

E-Tender for 'Facility Management Services (FMS)' for DDA

GOVERNMENT OF INDIA
Ministry of Housing & Urban Affairs
DELHI DEVELOPMENT AUTHORITY
New Delhi

National Competitive Bidding (NCB)

Appointment of a Service Agency for
“Facility Management Services (FMS)”
Twin Bid Systems (Technical and Financial) for
Delhi Development Authority (DDA),
Ministry of Housing & Urban Affairs,
Government of India

Request for Qualification Cum Request for Proposal

July, 2022

E-Tender for 'Facility Management Services (FMS)' for DDA

DELHI DEVELOPMENT AUTHORITY

NOTICE INVITING - REQUEST FOR QUALIFICATION (RFQ) - CUM - REQUEST FOR PROPOSAL (RFP)

Section 1 – DISCLAIMER

1. This RFP document is neither an agreement nor an offer by Delhi Development Authority, Government of India (hereinafter referred to as DDA) to the prospective Applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
2. DDA does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for DDA to consider particular needs of each party who reads or uses this document. RFP includes statements which reflect various assumptions and assessments arrived at by DDA in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. Each prospective Applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. DDA will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of DDA or their employees, any Consulting Agency or otherwise arising in any way from the selection process for the Assignment. DDA will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon any statements in this RFP.
4. DDA will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that DDA is bound to select an Applicant or to appoint the Selected Applicant, as the case maybe, for the services and DDA reserves the right to accept/reject any or all of proposals submitted in response to RFP document at any stage without assigning any reasons whatsoever. DDA also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted RFP Application.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. DDA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law

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expressed herein.

6. DDA reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP/amended RFP will be made available on the website of DDA and CPP portal (URL mentioned in Data Sheet 1).

7. This RFP is only a request for submitting proposal and, therefore, unless an agreement in writing is executed by the DDA, no action of any nature, whatsoever, shall lie against it with respect to any error, omission, or anything contained, connected, touching, concerning or arising out of this RFP.

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SECTION 2: LETTER OF INVITATION

New Delhi, Date: July, 2022

1. **Tender Scope:** E-tenders are invited for the Work as specified in the Data Sheet 1 at Central Public Procurement (CPP) Portal (url given in Data Sheet 1), as per the requirements described in Scope of Work given in Data Sheet 3. Name of the Client is as per Data Sheet 1.
2. **Main Objective:** Through this tender DDA desires to select a suitable agency/vendor who will provide Annual Facility Management Services for Existing Softwares. FMS work is primarily to be executed from DDA office of Vikas Sadan, INA and Vikas Minar, ITO.
3. **Selection Criteria:** Two (electronic) envelope method. The lowest Cost (L1) amongst technically qualified vendors shall be selected.
4. All agencies having capacity/expertise as per Data Sheet 1 are invited to participate in the RFP – cum – RFQ.

5. RFQ-cum-RFP includes the following documents:

| | |
|---------------------------------------|---------------------------|
| SECTION 1: Disclaimer | SECTION 4: Data Sheets |
| SECTION 2: Letter of Invitation | SECTION 5: Standard Forms |
| SECTION 3: Instructions to Applicants | |

6. Request for clarifications / suggestions for change in the RFP conditions may be made before last date mentioned in the Data Sheet 1 through e -mail in Form R. The submissions (including requests for clarifications) may be addressed and sent to such officer at such address as per details given in the Data Sheet 1. All submissions / request for clarifications should be made by e-mail at the email-ID given in the Data Sheet-1.
7. All clarifications/ corrigenda will be published only on the website of CPP Portal and DDA website. The official website for accessing the information related to this RFQ is Central Public Procurement (CPP) Portal. Upon publication of clarification/ corrigenda on the website, the RFP document shall be deemed to be amended to the extent as per the replies provided in the said clarification / corrigenda.
8. Tentative schedule for selection process has been specified in the Data Sheet 1. Interested applicants are requested to submit their responses to the RFP at the address mentioned on Central Public Procurement Portal on or before the last date.

Yours sincerely,

Dy. Director (Systems) III,
DELHI DEVELOPMENT AUTHORITY

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SECTION 3: INSTRUCTIONS TO APPLICANTS

Introduction

1. The Client (herein after called — DDA) proposes to select an ICT Agency following the method of selection specified in this document. Applicants are advised that the selection of Agency shall be based on an evaluation by DDA through the selection process specified in this RFQ-cum-RFP (the—SelectionProcess). Applicants shall be deemed to have understood and agreed that no explanation or justification onfor any aspect of the Selection Process will be given and that DDA's decisions will be final.
2. Applicants are invited to submit Technical and Financial Proposals (collectively called as—the Proposal), in the formats as specified in Section-5 (Standard Forms), for the services required for the Assignment. The Applicant shall submit the Proposal in the form and manner specified in this RFQ—cum—RFP, in relevant sections herewith.
3. The Proposal will form the basis for grant of work order to the selected Agency. The Agency shall carry out the assignment in accordance with the Terms of Reference of this RFQ-cum-RFP (-theTOR).
4. Applicants shall bear all costs associated with the preparation and submission of their proposals, and their participation in the Selection process, and presentation including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by DDA or any other costs incurred in connection with or relating to its Proposal. The DDA is not bound to accept any Proposal, and reserves the right to annul the selection process at any time prior to grant of work order, without thereby incurring any liability to the Applicants.
5. DDA requires that the Applicant hold DDA's interests' paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The applicant shall not accept or engage in any assignment that may place it in a position of not being able to carry out the assignment in the best interests of DDA and the Project.
6. It is the DDA's policy to require that the Applicants observe the highest standard of ethics during the Selection Process and execution of work/assignment. In pursuance of this policy, the DDA:
 - (i) will reject the Proposal for award if it determines that the Applicant has engaged in corrupt or fraudulent activities in competing the work order in question;
 - (ii) will blacklist and declare an Applicant ineligible, either indefinitely or for a stated period of time, to be awarded any contract or work order if it at any time determines that the Applicant has engaged in corrupt or fraudulent practices in competing for and in executing the work order or has in any manner tried to defeat DDA's interest.
7. Dispute Resolution: If prior to award of work ,any dispute or difference of any

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kind whatsoever arises between the parties in connection with or arising out of or relating to or under this RFQ - cum - RFP, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above - mentioned dispute or difference arose, such dispute or difference shall be finally settled by Vice-Chairman (VC), DDA, whose decision shall be final.

8. Termination of Assignment: DDA will have the right to terminate the assignment by giving 30 (thirty) days written notice. In the event of termination for no fault of Applicant, the DDA will reimburse all the expenses incurred by the Applicant (upon submission of proof) including closing-up of the project.
9. The Applicant shall submit this proposal in Electronic form on the CPP portal. In case EMD is submitted in form of Bank Guarantee, one cover containing original EMD shall be submitted in physical form before the closing date of submission of Tender in the Tender Box available in the Office specified in the Data Sheet 1. **Technical Proposal** and **Financial Proposal** shall be submitted only through the Central Public Procurement Portal. A copy of the EMD shall be uploaded on CPP portal.
10. Number of Proposals: No Applicant shall submit more than one Application.
11. Right to reject any or all Proposals:
 - (i) Notwithstanding anything contained in this RFQ -cum-RFP, the DDA reserves the right to accept or reject any and all Proposal (s) and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
 - (ii) Without prejudice to the generality of above, the DDA reserves the right to reject any Proposal if:
 - (a) At any time, a material misrepresentation is made or discovered, or
 - (b) The Applicant does not provide, within the time specified by the DDA, the supplemental information sought by the DDA for evaluation of the Proposal.
12. Disqualification
 - (i) Any misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant. The black listed or debarred agencies will summarily stand disqualified and their EMD shall be forfeited.
 - (ii) If such disqualification/rejection occurs after the Proposals have been opened and the highest ranking Applicant gets disqualified/rejected, then the DDA reserves the right to consider the next best Applicant, or take any other measure as may be deemed fit in the sole discretion of the DDA, including annulment of the Selection Process.

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13. Acknowledgement by Applicant: It shall be deemed that by submitting the Proposal, the Applicant has:
- (i) made a complete and careful examination of the RFQ - cum - RFP;
 - (ii) received all relevant information requested from the DDA;
 - (iii) accepted the risk of inadequacy, error or mistake in the information provided in the RFQ - cum - RFP or furnished by or on behalf of the DDA;
 - (iv) satisfied itself about all matters, things and information, including matters herein above, necessary and required for submitting an informed Application and performance of all of its obligations there under;
 - (v) acknowledged that it does not have a Conflict of Interest; and
 - (vi) agreed to be bound by the undertaking provided by it under and in term hereof, and
 - (vii) has properly and carefully done due-diligence so as to avoid any type of loss.
14. The DDA and/ or its advisors/ consultants , officers, officials shall not be liable for any omission, mistake or error on the part of the applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFQ - cum- RFP or the Selection Process, including any error or mistake therein or in any information or data given by the DDA and/ or its consultant. Applicants are sincerely advised to cross-check and correct every information, data and statement etc. made in this RFP.

Clarification and amendment of RFQ - cum – RFP documents

15. Applicants may seek clarification on this RFQ - cum - RFP document, before the last date mentioned in the Data Sheet 1. Any request for clarification must be sent by standard electronic means (PDF or word file). DDA's e -mail is mentioned in the Data Sheet 1. The DDA will endeavour to respond to the queries prior to the Proposal Due Date. The DDA will post the reply to all such queries on its official website and CPP portal only.
16. At any time before the submission of Proposals, the DDA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFQ - cum - RFP documents by an amendment. All amendments/corrigenda will be posted on the DDA's Official Website and CPP Portal. In order to afford the Applicants a reasonable time for taking an amendment into account, or for any other reason, the DDA may at its discretion extend the Proposal Due Date.
- However, no action or claim shall lie against DDA, even if no clarification or information is provided by it and the selections process shall not be annulled nor the date will be postponed for this reason. The bidder should submit its bid at its own understanding and risk & cost.

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Pre-Bid Meeting

17. Date of Pre-Bid Meeting and venue is mentioned in the Data Sheet 1. Applicants willing to attend the pre-bid should inform DDA beforehand in writing through email. The maximum number of participants from an applicant, who chose to attend the Pre -Bid Meeting, shall not be more than two per applicant. The representatives attending the Pre-Bid Meeting shall accompany with an authority letter duly signed by the authorized signatory of his/her organization. **In case restrictions due to COVID-19 prevails, this may be done through Online mode for which meeting links shall be shared.**

18. Pre-Bid Meeting of the Applicants will be convened off -line at the designated date, time and place. During the course of Pre-Bid Meeting, the Applicants will be free to seek clarifications and make suggestions for consideration of the DDA. The DDA will endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive selection process

Earnest Money Deposit

19. Tenderers are required to deposit E-Tender Annual Charges and EMD of the amount mentioned in the DataSheet-1 through separate transactions with RTGS/NEFT to the accounts mentioned in Data Sheet-1. Details are as follows–
 - (i) The unique transaction reference of RTGS/NEFT shall have to be uploaded by the prescribed date.
 - (ii) The Dy. Director (Systems) will get EMD verified from Sr.A.O Cash Main on the unique transaction reference number against each RTGS/NEFT payment before the tenders areopened.
 - (iii) The unique transaction reference on RTGS/NEFT against EMD, E-Tender Annual Charges shall be placed online at a specified location for Tender on the CPP Portal.

20. Alternate / Option for EMD deposit
 - a. Earnest Money Deposit may also be deposited in the form of a Demand Draft/ Bank Guarantee, from a scheduled Indian Bank in favour of officer mentioned in Data Sheet-1, for the sum as mentioned in the DataSheet-1. The Bank Guarantee shall be in the format of Form-E.
 - b. The Demand Draft/Bank Guarantee in original shall be placed in an envelope and marked as
<EMD [Tender ID], [name of assignment],
[Name and Address of the Bidder]>
 - c. Besides, a scanned copy of BG/DD(in PDF format) shall also be uploaded on Central Public Procurement Portal(herein after referred to as CPP Portal).

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21. MSMEs under the Micro, Small & Medium Enterprises Development Act, 2006 shall be eligible for part exemption of EMD/E-tender Annual Charges, to the extent mentioned in DataSheet-1. Further, the bidder must keep DDA informed of any change in the status of the company.
22. Miscellaneous regarding EMD–
- a. Bids received without the specified Earnest Money Deposit Bid Security will be summarily rejected.
 - b. DDA will not pay any interest on Earnest Money Deposit.
Bid security of unsuccessful Bidder shall be returned, without any interest, within one month after the grant of the work order to the Selected Bidder or when the selection process is cancelled by DDA.
 - c. The Selected Bidder's Earnest Money, if it is in form of BG, shall be returned, without any interest upon the Bidder accepting the work order and furnishing the Performance Security in accordance with the provision of the RFQ-cum-RFP and work order.
 - d. The Tenderer's Earnest Money, deposited in the form of NEFT/RTGS, will be retained by DDA as part of the security deposit, in case tender is accepted, otherwise, it will be refunded after the Award of work. However, no interest shall be payable on the Earnest Money.
23. DDA will be entitled to forfeit and appropriate the Earnest Money Deposit as mutually agreed loss and damage payable to DDA in regard to the RFQ-cum-RFP without prejudice to DDA's any other right or remedy under the following conditions:
- (i) If an Applicant engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as envisaged under this RFQ- cum - RFP (including the Standard Form of work order);
 - (ii) If any Applicant withdraws its Proposal during the period of its validity as specified in this RFQ-cum-RFP and as extended by the Applicant from time to time,
 - (iii) In the case of the Selected Applicant, if the Selected Applicant fails to accept the work order or provide the Performance Security of specified amount within the specified time limit,or
 - (iv) If the Applicant commits any breach of terms of this RFQ-cum-RFP or is found to have made a false representation to DDA.
 - (v) If the Applicant commits any act which can or which causes any loss to DDA.

Disqualification to participate in the tender process

24. Any entity including an individual or a group of individuals which has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project and the bar subsists as on the date of the Proposal Due Date, would not be eligible to submit a Proposal.
25. An Applicant should have, during the last 3 (three) years, (a) neither failed to

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perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant or its Associate, nor (b) been expelled from any project or agreement but subjudice, nor (c) have had any agreement terminated for breach by such Applicant or its Associate but subjudice, nor (d) been expelled but subjudice from any project or agreement, nor (e) have had any agreement terminated for breach by such Applicant or its Associate but subjudice. All blacklisted or debarred agencies summarily stand disqualified.

Preparation of proposal

26. Applicants are requested to submit their Proposal in English language and strictly in the formats provided in this RFQ - cum - RFP. The DDA will evaluate only those Proposals that are received in the specified forms and complete in all respects.
27. In preparing their Proposal, Applicants are expected to thoroughly examine the RFQ cum - RFP Document.
28. Bid should be valid for the period mentioned in the Data Sheet 1.
29. The technical proposal should provide the documents as prescribed in Data Sheet 2 and Data Sheet 3, respectively. No information related to financial proposal should be provided in the technical proposal.
30. Failure to comply with the requirements spelt out above shall lead to the deduction of marks during the evaluation. Further, in such a case, DDA will be entitled to reject the Proposal. However, if any information related to financial proposal is included in the technical proposal the applicant shall be disqualified and his proposal will not be considered.
31. The Proposals must be digitally signed by the Authorized Representative as detailed below:
 - a. by the proprietor in case of a proprietary firm; or
 - b. by a partner, in case of a partnership firm and/or a limited liability partnership; or
 - c. by a duly authorized person under resolution of the Board, in case of a Limited Company or a Corporation;
32. Supplementary information –
 - a. Except as specifically provided in this RFQ - cum - RFP, no supplementary material will be entertained by the DDA, and the evaluation will be carried out only on the basis of Documents received by the closing time of Proposal Due Date as specified in Data Sheet 1.
 - b. Applicants will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected.

