract for whatever reason(s), Authority shall have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Authority under the contract in the matter, the proceeds of the PBG shall be payable to Authority as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract.

The proceeds of the performance bank guarantee shall be payable to GHMC as compensation for any loss / penalties / liquidated damages resulting from the Bidder/ SIs failure to complete its obligations under the contract for post implementation support.



## **6 Project Scope**

The broad objective of the work is to develop a comprehensive Integrated Open Source GIS Application (or) Industry-standard COTS solution for Mapping of GHMC Properties & Utilities with respect of Planning, Management and Revenue augmentation for the organization.

### **6.1 Brief Project Scope**

Various services that are imperative to achieve the proposed GIS solution and which need to be delivered by Successful Bidder include:

- 1) Creation and Updating of Geospatial Data of all properties and utilities in GHMC Area
  - Drone Survey or Satellite Imagery or Combination or both may be used for creation of base map for GHMC area of 650 Sq.km
  - The base map shall contain all key physical features, the boundaries of each plot & building (structure) and a plot & building identification number as described below. The map shall be multipurpose and could be used by various sections of the municipal corporations such as engineering, revenue(taxation) and town planning
  - The bidder will mark the boundaries of each slum in its appropriate location onto the municipal base map according to the slum notification guidelines issued by, Director Town & Country Planning (DTCP), National Remote Sensing Centre(NRSC)
- 2) Supply of Open Source GIS Platform Suit (or) Industry-standard COTS solution – Pan City (if bidder is interested in providing COTS based solution, they should also produce OEM certifications)
- 3) Design Develop Open Source Web GIS Municipal Application (or) Industry-standard COTS solution for Property Tax GHMC Departments - Pan City
  - Existing GHMC Property Tax database should be integrated with the GIS map and web based dashboard with various visualized dashboard reports should be designed
- 4) Design and Develop Geo-enabled Mobile Application for GHMC Pan City
  - A Mobile application integrated with base map should be designed for conducting survey.
- 5) AMC for 2 Years involving continuous and dynamic updation of GIS map integrated with MIS reports.

### **6.2 Expected Benefit of the Project**

#### **6.2.1 Decision Support System**

- Central Command and Control Centre - GIS is Back Bone Infrastructure for Greater Hyderabad Municipal Corporation Decision Support System and Command Control Centre



### **6.2.2 Revenue Management**

- Better Monitoring of the Recovery of Property, Water & other taxes
- Improve the efficiency of tax authorities and better tracking of defaulters

### **6.3 Analysis, Planning, Operation and Maintenance**

**6.3.1** GIS is used by various department as basic tool for Analysis, Planning, Operation and Maintenance in their day to day functions i.e. Building permission., building Certificate, Town Planning, Property Tax, Land and estate Management, Education Planning, Citizen complain Management, Park and Garden Monitoring, Land Encroachment, Disaster Management, Utility Planning, Operation and Maintenance, Smart Grid, Traffic Planning and VTMS etc.

### **6.4 Municipal Department Utility Asset Management and Maintenance**

- 6.4.1** Secured updating of spatial and attribute information for all Assets and Network lying on the ground
- 6.4.2** Provide GIS based decision support system for officials to undertake well informed and faster decisions to identification problem and response
- 6.4.3** Up-to-date & user-friendly maintenance of GHMC assets
- 6.4.4** Efficient maintenance of Public utilities like Roads, Street Light, Water Supply Network, Sewerage Network, Petrol Pumps, Dispensary, Hospitals, Fire Stations, Schools, etc.
- 6.4.5** Customized GIS Application (to integrate spatial information with the future e governance software solution)

### **6.5 Dash Board for Project Planning, Implementation and Monitoring**

- 6.5.1** Visualize Proposed Utility Schema Plan on GIS like road, Sewerage street Light, also other project like Park, School etc.
- 6.5.2** Support overlay of Final Plan on map.
- 6.5.3** Support day to day Updating of project progress on map and Pictures
- 6.5.4** Plan and Actual gap Analysis
- 6.5.5** Integrate Project Milestone with payment validation

## **6.6 Scope of Work Overview**

Various services that are imperative to achieve the proposed GIS solution and which need to be delivered by bidder include:

### **6.6.1 Base Map Creation – Pan City**

- 1) Procure and supply .3 m or better Resolution, Ortho rectified, Geo-referenced Satellite Image or through Drone survey.
- 2) DGPS Survey
- 3) Image Processing for digitization
- 4) Digitization of Base Map
- 5) Survey - Base Map validation and Verification

### **6.6.2 Data Updating and Data Creation for GHMC Area**

- 1) Updating and Creation of Base map
- 2) Creation of Utility Data for New Area Using CAD Drawings of 650 SqKm
- 3) Geo-referencing and spatially adjusting the existing town planning sheets with available with GHMC and creating new digital TP sheets for the remaining number of physical and non geo reference TP sheets
- 4) Integration of the readily available data with GHMC to the proposed application/system
- 5) Property/Consumer Survey

### **6.6.3 Provide GIS Software – Pan City**

1. GI and Image Processing Desktop Software
2. Supply, installation, training and maintenance of GIS Platform 16 core License

### **6.6.4 Implementation of GIS Suite – Pan City**

- 1) Maximum No. of users on Intranet simultaneously viewing spatial data - 500
- 2) Maximum No. of users on Intranet simultaneously editing spatial data –30
- 3) Maximum No. of users on Internet simultaneously viewing spatial data through GHMC Citizen web portal –30000
- 4) Desktop GIS User Clients -4
- 5) Design and Develop Open Source Web GIS (or) Industry-standard COTS solution to Greater Hyderabad Municipal Corporation Application on GIS Platform for GHMC Departments approx. 12 Modules
- 6) Training on GIS Software to departmental Users
- 7) Development of GIS based Mobile Application for municipal Survey and Services with comprehensive features for GHMC

### **6.6.5 Integration GIS with existing, proposed system and Future Systems**

Bidder need to Integrate GIS Platform with existing components and utilities,

new implemented Greater Hyderabad Municipal Corporation Components and proposed in future.

