BHILAI MUNICIPAL CORPORATION

RFPFORSELECTION OF AN AGENCY FOR DESIGN, DEVELOPMENT AND MAINTENANCE OF MOBILE
APPLICATION
FOR
BHILAI MUNICIPAL CORPORATION (BMC), BHILAI, CG

……

BHILAI MUNICIPAL CORPORATION

G. E. ROAD, SUPELA, BHILAI, DURG (C.G.) –226010

TELEPHONE: +917882295055

E-MAIL: nigam_bhilai@yahoo.co.in

Website: http://www.bhilainagarnigam.com/

Contents

1. Introduction:

Municipal Corporation Bhilai wishes to invite **Request for Proposal (RFP) for Selection of an Agency for Design, Development and Maintenance of Mobile Application for Bhilai Municipal Corporation**. Firms/Agencies/companies are requested to submit a proposal for **"Request for Proposal (RFP) for Selection of an Agency for Design, Development and Maintenance of Mobile Application for Bhilai Municipal Corporation"** as per the brief contained in this document.

Please send/submit the RFP in two separate envelopes sealed inside the third large envelope clearly marked **"Request for Proposal (RFP) for Selection of an Agency for Design, Development and Maintenance of Mobile Application for Bhilai Municipal Corporation"** The two envelopes shall contain:

Envelope 1 – Technical Bid (Annexure 1) along with EMD & other relevant documents.
Envelope 2 – Financial Bid (Annexure 2)

Your offer comprising of technical proposal and financial proposal, in **Separate Sealed Envelopes (Enclosed in a third envelope)**, should reach the following address no later than **Date 01/09/ 2023 4:00 PM** at Commissioner, Municipal Office, Bhilai, supela Bhilai, Distt. Bhilai(C.G.) - 490023

Sr. No	Particulars	Amount
01	Cost of RFP Document in form of DD	5,000.00
02	EMD in form of FDR to be deposited (in favor of "The Commissioner, Bhilai Municipal Corporation")	25,000.00
03	Date issue of RFP Document	11/08/2023 11:00 AM
04	Last Date for Submission of Bids	01/09/2023 at 05:30 PM
05	Date & Time of Opening of Technical Bids	04/09/ 2023 at 11:00 aM
06	Date & Time of Opening of Financial Bids	To be informed later

This document provides the eligibility criteria, scope of work, bidding terms and conditions, and suggested response formats.

2. Eligibility Scope:

(Enclose Documentary proof for each)

• The interested Agency should be registered as a Firm/Company under the Govt.Registration Act.Any consortium, joint venture or outsourcing, subletting of job is not allowed for the Agencys. In case found otherwise, their bid is liable to be rejected.

✓ The Agency should have minimum of 7 years of establishment.

✓ The Agency must have an experience of serving the IT/ITES based solutions to Private agency / Government's Department (State/Central) in multiple locations.

✓ The Agency should have valid GST & PAN Card Registration.

✓ The Agency should have valid registration towards PF/ESIC for the employees

✓ The Agency must have ISO certificate or higher.

✓ The Agency should have a minimum Average Annual turnover of Rs.2.00 Cr. in financial years i.e. 2021-22, 2020-21, and 2019-20.

✓ The Agency should not be black listed by any Govt. Organization. Agency will submit self-attested certificate for same.

✓ The Agency should declare that he has a well establish Office for Application Development. He will submit self-declaration certificate for following items

- System (Computers, Laptops etc.),
- Server,
- Printer,
- Experienced in latest technology stacks,
- Sufficient resources (Technical and non-Technical),
- Training,
- Other required IT infra.

