

# **Request for Proposal (RFP)**

**for**

**Development of Website Application & Mobile App**

**to**

**Survey in respect of**

**Revalidation of Demand Survey Data**

**already conducted by Urban Local Bodies**

**in**

**West Bengal**

**(Structure of Proposal & Bid Process Specifications)**

**RFP No.:- SUDA /27/2018/6911 dated 03/10/2019**

**Issued by:**

**State Urban Development Agency,**

**ILGUS Bhavan, HC Block, Bidhananagar, Sector- III**

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## DISCLAIMER

The information contained in this Request For Proposal document (the “RFP”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form, by or on behalf of **State Urban Development Agency (SUDA), West Bengal** or any of their employees or advisors, is provided to Bidder(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 is not an agreement and is neither an offer nor invitation by SUDA to the prospective Bidder or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for expressing their interest pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by SUDA in relation to the work/services envisaged. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. 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 RFP and obtain independent advice from appropriate sources.

SUDA, its employees and advisors make no representation or warranty and shall have no liability to any person, including any 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 RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP.

SUDA also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

SUDA may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that SUDA is bound to select and/or short-list Applications. SUDA reserves the right to reject all or any of the Applications without assigning any reasons whatsoever.

The Bidder 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 SUDA or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Bidder and SUDA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Application, regardless of the conduct or outcome of the RFP Process.

## **1. Introduction**

Govt. of West Bengal intends to revalidate the demand survey data which had already been conducted in Financial Year 2015-16 and data collated in Ms-Excel Format. Details of prospective beneficiary details as well as present status of Dwelling Units , ownership details and economic condition are considered as very important entities for getting the benefit under the scheme Housing For All (HFA).. For the Government, ownership details of the land and condition of the dwelling units with Geo-reference location takes a major part for identification of prospective beneficiaries for this scheme.. The system could help in efficiently monitoring the process of identification of eligible beneficiaries. The intent of this document is to provide the detailed scope of work for Bidder who shall be engaged for Development of website application and Mobile Application including generation of various report after completion of survey work.

## **2. Project Objectives**

The overall objectives of the project are as follows:

- SUDA invites application from eligible Bidder for Conducting Survey for revalidation of Demand Survey data already conducted in all ULBs.
- Conducting the revalidation process through survey using mobile / handheld device (to be arranged by the ULBs at no additional cost) for faster and transparent manner for identification of prospective beneficiaries adhering to the eligibility criteria of the HFA Guidelines
- Capturing data through mobile app at site as per the survey format approved by the department
- Creating application development online on web application
- Integrate all the geo-tagged locations and respective surveyed data in systems database with highest accuracy. The points should be exactly overlaid on the latest high resolution imagery when it is made available for effective revalidation process
- Conduct analysis of the integrated data with the earlier captured data of Demand Survey to identify prospective beneficiary any deviating properties from the eligibility criteria perspective.
- Generation of requisite reports online on web application both for ULB level and State level.
- Revalidation process will be done by concern ULB by their own existing set-up
- Host the solution at a Data Center space
- Provide training & handholding support on complete solution to the identified users at State level

### **3. Scope of Work**

The Government of West Bengal is constructing house under Housing For All (HFA) since FY 2015-16 for those beneficiaries who i) have a ownership of a land parcel for constructing a Pucca house of at least 30 sq. mtr (Carpet Area) ii) do not own a Pucca House anywhere in India, iii) have Semi-Pucca or Kutch house iv) belongs to Economically Weaker Section (EWS) category ( Income monthly Rs. 10000 or less) based on the annual income of his / her family. Under these scheme, demand survey had already been conducted by all ULBs as per the instruction of the Government. In the Mobile Application, demand survey data will be pre-populated which is lying with SUDA. State Government now intends to revalidate the captured data by selecting the beneficiary with name and verify the data with above-mentioned pre-fixed criteria and capturing the geo-referenced location of dwelling Units in presence of beneficiary. For the entire validation process, a standard survey questionnaire format has been developed (**Copy attached**). Hard copy of the questionnaire after physical verification duly signed by the beneficiary needs to be captured through Mobile Application .

This project includes development of mobile application for survey and web application for checking, validation, report & analysis

The State as well as ULB will supervise the project and evaluate the captured data and conceptualize the plan for execution of the revalidation process. The department will also administer the execution process of the entire project.

Access the database by subject:

- According to ULB, Ward Number and beneficiary name retrieve data individually and, data should be retrievable by Ward, Street Name and for the entire ULB;
- Store in memory all changes in occupancy for purposes of creating history files that will make it possible to observe trends;
- User can generate/export report in excel/pdf format
- Print data retrieved and/or all data.
- Broad scope of the work is follows;
  - Development of Customized Web application for reporting, dashboard & data checking & validation for Management & ULB officials
  - Development of Android Mobile application for revalidation of Demand survey data with some additional field
  - Hosting of the application on client provided server
  - Training for 3 days in one central location
  - Annual Maintenance of the developed software for another 1 year

**3.1.Application Platform :MySQL/Postgres with Post GIS and PHP.** The Bidders needs to convert the exiting database maintained in Ms-Excel format into MySQL.