## 6.7 Detail Scope of Work

### 6.7.1 Geospatial Data Creation and Updating Base Map for PAN Area

The preparation of base map shall be based on high-resolution (30 cm resolution) latest Satellite data / Drone and DGPS. To facilitate sharing of information between various municipal sections, it is critical that GIS base mapping be compatible with standard database formats.

The base map shall be prepared on various layers for easy operation in GIS. Each map shall include, but not be limited to the following:

Base Map of Planning Area/Census Urban Agglomeration Area	<ul style="list-style-type: none"> <li>• National Highway, State Highway, Major District Road, Other District Road, Expressway, Bypass, Ring Road, Service Road, Major City Road, Minor City Road, Other Public Road, Other Private Road, Village road, Culvert, Tunnel, Bridge across river, Over Bridge, Under Pass, Flyover, River, Stream, Canal, Drain Ponds, Lake, Tank, Agricultural area, forest, waste land, open land and railways, settlements etc.</li> <li>• Location of geo-referenced survey control points using Differential Global Positioning System(DGPS).</li> </ul> <p>Planning area/Census Urban Agglomeration Area boundary, Village and Municipal area boundary with geo-referenced Digital Cadastral/ Khasra boundary</p>	Map based on latest Satellite Data on Scale 1:4000
City Base Map of Municipal Area	All major physical features with reference names, such as, main roads, other important roads, railways, airport, cantonment areas, important landmarks, colony names, water bodies, drains, canals, rivers, etc. Municipal area boundary, zone, ward, tax zone boundaries.	Base Map of Municipal Area on scale of 1:1000
Property	Drone Survey with Plot, Building(structure) & unique IDs Vacant plot and open land, Spatial distribution of slums, Municipal area boundary, zone, ward and tax zone boundaries.	Property Mapping including slum son scale 1:1000
Administrative Jurisdiction	Planning, Village, Municipal, Ward, Cadastral/ Khasra, Municipal area boundary, zone, ward and tax zone boundaries with superimposed satellite image.	Map based on latest Satellite Data on Scale 1:4000
Land use/ land cover Map of Planning Area /Census Urban Agglomeration Area	Residential, Commercial, Industrial, Mixed, Educational, Health Services, Central Govt.Property,StateGovt.Property,RailwayProperty,Public&Semi-public, Religious, Recreational, Public Utilities, Solid Waste Management, Communication, Heritage, Slum, Vacant Land, Transportation, Rural, Green Areas, vacant area, park Agricultural Land, Wetlands, Waste lands, Specific Land Use, Eco-Sensitive Areas, Agricultural area, Forest cover, Others.	Map based on latest Satellite Data on Scale 1:4000

### 6.7.2 Data Collection

Selected Bidder will collect the available maps and secondary data (if any) from GHMC (soft copy and or hard copy) namely; municipal boundary, Zone boundary, Town survey maps, ward boundary maps, slum related data, sanitation, and basic infra-structural facilities and land marks, details of Town Planning Schemes to be incorporated superimposed / synchronized and corrected suitably to match current field data;

**LAYERS:** All the below mentioned layers should be .shp & geo database format with Universal Transverse Mercator (UTM) coordinates.

- i. Administrative Boundaries (Planning, Village, Municipal, Ward, Digital Cadastral / Khasra boundaries etc. )
- ii. Demarcation of ward boundaries as per published gazette & field survey.
- iii. City Base Map based on Drone Survey, Satellite Image & Ground Survey
- iv. Tax Zones & GHMC Dockets, IALA and other Industrial areas, Cantonment areas, Community Halls, Road and Nala Network, and other details as decided by GHMC authorities from time to time
- v. Property Coverage based on survey and satellite image.
- vi. Ward wise Spatial Distribution of slums.
- vii. Existing Land use/land cover map on satellite image as per master plan classes
- viii. In Survey Along with Property Tax the Water Tax , Trade License Details and others mentioned by GHMC also collect.
- ix. Web and Mobile Application( for PT, Water & Trade License ) should be developed to update Collected Data.

### 6.7.3 Data validation and gap analysis

Selected Bidder will conduct QA, QC and check the Qty , Quality, Accuracy, source and reliability of the collected data from GHMC, whether the data (spatial or non-spatial) is recent or accurate enough to be used and not obsolete.

Note: The bidder shall provide requisite tools to validate the data collected from the GIS survey

### 6.7.4 Procurement of High Resolution Satellite Imagery –Pan Area

The selected bidders have to procure and supply ortho rectified having 0.3 M, Ortho Rectified or better solution latest satellite imagery. Only procured imagery shall be used for the preparation of Base Maps, data from alternative online sources such as Google Earth/ Google Maps is strictly prohibited as this is strictly against the usage policies of the respective services.

#### **6.7.5 Geo referencing and Post Processing of Satellite Imagery – PAN area**

Geo-referencing is the process of assigning real-world coordinates to each pixel of the raster. It is the process of scaling, rotating and translating the image to match a particular size and position.

For Geo-referencing the Bidder needs to take the Ground Control Points (GCPs). GCPs are basically taken as a road intersection points, Building Corners, Permanent Locations etc. Bidder shall generate the Grid of 1 x 1 Sq. km. on the Satellite Image and collect GCPs per Sq. km. GCPs need to be collected using DGPS. The locations identified on the image and real ground should be verified with the Authorized Representative appointed by the Corporation. The data should have following:

6.7.5.1 Projection: Universal Transverse Mercator (UTM), Spheroid: WGS 84, Zone: 43N. Observation time for DGPS instruments has to be minimum 12 (Twelve) Hours at Base Station and minimum 30 Min Thirty Minutes at each GCP using DGPS.

6.7.5.2 The horizontal accuracy of GCPs should be 0.1-0.3 meters. 5% of GCPs would be randomly selected as sample for the accuracy. If the incorrectness in accuracy found in any sample, the entire work shall be rejected and shall be required to rework.