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- c. For the avoidance of doubt, the DDA reserves the right to seek clarifications in case the proposal is non-responsive on any aspects.
33. Preparation of Financial proposal - While submitting the Financial Proposal, the Applicant shall ensure the following:
- a. Applicants are expected to take into account the various requirements and conditions stipulated in this RFQ - cum - RFP document. The Financial Proposal should be a lump sum Proposal inclusive of all the costs including all taxes associated with the Assignment.
 - b. All the costs associated with the Assignment shall be included in the Financial Proposal. These shall normally cover remuneration for all the personnel (Expatriate and Resident, in the field, office, etc.), accommodation, fares, transportation, conveyance, equipment, printing of documents, secondary and primary data collection, etc.
 - c. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
 - d. The Financial Proposal shall take into account all the expenses and tax liabilities and cost of insurance specified in the work order, levies and other impositions applicable under the prevailing law. For the avoidance of doubt, it is clarified that all taxes, shall be deemed to be included in the cost shown under different items of Financial Proposal.
 - e. The proposal should be submitted as per the standard Financial Proposal submission forms prescribed in this RFQ - cum - RFP.
 - f. Applicants shall express the price of their services in Indian Rupees (INR) only.
34. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. No extra , additional, or further amount shall be paid by the DDA. over & above the rates quoted by the bidders. Omissions, if any, in costing of any item shall not entitle the Applicant to be compensated and the liability to fulfil its obligations as per the Terms of Reference within the total quoted price shall be that of the Applicant.
35. The applicant shall bear all taxes, duties, fees, levies and other charges including service tax imposed under the Applicable Law as applicable on foreign and domestic inputs. The Applicant shall not be paid GST over and above the cost of the Financial Proposal. In case of any statutory taxes/duties are levied after the award of work and during the period of the contract, then it shall be payable by DDA. Further, all payments shall be subjected to deduction of taxes at source as per Applicable Laws.

Submission, receipt and opening of proposals

36. The Proposal shall be submitted through e-procurement portal (CPP Portal, url mentioned in data sheet 1). The procedure for filing of e -tender is provided on the portal. The applicants are advised to familiarize themselves with the process in advance to avoid any inconvenience at a later stage. Files uploaded on the portal should have file name in accordance to following

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format [form_name.applicant_name]. Applicant name should contain only first two words of its name.

37. The Authorized Representative of the Applicant should authenticate EMD Details, Pre - Qualification, Technical and Financial proposal using his digital signatures.
38. Authorized Representative's authorization should be confirmed by a resolution/power of attorney by the Board /competent authority accompanying the Proposal (Technical Proposal).
39. Only Bids/ proposals submitted On -line on CPP portal shall be opened. No proposal shall be accepted after the closing time for submission of Proposals.
40. Documents to be submitted/ uploaded in Technical Proposal are given in Data Sheet-3
41. After the deadline for submission of proposals the EMD and (on -line) Technical-Qualification Proposal shall be opened by the Tender Committee in presence of representatives of bidders who choose to be present in the bid opening process at the venue mentioned in Data Sheet 1. It will be evaluated by the Evaluation Committee to evaluate whether the Applicants meet the prescribed Minimum Qualification Criteria. The RFP details containing the Financial Proposals shall remain sealed on the CPP portal at this stage. Similar will be the process for opening Financial Bids of bidders who qualify Technical-qualification.
42. Preparation and submission of Financial Bids-
 - a. Schedule of price bid in the form of BoQ_XXXXX.xls
 - b. The Tenderers shall submit the financial bid as provided in BoQ_XXXXX.xls along with this tender document. Bidders are advised to download and quote rates and upload in the site at the respective location.
 - c. Quoted rates must be inclusive of GST, all taxes and duties applicable, and any other charges (if any).
 - d. However, all applicable deductions on account of taxes and duties etc., shall be made by DDA.
 - e. The Form for submission of Financial Bid is Form N and Breakup of Cost is to be provided in Form O.
43. The Tenderer technically qualified will be at liberty to be present either in person or through an authorized representative at the time of opening of the Financial Bids with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
44. After the Proposal submission until the grant of the work order, if any Applicant wishes to contact the DDA on any matter related to its proposal, it should do so through email at the address mentioned in the Data Sheet 1. Any effort by the firm to influence the DDA during the Proposal evaluation, Proposal comparison or grant of the work order decisions may result in the rejection of the Applicant's proposal.
45. Modification and Withdrawal of Bids: No bid shall be altered/modified after submission to the DDA. In case, the tenderer does not submit the Offer as per terms and conditions, and / or modifies and / or withdraws offer, the entire amount of Earnest Money Deposit (EMD) shall be forfeited.

Proposal Evaluation

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46. The technical evaluation as specified in this RFQ-cum-RFP will be carried out for all Applicants . Based on this technical evaluation, a list of technically qualified Applicants shall be prepared in the order of their merit. The Financial Proposals of technically qualified Applicant securing the minimum qualification marks will be opened.
47. Prior to evaluation of Proposals, the DDA will determine whether each Proposal is responsive to the requirements of the RFQ - cum - RFP at each evaluation stage as indicated below. The DDA may, in its sole discretion, reject any Proposal that is not responsive hereunder. A Proposal will be considered responsive at each stage only if:

RFP Stage Technical Proposal

- (i) the Technical Proposal is received in the form specified in this RFQ -cum- RFP;
- (ii) it is accompanied by the Earnest Money Deposit as specified in this RFQ-cum- RFP;
- (iii) it is received by the Proposed Due Date including any extension thereof in terms hereof;
- (iv) it does not contain any condition or qualification; and
- (v) it is not non-responsive in terms hereof.

Financial Proposal

- (i) The Financial Proposal is received in the form specified in this RFQ-cum-RFP;
- (ii) it is received by the Proposed Due Date including any extension thereof in terms hereof;
- (iii) it does not contain any condition or qualification; and
- (iv) It is not non-responsive in terms hereof.

48. The DDA reserves the right to reject any Proposal which is non -responsive or is a conditional proposal and no request for alteration, modification, substitution or withdrawal will be entertained by the DDA in respect of such Proposals. However, DDA reserves the right to seek clarifications or additional information from the Applicant during the evaluation process. The DDA will subsequently examine and evaluate Proposals in accordance with the Selection Process detailed out below.

49. Technical Evaluation:

- a. The evaluation committee appointed by the DDA will evaluate Technical bid based on the evaluation criteria specified in **Data Sheet 2**.
- b. Based on provisional evaluation of technical bids, the Committee constituted for the purpose of evaluation of the tenders, may find it necessary to visit the organizations where similar jobs done by tenderer and/or may confirm on phone the quality of performance and/or may visit tenderer's client premises/service Centre, where the such services are being provided by the Tenderer.
- c. The Committee will short list the bids according to capabilities and skills of the tenderers as per Technical Evaluation Criteria and open the

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financial bids of only the short-listed tenderers who are found technically qualified.

50. **Financial Evaluation:** In this process, the financial proposal of the Agency declared qualified technically shall be opened by indicating the date and time set for opening of its Financial Proposal. The information of this date and time may be sent by registered letter, facsimile, or electronic mail.
51. The sum total of all costs (column (e) in Form N) shall be taken as the Financial Bid. The Applicant achieving minimum qualifying Technical criteria, and having the Lowest financial bid will be considered to be the successful Applicant and will be issued the work order (the Successful Applicant).

Grant of Work Order

52. After selection, a Work Order will be issued, in duplicate, by the DDA to the Successful Applicant and the Successful Applicant shall, within (seven) days of the receipt of the work order sign and return the duplicate copy of the work order in acknowledgement thereof. In the event, the duplicate copy of the work order duly signed by the Successful Applicant is not received by the stipulated date, the DDA may, unless it consents to extension of time for submission thereof, appropriate the Earnest Money Deposit of such Applicant as mutually agreed genuine pre-estimated loss and damage suffered by the DDA on account of failure of the Successful Applicant to acknowledge the work order, and the next highest-ranking Applicant may be considered.
53. Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DDA may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the DDA shall invoke the PBG of the successful Bidder. Please also see related Clause 23 (iii) as above, and Article 3: Clause (2): Consequences of Breach (Form-B) – Integrity Agreement.
54. Once the quotation of the Tenderer is accepted and the acceptance is communicated to the Tenderer (selected bidder) shall present itself in the office of the DDA and shall execute an agreement within 7 (seven) days, as per Form Q (Draft of Agreement).
55. Performance Security:
 - a. The successful Bidder, for due and faithful performance of its obligations and as a pre-condition for signing of Advisory Agreement with DDA, shall be required to submit a demand draft of the amount equivalent to 5% of the tendered cost of the work (Total Fee as given in Financial Bid) as Security Deposit after adjusting the earnest money.
 - b. In addition to above, the Successful bidder shall, before the signing of Agreement and as a condition precedent to its entitlement to payment under this Work order, provide to the DDA, a legal, valid and enforceable Performance Security in the form of an unconditional and irrevocable bank guarantee as security for the performance by the successful

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bidder of its obligations under this Work order, in the form set out in this work order, in an amount equal to 3 (three) per cent till 31 December 2021 (in accordance with the Ministry of Finance Guidelines). After 31 December 2021 agency is to make it to 10 (ten) percent of the total cost of Financial Proposal under this Assignment.

- c. The Performance Security shall be obtained from a scheduled commercial Indian bank, in compliance with Applicable Laws (including, in case the Successful bidder is a nonresident, in compliance with applicable foreign exchange laws and regulations).
 - d. In the event the Successful Bidder is a joint venture consortium, the Performance Security may be provided by any Member; provided that such Performance Security shall mention the details of this Work order and the other Members.
 - e. Performance Bank Guarantee shall be in form of a Bank Guarantee substantially in the form annexed with the work order (Form P).
 - f. For the successful bidder the Security Deposit shall be retained for the entire duration of 3 years. Initial PBG of 3% of the Tendered cost shall be retained till 31 Dec 2021. It shall be replaced by another PBG of 10% of the tendered cost of the rest of the Contract period plus 2 months.
56. The Performance Bank Guarantee (PBG) will be invoked by DDA, in case the performance of the vendor is not found satisfactory during the period of Work.
57. The tenderer will not sub-let / sub-contract in part, or in full after getting the Assignment /Award of Work. In the event of tenderer subletting the work/subcontracting in part or full after the Award of the Work, the tenderer shall be considered to have thereby committed a breach of the agreement and DDA shall forfeit the Performance Security Deposit and invoke the Performance Bank Guarantee. The tenderer shall have no claim, whatsoever, for any compensation or any loss on this account.

Signing of Contract

58. After receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications and the Proposal of the Bidder, between the DDA and the successful Bidder.

Grievance Redressal

59. If the Tenderer finds any hindrance in the start of the services resulting in and necessitating an extension of time allowed in the tender, the tenderer shall apply in writing to Vice-Chairman, DDA or Nodal Officer authorized by Vice-Chairman, DDA, for grant of extension of time.
60. The extension can be granted by the Vice-Chairman, DDA or Nodal Officer authorized by Vice-Chairman, DDA, in their absolute discretion and if the cause shown is genuine and sufficient.

Payment terms

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61. The payment terms of the service charges as well as other charges quoted by the successful bidder shall be as per Data Sheet 4.

Confidentiality

62. Information relating to the evaluation of proposals and recommendations concerning the grant of the work order shall not be disclosed to the applicants who submitted the proposals or to other persons not officially concerned with the process until the winning firm has been notified that it has been given the work order.

Fraud and corrupt practices

63. The Applicants and their respective officers, employees, agents and advisers, partners, directors, stake-holders shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFQ- cum - RFP, the DDA will reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the-Prohibited Practices) in the Selection Process. In such an event, the DDA will, without prejudice to its any other rights or remedies, forfeit and appropriate the Earnest Money Deposit, as mutually agreed on genuine pre-estimated compensation and damages payable to the DDA for, interalia, time, cost and effort of the DDA, in regard to the RFQ-cum-RFP, including consideration and evaluation of such Applicant's Proposal.
64. Without prejudice to the rights of the DDA under this Clause, herein above and the rights and remedies which the DDA may have under the WORK ORDER or the Agreement, if an Applicant or ICT Agency, as the case may be, is found by the DDA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, practice during the Selection Process, or after the issue of the WORKORDER or the execution of the Agreement, such Applicant or ICT Agency shall not be eligible to participate in any tender or RFQ-cum-RFP issued by the DDA during 2 (two) years from the date such Applicant or ICT Agency, as the case may be, is found by the DDA to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
65. For the purposes of this Clause, the following terms shall have the meaning herein after respectively assigned to them. This shall be in addition to any other meaning(s) specified in any law or judgment:-
- (a) **corrupt practice** means
 - ⌋ the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process
 - ⌋ for avoidance of doubt, offering of employment to or employing or

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engaging in any manner whatsoever, directly or indirectly, any official of the DDA who is or has been associated in any manner, directly or indirectly with the Selection Process or the work order or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the DDA, shall be deemed to constitute influencing the actions of a person connected with the Selection Process;

- iii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the work order or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the work order or the Agreement, who at anytime has been or is a legal, financial or technical consultant/ adviser of the DDA in relation to any matter concerning the Project:
- (b) **fraudulent practice** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (c) **coercive practice** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- (d) **undesirable practice means**
 - (i) establishing contact with any person connected with or employed or engaged by the DDA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or
 - (ii) having a Conflict of Interest;
- (e) **restrictive practice** means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

Termination of Contract by DDA

66. If the DDA, for any reason, whatsoever decides to terminate the contract, a written notice of termination to the Bidder shall be given with a notice period of 3 months as per provision of Tender and Fees for the work done approved till the time of termination, shall be made as mutually decided between DDA and the Bidder.

Termination for Default

67. Default is said to have occurred
- (a) If the selected Bidder fails to accept the Work Orders
 - (b) If the selected Bidder fails to deliver any or all of the services within the time period(s) specified in the Work Order or during any extension thereof granted by the DDA.
 - (c) If the selected Bidder fails to perform any other material obligation(s) under the contract.

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68. If the selected Bidder defaults in the above circumstances, a cure period of 30 days will be given to the selected Bidder to rectify the default, failing which the selection against this tender will be cancelled and 8.5% of the Work order value will be levied as cancellation charges. DDA can get the work done through alternate sources with the difference in the cost of getting the work done to be borne by the successful bidder with capping of maximum 10% of the value of the goods/services for which alternative option is sorted to.
69. The Contract to be executed with the tenderer (selected agency) may be terminated by DDA for non-performance of any of the clauses of the contract and/or for violation for any terms and conditions of the contract by the tenderer, after serving a prior notice of one month on the registered address of the tenderer or through registered email address of the tenderer.
70. If the contract is terminated due to non-performance, under-performance, inferior-performance, defective-performance, non-submission of deliverables within prescribed time schedule, inferior quality of reports, non-compliance to instructions, fraudulent practices, corrupt practices and misrepresentation, then fee for that work will not be paid and the Security Deposit & Performance Security (PBG) deposited by Bidder will be forfeited.
71. If the contract is terminated due to violation of terms and conditions the Security Deposit and Performance Bank Guarantee will be forfeited.

Penalties

72. In case the Bidder fails to adhere to the time frame for starting the work as per the schedule, or any unjustified and unacceptable delay beyond the delivery, installation and commissioning schedule as per contract, will render the bidder liable for penalty or liquidity damages as per the rate as mentioned in the "Data Sheet 5: Service Level Agreement". Measurement of Service Level Agreement (SLA)
- i) The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on bi-monthly basis. The SLA also specifies the liquidated damages for lower performance and breach conditions.
 - ii) Payment to the Successful Bidder is linked to the compliance with the SLA metrics.
 - iii) Total liquidated damages to be levied on the Selected Bidder shall be capped at 10% of the total contract value. However, DDA would have right to invoke termination of the contract in case the overall liquidated damages equals 10% of total contract value.

73. The Service Level Agreements (SLAs) :

- a. The Selected Bidder shall accomplish the scope of work under this Agreement as per the Timelines and as per the Service Level

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Agreements (Data Sheet 6). If the Selected Bidder fails to achieve the Timelines due to reasons attributable to it, or if it fails to achieve the Service Levels (in the SLAs) for any reason whatsoever, the Systems Integrator shall be liable to pay penalty/liquidated damages as mentioned in the tender.

- b. In case the Selected Bidder is not solely liable for the breach of Timelines, amount of liquidated damages shall be deducted on proportionate / pro rata basis depending upon the Systems Integrator's extent of fault in such breach of Timelines.
- c. DDA shall have the right to determine such extent of fault and liquidated damages in consultation with Selected Bidder. Payment of liquidated damages shall not be the sole and exclusive remedies available to DDA and the Selected Bidder shall not be relieved from any obligations by virtue of payment of such liquidated damages. The liquidated damages will be capped as mentioned in Tender.
- d. Any additional personnel required for managing the operations (as directed by DDA with due notice of 2 months) shall be provided at the same cost as indicated in this financial quote.

Liquidity Damages

74. In the event that
 - a. The Selected Bidder does not perform as per the terms & conditions of the Agreement, or if does not provide or procure fulfilment of any or all of the conditions precedent set forth in the RFP-RFQ tender, and
 - b. the delay has not occurred as a result of breach of this Contract by the DDA or due to Force Majeure, the Selected bidder shall pay to the DDA, damages in an amount calculated at the rate of 0.5% (zero point five per cent) of the Performance Bank Guarantee for each week (part of a week being treated as a full week) of delay, up to a maximum deduction of 10% (Ten percent) of the total contract price until the fulfilment of such conditions precedent.