#### **a.Development for Web Application**

##### **i. General Functionalities**

- The information captured through App , will be displayed to the Admin of Web Application
- In the Mobile App demand survey data to be migrated
- The information captured will be verified from the existing data by the Admin and upload into the database.
- The Application will have user role management and each user will have individual login name and id.Unlimited Number of User-ID & password are to be provided for using Mobile App by Surveyor[**Maker**]& Nodal Officer [**Checker**]for each ULB (125) .

- Surveyor will not be allowed to view the existing data.
- Two window system to be developed for Nodal Officer to analyse/validate the present revalidated data in respect of earlier demand survey data
- Considering data integrity, scope to be given to Nodal officer to accept data which should be freezed and the same will be treated as “**WAITLIST**”
- There should be the provision to Nodal Officer for further verification multiple time according to the compared data
- The application should run on top of Google Map / Open street map (free version) to view the geotagged house
- In Map Viewer, the house layer which have come from survey would be displayed in the map window. There should be on & off facility of the layers. ULB wise house details would be shown. User can search ULB wise house details.
- Map will also show the validated data & not validated data or reject data.
- Simple pan, zoom, search facility is also there.
- When the user clicks on any house on the map, it will show the basic attribute information given by the client for an object.
- Report on survey data, user wise report on the fly & show on the map.
- On the fly query on survey data belongs to specific layer can be downloaded as “csv/excel”.
- Map printing option should be there as per selected layers
- This data would be migrated & updated in the system form the backend & some new field would be added.

ii. **Survey Data Comparison & Validation in the web Application:**

- In the web application, the data which would come from mobile device would be compared here with the previously uploaded demand survey data.
- The system will automatically compare old demand data & new resurvey data & will compare every selected field as per predefined.
- They system will tell & validate the correct data & give a list & also show the incorrect or mismatch data.
- There would be an option to revalidate again or submit for approval which will move through an approval system.
- The respective authority will check & verify the details. house details with checking of the GIS data should be done in this module
- After the verification the authority then the map & data can be updated
- Finally, the information & maps get updated & approved by the authority & publish in the application.
- User can make review on surveyed data to the respective scheme before approval or rejection

iii. **DASHBOARD:**

- Dashboard should consist of different type of reports in a single window.
- This module will help the officials to have an overall outlook of the progress of the activities of the schemes in a graphical or chart analysis.
- Thus, helping the officials of the department to have a glance at all the information related to the department.
- The analysis in graphical and chart format is automatic and depends on the data that has been entered during surveys.
- The dashboard contains count of ongoing survey, validate, not validate, again resurvey etc.

- The dashboard will give ULB wise view at a glance
- Number of approved, rejected & pending Survey approval can also be shown.
- Status of the activities of the field user can also be shown

iv. **REPORTS:**

- The department can generate reports as per their choice
- There should be some pre-defined static reports
- Department can generate dynamic reports as per their choice
- The report module will be customized as per the requirement of the HMC.
- Some basic reports should be
  - ULB wise daily survey report
  - Approved / validated survey data report
  - Ongoing survey reports
- The generated reports can be downloaded in CSV/PDF
- Year wise/month wise/weekly reports can be generated
- User wise reports can also be generated

v. **ADMIN & USER MANAGEMENT:**

- In this module, admin can do the followings
  - Create user both for Web Application & Mobile Application
  - Set role of the user as per pre-defined setup
  - Create the approval workflow
  - ULB wise user management
  - Assign survey user
  - Maintain log reports.

b. **For Mobile Application :**

SUDApromotes to conduct revalidation process for which household level geo-tagging survey has to be done. Bidder shall create a Mobile Application to be used for this purpose. The mobile application should have the following features:

- The Mobile application will be used by the Field Surveyor [**Maker**]
- It should be compatible with latest (last two) version of Android platform only
- The mobile application consists of a login Id and password
- The mobile application will have the capability to capture filed GIS data, latitude & longitude from the mobile GPS
- The system would be developed in such a way that, the demand survey data would be populated in the application with a unique house ID & only the selected data would only be viewed by the surveyor at the time of survey.
- Basic information/attributes (limited to maximum 15 fields) are to be collected during survey
- User needs to do the blank survey collect the data for the selected field.
- User needs to select the house & add information according to the field.
- No edit or delete option would be there.
- The Surveyor will collect data from the field and update in the App. The data will capture from pre defined option in drop down menu. The picture of the Dwelling Units of the Beneficiary will

be captured through App with the Geo-location. It should geo-tag Dwelling Units using Map Services APIs for capturing accurate co-ordinates and real time location