6.7.5.3 To correct various geometric anomalies in raw satellite imagery, Ground Control Points (GCP) collected through Differential Global Positioning System (DGPS) survey will be used for Geo referencing of the imagery.

#### **6.7.6 Data Modeling Pan Area**

Data Model for storing the spatial & Non-Spatial data shall be decided by the GHMC in consultation with the successful Bidder in accordance with the National Large Scale mapping Policy. “Bidder will modify the data model and update the same with the help of detailed round of discussion with each concerned GHMC department officials. Bidder will understand existing data model of GHMC and will use proper tools to create the data model like CASE tools and UML etc. The final data model will be approved by the GHMC and before proceeding further the data model will be finalized. Once the data model is finalized, bidder will give the details of the data model diagram (ER Diagram) to GHMC for future references or for any modifications in future.

#### **6.7.7 Digitization of Satellite Imagery, Updating and capturing of various layers**

Bidder will create / update all geographical features class required as per RFP/SRS by digitizing from satellite imagery of PAN area.

The Satellite Image / scanned map will be digitized using the suitable OPEN SOURCE software. This process includes Creation of standard Template Initially; a standard template will be created & inserted into each Digitized Map. In this template the layer name, line type and color for each feature present on the map will be standardized. This system helps when a number of sheets and village maps are to be mosaicked. This process maintains uniformity in all the maps, which will be digitized.

Post the processing of the satellite imagery by removing the geometric anomalies (if any), the bidder will prepare a Grid of 1Km x 1Km for positioning bidder with respect to its Geographic Location. These grids then further will be divided into 250m x 250m scenes for future usage like Map Book creations, Smart Asset ID creation etc. and future analysis. All the grids and scenes will have unique IDs.

Bidder will then take sufficient number of Ground Control Points (GCPs) collected through Differential Global Positioning System (DGPS) survey. Bidder will prepare an up-to-date large-scale base map (Scale 1:2000) of all the wards/zones of GHMC using Drone / Satellite imageries and then will prepare a new Database using the existing Database available with GHMC as unified Geo-spatial Data with infrastructure details.

Bidder will carry out mapping on the rectified satellite data using heads up digitization process. The features that would be taken for mapping includes Buildings, Vacant Plots, Roads, Bridges, Railway Tracks, Parks, Gardens, Stadiums, Slums, Traffic Squares, Water Bodies (River, Lake, Pond, Drainage, Canal etc), Over Head Tanks, etc. While doing the digitization, a special care of data correctness to be taken like no overshoots / undershoots, proper layering, proper symbology etc.

### **6.7.8 Generation of Unique Identification Number for each Dwelling Unit**

Plotting and Numbering of Plot and Building (structure): Each property and each dwelling unit within it will be provided with a unique identification number (a Property Identification Number, PIN) based upon a pre-agreed codification system. For Multi storied building / Apartment / Gated Community a unified ID shall also be assigned to the utility. The case of single PTIN having multiple utility Numbers & vice versa should be assigned IDs accordingly. As soon as the property mapping and numbering of one ward has been completed, the survey teams will begin the survey in the same area. The exercise must enable compatibility with the GHMC database which will assign a unique household number linked to the property number.

These maps will enable spatial referencing of unique identification number given to the properties and plan the survey more systematically. This would further provide a spatial dimension to the tax records through linking of GHMC database (in excel, access or SQL format only) with the property map for analysis purpose in GIS.

In the case of digitization, the data is checked for dimensional accuracy, completeness, edge matching, symbology and layering. The method to be adopted for base mapping and digitization shall confirm the standard as prescribed by Survey of India & NRSC.

The bidder will ensure and demonstrate to the client that

- (a) All plots or buildings are marked on the property layer (including property survey sheets);
- (b) Systematic unique IDs for all plots or buildings are present,
- (c) Data entry of the GHMC database in excel and access or Required format.
- (d) Properties are linked with the GHMC database through unique IDs as specified
- (e) All activities related to surveys, validation & approval process and final outputs.

The bidders will be responsible for providing the entire data in standard GIS format and as per the database structure as specified by GHMC at the commencement of the project. The bidder shall be responsible for digitize the property tax & arrears data with property details (including existing property tax number) available. The printed copies of maps shall include standardized cartographic legends, bar scale, north sign, control points, sheet reference, adjacent map sheet numbers and date of acquisition of satellite data, title and project logo. The project logo shall be provided by the GHMC. The standard Map Layout should be finalized in consultation with the GHMC.

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### **6.7.9 Multipurpose Household Survey**

- a) Survey of all properties in GHMC (Slum & Non-Slum)
  - Field Survey, QC/QA, data entry, survey data (including property photograph) linked MISID, unique ID with GIS.
  - Comparison of GHMC survey data with municipal corporations (MIS data (on A3 size page), validation and approval of survey data along with summary findings

The program will provide complete coverage of properties (including commercial and industrial), households.

#### **The survey comprises of the following activities:**

- Mapping of properties on GIS base map using Mobile App
- Questionnaire for Mobile app will be prepared by bidder and will be finalized by GHMC
- Bidder will prepare a prioritized list of wards based on high revenue generating potential in close consultation with municipal corporation's officials, and translate the questionnaires to local language and pilot and test both language versions of these questionnaires.
- The Pilot should cover one ward which is prioritized and agreed with GHMC.
- The bidder will provide a report on findings and recommended changes and will agree with GHMC any refinements to the survey method and instruments. The consultant will undertake the implementation of GIS Project and work in close coordination with GHMC officials

#### **Survey training**

Subject to agreement with GHMC the bidder will prepare guidelines/manuals for training and after review and approval of these by the GHMC, will provide training for field surveyors in the specific methods to be employed for all survey components. The training will also include selected participants from GHMC

#### **Verification/reconciliation of Data**

The bidder should be responsible for verification and reconciliation of data with the help of concerned revenue officials in GHMC