Miscellaneous

75. The decision of the Vice-Chairman (VC), DDA with respect to any of the matters pertaining to the RFP-RFQ tender or the agreement or arising there from shall be final and binding, and shall not be called in question in any proceedings or at any forum whatsoever.
76. All procedure for the purchase of stores laid down in GFR 2017 (as amended from time to time) shall be adhered-to strictly by the DDA and Bidders are bound to respect the same.
77. DDA / Evaluation Committee may Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.
78. The DDA, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

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- a. Suspend and/or cancel the Selection Process and/or amend and/or supplement the selection process or modify the dates or other terms and conditions relating thereto;
 - b. consult with any Applicant in order to receive clarification or further information;
 - c. retain any information and/or evidence submitted to the DDA by, on behalf of and/or in relation to any Applicant; and/or
 - d. reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing stage.
 - e. Call for all or any record from the Agency.
- 79.** It shall be deemed that by submitting the Proposal, the Applicant agrees and releases the DDA, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.
- 80.** All documents and other information provided by DDA or submitted by an Applicant to DDA shall remain or become the property of DDA. Applicants and the ICT Agency, as the case may be, are to treat all information as strictly confidential. DDA will not return any Proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Applicant to DDA in relation to the assignment shall be the property of DDA.
- 81.** The DDA reserves the right to make inquiries with any of the Applicants about their previous experience record.

Important Note

- 82.** Tender documents consisting of eligibility criteria, scope of work, and other details to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents may be downloaded from Central Public Procurement Portal (url mentioned in Data Sheet 1) free of cost.
- 83.** Intending agencies/tenderers need to register themselves on the CPP portal. Aspiring Tenderers who have not enrolled/registered in e-procurement should enroll/register before participating through the CPP website. The portal enrollment is free of cost.
- 84.** Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the CPP website/ portal.
- 85.** Tenders and supporting documents should be uploaded through e-procurement. Hard copy of the tender bids will not be accepted.

Guidelines for Bidding on CPP Portal

- 86.** For any clarification regarding registration on CPP portal, Contact on 24x7 Help Desk - Toll Free No. 1800-30702232 or send a mail over to – ccpp-nic@nic.in.
- 87.** If needed they can be imparted training on online tendering process as per details available on the website. The intending bidder must have valid class-II or class-III digital signature to submit the bid.
- 88.** Bidders are required to pay INR 20,000 as “e-tendering annual charges”

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89. Proof of registration (if applicable) and the proof of payment i.e., RTGS/NEFT number and its scan copy is to be uploaded in the technical bid.
90. Bidders will be required to submit "Integrity Pacts" on Rs. 100 non-judicial stamp paper in two original copies.

Instructions for Online Bid Submission

91. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
92. Bidder should do the enrollment in the e-Procurement site using "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
93. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
94. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/ TCS/ nCode/ eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard, should be registered.
95. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
96. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
97. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
98. If there are any clarifications, this may be obtained through Help desk. Bidder should take into account the corrigendum published before submitting the bids online.
99. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.
100. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
101. From my tender folder, he selects the tender to view all the details indicated.
102. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
103. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in .PDF/.xls/.rar formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through .rar format and the same can be uploaded, if permitted. However, if the file size is less than 1 MB, then the transaction uploading time will be very fast.
104. If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum

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published from time to time before submitting the online bids. In case, no clarification is given by the DDA, the bidder should submit his bid at his own risk & cost, and shall be stopped from making any claim on that account at any later stage. No such claim at any later stage shall be admitted.

- 105.** The Bidders can update well in advance, the documents such as certificates, annual report details etc., under “ My Space” option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 106.** Bidder should submit the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 107.** While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 108.** The bidder has to select the payment option as offline to pay the EMD as applicable and enter details of the instruments.
- 109.** The details of payments made through RTGS/NEFT should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 110.** The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 111.** The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 112.** If the price bid format is provided in a spread sheet file like BoQ_xx xx.xls (XXXX - ...), the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 113.** The bidders are requested to submit the bids through online e -tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 114.** After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 115.** The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e -tender system. The bidders should follow this time during bid submission.
- 116.** All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not

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viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.

117. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
118. The confidentiality of the bids is maintained since the Secured Socket Layer (SSL) 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
119. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
120. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. In addition, for any further queries, the bidders are asked to contact over phone: 1800 3070 2232 or send a mail over to cppp - nic@nic.in.

Applicable Law

121. The Tender and selection process shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
122. The Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

Modifications in RFP

123. DDA reserves the right to cancel this tender or modify the requirement at any stage of Tender process cycle without assigning any reasons. DDA will not be under obligation to give clarifications for doing the aforementioned and no action for any type of damage or loss shall be brought against the DDA nor shall any of the bidders/interested person shall be entitled to any type of loss or damage on this account.

DDA also reserves the right to modify/relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective bidders / parties to be kept informed about it.

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SECTION 4 – DATA SHEETS

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DATA SHEET 1

1. Important Information /data

| Sl.No. | Section | Clause / Para | Subject | Data |
|--------|---------|---------------|---|--|
| 1. | 1 | 6 | URL of DDA website | http:// www.dda.org.in |
| 2. | 1 | 6 | URL of CPP Portal | http:// www.eprocure.gov.in |
| 3. | 2 | 1 | Name of the work | E-tenders are invited for the Work as specified in the DataSheet-1 at Central Public Procurement (CPP) Portal (url given in Data Sheet-1), as per the requirements described in Scope of Work given in DataSheet-3. Name of the Client is as per Data Sheet-1. |
| 4. | 2 | 1 | Name of the Client | Delhi Development Authority, MoHUA, Government of India |
| 5. | 2 | 4 | Expertise required from the Agency | Should have Essential Knowledge and Expertise, Experience of having Facility Management Services Across various platforms such as Microsoft, Linux, Oracle, Java, etc (not less than 3 (three) years). Other details may be referred in eligibility condition and technical bid etc. |
| 6. | 2 3 | 6 44 | Officer to whom Bid should be addressed / all correspondences should be made | Sh. JK Pandey, Dy. Director (Systems)III, First Floor B Block, Delhi Development Authority Vikas Sadan, New Delhi 110023. Tel : 011- 24661110 Email:ddsystems3@dda.org.in |
| 7. | 2 | 6 | Officer to whom submissions/request for clarification may be addressed / sent | -same as above - |

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| | 3 | 15 | | |
| 8. | 3 | 9 | Address for Submission of Original EMD (if mode of EMD is BG /DD) | -same as above- |
| 9. | 3 | 43 | Venue for the opening of Bids | -same as above- |
| 10. | 3 | 19 | Account details for RTGS | RTGS should be made in the account of Sr.A.O. Cash Main, D.D.A having Account No. 1014042405 (IFSCCode CBIN0282695) with Central Bank of India, Vikas Sadan, I.N.A. Branch, NewDelhi-110023. |
| 11. | 3 | 19 | Amount of E-tender Annual Charges | The bidders who are not registered in DDA and wish to bid in DDA tenders are required to pay an annual charge of e-tendering of Rs.20,000. |
| 12. | 3 3 | 19 & 20(i) | Amount of EMD/PBG | 1. The bidder should submit EMD of amount Rs. 2.75 lakhs. 2. BG is 3% of contract value as per Office Memorandum No. F.9/4/2020-PPD dated 12.11.2020, Ministry of Finance, Gol. |
| 13. | 3 | 20(i) | BG / DD to be made in favour Of | Sr.A.O. Cash Main, DDA, New Delhi, payable at New Delhi |
| 14. | 3 | 21 | Exemption to MSME | 100% exemption of e-tender annual charges |
| 15. | 3 | 21 | Exemption to Startups | 100% exemption of e-tender annual charges |
| 16. | 3 | 28 | Bid validity period | 180 days from date of opening of Pre qualification bids |
| 17. | 3 | 49 | Qualifying Technical Criteria | The bidders have to qualify all technical qualification Criteria mentioned in Data Sheet 2. |

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| | | | | |
|-----|-----------------|-------------------|--|---|
| 18. | 2 | 6 | Selection Criteria | Technically Qualified and L1 in the financial bid. |
| 19. | Data Sheet 2 | 2(7) | Minimum Turnover required from AMC/FMS Hardware, System Software/Network works | INR 1 Cr each during last 3 years 2019-20, 2020-2021 and 2021-22 |
| 20 | Data Sheet 2 | 2(7) | Type of Projects for which turnover shall be calculated | Projects related to FMS of Application Software works |
| 21. | Data Sheet 2 | 2(7) 2(10) | Turnover requirement for three years for the period ending A positive net worth requirement for three years for the period ending | 31.03.2022 |
| 22 | Data Sheet 2 | 2(8) | Nature of services bidder should have experience in providing | FMS work of Application Software Projects. |
| 23. | Data Sheet 2 | 2(14) | Number of technically qualified manpower required Nature of technical qualification of such manpower required | Initially, 20 Software engineers. The personnel must include: <ol style="list-style-type: none"> 1. One DBA having experience in Oracle Platform, 2. One engineer having experience in PHP Laravel, 3. One engineer having experience in PHP Drupal, 4. One engineer having experience in Angular Java, 5. One engineer having experience in Android and iOS platform, 6. One engineer having experience on BTA/AEBAS machine, 7. One engineer having experience in D2K, 8. One engineer having experience in Visual Basic, 9. Five engineers having experience in DotNet FMS Maintenance for Application Software on the platform of |

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| | | | | |
|-----|--------------|-------|---|---|
| | | | | MS/Linux/Unix/Oracle/MongoDB, Java, DotNet frontend etc details are given in Annexure II-A to Annexure II-C. However, additional engineers on a need-based basis may also be hired. More details are given in the scope of work. |
| 24 | Data Sheet 2 | 2(15) | Nature of work/services required as experience | FMS of Application Software work |
| 25. | Data Sheet 2 | 2(15) | Projects done during last 5 years, numbers and amounts Required | (a) One FMS work of Application Software Development & Maintenance work of Value >= INR 1 Cr OR Two works as in (a) above each >= INR 50 Lacs OR Three Projects of value (a) each >= INR 33Lacs |
| 26. | Data Sheet 5 | 1 | FMS Duration | Initially, for 1 (one) year, extendable up to a maximum 3 (three) years. Two annual extensions may be given based on satisfactory Performances and sole discretion of DDA. |

2. Important Dates/ Tentative schedule for the selection process:

| | | |
|----|---|---|
| 1) | Release of this RFP (available on DDA Website and cpp portal) | 01.07.2022 |
| 2) | Pre-bid meeting | 08.07.2022 at 3:00 PM |
| 3) | Bid Submission Start date | 15.07.2022 at 3:30 PM |
| 4) | Last Date for submission of bids [2 bids: Technical (T) and Financial/Commercial (C)] | 22.07.2022 by 3.30 PM |
| 5) | Opening of Technical-Qualification (TQ) Bid | 25.07.2022 at 3.30 PM |
| 6) | Opening of Financial/Commercial Bid (C) | Will be intimated later to shortlisted applicants |

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DATA SHEET 2

Qualification Bid Information and Parameters

Eligibility Guidelines:

1. The proposal can be submitted by an individual organization. **The consortium is not allowed.**
 - i. The single vendor will be designated as 'Bidder' or 'Vendor' or 'Agency' for the remainder of this document.
 - ii. The bidder can provide project citations/ certifications of their group companies as well, duly supported with documents linework orders/agreements/client certifications.
 - iii. The bidder should have the necessary legal registrations/ certifications/ clearances required for providing the services in the scope of this RFP.
 - iv. Bidder should meet the requirements of parameters mentioned in the next para below.
2. **Technical-qualification parameters and Documents to be submitted in the technical bid are as under :**

The Tenderers shall furnish all the required documents as given in the Compliance Sheet below.

| S No | Parameter | Documents to be Submitted | Page No of the bid |
|------|--|--|--------------------|
| (1) | Covering Letter for Technical Proposal and undertaking on total responsibility | Covering letter as Form A. To be signed in original by the authorised representative | |
| (2) | In case of Consortium, documentary proof and details of members | Not applicable as Consortium are not allowed for this bid. | |
| (3) | The Bidder has to be a Company / entity registered under the Companies Act of India, 1956 / The Partnership Act 1932 / Limited Liability Partnership Act, 2008 and should have been in existence for at least three years as on 31 March 2021. | (1) Certificate of Incorporation | |
| (4) | a) The bidder should have valid (non-expired) ISO 9001: 2015 certification in ICT related area as on date of submission of the bid | Relevant Certificates with clearly mentioned details of expiry and organization name | |

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| | b) The bidder should also have at least CMMI Level 3 Certificate for Software Development or maintenance etc. | | |
| (5) | The Sole Bidder should be registered with the Indian Service Tax department and carry a valid PAN. Also they should be registered with relevant regulatory authorities. | a. Copy of PAN b. Goods and Service Tax (GST) Registration c. EPF Registration d. ESI Registration | |
| (6) | The bidder should have a presence in Delhi to qualify. | Any Address Proof or Self Declarationorto give an undertaking of opening a local service support Centre after Award of the Work/Contract in Form A. | |
| (7) | The Tenderer (Sole bidder) should have annual turnover of more than such amount as mentioned in Data-Sheet 1 from such projects as mentioned in Data Sheet 1 for each of the last three Financial Years ending on such date as mentioned in Data Sheet 1. | A. Copy of the Audited profit and loss statement/ balance sheet/ annual report for last 3 years financial years ending date mentioned in Data sSeet 1, attested by Auditor / Company Secretary clearly mentioning the registration number. B. Certificate from Statutory Auditor/Company Secretary (mentioning the registration number) confirming the annual turnover for last 3 financial years ending date mentioned in Data Sheet 1 from each of the bidder in Form C. C. In case the bidder submits an un-audited financial result, a copy of the "Limited Review report" of financial results, prepared by the statutory auditor of the firm shall also be submitted. | |
| 8) | The Tenderer (Sole Bidder) should be in the business of providing such services as mentioned in Data-Sheet 1 for at least last three years and should have executed / operationalized relevant projects in last 3 Years, as of Bid submission Date. | (1) Details of ONE work in Form F (2) Work Orders confirming area and year of activity. (3) Work Completion certificate | |

E-Tender for 'Facility Management Services (FMS)' for DDA

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| (9) | <p>Net worth of Bidder Company (Sole bidder / Lead member) must be Positive in last three years (For the period ending such date as mentioned in Data Sheet 1) as per the audited Balance Sheet.</p> <p>For the purposes of this RFP, "Net Worth" mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited standalone balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation.</p> | <p>Chartered Accountant Certificate as per Form C</p> | |
| (10) | <p>Bidder / Consortium Partners should not be an entity that has been black-listed by India Government / any State Government / Local Body / any other government institution for any fraudulent activities as on the bid submission date</p> | <p>Declaration in Form A</p> | |
| (11) | <p>Authorisation</p> | <p>The bidders should submit</p> <ol style="list-style-type: none"> Board resolution (attested by statutory auditor / Company Secretary mentioning the registration number) along with power of attorney (In case Power of Attorney is submitted in the copy the same should be attested by the statutory auditor / Company Secretary clearly mentioning the registration number) for authorizing the signatory [Form D] | |
| (12) | <p>Proof of depositing EMD and Tender Annual Charges of requisite amount (whichever is applicable)</p> | <p>Copy of RTGS/ NEFT acknowledgement</p> <p>Or Copy of BG or DD [Form E]</p> | |
| (13) | <p>In case the bidder is claiming exemption of EMD / E-tender annual</p> | <ol style="list-style-type: none"> A copy of the registration certificate under the MSME Act 2006 | |

E-Tender for 'Facility Management Services (FMS)' for DDA

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| | charges (see clause/para 44) being an MSME | A self declaration indicating that the bidder is entitled for the exemption under the Government of India Policy.[Form A] | |
| (14) | The Tenderer (Sole Bidder/ Lead Member (in case of Consortium)) must have such number of minimum Technically Qualified (in such work as mentioned in data sheet 1) Human Resources, as mentioned in data sheet 1 on the date of Bid Submission. | 2. Self-declaration in this regard [Form A] | |
| (15) | Bidder (Sole Bidder) must have successfully carried out the job of providing such work and services as mentioned in datasheet 1 with satisfactory services , for Government (or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.) or Private Corporate having Annual Turnover of more than INR 10 Crore – as Total Solution provider - during last 5 Years, as on the date of Submission of Bids, in India as specified in data sheet 1 | Details of work executed [Form F] Copy of work orders and project completion certificates in [Form H]. | |

E-Tender for 'Facility Management Services (FMS)' for DDA

DATA SHEET 3

SCOPE OF WORK

Request for Proposal for Facility Management Services (FMS) of Application Software for DDA

I.BACKGROUND :

1. DDA has 33 Application Software for the different departments such as housing, Land Management, Land Disposal, Legal, Online booking of parks, etc run across various platforms comprising of Microsoft/ Unix/Linux/Android/Dot Net/ PHP/Oracle/D2K, etc. these Softwares are developed in house. These softwares are mostly run at Vikas Sadan and Vikas Minar of DDA offices.