- Field user needs to capture the data first & then submit it to as near as the house/ within the house premises. It will capture the lat long of the house locally. After that, the image needs to be captured from the distance would not more than 15 meters considering the total building height & width. Then the final submission with image needs to be done. If the distance is more than 15 meters, the system will not give the permission for final submission. The image needs to be captured again and again final submission needs to be done.
- Conduct geo-enabled survey using mobile / handheld device for faster, transparent and better survey
- The mobile application should capture all the Photographs or other media in geo-tagged format. Images should be stored in .jpeg format (Best Compression format) with GPS information.
- Surveyor Module for GPS enabled mobile / handheld device with highest accuracy level of 2-5 Meters, configuration of latest and prevalent Map Service or APIs for effective and accurate survey. The application accuracy will depend on the mobile device used by the surveyor.
- Bidder has to study the capabilities and features of the available APIs in terms of diverse set of criteria.
- Bidder has to identify and suggest most appropriate Map API for the mobile application according to the Accuracy, Error Rate, and has to get approved with the department, before integration.
- Provide web services and APIs for the mobile applications, to be integrated with central server which will be provided by SUDA
- After field survey, surveyor [Maker]submit the collected data to Nodal Officer[Checker] at ULB level for checking of the survey data.The information will be submitted through App into the Web application. After submission of field survey data in Mobile App, Surveyor will not be able to view the surveyed data.
- Integrate the latest developments from the mobility space into the mobile application, as and when deemed suitable by the SUDA or representatives thereof.
- The selected bidder must design, develop, deploy and end user training of customized Mobile based geo-survey application and the database system for geo-tagging all the properties ..

**c. Major Technical Key Features:**

The following are the indicative features of the Website and Mobile Application which can be installed on any GPS enable handheld device with good accuracy for effective and real time geo-enabled survey:

- Ability to attach photograph which should be geo-tagged and geo-controlled with timestamp. The photograph captured should cover the present situation of dwelling units in presence of beneficiary with optimum clarity, such that each individual Dwelling Units is distinguished clearly.
- Application should restrict the Upload Photograph facility from the site so that Surveyor has to visit on the field.

- Previous Photo can't be uploaded by the app & the user needs to capture the photo by opening the camera & click the real time pictures with date & time stamp.
- The data will come in the central server from the field through GPRS system for approval
- The app will work in the offline mode & if the network is not available, the app will store the data internally & will sync with the server as and when connected to GPRS.
- After the approval, the maps & data will be published for result.
- Application should have basic map functionalities with user friendly dashboard, showing current location with accuracy units on log-in.
- As surveyor completes field level data entry he should be able to submit details from field which can be updated in near to real time in centralized database.
- Surveyor should be able to work on properties within its specified and allocated area
- Surveyor should be able get intimation of rejected properties (by office users in the workflow) through map based interface and should re-survey those properties.
- Surveyor should also be able to review the process of current status of survey Provision for uploading scanned document
- Searching Tool by beneficiary name / beneficiary ID
- Should work in Offline Environment
- Setup should be extensible.
- The agency should provide third party software's such as VNC/Team viewer/Remote Desktop for remote desktop/sftp for file transfer/PHP & MySql for the application/remote database connectivity etc.
- In case of a fault it should be corrected within 24 hrs.
- The agency should use all the licensed software in the servers.
- All the materials will be copyrighted, so the vendor should not disclose or redistribute the same to anybody for any further usage.
- Both the parties should indemnify each other from any unlawful activities.
- Services provided by the agency should not violate any laws, regulations or treaties.
- The agency should not come & claim any other extra charge arising due to replacement or damage of a hardware/network component.
- As & when required by the SUDA, the agency shall provide information/data available on server.

**d. Other Conditions:**

- An SRS needs to be prepared at the time of the development of the application
- SUDA officials will share their views regarding how the application needs to be developed and will share the workflow of the department.
- The bidder needs to develop the application in such a way which can fulfil the requirement of SUDA
- Training should be given in SUDA office to all the user for at-least 3 days in one central location.
- Annual Maintenance of the developed application should be for 1 year primarily. After 1 year department will decide for the renewal of the AMC
- For any third-party service like SMS gateway, SMS packages, SIM Card, Android Mobile Phone etc. the cost at actual will be provided by the client. No cost involvement from the bidder is carried out. Bidder needs to integrate the SMS gateway with the software if required.
- SSL Certification (if required) for the Web Application to be obtained by SUDA

**e. ANNUAL MAINTENANCE OF THE APPLICATION:**

- Annual Maintenance of the developed software would be for 1 year after the go live
- The maintenance is primarily long-distance maintenance from agencies offices through remote access to the cloud server.
- Provision for on-site maintenance on case to case basis as required.
- Provision of telephonic support and support over the web for the maintenance. On requirement, our engineer should travel to the location to resolve that has arisen at the CLIENT end.
- The Annual Maintenance includes only the followings:
  - Remote Technical Support via email, phone and fax
  - System Support maintenance
  - Re-installation of the software remotely
  - Software Bug fixing
  - Trouble Shooting
  - Visit Client site on case to case basis
  - Minor modification as per SRS after Go-live like Types of Report, Dashboard view etc.
  - Addition of new functionalities or new module other than SRS would not be considered under AMC

The Director, for and on behalf of the State Urban Development Agency (SUDA), Urban Development and Municipal Affairs Department, Government of West Bengal invites proposal (RFP) for “**Development of website application and Mobile App**” as per specified terms and conditions to the office of the SUDA, West Bengal from interested and reputed Agencies / Organizations / Firms having experience and acumen in such work as noted below in the eligibility as depicted hereunder.