#### **Data collation and creation of records**

The bidder will be required to complete the survey work including photograph of each property and digitization of maps / sketches. Following completion of data entry and data entry QA, agreed reports from the data files and survey forms will be provided to the GHMC. GHMC will compare the revenue data from the survey with their records and provide a list of exceptions. The survey consultants will confirm data entry for these exceptions comparing the original questionnaire to the data. Bidder should provide the slum survey data as per format sought by Existing GHMC Property tax data provider i.e Center for Good Governance (CGG)

- Comprehensive and updated data on property tax, water connections, open plots and sanitation (Waste Collection) for all properties.
- Verification/reconciliation of data collected with existing municipal manual and



- computerized(MIS) revenue.
- Data collation and creation of records.
- Capacity building of GHMC officials for updating Property Tax & GIS data.
- Final GIS base map showing coverage of all properties linked with the GHMC database (including basic customization e.g. basic spatial analysis, query and display purpose).
- Integration of GIS with Integrated Command and Control Center
- Updated property tax demand collection.

*Note: The Consultant shall be responsible to customize & provide the open source based property software as per the requirement of GHMC for data entry of revenue survey data*

#### **6.7.10 Property Survey and Property Tagging**

GHMC is already in process of property assessment Survey bidder have tag this property survey data to GIS and for this bidder may have to do field survey, the field teams will visit door to door to cover all properties in the area of interest. The teams will contact the occupant/ owner or any other responsible person in the family. And identify the property data and tag it with GIS property maps using mobile / tablet/ handheld application.

#### **6.7.11 Final Base Map preparation – PAN Area**

Bidder will integrate information of Utilities features such as Street lighting, Water supply line, Sewerage network, Wastewater, Storm water drain, sanitation facility (Household/public/private), Solid Waste management and unauthorized properties as provided by GHMC as layers with base map.

The layer list would be exhaustive taking into consideration of the features to be captured, the attributes will added etc., The layer list and the database layers would be created using programs, appropriately. All the data captured would be checked and validated using custom built routines for its accuracy and logical correctness. The rigorous QC process of bidder would help in achieving accurate feature capturing, required accuracy in coding and classification.

Final base maps will be prepared at 1:2000 Scale incorporating the data collected, processed and digitized after survey process. The base maps will be prepared in various layers as defined by GHMC.

### **6.7.12 Tentative GIS Data Layers require for Geospatial Greater Hyderabad Municipal Corporation Project**

#### **Satellite Imagery**

6.7.12.1 Latest High resolution Ortho rectified, Geo Referenced Satellite Image of .3m or Better Resolution. GIS layers of below features shall be mapped by Bidder on the base map.

#### **Administrative Boundaries**

1. State Boundary
2. District Boundary
3. Metropolitan Regional Development Authority
4. Municipal corporation Boundary
5. All Zone Boundaries
6. All Circle & Ward Boundaries
7. MP Constituency Boundaries
8. MLA Constituency Boundaries
9. Slum Boundaries
10. Colony Boundaries lying in GHMC Area
11. Police Thana Jurisdiction Boundaries.
12. Heritage Boundaries / Corridor
13. Area of Interest Boundaries
14. TP Boundaries
15. Non-TP Boundaries
16. Revenue Divisions/ Mandals
17. GHMC Docket Boundaries
18. Airport
19. Cantonment Area
20. IALA
21. Vacant Land
22. Parks

#### **Town Planning Schemes (TP Sheets)**

1. TP Scheme Geo referenced with Total Station Survey done
2. TP Scheme Total Surveyed done but not geo referenced
3. TP Scheme Digitized
4. Hard copy and No digital
5. Survey Maps for TP Scheme

#### **Development Plan (DP)**

1. Development Plans ( Latest approved for 10years)
2. Land Use
3. Cadastral Map
4. Revenue
5. Historic DP

### **Important Features**

1. National Highways
2. State Highways
3. Street and Society Road
4. BRTS Corridor
5. Footpaths and other associated utilities
6. Hospitals, Petrol Pumps, ATMs, Fire Stations also to be included.

### **Railways**

1. Railway Property Boundaries
2. Railway Tracks
3. Railway Stations
4. Metro Line & Stations

### **Bridges**

1. Flyovers
2. Underpasses
3. Railway Bridges
4. Culverts and other associated utilities

### **Buildings**

1. Govt. Buildings
2. Pvt. Buildings
3. Multi Storied Buildings – Residential and Commercial
4. High rise and Low rise buildings and other associated utilities

### **Water Bodies**

1. Rivers
2. Lakes
3. Ponds
4. Canals

### **Entertainment/Worship Places**

1. Parks
2. Open spaces
3. Community Halls
4. Temples
5. Playgrounds
6. Burial grounds
7. Shopping Malls and Theatres etc

### **Other Networks**

1. Power lines and Stations
2. Water Supply Network
3. Drain and Nala Network
4. Sewerage Network and other associated data.

### 6.7.13 Qualification of Key Personnel

The bidders should provide the details of manpower sufficient to deliver the requirements of GHMC and also provide earlier projects man power utilization details and the following for specific requirement of current project

Sr. No.	Position	Minimum Qualification
1	Project Manager	Education: Full Time Graduation with B.E/B.Tech/MCA/ Stats/MSc. or equivalent Total Experience: At least 5 years Should have more than 3 years of experience of handling such large projects as a project manager in the area of GIS Mapping and Web Development Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi- tasking skills
2	GIS Expert (2 Persons RS & GIS) (1 Person with GIS web development)	Education: Graduate (BE/B.Tech/MCA /Stats/MSc. or equivalent) Total relevant experience: Min 3-year Knowledge of GIS software, GPS and its technology
3	Survey Expert (Revenue) -2 Persons	Education: Graduate(BE/B.Tech/MCA/ Stats/MSc. or equivalent) Total relevant experience: Min 2-year Fluent in Telugu & English Knowledge of working in municipal corporation/ Smart City
4	Survey Expert (Social) -1 Person	Education: Diploma or equivalent in relevant field Total relevant experience: Min 2-year
5	Database Programmer/MIS Specialist-1 person	Education: Graduate(BE/B.Tech/MCA/ Stats/MSc. or equivalent) Total relevant experience: Min 5-year
6	Survey Training Expert-1 person	Graduate or equivalent Knowledge of training a broad range of trainees from senior executives to lower grade staff
7	Contact Surveyors, and Supervisors	Any Graduation ( Good Understanding in Survey Requirements)
8	GIS Engineers (full-time)	Education: Bachelor's degree in computer science or related field and having at least 2 years experience in development GIS database.