2. DDA, therefore, proposes to engage a software service agency with resident engineers having adequate qualification and experiences at two locations, ie. Vikas Sadan, INA and Vikas Minar, ITO who could efficiently codify and maintain the existing software including extended module development and to take new development as the need arises. Software design and development requires all phase of its life cycle including testing and maintenance.

II. PREREQUISITES-

- a) The tenderer must be a 'Limited' or 'Private Limited ' company and ISO 9001:2015 and CMMI-3 certified (Proof to be attached with the Technical proposal)for last three years.
- b) The Tenderer must have had a turnover of more than Rs. 1 Cr in previous year from FMS work of Application Software.
- c) The Tenderer must have an office in the territory of Delhi, NCR.
- d) The Tenderer must have successfully carried out the job of FMS of Application Software of at-least two reputed organizations. The tenderer should submit copies of contract document, satisfactory performance certificates etc. in the support of their claim with Names and Telephone Numbers of the officer incharge of the customer organization for facilitating verification.
- e) The tenderer must have been in the field of FMS of Application Software Design, Development and Maintenance for the preceding 3 years in or around Delhi. The experience must include software development across various platforms of OS and Application Softwares as given below.
- f) The Tenderer must have at least 50 regular engineers on its rolls during last three years.
- g) Tenderer must be registered with Employee Provident Fund organization and ESI.

III. DELIVERABLES

1. Agency shall deploy an adequate number of skilled engineer at Vikas Sadan , Vikas Minar from 9:00 AM to 7:00 PM 6-days-week basis extendable as per the requirement decided by Director(Systems).

2. Agency shall manage the existing application software module by the way of addition, redesign/redevelopment/extension and to impart training for the operation of the software depending on the needs of the user department.

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3. New assignment for the development of the application software on the desired platform as mentioned above may be required to be done. Agency is to hand over the manual/coding or any such documents for enhancing the usability of the software.

4. No transportation etc. charges will be payable by DDA to the service agency for the site visits carried out by agency personnel in the course of repairing the site offices. In case of the absence of an engineer, the substitute shall be provided by the agency on day to day basis. The agency shall furnish names, designation, qualifications and experience, mobile number of all the deployed engineers. These engineers must report every day at 9:00 AM to the officer-incharge-maintenance-DDA. Agency shall maintain an attendance register for the engineers deployed in DDA and show it to the officer-incharge-maintenance-DDA. The engineer shall be changed during the annual maintenance contract period only with prior approval of the Director(Systems). Engineer may be assigned duties by DDA depending on the requirements.

5. Engineers deployed shall be qualified engineers with at least 3 years experience in customer support as a resident engineer. Service agency must provide, at its cost, mobile phones with at least incoming calls facility to all engineers deployed.

6. Deployed engineers must be well versed with the latest version of Windows OS Platforms for Desktops/Laptops/ Workstations/Servers as well as on UNIX/LINUX, ORACLE RDBMS, BTA/AEBAS device & Android/Ios platform for mobile applications and PHP Laravel, PHP Drupal and Angular Java.

7. The agency selected for facility management will perform the task of customizations as and when required and the upgradation/rewriting of some applications developed inhouse which are mainly developed in Dotnet as front-end and oracle 8i/10g as back-end. For which the same manpower deployed for FMS shall be used and therefore competent and technically well-versed manpower is required to be posted.

8. LIST OF DELIVERABLES AND NUMBER OF COPIES REQUIRED TO BE SUBMITTED BY THE TENDERER FOR EACH APPLICATION SYSTEM.

| <u>Ref. No.</u> | <u>Details of the Deliverables</u> | <u>No. of copies required</u> |
|-----------------|--|-------------------------------|
| Quarterly | | |
| 1. | Latest Source Code of the Application Software | Two copies on CDs |
| 2. | Latest Executable Code of the Application Software | Two copies on CDs |
| 3. | Cold Backup of the Database | Two copies on CDs |

E-Tender for 'Facility Management Services (FMS)' for DDA

On Completion of the FMS agreement

- | | | |
|----|--|---|
| 1. | Final System specifications for the software | Two Copies on CDs |
| 2. | System Manuals | Two Copies on CDs |
| 3. | User Manuals | Two Copies on CDs and Two Printed Copies |
| 4. | Operation Manuals | Two Copies on CDs and Two Printed Copies |
| 5. | Final Source code & Executable software | Two sets of CDs |
| 6. | Cold Back up of the Data Base | Two sets of CDs. |

All the documentation be created using software like MS-Word, etc. on IBM-PC Compatibles under WINDOWS.

The above list of deliverables is indicative only and may undergo change at the time of Award of work during the project tenure.

E-Tender for 'Facility Management Services (FMS)' for DDA
Facility Management and Maintenance Services for the following applications:-

1. Legal Information System:

OS :- Windows NT with Oracle 8i RDBMS.

Front end : Visual Basic

For Web Enabled Module Front End – Asp.Net, HTML

2. Receipt and Dispatch and Visitors Gatepass

OS : Window/ Windows Server 2003

RDBMS : Oracle 8i

Front End : .Net (C#); VB 6.0

Reporting Tools : Crystal Reports or RDLC or HTML Reports

**3. AWAAS(Housing management Information System)
& Information Kiosks**

For: AWAAS OS:-WindowsNT ORACLE RDBMS

Front end : D2K.

For Information Kiosks: Windows 2000

Front end : Visual basic

4. Bhoomi (Land Disposal System)

OS :- Windows NT with Oracle RDBMS.

Front end : Visual Basic, Crystal Reports

5. Application for Accounts Department

i) Payrolls

OS- Window RDBMS –Oracle 8i

Front end –VB

ii) Budget

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

E-Tender for 'Facility Management Services (FMS)' for DDA

iii) Online OPD Medical Claims Reimbursement System

RDBMS- Oracle 8i

Front end - .NET (C#)

iv) Online Water Bill Payment

OS - Windows

RDBMS- Oracle 8i

Front end - .NET (C#)

v) Online Pension Calculation and PPO Generation System

OS – Window XP / Window 7 / Window 8

Front End – Asp.Net 2.0

Back End – Oracle 8i

Browser – Mozilla Firefox/Chrome Version 3.5.0 and above

vi) Online Payment

OS – Windows Server 2003

RDMS – Oracle 8i

Front End – Asp.Net 2.0 with C#

Web Service is also used

6. Land Management Information System (LMIS)

OS-Windows 2000

RDBMS –Oracle

Front end- VB and asp for web enable module

GIS tools: Arc GIS, Arc SDE, Arc info, Arc view ,map objects Auto cad

7. Online Complaint Registration and Inventory Management System.

Front-End: asp.net 4.0, AJAX, JQUERY, CSS, and Java Script, Web Services

Back-End: Oracle 8i

Reporting tools: Seagate, Crystal Reports

8. Document Management System

RDBMS –Oracle 8i, MySQL

Front-end: Java

E-Tender for 'Facility Management Services (FMS)' for DDA

Web-Server: Apache Tomcat

9. Personnel Management System

OS - Windows

RDBMS- Oracle 8i

Front end VB 6.0

10. Single Window System for Redressal of Staff Grievances.

OS- Windows

RDBMS- Oracle 8i

Front end - .NET (C#)

11. Online SamasyaNidanSewa and Common Web Application for Public Grievances.

OS - Windows

RDBMS- Oracle 8i

Front end - .NET (C#)

12. Online Booking of DDA Open Spaces/Community Halls/Parks

OS - Windows

RDBMS- Oracle 8i

Front end - .NET (C#)

13. Staff Quarter Allotment System

OS – Windows Server 2003

RDMS – Oracle 8i

Front End – Asp.Net 2.0 with C# .Net 4.0

14. Nagrik Suvidha Kendra

OS – Windows Server 2003

RDMS – Oracle 8i

Front End – Asp.Net 2.0

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- 15. Vigilance Data Management System**
OS – Windows Server 2003
RDMS – Oracle 8i
Front End – Asp.Net 3.5 with C#

- 16. Issue Monitoring System(IMS)-MP/MLA**
Front End – Asp.net 2.0, CSS and Java Script
Back End – Oracle 8i
Reporting Tools – Crystal Reports

- 17. MPD – 2041**
OS : Window
RDBMS : Oracle 8i
Front End : .Net (C#)
Reporting Tools : Crystal Reports or RDLC or HTML Reports

- 18. Online Application for Land Disposal**
Front End – Asp.net 2.0, CSS and Java Script
Back End – Oracle 8i
Reporting Tools – Crystal Reports or RDLC or HTML Reports

- 19. IDLI (Interactive Disposal of Land Information System)**
Front End – Asp.net 4.0, CSS and Java Script
Back End – Oracle 10i
Reporting Tools – Crystal Reports or RDLC or HTML Reports

- 20. Generation of online demand letters for various types of plots & shops etc.**
Front End – Asp.net 4.0, CSS and Java Script
Back End – Oracle 8i
Reporting Tools – Crystal Reports or RDLC or HTML Reports

- 21. Development Request Monitoring System**

E-Tender for 'Facility Management Services (FMS)' for DDA

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

22. Staff Benefit Fund

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

23. VIP Reference Monitoring System

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

24. Feedback for Maintenance of DDA Parks

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

25. Encroachment Complaint Registration System

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

26. Application for Engineering Department Online eMB(Delhi Schedule Rate(DSR) based)

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 10g

Reporting Tools – Crystal Reports or RDLC or HTML Reports

27. Application for Engineering Department Online eMB(for Turnkey based projects)

Front End – Asp.net 4.0, CSS and Java Script

E-Tender for 'Facility Management Services (FMS)' for DDA

Back End – Oracle 10g

Reporting Tools – Crystal Reports or RDLC or HTML Reports

28. Online Application for execution of Deed of Apartment

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

29. Record Room Management System

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

30. Vacant Land Photo Uploading Monitoring System (Web and Mobile App)

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#), Android Studio (Java)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

Service : Web Service

31. Special Task Force (STF) (Web and Mobile App)

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#), Android Studio (Java)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

Service : Web Service

32. In-Situ Slum Development Project

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

E-Tender for 'Facility Management Services (FMS)' for DDA

Reporting Tools: Crystal Reports or RDLC or HTML Reports

33. Annual Assessment Annual Report (APAR)

OS : Window

RDBMS: MS SQL

Front End: .Net (C#)

Reporting Tools: Crystal Reports or RDLC or HTML Reports

1) The assignment will essentially include: -

- System Administration for SCO UNIX/UNIX, WINDOWS NT/2000/2003/2008 OS based servers as well as WINDOWS 2000/2003/2008/VISTA/7/8 Desktops including loading, installation, granting authorizations.
- Network Administration
- Data Base administration for ORACLE, SQL Servers including loading, installation, granting authorizations, conducting draws and tuning of the RDBMS.
- Load, install the various application software and system softwares like Exchange server, Proxy Server, Antivirus server, Mdaemon Mail server etc and their administration and Management that may be required for smooth and efficient operations.
- Load, install the software like GIS Softwares like ArcGIS, ArcInfo, Arcview, ArcSdeetc, Architectural desktop 3.3, Auto Cadd, Auto Cad Map, 3D Studio, Landscape Software, STADD-PRO, Leap office.
- Trouble shooting on servers and all the client machines. The tenderer shall take care for the implementation of the applications on the new desktops that may be added to the network over the period of time as well as take care to install latest versions of the applications & system softwares.
- Installation of Application software and System Softwares like D2K, Power Builder, Visual Basic, Crystal Reports, Gist SDK, .NET and other developmental tools & packages.
- Customization and modification of the Application Software as may be necessary from time to time as per user requirements.
- Taking regular backup .
- Carrying out the required processing, generation of printouts as may be assigned from time to time.
- Conduct user training for usage of the application software.
- Development of additional reports, queries, software modules that are required to further improve the utilization of the database.
- Maintenance of bilingual website (English, Hindi) includes new page development pages may be static or dynamic. Vendor will also maintain the Oracle RDBMS on web server placed in SIFY or any other service provider premises including data porting on it directly or through net or other means.
- Creation/deletion of mail ids in mail server and configuring them time to time.

Note: The detailed writeup for the applications are placed at Annexure I(A) to I(ZA).

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Data Sheet 4

Terms of Payment to the Selected Agency

Payment Terms

1. The AMC charges shall be paid based on satisfactory performance on a quarterly (3 months) basis. After completion of each quarter, the service agency shall submit a pre-receipted bill at the end of each quarter, for payment. All applicable statutory deductions such as Income Tax, Cess etc shall be made from the bill. Rates are inclusive of all taxes/duties and any other charges.
2. No extra payment shall be made on any account including for visits to various offices of DDA.

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Data Sheet 5 :- SLA and Penalties

1. The assignment is initially for one year. On same terms & conditions, this can be extended by DDA for the second and third year, at its absolute discretion, if services are found satisfactory. No supplementary agreement is necessary for this. A formal letter from DDA to this effect & acceptance from an agency shall suffice. However, the assignment may be terminated any time at the discretion of DDA without assigning any reason thereof if the services are not found satisfactory.
2. If the service agency finds any hindrance at the start of the services to necessitate an extension of time allowed in the tender, then service agency shall apply in writing to Pr. Commissioner (Systems)/Commr.(Systems) who may grant the same in writing, if the reasonable and satisfactory cause is shown. The extension can be granted by the Commissioner (Systems), for a maximum period of one month, in his absolute discretion and if he finds the cause shown as genuine and sufficient.
3. Items presently under maintenance/warranty with other agencies may also be included at the same unit-rate on pro-rata charges basis for the remaining contract period when the warranty/contract is over with the existing agency/vendor. For this additional engineers shall be deployed by the service agency as per mentioned norms. Similarly, items may be excluded when these are no more required to be maintained and the charges shall be paid on pro-rata basis for the period for which services have been availed. No supplementary agreement is necessary for this change.
4. The maintenance shall be carried out at DDA premises/site. In case the replacement of component/part of any equipment/network/computer becomes necessary then component/part of the same make as were originally in the hardware shall be used.
5. The service agency shall get approved from DDA the service engineers intended to be deployed. Only approved service engineers shall be deployed. The service agency shall also maintain standby service engineers, which also shall be got approved from DDA.
6. In case deployed service engineer fails to discharge his duties then the agency shall change the engineer immediately on demand by DDA.
7. Service agency shall provide, at its cost, complete required tool kit (for hardware and software) to deployed engineers.
8. The service agency shall ensure that adequate knowledge and resources are provided to the deployed team of service engineers to ensure safety measures to avoid any accident.
9. The personnel deployed by the service Agency to undertake FMS or related work in DDA during the period of agreement shall be paid salaries, travelling allowances etc by the service agency and personnel shall continue to be an employee of the service agency even after expiry of the agreement. DDA shall in no way be responsible for any sort of dispute between the service agency and its employee deployed in DDA. DDA shall not have any liability / pay compensation towards any injury/accident to the service agency's employee caused while carrying out the maintenance/repair work under this contract. The service agency shall indemnify DDA against any claims made by its employees for any loss/damage payment etc during the performance of his duty in DDA and shall submit indemnity bond.
10. The material, if any, is required to be brought to or removed from DDA's premises by the service agency, shall be brought/removed only on working days as per DDA's calendar or as

E-Tender for 'Facility Management Services (FMS)' for DDA

prescribed by officer-in-charge-maintenance-DDA. A list of the material brought/removed shall be provided to the nominated officer of DDA and he shall issue the gate pass for removal.

11. In case of any dispute arising out of or relating to the terms and conditions of this agreement during the currency of the agreement or completion of the assignment or abandonment, the decision of Vice Chairman, DDA or any other Officer authorized by him shall be final and binding.

Penalty Clauses

12. In case of the absence of an engineer, a substitute shall be provided by the agency on day to day basis. In case a substitute is not provided then deduction @Rs. 1000/- per day per engineer shall be made.