<b>Data Sheet:</b>		
1.	Name of the Work	Development of website application and Mobile App . Scope of the Work clearly mentioned at Page No. 4 to Page No. 9 [ <b>Point Number 3</b> ]
2.	Location of the work	Office of SUDA, Salt Lake, Kolkata
3.	Eligibility to participate in the Bid	<p>Proposal may be submitted by interested agencies / firms / organizations only as a single entity. No Consortium is allowed</p> <p>For eligibility, the Bidder shall have at least:</p> <ol style="list-style-type: none"> <li>1. The Bidder must be a company as specified in Companies Act, 1956/2013 OR a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 OR a Company incorporated under equivalent law abroad OR a Society registered under The Societies Registration Act, 1860. The time period elapsed from commencement of business should be at least 05 (five) years as on 1st April 2019 &amp; NCR specialized in providing dedicated servers and load balancers may apply.</li> <li>2. During the period of last 5 (five) years, the bidders should have handled <b>at least 03 (three) similar types of services</b> at Government levels (Central / State).</li> <li>3. Average annual turnover of the Bidder over the last three financial years (2016-17, 2017-18 and 2018- 19) should be at least <b>Rs. 40.00Lakh.</b></li> <li>4. The Bidder must have atleast a Registered Office / Corporate Office / Branch Office in Kolkata / West Bengal. The Registered Corporate Office / Branch Office should be in existence and operational for at least last one (01) year from the date of issuance of this RFP.</li> </ol> <p>Note : <b>Similar types of services</b> means: <b>Development of website application and Mobile App</b> to any State/Central Departments, Ministries, PSUs / ULBs</p>
4.	Documents to be produced in support of	<p>Following documents shall have to be furnished in two separate covers:</p> <ol style="list-style-type: none"> <li><b>1. Technical Proposal</b></li> </ol>

<p>Credentials for Bid submission</p>	<p>a. <b>Covering Letter</b> ( Refer Annexure A)  b. <b>Average Annual Turnover of the bidder</b> over the last three financial years (2015-16,2016-17 and 2017-18) certified by a practicing Chartered Accountant(Refer Annexure- A No.II)  c. <b>Statement of Legal Capacity</b>(Refer Annexure- A No.III)  d. <b>Details about the Bidder Agency</b>(Refer “Structure and Organization” in Annexure- A No. IV)  e. <b>Company Certificates</b> like  i. Certificate of incorporation highlighting registration details along with the composition of Board of Directors and  ii. GST Registration No, PAN No. and TAN No. (Please refer Table-1 of “Non Statutory Folder” of Section A). IT return for last three years. EPF and ESI registration Certificates.<b><u>(Please note that submission of valid EPF and ESI certificates is mandatory and if not submitted the Authority shall have the right to reject the proposal)</u></b>  f. <b>Statement of any Indictment:</b> The Bidders should not be under active prosecution for criminal offence, litigation, court receivership or similar proceedings  i. It may please be noted that non-provision of this declaration in this proposal <b>will lead to rejection</b> of the same.  ii. Declaration of the Bidder or any of its staff had not been at any point of time <b>blacklisted</b> by any Government or its agencies or court of law or any other organization (Please refer Annexure-A No.V)  iii. Brief of court/ legal cases pending,ifany.  iv. Declaration about assuming all responsibilities arising out of the Development of Application and keeping SUDA indemnified at all times.  v. Service Completion Certificates/ Experience Certificates / Payment Certificates issued by competent authority  vi. Service experience during the period of last 5 years (Refer Annexure A No. VI).</p> <p><b>2. Financial Proposal</b>  Financial Proposal Submission Form (Refer Annexure B).  Please note that the  <i>Note: All documents are to be submitted in a sealed envelope at the Office of Director, SUDA, HC Block, Sector-III, Salt Lake, Kolkata - .....</i></p>
<p>5. Application Money</p>	<p><b>Rs. 2,000/- (Rupees Two Thousand Only)</b> to be paid in the form of a Demand Draft in favour of Director,SUDA; payable at Kolkata. This application money is non-refundable.</p>
<p>6. Earnest Money</p>	<p><b>Rs.5,000.00 (Rupees Five thousand only)</b> as an initial Earnest Money</p>