\* CVs of the above key personal to be enclosed as per Annexure

## **6.8 Data Migration**

Bidder will migrate updated Base Map and Utility Data at GHMC into centrally located Open Source GIS database.

## **6.9 Supply of Open Source GIS Software (or) Industry-standard COTS solution**

Bidder will supply Open Source GIS platform (or) Industry-standard COTS solution (**Hardware will not be provided by GHMC and shall be arranged and installed by bidder**)

## **6.10 Design and Development of Open Source Web GIS (or) Industry-standard COTS solution to Greater Hyderabad Municipal Corporation Department Application**

Bidder will Design and Develop web GIS application for GHMC using Open Source GIS platform (or) Industry-standard COTS solution. This application will cater to the viewing, analyzing, & utilizing the Geographic Information needs of the different departments of GHMC. And will also play a role of decision support system and Backbone for Greater Hyderabad Municipal Corporation Command Control System

The required features to be developed for web GIS application are

- Dynamic Property Tax Register
- Modules and Sub Modules of Land and Estate Management System,
- Disaster Fire & Emergency Services Management,
- Park and Gardens Management
- Water Management,
- Sewerage Operation,
- Road and Traffic Management,
- Storm Water Drainage Management System,
- Street light Management etc.

This requirements are only indicative and not exhaustive and any additional requirements will be informed in course of Project by the authorities

## **6.11 Technical Handholding Phase**

- a) Technical handholding period will be for only two years.
- b) Bidders will be fully responsible for updating the property tax demand period during the handholding period.

## 7. Terms and Conditions of the Tender

### 7.1 Milestones and Payment Schedules for Implementation Phase

Based on findings of the site survey activity done by the bidder, the bidder may propose a change in the phasing. GHMC also retains the right to suo-moto change the number of sites or individual units to be deployed for each scope item. The final decision on change in phasing and related change in payment schedules shall be at the discretion of GHMC.

Bidder should complete all the activities within the defined timelines as indicated. The timeline will be reviewed regularly during implementation phase with reports that are generated through the GIS app developed by the bidder and may be extended incase GHMC feels that extension in a particular Request Order/Integration or any track is imperative, for the reason beyond the control of the bidder. In all such cases GHMC decision shall be final and binding. The bidder will be eligible for the payment based on the completion of activities and approval of the relevant deliverables.

Milestones	Activity	Timeline	Payment
M0	Issue of Work Order	T0	-
M1	Preparation of Base map	T1 = T0 + 4 Weeks	10% of Development & Implementation Cost
M2	Extraction of Grids from base map and creation of GIS Layers	T2 = T1 + 2 Weeks	10% of Development & Implementation Cost
M3	Development of Mobile app and commencement of House hold survey	T3 = T0 + 6 Weeks	10% of Development & Implementation Cost
M4	25% Completion of household survey in all wards of GHMC	T4 = T3 + 20 Weeks	10% of Development & Implementation Cost
M5	<b>10% of wards GIS integration of Household survey with Property Tax and Delivery of GIS based Dash Board Reports</b>	<b>T5 = T4 + 2 Weeks</b>	<b>10% of Development &amp; Implementation Cost</b>
M6	50% Completion of household survey in all wards of GHMC	T6 = T4 + 20 Weeks	10% of Development & Implementation Cost
M7	100% Completion of household survey in all wards of GHMC	T7 = T6 + 20 Weeks	10% of Development & Implementation Cost

<b>M8</b>	<b>100% Integration of Household Survey Data with Property Tax and utility mapping of all modules as per requirement of GHMC &amp; Data Analysis of Household Survey data for planning solutions</b>	<b>T8 = T7 + 12 Weeks</b>	<b>30% of Development &amp; Implementation Cost</b>
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**Note:**

- All payments to the bidders shall be made upon submission of invoices along with necessary approval certificates from concerned Authorities.
- The above payments are subject to meeting of SLA's failing which the appropriate deductions as mentioned in the SLA document of this RFP.
- Payment for Integration with Individual sub system can be released after 3 months of given timeline of each phase in case of the any of the sub systems of that phase is not ready.
- Payment shall be released on issue of Completion Certificate from Competent authority of Revenue Wing of GHMC.

## **7.2 Milestones and Payment Schedules for Operations and Maintenance Phase**

The Operations and maintenance phase will start as soon as Go-Live for the each phase occurs. The bidder will be required to adhere to the SLA and provide post implementations support of warranty and O&M for a period of 2 years after implementation/Phase wise Go-Live.

Payment of Operations and maintenance phase will be made on quarterly basis (at completion of each quarter) based on the adherence to SLA, for the amount quoted for each respective year.

## **7.3 GHMC Payment Terms**

Payments for Annual Maintenance Cost shall be made on half yearly basis at the end of every 6 months(in arrears) on submission of invoice and supporting documents issued by competent authorities of GHMC, GHMC clearly mentioning satisfactory level of GHMC services and submission of monthly PM reports.