- i. In case the M/s.....fails to adhere to the time frame for starting the work as per the schedule, they shall pay as liquidated Damages and not by way of penalty, an amount equal to 1% of the total contractual amount of work for one year or lesser amount as the Commissioner (System) may decide for every day that M/s.....delay in starting / taking over of the work. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.
- ii. If the work for any specific assignment/application does not progress in accordance with the time schedule prescribed by the DDA and agreed by M/s....., then a penalty equivalent to 2% of the pro rata amount payable towards the facility management for the month in respect of that application shall be deducted for the loss of every day unless the reasons are established that the circumstances were beyond the control. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.
- iii. If any application comes to standstill on account of failure of the application software or RDBMS or OS and does not get resolved by next working day then a penalty equivalent 5% of the pro-rata amount payable towards the facility management for the month in respect of that application shall be deducted for the loss of every day. In case the application does not become operational the next morning and even beyond DDA would be free to impose the above penalty for each day loss and in addition may call for experts from open market to resolve problem at the risk and cost of the M.s.....
- iv) In case M/s.....are not able to depute the personnel of the skill and experience level as required then M/s..... shall also pay penalty for delay in services @ Rs. 1000/- per person per day of the delay in schedule agreed mutually.
- v) In case the performance of M/s. is not found satisfactory during the period of facility maintenance contract, Performance Bank Guarantee will be invoked by DDA. Commr.(Systems), DDA shall have the right to invoke Performance Bank Guarantee at any time. The tenderer shall have no claim for any compensation or any loss on this account.

13. The tenderer will not sub-let / sub-contract in part, or in full after getting the assignment. In the event of tenderer sub-letting the work / sub-contracting in part or full after the award of the work, the tenderer shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit. The tenderer shall have no claim for any compensation or any loss on this account.

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14. Security deposit/BG to the agency shall be returned only after completion of AMC/FMS and handing over of all modules to new service agency in fully working condition. In case any deficiency is found or equipment is found requiring repairs then service agency shall repair/replace within 24 hrs failing which the same will be got repaired at the risk and cost of service agency from the open market.

15. In case the agency does not undertake the work within the specified period or adhere to the time frame given by DDA or is unwilling to do the job at any time, the entire Security Deposit shall stand forfeited and the work shall be got done at the risk and cost of the service agency.

E-Tender for 'Facility Management Services (FMS)' for DDA

SECTION 5: STANDARD FORMS

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E-Tender for 'Facility Management Services (FMS)' for DDA

Form A: Covering Letter / Technical Proposal Submission Form

[Location, Date]

To

Dy. Director (Systems)

Delhi Development Authority (DDA)

Ministry of Housing and Urban Affairs
(MoH&UA) Vikas Sadan,

New Delhi-110007.

Subject: RFQ - cum - RFP [ID] dated [date] for selection of Agency for [name of assignment]

Dear Sir,

1. With reference to your RFQ-cum-RFP Document above, we, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection as [name of assignment].
2. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: [] as per your advertisement, given in the above mentioned website(s).
3. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from PageNo. _____ to _____ (including all documents like annexure(s), schedule(s), Data Sheet(s), Form(s) etc.), which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.
4. The corrigendum(s) and clarification(s) issued from time to time by DDA too have also been taken into consideration, while submitting this acceptance letter.
5. I am/We are submitting our Proposals [nameoftheApplicant]. The Proposal is unconditional and unqualified. We understand you are not bound to accept any Proposal you receive.

E-Tender for 'Facility Management Services (FMS)' for DDA

6. I/We acknowledge that the making of the bid shall be regarded as an unconditional and absolute acceptance of this condition of the NIT.
7. I am/We are bidding as[Sole bidder] for this tender.
8. I/We acknowledge that DDA will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Agency, and we certify that all information provided in the Proposal and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
9. This statement is made for the express purpose of appointment as the Agency for the aforesaid Project.
10. I/We shall make available to DDA any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
11. I/We acknowledge the right of DDA to reject our application without assigning any reason other than and hereby waive our right to challenge the same on any account whatsoever.
12. I/We certify that in the last 3 (three) years, we have neither failed to perform on any assignment or contract, as evidenced by imposition of a penalty by an arbitrator or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project, assignment or contract by any public authority nor have had any assignment or contract terminated by any public authority for breach on our part.
13. I / We declare that:
 - a) We do not have any conflict of interest in accordance with the terms of the RFQ-cum-RFP.
 - b) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFQ-cum-RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with DDA or any other public sector enterprise or any government, Central or State; and
 - c) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
 - d) We confirm that our company and the Consortium Members (if any), is/are not blacklisted as on date, in any manner whatsoever by any of the State/UT 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.
14. I/We understand that you may cancel the selection process at any time and that you are either bound to accept any Proposal that you may receive or to select the ICT Agency, without incurring any liability to the Applicants.

E-Tender for 'Facility Management Services (FMS)' for DDA

15. I/We declare that we are not a member of any other Consortium/JV applying for selection as an Agency in this tender.
16. I/We certify that in regard to matters other than security and integrity of the country:-
 - a) we or any of our affiliates have not been convicted by a court of law or indicted or advised by a court of law or ordered to be removed from office or have had any orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
 - b) we have not been charged or convicted by a court of law for any offence committed by us or by any of our affiliates.
17. I/We further certify that neither we nor any of our consortium members have been barred by the central government, any state government, a statutory body or any public sector undertaking, as the case may be, from participating in any project or bid, and that any such bar, if any, does not subsist on the date of this RFQ - cum -RFP.
18. I/We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.
19. I/We further certify that no investigation by a regulatory authority is pending either against us or against our affiliates or against our CEO or any of our Directors/Managers/Employees.
20. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or otherwise arising to challenge or question any decision taken by DDA in connection with the selection of ICT Agency or in connection with the selection process itself in respect of the above mentioned Project.
21. I/We agree and understand that the proposal is subject to the provisions of the RFQ-cum-RFP document. In no case, shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our proposal is not opened or rejected.
22. I/We agree to keep this offer valid for [___] days from the PDD specified in the RFQ-cum-RFP.
23. I/We have a local Office in Delhi at following address- [Mention Address]

<or>

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I / We undertake to open a local service support office in Delhi if we are awarded this work.

24. A Power of Attorney in favour of the authorized signatory to sign and submit this Proposal and documents is attached herewith.
25. The Technical and Financial Proposal is being submitted in a separate cover in electronic form.
26. This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution provided by me, as per the requirements of the RFP for the scope given in this RFP.
27. This technical- Qualification Proposal read with the Technical and Financial Proposal shall constitute the application which shall be binding on us.
28. I / We agree and undertake to abide by all the terms and conditions of the RFQ-cum- RFP Document. Compliance Sheet the minimum requirement for technical-qualification is enclosed.
29. I/We certify that we have the necessary capabilities to undertake the project: If at any time it is found that we do not have the capabilities as enumerated above, Delhi Development Authority may put the Agency in negative list without prejudice to any other civil/criminal action under the law and forfeiture of the earnest money deposit.
30. I/We acknowledge that DDA is committed to follow the principles thereof as enumerated in the integrity Agreement enclosed with the tender/bid document. I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process.
31. I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by DDA. I/We

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acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article-1 to the enclosed Integrity Agreement.

32. I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, DDA shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.
33. I am/We are applying for exemption of Tender Annual Charges/EMD to the extent allowed under this RFP, and I am an MSME registered under MSME Act 2006, and eligible for MSME exemption as per Government of India policy <Strike-off for delete this clause if not applicable>.
34. I (Sole Bidder)/We (the Lead Bidder) have [mention number] number of technically qualified manpower in IT related field, capable to execute this project, on the rolls of the company as on the date of submission of bid.
35. In case my/our firm qualifies the I/We hereby undertake to submit the Integrity Agreement (Form B) in original, on stamp paper of requisite value, within 7 days of receipt of a request from DDA, failing which, my/our bid may be treated as null-and-void.

I / We remain,
Your sincerely,

Authorized Signature [In full and initials] :

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Fax:

Email:

(Name and seal of the Applicant/ Member in Charge)

Encl.: Compliance Sheet.

E-Tender for 'Facility Management Services (FMS)' for DDA
FORM B:

INTEGRITY AGREEMENT

To be signed by the bidder and same signatory competent/authorized to sign the relevant contract on behalf of DDA, in a non-Judicial Stamp Paper (INR 100) purchased by Bidder/Lead Member in case of Consortium.

INTEGRITY AGREEMENT

This Integrity Agreement is made at on this Day of
20

BETWEEN

Chairman DDA represented through Director (Systems),

.....
..... (Name of Division)

DDA, (Hereinafter referred to as the
(Address of Division)

‘Principal/Owner’, which expressions shall unless repugnant to the meaning or context thereof include its successors and permitted assigns)

AND

.....
..... (Name and Address of the Individual / firm / Company)

through (Hereinafter referred to as the
(Details of duly authorized signatory)

“Bidder/Contractor” and which expressions shall unless repugnant to the meaning or context thereof include its successors and permitted assigns)

Preamble

E-Tender for 'Facility Management Services (FMS)' for DDA

WHEREAS the Principal/Owner has floated the Tender (RFP No.
) (hereinafter referred to as "Tender/Bid") and intend to award, under laid down organizational procedure, contract for

.....
..... (Name of Work)

Hereinafter referred to as the "Contract".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s),

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this integrity Agreement (hereinafter referred to as "Integrity Pact" or "Pact"), the terms and conditions of which shall also be read as an integral part and parcel of the Tender/Bid documents and Contract between the parties,

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witness as under:

Article 1: Commitment of the Principal / Owner

- (1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with the equality and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

E-Tender for 'Facility Management Services (FMS)' for DDA

- c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biases nature.
- (2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned of if there be a substantives suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: commitment of the Bidder(s)/Contractor(s)

- (1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government/Department all suspect edacts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- (2) The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commit himself to observe the following principles during his participation in Tender process and during the Contract execution.
- a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process execution of the Contract to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage to any kind whatsoever during the Tender process or during the execution of the Contract.
- b) The Bidder(s) / Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal. This applies in particular to prices, specific certifications, subsidiary contracts, submission or non-submission of bids or any other action to restrict competitiveness or to cartelize in the bidding process.
- c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IP C/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

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- d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either an Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
- e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- (3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- (4) The Bidder(s) / Contractor(s) will not directly or through any other person or firm indulge in fraudulent practices means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/ or to influence the procurement process to the detriment of the Government interest.
- (5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

1. Without prejudice to any rights that may be available to the principal / Owner under law or the Contract or its established policies and laid down procedures, the principal/ Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s) / Contractor(s) and the Bidder / Contractor

E-Tender for 'Facility Management Services (FMS)' for DDA

accepts and undertakes to respect and uphold the Principal / Owner's absolute right:

2. If the Bidder(s) / Contractor(s), either before award or during the execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal / Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s) / Contractor(s) from the Tender process or terminate/ determine the Contract, if already executed or exclude the Bidder / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal / Owner.

3. Forfeiture of EMD / Performance Guarantee / Security Deposit: If the Principal / Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate/ determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/contractor.

4. Criminal Liability: If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantives suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

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2. If the Bidder makes an incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Principal/Owner.
3. If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders / Contractor / Subcontractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub/vendors.
2. The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and contractors.
3. The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process.

Article 6 - Duration of the Pact

1. This pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.
2. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Competent Authority, DDA.

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Article 7 – Other Provisions

1. This pact is subject to Indian Law, place of performance and jurisdiction is the Head Quarters of the Division of the Principal/Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement/Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/Pact or interpretation thereof shall not be subject to arbitration.

Article 8 - LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the parties agree that this Integrity Pact will have precedence over the Tender / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....

E-Tender for 'Facility Management Services (FMS)' for DDA

(For and on behalf of Bidder/ Contractor [each Consortium Member, in case of Consortium])

.....
..... (For and on behalf of
Principal/ Owner)

WITNESSES:

1.
(Signature,name and address)

2.
.....
(Signature,name and address)

Place:
Dated:

E-Tender for 'Facility Management Services (FMS)' for DDA

FORM C:

Chartered Accountant Certificate for Turnover and Net Worth

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/ mm/ yy>

Subject: Declaration of Turnover and net worth in response to the RFP for <Name of the Tender
>, Tender No <xxx>>

We have examined the books of accounts and other relevant records of – [M/s (Name of Company),

Address]

for the financial years mentioned in the table below. On the basis of such examination and according to information & explanation given to us, and to the best of our knowledge & belief, we hereby certify that the turnover and net worth of M/s [Company name] as at the end of said financial years was as below.

| Financial Year | Net Worth (Book Value in INR Lakhs) | Turnover from AMC of H/W, Systems S/W and Network related projects (in INR Lakhs) |
|----------------|-------------------------------------|---|
| 2021-2022 | | |
| 2020-2021 | | |
| 2019-2020 | | |

Copy of summarized and audited balance sheets is attached for your reference.

Place:

Date:

E-Tender for 'Facility Management Services (FMS)' for DDA

Chartered Accountants Company

Seal: Authorized Signatory's

Signature:

Authorized Signatory's Name and Designation:

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FORM D:

Format for Power of Attorney for Authorized Representative

Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorize Mr / Ms [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the –Authorized Representative), with power to sub-delegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection as Agency for [name of assignment], to be developed by Delhi Development Authority (the –Authority) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and /or upon award thereof to us until accepting the work order with the Authority.

AND, We do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE NAMED PRINCIPAL HAVE

EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in __yyyy' format].

For [name and registered address of organization] [Signature] [Name] [Designation]

E-Tender for 'Facility Management Services (FMS)' for DDA

Witnesses:

1. [Signature, name and address of witness]
2. [Signature, name and address of Witnesses] Accepted

Signature]

[Name] [Designation] [Address]

Notes:

1. 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 seal affixed in accordance with the required procedure.
2. Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

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FORM E :

Format of Bank Guarantee for Earnest Money Deposit

BG No.

Date:

In consideration of you Delhi Development Authority, Government of India, New Delhi —110007 (hereinafter referred to as the —Authority which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) having agreed to receive the proposal of [Name of company],(hereinafter referred to as the —Bidder which expression shall unless it be repugnant to the subject or context thereof include its successors and assigns), for appointment as Agency for [name of assignment] pursuant to the RFQ -cum-RFP Document dated [date] issued in respect of the Assignment and other related documents including without limitation the draft work order for services (hereinafter collectively referred to as —RFQ-cum-RFP Documents), we [Name of the Bank] having our registered office at [registered address] and one of its branches at[branch address](hereinafter referred to as the —Bank), at the request of the Bidder, do hereby in terms of relevant clause of the RFQ - cum - RFP Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the RFQ - cum - RFP Document by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of Rs. [in figures] ([in words])(hereinafter referred to as the —Guarantee) as our primary obligation without t any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said RFQ - cum – RFP Document.

Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the RFQ - cum - RFP Document shall be final, conclusive and binding on the Bank. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the RFQ - cum-RFP Document including, Document including without limitation, failure of the said Bidder to keep its Proposal valid during the validity period of the Proposal as set forth in the said RFQ - cum - RFP Document, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, tribunal, arbitrator or any other authority.

We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not, merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfil and comply with the terms and

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conditions contained in the RFQ - cum - RFP Document including without limitation, failure of the said Bidder to keep its Proposal valid during the validity period of the Proposal as set forth in the said RFQ -cum-RFP Document for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. [in figures] ([in words]).

This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred eighty) days from the Proposal Due Date and a further claim period of thirty (30) days or for such extended period as maybe mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable until all amounts under this Guarantee have been paid.

The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

In order to give full effect to this Guarantee, the Authority shall be titled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said RFQ - cum - RFP Document or to extend time for submission of the Proposals or the Proposal validity period or the period for conveying of Letter of Acceptance to the Bidder or the period for fulfillment and compliance with all or any of the terms and conditions contained in the said RFQ -cum-RFP Document by the said Bidder or to postpone for anytime and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said RFQ - cum - RFP Document or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

Any notice by way of request, demand or otherwise here under shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

We undertake to make the payment on receipt of your notice of claim on us addressed to [Name of bank along with branch address] and delivered a tour above branch which shall be deemed to have been duly authorized to receive the said notice of claim.

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It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.

The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to Rs. [in figures] ([in words]). The Bank shall be liable to pay the said amount or any part thereof only if the Authority serves a written claim on the Bank in accordance with paragraph 8 here of, on or before [date].

Signed and Delivered by [name of bank]

By the hand of Mr. / Ms. [name], it's [designation] and authorized official. (Signature of the Authorized Signatory) (Official Seal)

Notes:

The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.