	Deposit	<p>Deposit shall be in the form of a Demand Draft in favour of Director, SUDA; payable at Kolkata.</p> <p>This amount will be converted to security deposit for the successful bidder.</p> <p>The EMD for the successful Bidder will be converted to Security Deposit</p> <p><b>Note :</b></p> <p><b>If any bidder is exempted from payment of EMD, a true copy of original EMD exemption document needs to be submitted along the Technical Bid.</b></p>
7.	Refund of Earnest Money	The EMD is interest free and will be refundable to the unsuccessful bidders within 15 days of signing of agreement with the Successful Bidder.
8.	Goods and Service Tax (GST)	The Agency / Bidder should include GST in its cost. However, the Employer / Authority will pay to the Agency / Bidder, GST or any other tax replaced with it at the prevalent rate at the time of actual payment to the Agency / Bidder.
9.	Currency	Agency/Bidder shall express the price of their assignment/job in Indian Rupees. All payments shall be made by the Authority in Indian Rupees only
10.	Duration of Contract	<p>The tenure of such contract will be for an initial period of <b>01 (one) year</b> from the date of entering into /execution of the contract, which may be renewed subject to performance of the Agency / Bidder and availability of funding.</p> <p>The tenure of the contract may also be terminated before the completion of contract period as per applicable Conditions of Contract.</p>
11.	Bid Document and its submission	<p>A complete proposal document consists of 2 envelopes – Technical Proposal and Financial Proposal. Same are elaborated as below:</p> <p><b>A. TECHNICAL BID ENVELOPE</b></p> <p><b>A1. Part-I</b> containing list of documents and credentials possessed by applying agency to be provided namely:</p> <p><b>Annexure A</b></p> <ol style="list-style-type: none"> <li>i. Qualification Application</li> <li>ii. Financial Statement</li> <li>iii. Statement of Legal Capacity</li> <li>iv. Structure and Organization</li> <li>v. Statement of any Indictment</li> <li>vi. Project experience in last five years with supporting documents</li> <li>vii. Declarations</li> <li>viii. All supporting Documents</li> <li>ix. Signed Copy of this RFP</li> </ol> <p><b>A2: Part II - Application Money</b> in the form of Demand Draft</p> <p><b>A3: Part III – Earnest Money Deposit(EMD)</b> in the form of Demand Draft</p> <p>All the documents as required and forms part of A1 mentioned above shall be compiled properly with reference page numbering and spiraled and placed in a sealed cover titled “Technical Bid- A1” bearing the name of the Agency/Bidder. Similarly, A2 and A3 shall also be placed in separate sealed covers and marked as “Technical Bid- A2” and “Technical Bid- A3” respectively bearing the name of the Agency/Bidder.</p>

		<p>Then, all the three sealed envelopes shall be placed in an outer envelope and sealed properly. This envelope shall be marked as <b>“(A): Development of website application and Mobile App vide RFP No. SUDA /27/2018/6911 dated 03/10/2019</b> along with the name of the Agency / Bidder.</p> <p><b>B. FINANCIAL BID ENVELOPE</b></p> <p>Filled in and signed Annexure B forms the Financial Bid Proposal.</p> <p>This filled and signed Annexure B shall be placed in a separate envelope and sealed properly and to be marked as <b>“(B): Financial Bid for Development of website application and Mobile App vide RFP No. SUDA /27/2018/6911 dated 03/10/2019</b> along with the name of the Agency/Bidder.</p> <p>Sealed Envelope A and Envelope B shall then be placed in an outer envelope, sealed and marked as follows:</p> <p><u>Superscription</u>: <b>“Request for Proposal Development of website application and Mobile App vide SUDA RFP No. SUDA /27/2018/6911 dated 03/10/2019</b> Submitted to: The Director, State Urban Development Agency (SUDA), ILGUS Bhawan, HC Block, Sector-III, Salt Lake, Kolkata - 700106</p> <p>a) <u>Submitted by</u>: Name and address of the Agency/Bidder</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>i. If submission is not made as stipulated above, the proposal may be out rightly rejected</li> <li>ii. All envelopes shall be sealed and secured properly</li> <li>iii. No information as contained in Envelope B shall reflect in any form in Envelope A. If it is found so, the proposal shall be out rightly rejected.</li> </ol>
12	Selection and Bid Evaluation Procedure	<p>SUDA has adopted a “One Stage-Two Envelope” selection process. The selection process shall be monitored and governed by the appointed RFP Evaluation Committee. First, the outer envelope shall be opened and following details shall be confirmed in front of the appointed RFP Evaluation Committee:</p> <ol style="list-style-type: none"> <li>i. Sealed Envelope A found (Yes/No)</li> <li>ii. Sealed Envelope B found (Yes/No)</li> </ol> <p>If Sealed Envelope B is not found the proposal shall be rejected and no evaluation shall be done. On confirmation of availability if sealed Envelope B, the same shall be marked and duly signed by the member of the RFP Evaluation Committee (Both Envelope A and Envelope B along with outer envelope shall be signed by the members of the RFP Evaluation Committee). Then, the sealed Envelope A shall be opened to cross check whether it contains A2 (Application Money) and A3. If anyone is missing, the proposal shall be rejected. On confirmation of the availability and worthiness of Application Money and Earnest Money Deposit, further technical evaluation shall be carried out.</p> <p>Bidders shall be shortlisted based on the minimum qualification criteria as elaborated in SI no.3 above. Bidders fulfilling the minimum criteria as mentioned above shall be shortlisted and termed as technically qualified</p> <p>The Envelope B (Financial Proposal/Bid) of only technically qualified</p>