#### **7.4 Penalty**

If Bidder fails to execute the contract in time, GHMC may impose any or all of the following:

- For any delay in completion of the task beyond the date specified in the contract for Implementation and support Commissioner, GHMC the Owner shall without prejudice to its other remedies under the contract, deduct by way of penalty from the Contract value, a sum equivalent to 0.5 (zero point five) % of cost of respective work for every week of delay, up to a maximum of 5(five) % of the contract value. Once the maximum is reached, the Owner / Commissioner of police may consider termination of the contract without giving any notice and get the work executed at the cost and responsibility of bidder while also invoking the Performance Bank Guarantee.
- Unsatisfactory performance during Maintenance period will lead to levy of penalty up to maximum of 5(Five) % of the GHMC value of that year.

#### **7.5 Final Acceptance Testing**

Pre-requisites of Final Acceptance shall have the following:

- Installation & commissioning of all hardware, software supplied under this RFP
- All documentation and relevant acceptance test document (including IT Components, non IT components).
- For IT & Non-IT equipment / software manuals / brochures / Data Sheets / CD / DVD / media for all the supplied components.
- Availability of all the defined services shall be verified and mutually agreed between GHMC and the successful bidder.
- Bidder shall be required to demonstrate all the features / facilities / functionalities as mentioned in the RFP.

#### **7.6 Data Security**

Selected Bidder and its team have to maintain the confidentiality and security of data in true spirit. In no case, breach in security of data will be acceptable. Violation of this clause may lead to severe penalties, maximum up to termination of involved agency as decided by tender issuing authority.

#### **7.7 Non-Disclosure Agreement**

The selected Bidder has to sign Non-Disclosure Agreement with GHMC. It will be selected bidder responsibility to get this agreement signed along with contract agreement. Format of Draft NDA is attached in Annexure IX.

#### **7.8 Confinement of data**

Any data or related document (both in physical and electronic format) being used for GIS Application/System implementation will not be allowed to be taken outside without the permission of Head of the ward/Department.



## **7.9 Force Majeure**

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the GHMC Authority, in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the Authority in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, GHMC and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Commissioner, GHMC, shall be final and binding on the Bidder.

## **7.10 Data Ownership**

All the data created as the part of the project would be owned by GHMC. Successful Bidder shall take utmost care in maintaining security, confidentiality and backup of this data.

## **7.11 Intellectual Property Rights**

The Successful Bidder shall transfer the Source Code of the customized GIS Solution to GHMC along with all the rights and privileges. Successful Bidder shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. The Successful Bidder shall indemnify GHMC against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

IPR of the all the Application Software developed/ customized/modified by Successful Bidder for providing the services shall be fully owned by the GHMC. Successful Bidder will have to provide the tools for accessing the data at the end of maintenance period while passing on the rights (license) of using any third party software/software tool, the service provider shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.

The software licenses supplied by Successful Bidder shall be genuine, perpetual, full use

and should provide patches, fixes, security updates directly from the OEM at no additional cost to the GHMC for the entire period of contract. All the licenses and support should be in the name of GHMC from the date of procurement. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India the Successful Bidder shall act expeditiously to extinguish such claim.

If the Successful Bidder fails to comply and GHMC is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. GHMC will give notice to the service provider of such claim, if it is made, without delay.

### **7.12 Termination of Contract**

Under this Contract, GHMC may, by written notice terminate the contract with bidder in the following ways:

- Termination for Default: In case of Successful Bidder failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non- adherence to time schedule.
- Termination for Convenience: GHMC by written notice sent to the Successful Bidder, may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for GHMC's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- Any service that has been completed or rendered and within 30 days after the Successful Bidder's receipt of notice of termination shall be accepted by GHMC at the Contract terms and prices.

### **7.13 Exit Management**

Exit Management Purpose:

This Schedule sets out the provisions, which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

**7.14 Arbitration (As per the State Government rules)**

- i) The selected implementing agency shall indemnify state against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark / copy right arising from the use of the supplied services or any part thereof.
- ii) In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to Secretary, Information Technology & Communications, and Government of Telangana for final decision and the same shall be binding on all parties.
- iii) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the selected implementing firm.
- iv) The Selected Bidder, User dept. and TSTS shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings shall be held in Hyderabad, Telangana, India.

## 8 Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to GHMC for the duration of this contract.

- The business hours are 9:00 AM to 9:00 PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by GHMC. The bidder however recognizes the fact that the GHMC offices will require to work beyond the business hours on need basis like tax rebate schemes, collection of tax schemes, etc.
- "Non-Business Hours" shall mean hours excluding "Business Hours".
- 16X7 shall mean hours between 08:00AM – 12:00 AM on all days of the week.
- The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of GHMC or an agency designated by them, then the GHMC will have the right to take appropriate disciplinary actions including termination of the contract. A Service Level violation will occur if the bidder fails to meet Minimum Service Levels, to be measured on a monthly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" shall be provided by the bidder on monthly basis in the format finalized in consultation with GHMC or any other nominated agency by GHMC.

The monthly Availability and Performance Report will be deemed to be accepted by the GHMC upon review and signoff by the Nominated official from GHMC, some of the Service Levels will be assessed through audits or reports; as appropriate to be provided by the bidder on a monthly basis, in the formats accepted by GHMC. The tools to perform the audit will have to be provided by the bidder. Audits will normally be done on regular basis or as required by the GHMC.

### 8.1 Penalty calculation

- The Penalty shall be calculated on a quarterly basis.
- All penalties defined for O&M phase will be exclusive to each other and total penalty for any of the quarter will not exceed more than 5% of quarterly payment.
- Planned Down-time (during non-working hours) is not considered for penalty calculation. Bidder will have to take at least 2 days prior permission from GHMC for the planned down-time. Planned Down-time won't be allowed for more than two times in a month.