The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

E-Tender for 'Facility Management Services (FMS)' for DDA

Form F :

Details of Works Executed / Bidder's Experience

(PART 1) – Consolidated Statement

(To be submitted on firm's letter head)

| Name of Client | Name of Work | Date of Award of work | Date of Completion of work | Amount | No of Revenue villages covered (if applicable) |
|----------------|--------------|-----------------------|----------------------------|--------|--|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Signature of Authorised Signatory

Date

Form F (Part 2) : Individual details of Projects

[Using the format below, provide information on each assignment for which your firm, and each Affiliate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an JV for carrying out consulting services similar to the ones requested under this assignment.]

| | |
|--------------------------------------|---|
| Assignment Name and Project cost | Approx. value of the contract (in INR in La kh/ Crore): |
| Country: Location within country: | Duration of assignment (months): |
| Name of Client | Total No. of staff -months of the assignment: |
| Address | Approx. value of the services provided by your firm under |

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| | |
|--|--|
| | the contract (in INR in Crore): |
| Start Date (Month/Year) | No. of professional staff- months provided by associated consultants |
| Completion Date (Month/Year) | |
| Name of Lead Partner | Name of senior professional staff of your firm involved |
| Name of Associated Consultants, if any: | and functions performed (indicate most signifi- cant profiles such as Project Director/Coordinator, Team Leader): |
| Narrative description of the Project: (highlight project capital cost in the narration) | |
| Description of actual services provided by your staff within the assignment: | |

Note: Project Data sheet will be considered for evaluation only if relevant work order/contract agreement and client certificate is submitted for the same.

Firm's Name:

Authorized Signature:

Note: For the purpose of evaluation of Bidders INR 65.0 (INR Sixty Five) per USD shall be considered as the applicable currency conversion rate. In case of any other currency the same shall first be converted to USD as on the date 60 (Sixty) days prior to the proposal due date and the amount so derived in USD shall be converted into INR at the aforesaid rate. The conversion rate of such currency shall be the daily representative exchange rates published by the IMF for the relevant date.

E-Tender for 'Facility Management Services (FMS)' for DDA

Form G:

Technical Proposal Submission Form

[Location, Date]

To

Dy Director (Systems)

Delhi Development Authority Vikas Sadan

New Delhi-110007

RFQ-cum-RFP[ID] dated[date] for selection for [name of assignment]

Sir

With reference to your RFQ-cum-RFP Document above, we, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection for above assignment.

We enclose the Technical Compliance Sheet in support of our technical proposal. We remain,

Yours sincerely,

Authorized Signature [In full and initials]: Name and Title of Signatory: Name of Firm:
Address:

Telephone:

Fax:

(Name and seal of the Applicant/ Member in Charge)

Encl: Duly filled Technical Compliance Sheet (see para 2 Data Sheet 2)

E-Tender for 'Facility Management Services (FMS)' for DDA

Form H

[Location, Date]

Form for Submission of Client's Certificate

Following AMC of H/W, System S/W and Network WORK has been done by the Agency mentioned below for us/ our clients

Name and Address of Agency :

Name and Address of Client:

Work Order date :

Work Completion date:

Title of Work:

Amount (INR):

url / access to the application:

Context in which Application was developed Features of the Application:

Assessment of Services : Satisfactory /
unsatisfactory

Certified that the aforesaid application/system was developed by [name of the company] [Authorised signatory]

Please enclose copy of work order & work completion certificate

E-Tender for 'Facility Management Services (FMS)' for DDA

FORM N

Financial Proposal Submission Form

[Location]

[Date] To

Dy. Dir (Systems)III

Delhi Development Authority

Ministry of Housing and Urban affairs (MoH&UA)

Vikas Sadan

New Delhi-110007

Subject: Services for [name of assignment].

Dear Sir,

We, the undersigned, offer to provide the services for [name of assignment] in accordance with your Request for Qualification-cum-Request for Proposal dated [date] and our Proposal. Our attached Financial Proposal is as below-

Financial Quote for FMS Project of DDA (Pls Refers to Data Sheet -3 for list of FMS Project with brief descriptions (under the scope of work)): -

| Items Detail | Estimated No of units | Unit rate (Excl GST) [INR per year] | GST Rate (%) | Total Amount per year (including GST) |
|---|-----------------------|-------------------------------------|--------------|---------------------------------------|
| (a) | (b) | (c) | (d) | (e)= (b) * (c) * (1+(d)%) |
| | | | | |
| | | | | |
| | | | | |
| Total | --- | --- | -- | |
| OUR FINANCIAL PROPOSAL (INCLUSIVE OF ALL TAXES) THEREFORE IS- | | | | |
| Total Amount incl Tax | | | | |
| Total Amount in Words | | | | |

E-Tender for 'Facility Management Services (FMS)' for DDA

Quote Format

(a) Annual lump sum Quote for the Work as mentioned in Annexure I(A) to I(ZA).

| S.No. | Application | Annual Rates in Rs. for Facility Maintenance & Management Support |
|--------------|---|--|
| 1. | Legal Information System | |
| 2. | Receipt & Dispatch and Visitors Gatepass | |
| 3. | AWAAS & Information KIOSK application | |
| 4. | Bhoomi (Land Disposal) | |
| 5. | Application for Accounts Department i) Payrolls ii) Budget iii) Online OPD Medical Claims Reimbursement System iv) Online Water Bill Payment v) Online Pension Calculation and PPO Generation System vi) Online Payment | |
| 6. | Land Management Information System(LMIS) | |
| 7. | Online Complaint Registration and Inventory Management System. | |
| 8. | Document Management System | |
| 9. | Personnel Management System | |
| 10. | Single Window System for Redressal of Staff Grievances | |
| 11. | Online SamasyaNidanSewa and Common Web Application for Public Grievances. | |
| 12. | Online Booking of DDA Open Spaces/Community Halls/Parks | |
| 13. | Staff Quarter Allotment System | |
| 14. | Nagrik Suvidha Kendra | |
| 15. | Vigilance Data Management System | |

E-Tender for 'Facility Management Services (FMS)' for DDA

| | | |
|-----|---|--|
| 16. | Issue Monitoring System(IMS)-MP/MLA | |
| 17. | MPD – 2041 | |
| 18. | Online Application for Land Disposal | |
| 19. | IDLI (Interactive Disposal of Land Information System) | |
| 20. | Generation of online demand letters for various types of plots & shops etc. | |
| 21. | Development Request Monitoring System | |
| 22. | Staff Benefit Fund | |
| 23. | VIP Reference Monitoring System | |
| 24. | Feedback for Maintenance of DDA Parks | |
| 25. | Encroachment Complaint Registration System | |
| 26. | Application for Engineering Department Online eMB(Delhi Schedule Rate based) | |
| 27. | Application for Engineering Department Online eMB(for Turnkey based projects) | |
| 28. | Online Application for execution of Deed of Apartment | |
| 29. | Record Room Management System | |
| 30. | Vacant Land Photo Uploading Monitoring System (Web and Mobile App) | |
| 31. | Special Task Force (STF) (Web and Mobile App) | |
| 32. | In-Situ Slum Development Project | |
| 33. | Annual Assessment Annual Report (APAR) | |
| | Total | |

(b) Man-month Rates for following Technical personnel is also required to be quoted (The services of additional Technical manpower may be sought for the development of new application not covered under the scope of work for existing applications during the period of assignment). This will also be considered in deciding the L1 Bidder however the payment of this additional manpower as and when required will be made on quarterly basis if at all taken by DDA.

| S.No. | Level of Technical Manpower | Man-Month rate (in Rupees per month) |
|-------|-----------------------------|---------------------------------------|
|-------|-----------------------------|---------------------------------------|

E-Tender for 'Facility Management Services (FMS)' for DDA

| | | |
|----|--|--|
| 1. | Sr.Engineer (Role- Analyst, Designer/Developer (Angular Java/ PHP Drupal/PHP Laravel), DBA, of Oracle, MS SQL , My SQL,MONGO DB, Linux, Windows Sys Admin etc.)) With minimum 3 years of experience | |
| 2. | Jr. Software Engineer (Role- Analyst, Designer/Developer (Angular Java/ PHP Drupal/PHP Laravel), DBA of Oracle, MS SQL , My SQL,MONGO DB, Linux, WINDOWS Sys Admin etc)) With minimum 01 years of experience | |

The above quoted amount is inclusive of all taxes and duties applicable. In case taxes/duties are levied after the award of work and during the period of contract then it shall not be payable by DDA. However all applicable deductions on account of taxes and duties etc shall be made by DDA.

Bidders are requested to quote in BoQ1. Also man-months rates for technical persons are to be given in BoQ2 (The services of additional man power may be sought for the development of new application not covered under the scope of work for existing application during the period of assignment).

Our Financial Proposal shall be binding upon us subject to the modifications resulting from actual no. of items, if any, up to the expiration of the validity period of the Proposal, i.e. [date].

We undertake that, in competing for (and, if the award is made to us, in executing) the above assignment, we will strictly observe the laws against fraud and corruption in force in India namely - Prevention of Corruption Act 1988.

Our offers shall be valid up to 180 days from Date of Opening of Tender (Technical-qualification Proposal).

We understand that our fee will be paid in accordance with the following milestones specified in the tender document.

E-Tender for 'Facility Management Services (FMS)' for DDA

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory: Name of
Firm:

Address:

E-Tender for 'Facility Management Services (FMS)' for DDA

FORM P: Standard Form of Work Order

DELHI DEVELOPMENT AUTHORITY
(SYSTEMS DEPARTMENT)

B BLOCK, 1 ST FLOOR VIKAS SADAN,
INA NEW DELHI

No To

M/S[]

[Date, Place]

Sir,

Sub: Order for the award of work for [Name of
assignment]

DDA had invited the bids vide their tender no. < insert service details > Dated xx.xx.xxxx
(hereinafter referred to as 'Tender Document') for " Subject

- ”

You had submitted its proposal dated xx/ xx/202x (hereinafter referred to as the 'Tender') for the
provision of such services (i.e. [Name of Work] in accordance with its proposal as set out in its
Tender and in accordance with the terms and conditions of the Tender and the tender documents.

DDA has agreed to appoint the AGENCY for the provision of < insert service title > such services
and the AGENCY has agreed to provide <insert service title>, as are represented in the Tender,
including the terms of this Agreement, in accordance with the terms and conditions of the Tender,
and in terms of the discussions, negotiations, clarifications in relation to the implementation of the
Scope of Work.

The Purchaser hereby agrees to pay the Agency in consideration of the provision of < insert service
detail > therein, the Agreement Price as per the table below -

| Component | Unit | Rate per Unit(excl tax) | GST (%) | Estimated No of units | Total estimated price(incl Tax) |
|-----------|------|-------------------------------|---------|--------------------------|--|
| | | | | | |
| | | | | | |

E-Tender for 'Facility Management Services (FMS)' for DDA

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

at the time and in the manner prescribed by the Agreement/ Tender Documents.

The total value of the Contract shall not exceed ₹xxxxxxxxxxx/ - (Rupees
xxxxxxxxxxxxxxxxxxxxxxxxxxxx Only) inclusive of taxes.

You are requested to acknowledge receipt of this letter and convey your acceptance by submitting duly signed Agreement and Indemnity Bond on Stamp paper of Rs 100 withindays of issue of this letter.

You are requested to submit Performance Guarantee of amount and manner as specified in the tender document withindays of issue of this letter. Format of the BG is enclosed.

We Remain,

()

Dy Dir Systems

E-Tender for 'Facility Management Services (FMS)' for DDA

FORM Q

Standard Form for Agreement

This agreement is executed at New Delhi on this day of....., 2021 between the Delhi Development Authority, a body corporate constituted Under section 3 of the Delhi Development Act, 1957 (hereinafter referred to as "The Authority") which expression shall unless the context requires another or different meaning include its successors and assigns through its Secretary of the one part and M/shaving its registered office at which expression shall unless, the context requires another or a different meaning include its successors, heirs, legal representatives, executors, administrators and assigns of the other part.

WHEREAS the Authority is desirous of assigning the work of Application Software Maintenance and Facility Management Services with brief specification as per Annexure-I of the Tender Document.

AND WHEREAS M/s. had submitted to the Authority a tender, which after negotiations by the authorized representatives of the parties hereto has been accepted by the Authority.

AND WHEREAS M/s....., shall depute its personnel to DDA with prior approval from the Commissioner(Systems) to carry out the task of application software maintenance, facility management and development of additional patches/modules for the fulfillment of the assignment.

Now, therefore, the parties hereto agree as under:-

1. M/s..... shall provide the Facility Maintenance and Management Services for various Application Software packages for a period of one year from the date of signing of the agreement. The contract may be extended with mutual agreement upto a maximum period of three years from the date of signing the agreement if the services of the tenderer are found satisfactory at the same rate and same terms and condition.
2. M/s..... shall provide the Facility Maintenance and Management Services for various Application Software packages every day for DDA and co-ordinate with the officers deputed by the Commissioner (Systems) for various projects to the satisfaction of the user wings as well as the coordinating officer for the project.
3. M/s. ----- shall submit resumes of the engineers of the levels of Project Leader, Team Members, Database Administrator and Systems Administrator. Comm(S) shall have the

E-Tender for ‘Facility Management Services (FMS)’ for DDA

right to select or reject the Manpower offered and may insist for change without assigning any reason at the start of the assignment of during the currency of the agreement. The manpower will be deputed to work for DDA.

4. M/s. shall adhere to the DDA Calendar and DDA office timings and shall ensure that in case required the personnel will function beyond office hours to meet the targets agreed mutually.
5. M/s..... shall deploy the Software team to function from the DDA premises. and the in case M/s..... proposes any change during the term of Facility management, the same will of the similar skill level and experience and shall be with prior approval of Commissioner(System). The replacements shall be with prior approval of Commr.(S). The replacements shall not be frequent. In case personnel deputed by M/s.....does not perform as per the requirements of DDA the same shall be replaced immediately on request from DDA.
6. M/s. shall also advise the “hardware and system software” infrastructure which may be required for the enhancement of the application and shall also quote the price of the same if it is proprietary product.
7. Payment terms :

M/s.....shall be paid for the services rendered on quarterly basis after the completion of satisfactory services for each quarter. The break up rates are as under:

A. Annual lump sum for Facility Management and Maintenance Support

| S.No. | Application | Annual Rates in Rs. for Facility Maintenance & Management Support |
|--------------|--|--|
| 1. | Legal Information System | |
| 2. | Receipt & Dispatch and Visitors Gatepass | |
| 3. | AWAAS & Information KIOSK application | |
| 4. | Bhoomi (Land Disposal) | |
| 5. | Application for Accounts Department i) Payrolls | |

E-Tender for 'Facility Management Services (FMS)' for DDA

| | | |
|-----|---|--|
| | ii) Budget iii) Online OPD Medical Claims Reimbursement System iv) Online Water Bill Payment v) Online Pension Calculation and PPO Generation System vi) Online Payment | |
| 6. | Land Management Information System (LMIS) | |
| 7. | Online Complaint Registration and Inventory Management System. | |
| 8. | Document Management System | |
| 9. | Personnel Management System | |
| 10. | Single Window System for Redressal of Staff Grievances | |
| 11. | Online SamasyaNidanSewa and Common Web Application for Public Grievances. | |
| 12. | Online Booking of DDA Open Spaces/Community Halls/Parks | |
| 13. | Staff Quarter Allotment System | |
| 14. | Nagrik Suvidha Kendra | |
| 15. | Vigilance Data Management System | |
| 16. | Issue Monitoring System(IMS)-MP/MLA | |
| 17. | MPD – 2041 | |
| 18. | Online Application for Land Disposal | |
| 19. | IDLI (Interactive Disposal of Land Information System) | |
| 20. | Generation of online demand letters for various types of plots & shops etc. | |
| 21. | Development Request Monitoring System | |
| 22. | Staff Benefit Fund | |
| 23. | VIP Reference Monitoring System | |
| 24. | Feedback for Maintenance of DDA Parks | |

E-Tender for 'Facility Management Services (FMS)' for DDA

| | | |
|-----|---|--|
| 25. | Encroachment Complaint Registration System | |
| 26. | Application for Engineering Department Online eMB(Delhi Schedule Rate based) | |
| 27. | Application for Engineering Department Online eMB(for Turnkey based projects) | |
| 28. | Online Application for execution of Deed of Apartment | |
| 29. | Record Room Management System | |
| 30. | Vacant Land Photo Uploading Monitoring System (Web and Mobile App) | |
| 31. | Special Task Force (STF) (Web and Mobile App) | |
| 32. | In-Situ Slum Development Project | |
| 33. | Annual Assessment Annual Report (APAR) | |
| | Total | |

B. Man month rate for Technical Personnel

(These rates shall apply only for Technical manpower which may be hired for specific additional work beyond the scope of work of the Facility Management and Maintenance Services).

| S.No. | Level of Technical Manpower | Man Month rate (in Rupees per month) |
|-------|--|---------------------------------------|
| 1. | Sr. Software Engineer (Role- Analyst, Designer, DBA, Developer(PHP Laravel, PHP Drupal, Angular Java, etc)) With minimum 3 years of experience | |
| 2. | Jr. Software Engineer (Role – Programmer) With minimum 3 years of experience | |

8. The Work place for engineer shall be DDA, Vikas Sadan, Vikas Minar New Delhi or any other office DDA.

E-Tender for 'Facility Management Services (FMS)' for DDA

9. Penalty Clauses

- i) In case the M/s.....fails to adhere to the time frame for starting the work as per the schedule, it shall pay as liquidated Damages and not by way of penalty, an amount equal to 1% of the total contractual amount of work for one year or lesser amount as the Commissioner (System) may decide for every day that M/s.....delays in start/taking over of the work. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.