3. Scope of Work:

3.1. Functional Requirements

Bhilai Municipal Corporation wishes to develop and design a new Mobile Application, Called "Bhilai City App" for local citizens. The City App is a cutting-edge mobile application designed to empower citizens and streamline city services through advanced technology. This comprehensive app incorporates a range of features that enhance urban living, connectivity, and governance. It serves as a digital bridge between citizens and city officers, fostering a smarter, more connected, and sustainable urban ecosystem for the benefit of all stakeholders involved.The App should be available both in Android and in iOS as well. Here are some common features required in Bhilai city apps:

a) "About Bhilai"

✓ **Real-Time Information Updates:**

Provides real-time updates on list of events in around city, news and job alerts, weather conditions, public transportation schedules, and other relevant information.

✓ **Interactive Maps and Navigation:**

Offers interactive maps with geo-location capabilities to help users find their way around the city, locate services, amenities, points of interest, and navigate using optimal routes.

✓ **Emergency Services Integration:**

Integrates emergency services contact information like fire stations, Police stations, Hospitals, Medical stores, mobile medical unitsavailability etc. and reporting functionality for quick and efficient access to emergency assistance.

✓ **Public Transportation:**

Displays public transportation schedules, routes, real-time tracking of buses, trains, and other transit options to facilitate efficient and convenient commuting.

✓ **Smart Parking:**

Helps users find available parking spaces, provides real-time parking availability information, and enables mobile payments for parking fees.

✓ **Waste Management and Recycling:**

Provides information on waste collection schedules, recycling centers, guidelines for proper waste disposal, and encourages recycling and sustainable waste management practices.

✓ **Community Engagement:**

Enables community interaction through features such as forums, surveys, feedback submission, social media integration,

✓ **Artists availability in the city :**

Enables community interaction through features to see list of Artist available in the city and booking of artist for cultural or community based activities.

b) **Citizen Online Services:**

✓ **Utility bills, fees and taxes payment**

Provides access to various city services and facilitates online transactions, such as paying utility bills, property taxes Integration of third party applications like Building plan permission for applying/tracking for permits and fee payments

✓ **Digital Property ID:**

The App should have provision to check their details by putting digital door numbers / id system.

✓ **Online Taker Booking:**

Citizen can book tanker online as per their need and as per availability of tankers. Citizen will pay the tanker's service charges through online payment facilities.

✓ **Online New Tap Connection Services:**

Citizen can request New Tap Connectiononline as per their need. Citizen will submit form online and upload required documents to get a new connection. Department will verify the same and process of payment. Citizen will pay the new connection charges through online payment facilities.

✓ **Online septic tank cleaning:**

Citizen can request online septic tank cleaning as per their need with online payment facilities.

✓ **Online rental Services:**

Citizen can book online community hall, stadiumand ground on rent as per their need with online payment facilities.

c) **Grievance Redressal Services :**

It is a very useful feature for citizens. They can register their complaint from their home, office or any other place. While submitting complaints, citizen will select categories, location and photo of place. It helps departments to know that exact location and status of compliant. Departments will take necessary action to resolve the complaints and update the same. In this way, this mobile app helps citizens and departments to communicate via digital platform. Citizens will track the status

of the complaint.

- ✓ **Online registration of complaints for below categories:**
    - o Street Light,
    - o C And D Waste,
    - o New Nal Connection,
    - o Water Supply,
    - o Toilets,
    - o Solid Waste,
    - o Animal catcher,
    - o Birth certificate,
    - o Death Certificate,
    - o Pension,
    - o Building Permission,
    - o Fogging,
    - o Ration Card,
    - o Property Tax etc.

d) **Job alert services :**

The City app should have a provision to post govt. as well as private job alerts. Through this app, citizens can find their relevant job details also they will get notifications on this mobile app.

e) **Officers login :**

City App should have a role based login for Corporation's authorized personnel and access to a portal tailored to their specific roles and responsibilities. This secure login ensures that sensitive information and administrative controls are only accessible to authorized personnel, maintaining the integrity of the application's services and data.

f) **Web Portal features:**

Key features of Web Portal include:

- o Role-Based Access for Municipal Officials,
- o City Data Management,
- o Incident Management,
- o Dashboard & MIS Reports etc.