## 8.2 SLA for Field Survey

Sl. No	Parameter	Condition	Penalty
1	Geo-referencing of the satellite image.	The average RMS error shall not exceed 5.00%	0.1% of the base map creation cost.
2	Assessment data	Should have 96.00% recorded data to be correct in every sense.	INR100for every incorrect value found in random sampling
3	Map Digitization	100% features to be digitized as per the approved data model	INR 200 for every missed feature in the out Put map

## 8.3 SLA for IT Infrastructure

Sl.No	IT Infrastructure Component	Acceptabl e Downtime	Penalty Amount(INR)	Critical/ Non-Critical
1	Database Server	4 hours	>4 to<=24 :Rs. 100per hour >24 hours :Rs. 200per hour	Critical
2	Application Server	4 hours	>4 to<=24 :Rs. 100per hour >24 hours :Rs. 200per hour	Critical
3	SAN Storage Infrastructure	4 hours	>4 to<=24 :Rs. 100per hour >24 hours :Rs. 200per hour	Critical
4	Network Switch	4 hours	>4 to<=24 :Rs. 100per hour >24 hours :Rs. 200per hour	Critical

## 8.4 SLA for Software Support

Any patch released by the OEM needs to be applied to the corresponding product within 7 working days. Any bugs /Critical software issues should be rectified within 5 working days from the date of complaint. Any delay in applying the patch will attract penalty of Rs.200/- per day. Any delay in solving bug/ critical software issues will attract penalty ofRs.200/-per day.

## 9 Annexures

### 9.1 Technical Bid Form

Details to be provided in the Technical Bid in addition to the documents to be provided as mentioned in the Eligibility criteria of this tender document.

Sl.No	Particulars	Compliance	Annexure
1	Name of Bidder		
2	Contact Details		
3	Registration Number		
4	Demand draft No (Tender fees)		
5	Demand Draft No. (EMD)		
6	PAN /TAN / Service Tax Registration		

## 9.2 Self-certificate for Project execution experience (In Bidding Entity's Letter Head)

This is to certify that <Name of the Bidding entity> has been awarded with < Name of the Project > as detailed under:

Name of the Project	
Clients name, Contact No. and Complete Address	
Contract value for the Bidder (in Indian Rupees)	
Current status of the project (Completed/ Ongoing)	
Activities completed by bidding entity as on bid submission date (N.B only relevant activities as sought in the criteria to be included)	
Value of work completed for which payment has been received from the client	
Date of Start	
Date of Completion	

(Authorized

Signatory)

Signature:

Name:

Designation:

Bidding entity's

name Address:

Seal:

Date:



### 9.3 Proposed Resource Deployment

Sl. No	Resource Level	Responsibility/ Area of expertise	Brief Description of Education Qualification & Certifications	No. of Resources deployed at the proposed level

### 9.4 Curriculum Vitae (CV)

Proposed Position:					
Name of firm					
Name of the staff					
Date of Birth					
Nationality					
Education	Qualification	Institute/University	Degree Obtained	Year of passing	
Membership of Professional Associations:					
Certifications and Trainings attended					
Countries of work experience					
Languages					
Employment Record	Employer	Position	From	To	
Detailed Task Assigned					
<b>Relevant Work Undertaken that Best Illustrates the experience as required for the Role)</b>					
<b>Name of Assignment Year Location Employer Main Project Features Position held Activities Performed</b>					

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Signature of the Proposed Staff or Authorized Signatory of the bid.

## 9.5 PRICEBID

### Commercial Bid Format

S. No.	Head	Amount (In Indian Rupees)	Amount (In Words)
1.	Development & Implementation Cost of Application		
(A)	Development Cost i.e Preparation of Base map and Geospatial Web & Mobile Application and mapping of data		
(B)	Cost Per Property for Household survey (considering a minimum volume of 19 Lakh Properties)		
(C)	Cost of Hardware Supply, installation including AMC		
2	Operation & Maintenance Cost of Application for 2 years ( Technical Support)		

Note:

1. Unit rate and price shall be quoted by the bidder in Indian rupees in figure & words.
2. The rate quoted should be inclusive of all charges.
3. GST is exempted for GHMC Pure services as per the Notification No. 12/2017 Dt: 28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India, subject to clarification from GST authorities, if any. Interested bidder should quote Exempting GST and future claims for GST amount would not be entertained.

Signature and Seal of Contractor

### 9.6 Declaration of Non-Blacklisting

*(To be submitted on company letter head)*

#### Declaration for Lead Bidder

Place

Date

To,

Subject: Self Declaration of not been blacklisted in response to the **RFP for Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation**

**Ref: Notice: RFP -01/IT/GHMC/2023-24.Dt.24.02.2024**

Dear Sir,

We confirm that our company or firm, \_\_\_\_\_, is currently not blacklisted in any manner whatsoever by any of the State or UT or PSU and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on *<last date of bid submission>*.

(Signature of the Lead Bidder)

Printed Name

Designation

**Seal**

Date:

Place:

Business Address:

### **9.7 No Deviation Certificate**

*<To be submitted on Lead Bidder's letterhead>*

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. \_\_\_\_\_ dated \_\_\_\_\_. This is to expressly certify that our offer contains no deviation with respect to Authority requirements, Scope of Work, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

### **9.8 Total Responsibility Certificate**

*<To be submitted on Lead Bidder's letterhead>*

This is to certify that we undertake the total responsibility for the defect free operation of the proposed solutions as per the requirement of the RFP for the duration mentioned in the RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

## 9.9 Performance Bank Guarantee

Ref: \_\_\_\_\_

Bank Guarantee No. \_\_\_\_\_ Date \_\_\_\_\_

<Name>

<Designation>

<Address>

<Phone Nos>

<Fax Nos.>

<Email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>>to .....(hereinafter called “the Authority”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Indian Rupees<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Indian Rupees<Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>) Not withstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Indian Rupees<Insert Value> (Rupees <Insert Value in Words>only).

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for

payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Date \_\_\_\_\_

Place \_\_\_\_\_

Signature \_\_\_\_\_

Witness  
\_\_\_\_\_

Printed  
name \_\_\_\_\_

**(Bank's common seal)**



### **9.10 Bank Guarantee for Earnest Money Deposit**

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <<Name of the bidder>> (hereinafter called 'the bidder') has submitted the bid for Submission of RFP <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to <<Authority>>.