		<p>bidders shall be opened. The Financial proposal shall be evaluated in the following manner:</p> <ol style="list-style-type: none"> <li>Whether it is signed and stamped</li> <li>Whether it is signed by the person authorized to submit the proposal</li> <li>Whether the format is same as prescribed in the RFP</li> <li>Whether the financial proposal is conditional</li> <li>Whether the overhead as quoted is within the prescribed range</li> <li>Whether the man-month rate quoted is as per applicable Minimum Wages Act, West Bengal</li> <li>Other conditions as may be deemed suited by the Authority at the time of evaluation</li> </ol> <p>If all the above are found to be in order, the proposed financial offer shall be taken into consideration.</p> <p>The technically qualified Agency / Bidder offering the lowest financial bid / proposal shall be selected as the preferred Agency.</p>																								
13	Form of Financial Proposal	Financial Bid shall be as per the format provided in Annexure B.																								
14	RFP schedule	<table border="1"> <thead> <tr> <th>SI No</th> <th>Particulars</th> <th>Date &amp; Time</th> </tr> </thead> <tbody> <tr> <td>a.</td> <td>Availability of RFP documents</td> <td><b>03.10.2019 from 4:00 PM</b></td> </tr> <tr> <td>b.</td> <td>Date and time of Pre-bid meeting with the intending bidders in the office of the State Urban Development Agency, ILGUS Bhawan, HC Block, Sector III, Bidhannagar, Kolkata – 700106</td> <td><b>17.10.2019 at 3:00 PM at SUDA Conference Hall, ILGUS Bhawan, Salt Lake, Kolkata- 700106</b></td> </tr> <tr> <td>c.</td> <td>Start date for submission of RFP documents in sealed envelope</td> <td><b>16.10.2019 at 3:00 PM</b></td> </tr> <tr> <td>d.</td> <td>Last date for submission of RFP documents in sealed envelope</td> <td><b>24.10.2019 upto 3:00 PM</b></td> </tr> <tr> <td>e.</td> <td>Bid opening date for Technical Proposals</td> <td><b>25.10.2019 at 3:00 PM</b></td> </tr> <tr> <td>f.</td> <td>Date of Opening of Financial Proposal</td> <td>To be notified</td> </tr> <tr> <td>g.</td> <td>Date of Issue of Work Order</td> <td>To be notified</td> </tr> </tbody> </table> <p>RFP documents shall be available on the following website:  <b><a href="http://www.wburbanservices.gov.in">www.wburbanservices.gov.in</a> &amp; <a href="http://www.sudawb.org">www.sudawb.org</a></b>. Bidders may also contact the office of SUDA for the same.</p>	SI No	Particulars	Date & Time	a.	Availability of RFP documents	<b>03.10.2019 from 4:00 PM</b>	b.	Date and time of Pre-bid meeting with the intending bidders in the office of the State Urban Development Agency, ILGUS Bhawan, HC Block, Sector III, Bidhannagar, Kolkata – 700106	<b>17.10.2019 at 3:00 PM at SUDA Conference Hall, ILGUS Bhawan, Salt Lake, Kolkata- 700106</b>	c.	Start date for submission of RFP documents in sealed envelope	<b>16.10.2019 at 3:00 PM</b>	d.	Last date for submission of RFP documents in sealed envelope	<b>24.10.2019 upto 3:00 PM</b>	e.	Bid opening date for Technical Proposals	<b>25.10.2019 at 3:00 PM</b>	f.	Date of Opening of Financial Proposal	To be notified	g.	Date of Issue of Work Order	To be notified
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15	Validity of the RFP	The RFP thus submitted shall remain valid for a period of 180 days from the last date of submission.																								
16	Duration of Contract	The tenure of such contract will be for an initial period of 01 (one) year from the date of entering into /execution of the contract, which may be renewed subject to performance of the Agency and availability of funding																								
17	Withdrawal of RFP	RFP once submitted shall not be withdrawn within the validity period																								
18	Acceptance of RFP	State Urban Development Agency (SUDA), reserves the right to accept or reject any or all proposals without assigning any reason thereto. SUDA reserves the right to withdraw from the process or any part thereof, to accept or reject any/ all offer(s) at any stage of the process and/or modify the process or any part thereof or to amend any terms without assigning any reasons																								

19	Intimation	The qualified Bidder(s) will be notified through email of the acceptance of their Bid. If at any time during the evaluation process, SUDA requires any clarification, they reserve the right to request such information from any or all of the agencies and the agencies will be obliged to provide the same within a reasonable timeframe. SUDA may also call for a presentation on the proposal from any or all of the Bidders who have submitted their proposals.
20	Influence	Any attempt to exercise undue influence in the matter of acceptance of Bid is strictly prohibited and any Applicant who resorts to this will render their RFP liable to rejection.
21	Name and address of the RFP Inviting Authority	Director, State Urban Development Agency, ILGUS Bhawan, HC Block, Sector III, Bidhannagar, Kolkata – 700106
22	Disqualification	A proposal that has been found to be incomplete in content or authenticity shall not be considered for the purpose of qualification. If any information (false/ unacceptable) is received by SUDA after the Applicant has been qualified to receive the Request for Proposal, SUDA reserves the right to reject the Bidder at that time or at any time after such information becomes known. The Bidders not satisfying the requisite qualification criteria specified in the above sections are not eligible.
23	Execution of / Entering into Contract	SUDA shall issue a Letter of Intent (LOI) / Letter of Acceptance (LOA) to the Preferred Agency (technically qualified and cost wise being L1) and promptly notify all other Bidders / agencies who have submitted proposals about the decision taken. The Agency will sign the contract after fulfilling all the formalities/pre-conditions, within 10 days of issuance of the Letter of Intent / Letter of Acceptance.  The Agency is expected to commence the Assignment/job on the date and at the location as mutually agreed upon.
24	Confidentiality	Information relating to evaluation of Proposals and recommendations concerning the selection of Agency shall not be disclosed to the Agencies who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the RFP. The undue use by any Agency of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Employer / Authority's antifraud and corruption policy.
25	Number of Proposals	An Applicant can submit only one proposal. If multiple proposals are submitted, all the proposals shall be out-rightly rejected.
26	Payment terms	On successful and satisfactory performance certified by authorized Representative of SUDA, payment will made subject to Taxes and duties as applicable will be deducted from the bill.
27	Special Terms and conditions	This notice constitutes no form of commitment on the part of SUDA other than to provide further information on the specific tasks to be undertaken as part of the proposal. Furthermore this notice confers neither the right nor an expectation on any party to participate in the proposed process. Mere submission of proposal shall not entitle the participant for being short listed. The Bidder shall be are all costs associated with the preparation and submission of the proposal SUDA shall not, under any circumstances, be responsible or liable for any such costs whether direct, incidental or consequential. Only the courts at Kolkata (with exclusion of all other courts) shall have the jurisdiction to decide or adjudicate on any matter, which may