3.2 Technical Requirements

- **Cross-platform compatibility (iOS and Android):** Develop a mobile app to be compatible with both iOS and Android platforms.
- **Integration with existing systems and databases:** Integrate the app with relevant city systems,

databases, APIs, or third-party services to retrieve and display data.

- **Scalability and performance optimization:** Ensure the app can handle a growing number of users and provide a smooth user experience.
- **Security and data protection measures**: Implement robust security measures to protect user data, privacy, and prevent unauthorized access.
- **Push notifications and alerts:** Enable pushes notifications to deliver timely updates, alerts, and reminders to users.
- **Offline functionality**: Allow users to access certain features and data offline, ensuring basic functionality when internet connectivity is limited.
- **Web Hosting Services:**

  The Agency has to use their cloud until development of the App, should migrate the data after testing and deployed the same in BMC cloud Server for go-live.

3.3. Responsibility of Agency:

- The agency must thoroughly understand the requirements and objectives of the municipal corporation for the city app.

- The agency is responsible for designing and developing the city app according to the agreed-upon specifications.

- The city should have provision to integrate with existing city services, such as utility billing, public transportation systems, or emergency services.

- Agency should prepare User manuals, Guide, Presentation for understanding and awareness to City App.

- The Agency should coordinate with the municipal officials for approval of modules and features.

- Applications should be very simple and user friendly in such a way that layman can also use it and achieve the purpose of applications.

- The agency will provide a dedicated person's contact details for bug fixes as a single point of contact person who would be directly aligned with the senior management of BMC and Commissioner.

4. Evaluation and comparison of proposals

A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any finance/budget proposal being opened and compared. The finance/budget proposal of the proposals will be opened only for submissions that passed the minimum technical score of 50% of the obtainable score points in the evaluation of the technical proposals. The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

4.1. Criteria for evaluation:

This evaluation process consists of 2 stages. Only those companies, that have passed the first technical evaluation stage, will be considered for financial evaluation. During the first stage participants' technical proposals are examined against the following evaluation criteria:

S. No	Details	Criteria	Max Marks
Company Credentials (A = 25 Marks)			
1	Quality Certification - The Agency must have ISO certificate or higher meeting the requisite standards for quality assurance.	ISO 9001: 2 Marks, ISO 20000: 2 Marks, ISO 27001 : 2 Marks CMML3 : 4 Marks	10
2	Average Annual turnover in last 3 Financial years (Turnover in Rs. Lakhs)	> 5Cr : 5 marks >2 Cr to 5 Cr : 0 marks	5
3	Registered as per the land of Laws (PF/ESI)	0-15 Employees : 0 Marks >15 Employees : 10Marks	10
Similar Experiences (B = 25 Marks)			
4	Agency must have experience of Mobile Application Development for any government agency	<= 2 Apps Developed : 5 Marks >2 Apps Developed : 10 Marks	10
5	Agency must have experience of implementation of online/offline Software Development/ Hardware installation services for any government/private agency within last 5 years with value of at least 15 Lakhs.(HR staffing work is not eligible)	Govt. Project: 5 Marks Private Project: 2.5 Marks	5
6	Agency must have experience of annual maintenance services of Software/Hardware system for any Government/Private agency within last 5 years	Govt. Project: 5 Marks Private Project: 3 Marks	5
7	Highest value of Single Govt. Department (State/Central) project/ Private Agency	Govt. Department >= 25 Lakhs: 2.5 marks < 25 Lakhs: 0 marks Private Agency >= 5 Lakhs: 2.5 marks <5 Lakhs: 0 marks	5
Presentation on Approach & Methodology (C = 20 Marks)			
10	Presentation including Technical Approach, Methodology, Work plan, Organization & Staffing etc.	20 Marks	20
Total Marks in Technical Evaluation, Tb (A+B+C)			70

Note:

1. Score will be given on the basis of documentary proofs.

2. Please attach the List of your main assignments performed by your company during last 3 years. Please indicate:

> ➢ Subject of assignment
>
> ➢ Year
>
> ➢ Customer with contact details (fax, phone, e-mail)

a. Technical Evaluation:

Technical Bid will be out of a maximum of 70 points. Agencys with Technical score of 50% and above will qualify for the evaluation in their financial bids. These scores would be considered for the purpose of QCBS (QUALITY AND COST BASED SELECTION) based evaluation.

Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to conditions in the RFP document to determine the substantial responsiveness of each participant. For this clause, the substantially responsive bid is one that conforms to all the eligibility; terms and condition of the RFP without any material deviation.

The technical evaluation committee may call the responsive Agencys for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have the rights and sole discretion to call / not to call any Agency for any discussion/presentation etc.

b. Financial Evaluation:

The Financial bid of those Agencys, who qualify in the technical evaluation, will only be opened. i.e. - The Financial bids of the technically qualified Agencys will only be evaluated.The financial scores wouldbe normalized to a score of 30. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

The individual Agency's financial scores (Fb) are normalized as per the formula below:

$$Fn = (30 \times Fb/Fmin)$$

Where,

Fn = Normalized financial score for the Agency under consideration

Fb = Financial bid of the Agency under consideration.

Fmin = Minimum absolute financial quote out of all Agencys

c. Final Evaluation:

The Agency with the highest Composite Score(S) would be awarded the contract.

$$\text{Composite Score (S)} = Tb + Fn$$

5. Award criteria, award of Contract

The procuring entity (BMC) reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Organization or any obligation to inform the affected Organization or

organizations of the grounds for the organization's action. The award of the contract will be done to the qualified organization whose proposal, after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

6. Payment Term

Payment shall be released, on acceptance of deliverables & milestones, as per the following schedule

Sr. No.	Milestone	Duration	Payment to be released
Development of the Project			
1	Design & Development - Source code and related documents	T+ 45 Days	50%
2	Project Go-Live	T + 60 Days	50%
Maintenance of the Project			
3	Maintenance of App (Period 3 years) – Every year Annual payments shall be released on completion of rendering satisfactory services	Yearly	After Yearly AMC period end

7. Development Duration

Contract shall be for a period of 3.2 years. Development & Go Live duration for the Mobile Application will be 2 Months then after Agency will provide continue support for next three years

8. Preparation of Documents

Agencies are required to drop their tenders completely filled in properly arranged manner (With index, proper paging and with flags on important documents). Incomplete, conditional or improper arranged tenders may not be rejected.

Sealed RFP must reach the tender response documents at BMC, Head Office, Bhilai latest by Date: 16/08/ 2023 at 4:00 PM The RFP should be submitted in the envelopes stated below:

a) **Envelope No 1 - Technical Bid (Annexure-1)**

This envelope should contain following documents

- ✓ Cost of RFP document and EMD
- ✓ Technical bid which includes complete documents as per the requirement, as stated in the tender document, along with the list of work orders as pre bid qualifications. The list enclosed should be supported with copies of documents duly certified by concerned authorities. This envelope should also contain the complete tender document in original duly signed by authorized signatory on each & every page of the tender document and other documents submitted.
- ✓ Copy of valid registration certificates like Firm registration, PAN, Service Tax etc.
- ✓ The original tender document, duly signed & seal on each page of the document should also be enclosed in his envelope.

b) **Envelope No 2 – Financial Bid (Annexure-2)**

✓ Financial bid should be placed in this envelope.

c) Envelope No 3

Both the above envelopes to be placed in this envelope. The third large envelope clearly marked **"RFP for Development and Maintenance of Mobile Application of the Bhilai Municipal Corporation"** General Conditions for Agency : -