- ii) If the work for any specific assignment/application does not progress in accordance with the time schedule prescribed by the DDA and agreed by M/s....., then a penalty equivalent to 2% of the pro rata amount payable towards the facility management for the month in respect of that application shall be deducted for the loss of every day unless the reasons are established that the circumstances were beyond the control. The decision of the Commr. (S) shall be final and binding unless reasonable grounds are shown in writing during the weekly review meetings.

- iii) If any application comes to standstill on account of failure of the application software or RDBMS or OS and does not get resolved by next working day then a penalty equivalent 5% of the pro-rata amount payable towards the facility management for the month in respect of that application shall be deducted for the loss of every day. In case the application does not become operational the next morning and even beyond the DDA would be free to impose the above penalty for each day loss and in addition may call for experts from open market to resolve problem at the risk and cost of the M/s.....

- iv. In case M/s.....is not able to depute the personnel of the skill and experience level as required then M/s..... shall also pay penalty for delay in services @ Rs. 1000/- per person per day of the delay in schedule agreed mutually.
 - v) In case the performance of M/s. is not found satisfactory during the period of facility maintenance contract, Performance Bank

Guarantee will be invoked by DDA. Commr.(Systems), DDA shall have the right to invoke Performance Bank Guarantee at any time. The tenderer shall have no claim for any compensation or any loss on this account.

10. M/s.....shall depute the following manpower for carrying out day-to-day work after taking over :-

- 1. Project Leader : -----

E-Tender for 'Facility Management Services (FMS)' for DDA

| | | |
|----|-------------------------|---------|
| 2. | Data Base Administrator | : ----- |
| 3. | Sr. Software Engineer | : ----- |
| 4. | Jr. Software Engineer | : ----- |
| 5. | Help Desk | : ----- |
| | Total | : ----- |

11. M/s..... will further keep a back-up team of Seven Software Engineers / Professionals to meet the exigencies of work and to take care of the eventualities when any of the team members proceeds on leave. These officials will regularly be involved in the facility management work to keep them fully abreast with the requirement in DDA.

12. M/s.will further ensure and depute (as per commitment during the technical presentation) on short term basis more IT professionals on need basis. M/s..... will also ensure completion of the assigned tasks as per agreed schedule even if it requires working late or working on holidays.

13. The scope of work for Facility Management & Maintenance Services shall be as per Annexure-I and the annexed write up for each application with tender document. The scope shall also include day to day computer operations including booting the server in the morning at 9.30 AM and shutting down servers at 7.00 PM on all week days including Saturdays and on Government

Holidays, if so required by DDA.

14. M/s.....shall be free to discuss the issues, if any, with Commissioner (Systems) and Director (Systems) with prior appointment.

15. M/s.....shall be provided with adequate office space with electricity with minimal furniture for its operations. DDA shall not provide any telephone connection or almirah or conveyance.

16. M/s..... will not sub-let / sub-contract in part, or in full after getting the assignment in the event M/s..... subletting the work / sub-contracting in part or full after the award of the work M/s..... shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the security deposit.

E-Tender for 'Facility Management Services (FMS)' for DDA

M/s..... shall have no claim for any compensation or any loss on this account.

17. M/s. shall provide an Indemnity Bond duly signed by an authorized office bearer of the company to indemnify DDA against violation of the copy right act to meet the requirements and schedules by the personnel of M/s.....during the period of the agreement

18. M/s.....shall keep all manuals for the application software upto date and shall provide the copy of the upto date documentation and the source code quarterly on CD's.

19. M/s.....shall on completion of the assignment will ensure smooth handing over and shall provide all documentation as well as source code to the new Facility Management Service provider under the supervision of the DDA Systems Team.

20. This agreement can be terminated on giving notice by either party but M/s.....shall be bound to provide services to DDA for three months from the date of the notice to ensure smooth handing over to DDA or any other agency appointed by DDA.

21. All the terms and conditions as stated in the Tender Document/Work order No ----- dated----- shall be part and parcel of this Agreement and binding to M/s.

22. In case of any dispute arising out of or relating to the terms and conditions of this agreement during the currency of the agreement or completion of the assignment or abandonment, the decision of Vice Chairman, DDA or any other Officer authorized by him shall be final and binding.

23. The tenderer shall not in any circumstances share/disclose data/any information with any body/organisation/institution/company etc related to DDA.

24. In case of any dispute between parties of this agreement, the same shall be subject to the jurisdiction of Delhi Courts only.

25. Settlement of Disputes & Arbitration

(A) Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the scope of work and instructions herein before mentioned and as to the quality of work or as to any other question, claim, matter or thing whatsoever in any way arising out of or

E-Tender for 'Facility Management Services (FMS)' for DDA

relating to the contract, scope of work, instructions, orders or these condition or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter.

- I. If the contractor considers any work demanded of him to be outside the requirements of the contract, or disputes any scope of work or decision given in writing by the Officer-in-Charge on any matter in connection with or arising out of the contract or carrying out of the work, to be unacceptable, he shall promptly within 15 days request the Director (Systems) in writing for written instruction or decision. Thereupon the Director (Systems) shall give his written instructions or decision within a period of one month from the receipt of the contractor's letter.

If the Director (Systems) fails to give his instruction or decision in writing within the aforesaid period or if the contractor is dissatisfied with the instructions or decision of the Director (Systems), the contractor may, within 15 days of the receipt of Director (Systems) decision appeal to the Commissioner (Systems) who shall afford an opportunity to the contractor to be heard, if the latter so desires, and to offer evidence in support of his appeal. Commissioner (Systems) shall give his decision within 30 days of receipt of the Contractor's Appeal. If the contractor is dissatisfied with this decision, the contractor shall within a period of 30 days from receipt of the decision, give notice to the PC (Systems) for appointment of Arbitrator, failing which, the said decision shall be final, binding and conclusive and not referable to adjudication by the Arbitrator.

- II. Except where the decision has become final, binding and conclusive in terms of Sub Para (i) above disputes or difference shall be referred for adjudication through arbitration by a Sole Arbitrator who shall be a technical person having the knowledge and experience of the trade, to be appointed by the consent of both the parties. In case both the parties do not agree to appoint a sole arbitrator then in that case the provisions of Arbitration and Conciliation Act 1996 w.r.t appointment of arbitrator shall apply and would be binding on both the parties. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection by the commissioner(Systems) of the appeal. It is also a term of this contract that if the contractor does not make any demand for appointment of arbitrator in respect of any claims in writing as aforesaid within 120 days of receiving the intimation from the officer-in-Charge that the final bill is ready for the payment, the claim of the contractor shall be deemed to have been waived and absolutely barred and the DDA shall be discharged and released of all liabilities under the contract in respect of these claims.

The parties hereto agree that the seat and place of adjudication by the arbitrator shall be Delhi/New Delhi only.

The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and/or any statutory modifications or re-enactment thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceeding under this clause.

The language of arbitration proceedings shall be English only. The arbitrator shall make a reasoned award (the 'Award') which shall be final and binding on the parties.

E-Tender for 'Facility Management Services (FMS)' for DDA

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and, in all cases, where the total amount of the claim by any party exceeds Rs. 1, 00,000/-, the arbitrator shall give reasons for the award.

It is also a term of this contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties as per schedule IV of the Arbitration and Conciliation (Amendment) Act, 2015.

It is a term of the contract that the arbitration shall be deemed to have entered on the reference on the date he issues the notice to both parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator, shall, if required, to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid be paid and fix or settle the amount of costs to be so paid.

- (B) The Decision of the Director (Systems) regarding the deduction and penalties which may be decided to be accepted will be final and could not be open to Arbitration.

In witness whereof this deed has been executed by the parties on the date, month and year mentioned herein above.

For and on behalf of

[Tenderer]

Witness:-

1.

2.

For and on behalf of

Delhi Development Authority

Witness:-

1.

2.

E-Tender for 'Facility Management Services (FMS)' for DDA

FORM R

Form for submission of Pre-Bid Query

Name of the Organisation:

Address:

Contact Person (Name, Designation):

e-mail:

Mobile No:

| Pre-Bid Query No. | RFP Document | | | Content of RFP requiring Clarification(s) | Points of clarification | Suggestions for Consideration |
|-------------------|------------------|---------|---------|---|-------------------------|-------------------------------|
| | Section/ Form No | Para No | Page No | | | |
| | | | | | | |
| | | | | | | |

FORM S

DRAFT OF INDEMNITY BOND

THIS BOND is made on this day of, 2021 by M/s..... through Sh..... duly authorised representative of the (hereinafter referred to as which expression shall unless context requires different or another meaning, include its successors, administrators and assigns) in favour of the Delhi Development Authority, a body corporate constituted under Section 3 of Delhi Development Act, 1957 (hereinafter called "The Authority" which expression shall include its successors and assigns).

WHEREAS has entered into an agreement executed on, 2021 with the Authority (hereinafter referred to as "The said Agreement") for the Application software maintenance and Facility Management.

AND WHEREAS according to clause 17 of the said Agreement dated..... M/s..... has to indemnify the DDA against any loss or damage that DDA may sustain on account of infringement of Copyright Act or any other law for the time being in force with respect to Application software used, developed, modified, supplied to, or usage thereof by DDA or on any account as aforesaid.

Now therefore, in consideration of the said Agreement, the executant..... hereby undertakes to indemnify DDA and shall always keep it indemnified against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against it for the usage of the application softwares maintained, developed, and the software packages/tools used or supplied/used including infringement of any provisions of the Copyright Act 1957, or any law or statute for the time being in force, on account of sale, supply and usage of the Application softwares by DDA etc.

Now, therefore, in witness thereof the executant Company has set its hand through its authorized representative on the day, month and the year first mentioned herein above.

EXECUTANT

For M/s

Authorised representative

Witness:

- 1.
- 2.

FormT

Performa for Earnest Money Deposit Declaration

Whereas, I/We _____(name of agency)_____ have submitted bids for _____(name of work)_____.

I/We hereby submit the following declaration in lieu of submitting Earnest Money Deposit.

1) If after the opening of tender,I/we withdraw or modify my/our bid during the period of validityof tender (including extended validity of tender) specified in the tender documents,

or

2) If, after the award of work, I/we fail to sign the contract, or to submit a performance guaranteebefore the deadline defined in the tender documents,

I/We shall be suspended for one year and shall not be eligible to bid for **DDA** tenders from date ofissue of the suspension order.

Signature of the contractors(s)

Form U

Form of Bank Guarantee for Performance Security

(To be stamped in accordance with Stamp Act if any, of the country for issuing bank)

Ref.: Bank Guarantee:

Date:
Dear
Sir,

In consideration of DDA, Government of India (hereinafter referred to as the 'DDA', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s [name of Agency] a [type of company], established under laws of [country] and having its registered office at [address] (hereinafter referred to as the 'Agency', which expressions shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and permitted assigns), an Assignment for preparation of [name of assignment] Work order by issue of DDA's Work order Letter of Award No. [reference] dated [date] and the same having been unequivocally accepted by the Agency, resulting in a Work order valued at Rs. [amount in figures and words] for (Scope of Work) (hereinafter called the 'Work order') and the Agency having agreed to furnish a Bank Guarantee amounting to Rs. [amount in figures and words] to the DDA for performance of the said Agreement.

We [Name of Bank] incorporated under [law and country] having its Head Office at [address] (hereinafter referred to as the Bank), which expressions shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the DDA immediately on demand and/or, all monies payable by the Agency to the extent of Rs. [amount in figure and words] as aforesaid at any time up to [date] without any demur, reservation, contest, recourse or protest and/or without any reference to the Agency. Any such demand made by the DDA on the Bank shall be conclusive and binding notwithstanding any difference between the DDA and the Agency or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We agree that the Guarantee herein contained shall be irrevocable and shall continue to be enforceable until the DDA discharges this guarantee.

The DDA shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee, from time to time to vary the advance or to extend the time for performance of the Work order by the Agency nor shall the responsibility of the bank be affected by any variations in the terms and conditions of the work order or other documents. The DDA shall have the fullest liberty without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the DDA and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Work order between the DDA and the Agency any other course or remedy or security available to the DDA. The Bank shall not be relieved of its obligations under these presents by any exercise by the DDA of its liberty with reference to the matters aforesaid or any of them or because of any other act or forbearance or other acts of omission or commission on the part of the DDA or any other indulgence shown by the DDA or by any other matter or thing whatsoever which under law would but for this provision have the effect of relieving the Bank.

The Bank also agrees that the DDA at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Agency and notwithstanding any security or other guarantee that the DDA may have in relation to the Agency's liabilities.

This Guarantee shall be irrevocable and shall remain in full force and effect until discharge by the Bank of all its obligations hereunder.

This Guarantee shall not be affected by any change in the constitution or winding up of the Agency/the Bank or any absorption, merger or amalgamation of the Agency/the bank with any other Person.

Notwithstanding anything contained herein above our liability under this guarantee is limited to Rs. [amount in figure and words] and it shall remain in force up to and including [date] and shall extend from time to time for such period(s) (not exceeding one year), as may be desired by M/s [name of Agency] on whose behalf

If this guarantee has been given. Date this [date in words] day [month] of [year in __yyyy' format] at [place].

WITNES

1. [signature, name and address]
2. [signature, name and address]

[Official Address]

Designation

[With Bank Stamp]

Attorney as Per Power of Attorney No.
whichever is not applicable.

Dated Strike out,

The stamp papers of appropriate values shall be purchased in the name of a bank which issues the Bank Guarantee'. The bank guarantee shall be issued either by a bank (Nationalized/Scheduled) located in India or a foreign bank through a correspondent bank (scheduled) located in India or directly by a foreign bank which has been determined in advance to be acceptable to the DDA.

Annexure I (A)

a) Legal Information System:

OS :- Windows NT with Oracle 8i RDBMS.

Front end : Visual Basic

The Legal software(Legal Cases Monitoring System & Fee Bill processing Module) is user-friendly GUI application developed for Legal Department of Delhi Development Authority(DDA). This application computerizes the task taking place in various wings of Legal Department. It is a client server application and has been developed using

- a. Visual Basic as Front End (GUI) under WINDOWS NT environment
- b. Oracle 8i as Back End RDBMS

At present the system is implemented at Vikas Sadan, DDA.The software has three main modules :-

1. Legal Cases Monitoring System (Window based)
2. Legal Cases Monitoring System(Web based)
3. Fee bill processing of Lawyers

1. Legal Cases Monitoring System broadly comprises of following modules:-

- A. Masters
- B. Part "A" (Legal Wing)
- C. Part "B" (Administrative/Property)
- D. Scanning
- E. Queries
- F. Reports
- G. Interface to other Projects (databases on different servers)
HMIS (For Housing Department)
BHOO MI (For Land Department)

On the basis of department file number we get the Property Details like Plot/Flat No., Application No., Name, Priority No., Address etc. from BHOO MI/HMIS database. The interface to all other databases is proposed to be provided as & when created.

A. Masters:-

Information pertaining to all the masters maintained in the system are entered/updated through this module.

B. Part A-Legal Wing

It comprises of the following sections:

- **Case Details:** This is the main screen for case detail entry. All the details of cases such as case id, case title, status, court name, department, branch name, nature of the case, party details, connected case details are entered through this screen.

- **Lawyer Appointment Detail:** This screen is used to enter the details of appointment of lawyers dealing with particular cases.
- **Lawyers History Master:** This screen is used to fetch the details of lawyers who have dealt with a particular case.
- **Case Details Change :** This screen is used to maintain the link between old case no and new case no., if the case no of the same case gets changed due to various reasons.
- **Hearing/Appeal/Interim Directions Details:** This screen is used to enter the hearing, appeal and interim directions details on day-to-day basis.
- **Stay/Interim Order Details:** This screen is used to enter details regarding the stay/Interim Order details of the cases.
- **Final Decision Detail:** This screen used to enter details regarding the decision concerning the cases entered.