arise out of or in connection with the bidding procedure. Intending bidder may download the RFP document from the website **www.wburbanservices.gov.in & www.sudawb.org** directly or collect the same from the office of SUDA.

Prospective Bidders are advised to note carefully the minimum qualification criteria as mentioned in 'Instructions to Bidders' before bidding.

At any stage of bid process and before issuance of the LOI / LOA, the bid inviting authority may verify the credential & other documents with the original of the lowest bidder if found necessary. After verification, if it is found that such documents submitted by the lowest bidder is false or misleading; in that case, LOI / LOA will not be issued in favour of the bidder under any circumstances and if issued it will be withdrawn with necessary consequences under law.

Bidder would be at liberty to point out any ambiguities, contradictions, omissions etc. Seeking clarifications there of or interpretation of any of the conditions of the RFP documents before the RFP Inviting Authority during Pre Bid Meeting, beyond such period no representation in that behalf will be entertained by the bid Inviting Authority. No further clarifications will be entertained from the bidders after the completion of pre-bid meeting.

The Bid Inviting Authority reserves the right to have pre Bid meeting with the intending Bidders if deemed necessary depending up on the nature of clarifications sought from Bidders within stipulated deadline.

**DIRECTOR  
STATE URBAN DEVELOPMENT AGENCY**

**Annexure – A**

**I. Qualification Application**

(To be written on the letterhead of the Bidder)

From:

.....

To

The Director,

State Urban Development Agency (SUDA), ILGUS Bhawan, HC Block,  
Sector III, Salt Lake City, Kolkata - 700106, West Bengal

**Subject: Submission of Proposal (RFP) for Development of website application and Mobile App**

Sir,

This is with reference to the RFP dated.....2019 inviting proposal **Development of website application and Mobile App**.As specified in the RFP notice, having examined the Statutory, Non statutory documents, I /we hereby submit all the necessary information and relevant documents for evaluation. The application is made by me /us on behalf of----- in the capacity -----  
----- duly authorized to submit the proposal. We believe that we satisfy the eligibility criteria set out in relevant sections of the proposal document.

We propose to submit our proposal as (insert full name of Applying Agency).

We declare that we have not been convicted by a Court of law or indicted or adverse orders passed by a regulatory authority against us which would adversely impact our ability to manage the project if awarded or which relates to a grave offence that outrages the moral sense of the community. We also declare that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our sister concerns . We further declare that no investigation by a regulatory authority is pending either against us or against our sister concerns or against our Chief Executive Officer (CEO) or any of our Directors/Managers/ employees.

We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct and complete. I/We have furnished all information and details necessary for the proposal and have no further pertinent information to supply.

We understand that:

(a) RFP Inviting Authority can amend / modify the scope of the services.

(b) RFP Inviting Authority can reject any or all RFPs without assigning any reason. And also withdraw or cancel the bid process at any stage without any liability of whatsoever nature therefore.

I / We shall be glad to receive further communication on the subject.

**Enclosure:**

1. Statutory Document

2. Non-Statutory Document

Yours faithfully,

Authorized Signatory

Date of Submission

Signature of applying agency including title and capacity in which application is made.

## II. Financial Statement

1.Name of Applying Agency:

2.Summary of Turnover generated on the basis of the audited financial statement of the last 03 (three) financial years.

	2016-17 (Rs. In Lakh)	2017-18 (Rs. In Lakh)	2018-19 (Rs. In Lakh)
Annual Turnover			

Average Annual Turn over is XXXX (Rs in Lakh)

Signed by a Practicing Chartered Accountant

Name: Membership No.:

Name of the Firm with Seal

Date\_\_\_\_\_

Note: This form is required to be certified by a practicing Chartered Accountant

**III. Statement of Legal Capacity**

(To be forwarded on the letterhead of the entity submitting the Proposal)

Reference No. -----

Date: -----

To,  
The Director,  
State Urban Development Agency (SUDA)  
ILGUS Bhawan, HC Block, Sector III, Salt Lake City,  
Kolkata - 700106,  
West Bengal, India.