1. The financial offer quoted in this bid shall be valid for a period of 120 days from the date of bidding.
2. The technical bid of the tender will be opened at <mark>16/08/2023 at 4:30 PM</mark> Tenders not submitted in the above manner shall be subject to rejection. The financial bid of the Agencys, who had qualified the technical bid, shall be opened on same day or on next day as per the decision of Tender Committee.
3. The contract shall be binding upon for a term of 3.2 years. After Successful completion of three years & satisfactory performance of agency, the contract may be extended for further term of two years with increment of 10 % charges per year.
4. The agency shall follow the schedules as per the Government Calendar followed by BMC.
5. BMC will provide Licensed Software or any 3rd party software as per need basis to agency.
6. BMC will provide SMS gateway for OTP based registration.
7. The agency has to complete the job assigned within the agreed time and if the job is not completed within the stipulated time, a penalty @0.5% of the cost of the quoted price will be levied.
8. The successful agency will treat as confidential all data and information about Client, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Department.
9. The Agency will have to ensure that their written queries for this document should reach the BMC office no later than 5 days before the date of opening of Tender.
10. BMC may terminate the RFP process at anytime and without assigning any reason. BMC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
11. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers, sealed and signed by authorized signatory.
12. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
13. The agency shall submit along with bid document copies of Audited Balance Sheets and Profit & Loss Account along with details of the project undertaken.
14. Offers through Telegraph/Fax/Emails or open offers etc. received shall be summarily rejected.
15. Any conditions of the Agency sent along with proposal if any, shall not be binding upon BMC.

16. It is not binding on BMC to accept the lowest of the bidding. BMC shall give preference to the bid that has an overall optimum solution, both technical & financial. Owing to this condition, a QCBS format for evaluation has been used in this tender.

17. TDS as applicable on date will be deducted from agency's actual bill submitted for payment.

18. In case of any dispute between the parties, the arbitration shall be at Bhilai.

Commissioner,
Municipal Corporation, Bhilai, CG

9. Proposal Submission Form

Dear Sir/ Madam,

Having examined the Solicitation Documents we, the undersigned, offer to undertake as coping study for the sum as may be ascertained in accordance with the Technical and Finance/Budget Plan attached herewith and made part of this proposal.

We undertake, if our proposal is accepted, to commence and complete all activities specified in the contract with in the time frame stipulated.

We agree to abide by this proposal for a period of 120 days from the date fixed for opening of proposals in the Invitation for proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any proposal you may receive.

Dated this day/month ………….. Of year…………..

Signature of the Company
With Name, Designation, Seal
&Date

10. Technical Bid (Annexure-1)

S. No	Description	Remarks	Page #
1.	Name, Address, email and telephone number of the agency/Company		
2.	Name. Designation, Address and telephone no. of the authorized person		
3.	Whether Company is registered, PAN(Please attach copy of TIN/ PAN/ GST Registration Certificate)		
4.	Detail of experience with development & support of similar Systems.		
5.	Detail of experience in years (Please attach proof)		
6.	Detail of Mobile App Development (Please attach copy)		
7.	Certificate indicating that the Agency is not black listed by any Govt. Agency.		
8.	Latest Tax Return (Please attach copy)		
9.	Annual Turnover (FY 2021-22, 2020-21, 2019-20) (Audited balanced Sheet and P/L):		
10.	Copy of PF/ESI		
11.	ISO & CMML Certificates		

Declaration:

This isto certify that I/We before signing this job assignment have read and fully understood all theterms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

**Signature of the
Company
With Name, Designation,
Seal &Date**

11. Financial Bid (Annexure-2)

Please provide detail financial implication to the organization with break up.

S. No	Particular	Qty	Amount (INR)
1	Design, Development and Maintenance of City Mobile App (Android & iOS)	1	
2	AMC 1 Year	1	
3	AMC 2 Year	1	
4	AMC 3 Year	1	
Total Amount excluding of all taxes			

Note:

1. Taxes extra and will be reimbursed as applicable.

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the Company

With Name, Designation, Seal & Date