Know all Men by these presents that we <<... >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Authority>> (hereinafter called "the Authority") in the sum of Indian Rupees<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Authority, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this<<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Authority during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document; or
  - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

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

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Indian Rupees<<Amount in figures>>(Rupees

<<Amount in words>> only)

II. This Bank Guarantee shall be valid up to <<*insert date*>>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

### **9.11 Format for Power of Attorney for Lead bidder of Consortium**

*[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney]*

Whereas\_\_\_\_\_has invited RFP response for\_\_\_\_\_(Name of the Project)

Whereas, the Members of the Consortium comprising of M/s.\_\_\_\_\_,M/s.\_\_\_\_\_, and M/s.\_\_\_\_\_(the respective names and addresses of the registered offices to be given) are interested in bidding for the Project and implementing the same in accordance with the terms and conditions contained in the RFP Documents.

Whereas, it is necessary for the members of the Consortium to designate one of them as the lead member with all necessary power and authority to do, for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortiums RFP response for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT

We, M/s.\_\_\_\_\_and M/s\_\_\_\_\_hereby designate M/s. \_\_\_\_\_

being one of the members of the Consortium, as the lead member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things necessary or incidental to the Consortiums RFP response for the Project, including submission of the RFP response, participating in meetings, responding to queries, submission of information or documents and generally to represent the Consortium in all its dealings with Client or any other Government Agency or any person, in connection with the Project until culmination of the process of bidding till the Project Agreement is entered into with Client and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us or Consortium.

Dated this the\_\_\_\_\_day of

\_\_\_\_\_2024 (Signature)

(Name in Block Letter of Executants) *[Seal of Company]*

Witness1

Witness2

*Notes: To be executed by all the members individually, in case of a Consortium/Joint Venture.*

*The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*

## 9.12 Consortium Agreement

### DRAFT MEMORANDUM OF UNDERSTANDING EXECUTED BY MEMBERS OF THE CONSORTIUM

*[On Non-judicial stamp paper of Indian Rupees 100 duly attested by notary public]*

This Memorandum of Understanding (MoU) entered into this day of [Date] [Month] 2019 at [Place] among \_\_\_\_\_ (hereinafter referred to as "\_\_\_\_\_") and having office at [Address], India, as Party of the First Part and \_\_\_\_\_ (hereinafter referred to as "\_\_\_\_\_") and having office at [Address], as Party of the Second Part and \_\_\_\_\_ (herein after referred to as "\_\_\_\_\_") and having office at [Address], as Party of the Third Part.

The parties are individually referred to as Party and collectively as Parties.

WHEREAS Greater Hyderabad Municipal Corporation has issued a Request for Proposal dated [Date] (RFP) from the Applicants interested in **RFP for Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation**:

AND WHEREAS the Parties have had discussions for formation of a Consortium for bidding for the said Project and have reached an understanding on the following points with respect to the Parties' rights and obligations towards each other and their working relationship.

AS MUTUAL UNDERSTANDING OF THE PARTIES, IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

- i. The purpose of this Agreement is to define the principles of collaboration among the Parties to:
  - a) Submit a response jointly to Bid for the “**Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation**” as a Consortium.
  - b) Sign Contract in case of award.
  - c) Provide and perform the supplies and services which would be ordered by the Authority pursuant to the Contract.
- ii. This Agreement shall not be construed as establishing or giving effect to any legal entity such as, but not limited to, a company, a partnership, etc. It shall relate solely towards the Authority for “**Request for Proposal for Implementation of GIS based Survey and Mapping of Properties & Utilities in Greater Hyderabad Municipal Corporation**” for and related execution works to be performed pursuant to the Contract and shall not extend to any other activities.
- iii. The Parties shall be jointly and severally responsible and bound towards the Authority for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.
- iv. (Name of Party) shall act as Lead Partner of the Consortium.  
As such, it shall act as the coordinator of the Party's combined activities and shall carry

out the following functions:

- a) To ensure the technical, commercial and administrative co-ordination of the work package
- b) To lead the contract negotiations of the work package with the Authority.
- c) The Lead partner is authorized to receive instructions and incur liabilities for and on behalf of all Parties.
- d) In case of an award, act as channel of communication between the Authority and the Parties to execute the Contract
- v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement.
- vi. That the broad roles and the responsibilities of each Party at each stage of the Bidding shall be as below:  
Party A:\_\_\_\_\_ Party B:\_\_\_\_\_
- vii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary steps to see the Project through expeditiously.
- viii. That this MoU shall be governed in accordance with the laws of India and courts in Telangana State shall have exclusive jurisdiction to adjudicate disputes arising from the terms herein.

In witness whereof the Parties affirm that the information provided is accurate and true and have caused this MoU duly executed on the date and year above mentioned.

(Party of the first part) (Party of the second part)

Witness:

\_\_\_\_\_  
\_\_\_\_\_

### 9.13 Format for Power of Attorney to Authorize Signatory

#### POWER OF ATTORNEY

*[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]*

We, M/s.\_\_\_\_\_ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorize Mr. or Ms.\_\_\_\_ (Name and residential address) who is presently employed with us and holding the position of\_\_\_\_, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project\_\_\_\_\_ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with\_\_\_\_\_ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Add in the case of a Consortium)

Our firm is a Member or Lead bidder of the Consortium of\_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_ 2024 (Signature

and Name of authorized signatory)

\_\_\_\_\_

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness1:

Witness2:

Notes:

a. To be executed by all the members individually.

The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

#### 9.14 Statement of Deviation from Technical Specifications

We hereby state the deviations from the Bus Technical Specifications in our offer. We understand that the Authority has the right to discuss these deviations with us before finalization of Technical Bid and before final bid aware. We understand and accept that in the event of material deviation, our bid is likely to be rejected.

<b>Sl. No</b>	<b>Technical Specification Clause Reference and</b>	<b>Deviation proposed</b>	<b>Rationale thereof</b>

Signature and Seal of the Bidder