**Sub: Submission of Proposal (RFP) for Development of website application and Mobile App**

Sir,

This is with reference to the advertisement dated .....2019 inviting proposal **Development of website application and Mobile App** at SUDA.

We have read and understood the contents of the Invitation for expression of interest and the advertisement and pursuant to this hereby confirm that:

We satisfy the eligibility criteria laid down in the RFP notice.

We have agreed that (insert individual's name) will act as our representative and has been duly authorized\* to submit the proposal.

Yours faithfully,

Authorised Signatory  
For and on behalf of (Name of the agency)

\*Please attach a true copy of the Letter of Authorization / Board resolution certified by the authorized Signatory for the individual bidding company.

#### **IV. Structure & organisation**

##### **Details about the Bidder (single entity / lead agency in case of consortium)**

**1.** Name of applying agency:

**2.**Registered Office Address:

Telephone No.:

Fax No. :

E mail#:

Website:

**3.**Kolkata Office Address (if any):

Telephone No.:

Fax No. :

E mail#:

Website:

**4.** Name of the Contact Person for this assignment:

Designation:

Address:

Telephone No. :

Cellphone No.:

E mail:

Fax No. :

Signature of Bidder including title  
and capacity in which application is made.

## V. Statement of any Indictment

(By any Income Tax, Sales Tax, Customs and Excise Authorities and other Regulatory Authorities) (To be forwarded on the letterhead of the interested entity submitting the Proposal)

Date:

To,  
The Director,  
State Urban Development Agency (SUDA),  
ILGUS Bhawan, HC Block, Sector III,  
Salt Lake City, Kolkata - 700106,  
West Bengal, India

Sir,

We solemnly declare that there has been no conviction by a court of law or indictment or adverse order or investigation or charge sheet by an agency of the Government, any income tax, sales tax, customs, excise authorities and other regulatory authorities including but not limited to Reserve Bank of India (RBI) and Securities Exchange Board of India (SEBI) against us or our Promoter Group.

We have not been declared ineligible by the Government of India or any State / UT / Local Government for corrupt and fraudulent practices or blacklisted by them.

Yours faithfully,

Signature(s) of Applicant(s)  
Seal of applicant Name:

Designation:

**VI. Project Experience during the period Last 5 Years**

Please categories all the projects into four broad heads given in the table below and mark a tick (√) for each of the projects

SI No	Name of the Assignment and Client Details	Detailed Scope of services offered	No. of personnel placed	Location of services offered
1.				
2.				
3.				
4.				
5.				
6.				

The Applicant has to submit documentary evidence commensurate to the claims as made above.

## Annexure B: Format for Financial Proposal

To,  
The Director,  
State Urban Development Agency (SUDA),  
ILGUS Bhawan, HC Block, Sector III,  
Salt Lake City, Kolkata - 700106,  
West Bengal, India

### Sub: Financial Bid for Development of website application and Mobile App

Dear Sir,

This is with reference to the RFP dated.....2019 inviting proposal for **Development of website application and Mobile App** at SUDA. As per the terms and conditions as laid down in the referred RFP, I / we hereby make the following Financial Offer (Price Bid) to State Urban Development Agency.

SL No	Description of Work	Quoted Rate (In Figures) Inclusive of all taxes, GST, duties and all other costs/expenses related to the assignment	Quoted Rate (In Words) Inclusive of all taxes, GST, duties and all other costs/expenses related to the assignment
1	Design, Development of Website Application Charges (One Time)		
2	Design, Development of Mobile App Charges (One Time)		
3	AMC and support charges for both ie 1 & 2 for One (01) year		

N.B. - The above quoted rate is inclusive of all taxes, GST, duties and all other costs/expenses related to the assignment

Total Bid Price in Rs. \_\_\_\_\_

In words \_\_\_\_\_

Signature of Bidder with seal

Name \_\_\_\_\_

Business address \_\_\_\_\_

Tel. No.& Mobile \_\_\_\_\_

Email \_\_\_\_\_

Place:

Date:



## House Inspection Form under PMAY-HFA(U) for TPQMA

<b>Name of the ULB</b>		<b>Date of Visit</b>	
<b>District</b>		<b>Approved in F.Y.</b>	
<b>Beneficiary Name:</b>			
<b>Beneficiary ID:</b>			
<b>Father's/Husband's Name:</b>			
<b>Ward No.</b>		<b>Slum No. / Name</b>	
<b>Name &amp; Designation of TPQMA Representative</b>	1.		
	2.		
<b>Name &amp; Designation of ULB Representative</b>	3.		
	4.		
<b>Observations</b>	1.	<b>House Plan Approved by:</b>	
	2.	<b>Quality of Construction Materials used (i.e. Cement, Sand, Bricks):</b>	
	3.	<b>Quality of Concreting work:</b>	
	4.	<b>Quality of Brickwork:</b>	
	5.	<b>Shuttering work:</b>	
	6.	<b>Finishing Works (i.e. S&amp;P, Electrical):</b>	
	7.	<b>Deviation if any:</b>	
<b>Any other comments</b>			

\_\_\_\_\_  
Signature of TPQMA Representative

\_\_\_\_\_  
Signature of ULB Representative

\_\_\_\_\_  
Beneficiary's Signature