C. Part-B-Administrative/Property Details

It comprises of the following sections:

- **Housing Department:** This screen is used to enter the property details of the cases pertaining to Housing Department which have been entered through Part-A. The system also provides interface to Housing database on the other server. On the basis of department file number we get Property Details like Flat No., Application No., Name, Priority No., Address etc. from HMIS database.
- **Land Disposal Department:** This screen is used to enter the property details of the cases pertaining to Land Disposal department which have been entered through Part-A. The system also provided interface to Land Disposal database on other server. On the basis of department file number we get the Property Details like Plot No., Application No., Name, Address etc. from BHOOMI database.
 - Engineering Department
 - Personnel/Vigilance Department
 - Land Management Department
 - Director Work Charge Department
 - Enforcement Department
 - Horticulture Department
 - Staff Quarter Department
 - Building/Planning Department

- Nazarat/Finance/System Department

In Part-B we enter the details of the cases which are entered in Part-A corresponding to each department.

D. Scanning

Scanning module has been developed to scan and save the documents pertaining to Legal Wing for future reference. It comprises of the following sections.

- **Legal Reference Library Master:** This is used to save the Legal scanned document for legal reference.
- **Case Related Document Master:** This is used to save the legal scanned document related to particular case.
- **Legal Reference Library:** To view the documents related to legal references.
- **Scanned Document Searching screen:** To view and search the documents related to particular case.
- **Case move option :** To move a duplicate/wrong entered case to a temporary

E. QUERY:

In this module information is fetched based on certain queries like:

- Case Number Wise
 - Details of Part – ‘A’ (Legal Wing)
 - Details of Part –‘A’ and Part – ‘B’
- Case Title Wise
 - Details of Part – ‘A’ (Legal Wing)
 - Details of Part –‘A’ and Part – ‘B’

F. REPORTS

It comprises of following sections:

- Masters – all master lists are printed.
- Details of cases : Reports are printed as per the option given below:-
 - Court wise
 - Branch wise
 - Branch wise & Lawyer wise (Lawyer specified/Lawyer not specified)
 - Branch wise & Court wise and status wise
 - Lawyer wise & field between specified period
 - Branch wise, Lawyer wise and status wise
 - List of pending cases court wise case title wise
 - List of pending cases Year wise and case ID wise
 - List of rule matter
 - List of Stay/ Interim Orders Branch wise , Court wise

Details of cases (Where/Whose)

- Hearing is due
 - Hearing is due (department, branch wise)
 - Hearing is due (court, branch wise)
 - Hearing is due (branch, court wise)
 - List of Updation of Cases – Last Hearing Date Wise
 - List of Not Updated Cases – Last Hearing Date Wise
 - List of Cases where Hearing Date is Null
 - Stay is granted
 - Finally decided
 - Final decision not complied
- Department Details:- Reports regarding the cases entered in various departments are printed.
 - Housing
 - Land Disposal
 - Engineering
 - Personnel/Vigilance
 - Land Management
 - Director Work Charge
 - Enforcement Branch
 - Horticulture
 - Staff Quarter
 - Building / Planning
 - Nazarat / Finance / Systems Department
- MIS Reports: The following reports are generated:
 - Cases Handled by a Lawyer
- New MIS Reports
 - 24 hour warning
 - 72 hour warning
 - Court working
 - Cases handled by panel Lawyers
 - Count of cases Dept. wise Hearing is Null
 - Count of cases Branch wise Hearing is Null
 - Count of cases Branch wise Court wise
 - Stay Order
 - Interim Orders
 - Interim Directions
 - Final Decision
- Data Checklist: Reports regarding data checklists corresponding to Part A and B are printed.
 - Others: Reports regarding the discrepancies found are printed
 - SYSTEM: Following reports are printed:-

- Count of new cases entered user wise
- Count of new cases entered Department wise
- Count of cases updated user wise
- Count of cases updated Department wise
- User Log
- Data updation report

Certain other reports are also printed through this reports section.

2. Legal Information System(Web Based):

OS :- Windows server 2003 with Oracle 8i RDBMS.

Front end : Asp.Net, HTML

Tools: Crystal reports

This application is developed in .Net framework to provide a better facility and easily accessible for user outside vikassadan. All the features are same as mentioned in point 1 of legal information system(Windows based).

3. Lawyers Fee Bill processing System

This application maintains the details of money transactions being done by Legal Wing of DDA for lawyers handling the cases in various courts. It handles issues like the payment to lawyers, their bill summary, Payment orders, Cheque details etc. The module also takes care of the processing of the payments under the different policies of DDA according to the type of Lawyers and courts. It contains the following main modules:

- Master
- Transaction
- Reports

Masters

Master module maintains and updates the details of the masters being used in the system.

Transactions

Transaction module maintains the lawyer related transactions. The details that are being maintained are Lawyer Fee Bill for various cases and courts, Retainer ship Fee, Miscellaneous

payments, income tax deposition, Advance or Additional Payment, Payment of Cost, Payment order details.

Reports

This menu spools out various MIS related reports and other reports . This contains following section :-

Masters : it prints all the masters being maintained.

Registers : this prints the following reports as per the option given

- Bill Register
- Law Office/JLO register
- Account Department/Payment Register
- Income Tax Register

Fee Bill Reports : this prints the following reports as per the option given

- List Of Fee Bill
- Bill based on Hearing Details and name
- Retainership Fee
- Miscellaneous Payments

Payment Order Report: Payment order report and payment order for retainer ship are printed under this section.

Lawyers Details : This section prints following reports :

- Lawyers Payment details
- Lawyers wise payment details
- Lawyers entrustment details

Costing Reports : Following reports are printed under this section.

- Cost details
- Cost Payment order

Advance /additional Payment

Form 16 A

Covering letter forwarding the payment

Expenditure Report

Income Tax Deposited

Count of Bills-user wise

No. of Bill Date wise

Cases Lawyers Wise

System : Count of bills and count of old fee bills are printed under this section.

The vendor shall have to customize the software, impart the training to the users as and when required.

b)

a. Receipt and Dispatch.

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

All the receipts/Dak at the reception of D Block Vikas Sadan is automated and updated through R&D System. Various pendency reports are processed time to time by this system. The receipt is given to the public immediately while receiving the requests.

The vendor shall have to customize the software, impart the training to the users as and when required.

b. Visitors Gatepass

Os Windows Server 2003

RDBMS Oracle 8i

Front End VB 6.0 with crystal reports

Gate Pass is issued to visitor. Hardcopy of Gate pass with photo is handed over to visitor.

Role of FMS Engineers

- 1) To provide various reports.
- 2) To Issue username and password.
- 3) Creation / Maintenance Database
- 4) Customization of application / Development/Troubleshooting as per requirements.
- 5) Training of users

Annexure I (C)

c) AWAAS (Housing management Information System) & Information Kiosks

OS- Windows NT

RDBMS - ORACLE

Front end : D2K.

It is an application software being used for the automation of day to day activities of housing deptt. It is developed in Developer 2000(D2K) as front end and Oracle 8i as the backend. It has 8 modules as under :-

- i) Registration Module
- ii) Master Maintenance
- iii) Allottee Payment Maintenance Module
- iv) Draw of Lots
- v) Queries
- vi) Demand Letters Maintenance Module
- vii) Post Draw Activities Module
- viii) Compactor Module

Each module has some specific function. **Registration module** deals with the registration related activities of applicants of housing schemes. Data Entry of application records, uploading of applicants data and various reports based on applicant data are the main activities being covered under this module. **The master maintenance module** takes care of various masters for all the modules of Awaas. Creation and updation of masters and creation/deletion of users of AWAAS and giving them privileges are managed through this module. Through **allottees payment maintenance module** the payments received through banks, drafts and cheques are fed into awaas and various reports are processed for accounting purpose. The computerized allotment of flats is done through **draw of lots module**. The various day to day queries are answered through the **Queries module**. The demand letters of flats are generated and processed through **Demand Letters Maintenance module**. The activities such as transfer of name, addition/deletion of name , mutation , cancellation, updation of CDs etc. are post draw activities and are handled by **Post draw activities module**. **The Compactor Module** is devised for keeping the record of files of housing. This module presently is not in use.

Some other utilities attached to AWAAS are as under :-

| Sr.No. | Name of Software/Program | Utility |
|--------|----------------------------------|--|
| 1 | Non Recovery Certificate Program | It generates notice(NRC) to defaulters showing |

| | | |
|---|---------------------------------------|---|
| | | pending due installments and penalty etc. |
| 2 | Demand & Collection Ledger Program | It generates Details of receipts and due against an individual allottee with penalty. |
| 3 | Defaulter Listing Program | It enlists the details like file no., flat details and allottee name of defaulters. |
| 4 | Sundry Debtors Program | It shows File number wise, Locality wise demand raised and payment received. |
| 5 | Electronic Receipts Uploading Program | It can upload the receipt data received through e-mail into AWAAS with various check mechanism. |
| 6 | Flat cost computing program | It can compute the cost of all types of flats based on costing parameters. |

The detailed description of these programs is as under :-

Non recovery certificate Program: - The notices are required to be sent to the defaulters to recover the due amount. These notices are generated and printed through this program. These notices are called 'Non Recovery Certificates' i.e. 'NRC'. The details of the number of installments paid, the installments pending and the penalty on the delayed payments are described in the NRC. The recovery from the defaulters is expedited with the help of NRCs.

Demand & Collection Ledger Program: - For calculations in the file, the detail of the net amount received from an allottee and the net amount demanded are processed and printed by this program in the form of a balance sheet for individual allottee which is called Demand & Collection Ledger (D&C Ledger). It has in fact the listing of all the challans of the received amount against a flat D&C Ledger is not sent to allottees and is used by the accounts wing for various calculations.

Defaulter Listing Program: - This program lists the file numbers of the defaulters. By the help of this program the housing finance wing pin points the defaulters against whom the actions like cancellation etc. is to be taken.

Sundry Debtors Program: - This program calculates the total amount received and the total amount demanded against the allotted flats of any locality allotted through a particular housing scheme. It first calculates the demanded and received amount for individual files and by adding up the total demand and total receipt of a locality is calculated.

Electronic Receipts Uploading Program:-To automate the receipts of housing from various bank a program has been developed which shall upload the challans Data of receipts received through e-mail attachments. If this program is utilized then the verification of receipts can be expedited and thus the cases in the housing management and housing finance wings can be quickly disposed off.

Flat cost computing program: - Presently the costing of flats is done Manually and the cost is entered manually in the AWAAS which is prone to errors. This costing program calculates the cost of flats in such a way that it is not required to be entered again for processing the demand letters rather it automatically feeds the cost in appropriate tables of AWAAS after computations.

Counter Monitoring System: - D2K front end and Oracle 8i back end. It is used for monitoring some key activities of housing such as cancellation, refund, transfer/mutation etc.

Free Hold System: - The applications for the freehold of flats are updated in this systems and the challans are processed and printed by it for conversion charges. Various reports are also processed. (D2K front end and Oracle 8i back end)

R T I System:-One additional application for receiving the applications of RTI is operational at reception. It updates the requests contents and processes the reports for monitoring the progress etc.

- d) Bhoomi (Land Disposal System)**
OS :- Windows NT with Oracle RDBMS.
Front end : Visual Basic

Bhoomi Application is applicable for the computerization of the activities the Land Disposal Department. Various modules of the application are asunder:-

PROPERTY MODULE

This Module is used for maintaining records of properties. All new properties are first added to the Database through this module. It is also used to search existing properties as well as to check out the property details according to Scheme, Locality and Plot No, status regarding allotment etc of a particular property. This module also has linkage to identify the allottees details of a property. Site Maps of various properties can be viewed or scanned through this module. Various summary and detail report options have also been provided.

REGISTRATION MODULE

This Module is used for entering registrant/applicant details for a particular allotment program. This includes interfaces for entering applicant's details, payments details, etc. as also accepting/ rejecting applicants and transferring applicants from one program to another. This module is also used to generate checklists and reports based on various criterions.

ALLOTMENT MODULE

This module consists for various functionalities for making allotments through various modes of allotments like Tender, Auction, Draw. This includes provision for scheduling programs, attaching property to program, capturing details of highest bidder in case of Auction & Tenders, and generating cross-references of applicants and properties in case of draw. This also includes provision for generating various types of reports related to the programs held.

DEMAND MODULE

Demand Module follows the Allotment module. It deals with all those Post-Allotment activities, which includes File No. Generation, Raising Demand under various modes of allotment, Specifying Payment Terms, Receive revised amounts, Raise revised amount.

DISPATCH MODULE

This module follows the Demand module. Once the file numbers are generated, the allottees have to deposit the money for the property they have bought. For this a Demand is raised and allottees are given sets of challans (1 set=4 copies), as per their payment schedule. The Challans are generated through this module. Allottees deposit payment in the Banks through these challans. Deposits made through these challans can be verified on-line by the concerned branches.

CASH MAINS MODULE

This module comes in picture when Allottee deposits the challan in the Bank. Information about challans deposited in the bank is uploaded in the system. Report for uploaded challans is generated and matched with the physical copy of challans sent to Cash Housing and Cash Mains by Bank. C Form is generated for verified challans. There is facility for storing information about DD/Cheques received by DDA or Cheques sent to Allottees. Remittance Slip is maintained for DD/Cheques received by DDA.

MASTER MODULE

The masters maintain the data, which is required for the application to be operative. The data, which is maintained in the masters, is global in nature and has to be changed very rarely. This Module provides a visual interface for interaction with Master Data such as the masters as Locality, Scheme, Department, Employee, Land Use, Designation, Category, and Bank Master etc.

ONLINE VERIFICATION MODULE

This module comes in picture when DDA gives possession letter to allottees. For a given File No., it is verified that whether allottees have paid full payment for the demand raised. If yes, then possession letter is given to allottees. Online verification process is required once the allottees have submitted their payments in the bank and intimated the respective branch about the money submission. The respective A.D.'s of branches could check the deposition of Challans via Online Verification module.

FILE DATA LOADING MODULE

This module is used for loading information about those allottees that have already been allotted a property, but their information is not added into the Database. Enter the file number followed by the entry of property details. Then enter the rest of the information like Allottee Details, Allotment Details, Demand & Collection Details, Correspondence Details, Possession Details, Lease Details, Other Activity Details, Ground Rent Details, Status of Facilities, and Printing of Reports. Existing information about above given details can be added or edited also. This module is only used for loading the old Data but not for loading the Current Data.

LEASE ADMINISTRATION

Lease administration module will generate various leases for various departments like Perpetual Lease, Conveyance Deed, Alternate Allotment Lease, Supplementary Lease. This module is also used for stamping and execution letters, and trap conversion related data and print reports. Apart from generating various leases, this module will trap all the information related to lease like stamping date, execution details and consequently assign a possession Date for a plot.

POST ALLOTMENT MODULE

This module is used for all the post allotment activities like generation of NOC, Possession letter, call letter for Conveyance deed, deficiency letter, Cancellation as well as Restoration of Allotment, list of allottees whose

neither possession nor deficiency letter has been issued, Mutation, Time Extension for Construction etc.

LICENSE MODULE

This module is specifically made for the license cell that handles all the property that is not sold but given on license. As of now it deals with two aspects of license module i.e. Janak place and license parking. The module is used for generating offer letter, Possession letter, processes monthly payment of Janak Place and generates reports accordingly. Entry of License Parking is done via this module. Possession letter and other required reports of parking are generated via this module.

REQUEST MONITORING SYSTEM

The Request Monitoring system or the Dak Module is introduced into the system to enter the details of the complaints and grievances of the general public against DDA. Complaints can be registered in two ways Public Hearing Dak Using this module, one can register his complaint; view the current status of his complaint and also the action taken by the DDA official regarding his complaint. DDA officials can check for the complaint directed to their department and take necessary actions. This module is also used for registering the dak received by DDA. The dak is also directed to concerned department.

FREEHOLD MODULE

This Module is being used at the DDA Freehold counter for entering requests for Conversion of property from Leasehold to Freehold. The Allottees fill-up a conversion form and all the details of that form are entered into the system through an entry screen. A request-id is generated and then a Conversion detail form as well as a challan report is generated. Some other reports can also be spooled out by the system.

REQUEST MODULE

The Request module is being used at the DDA request counter. The allottees fill up a request submission form for issues like change of address, mutation, transfer of property etc. The details are entered into the system through an entry screen. Besides accepting the form details, the user also enters the Department that will handle the request, the designation to whom the request will be directed, and the documents received along with the request form. A unique diary number is generated for each request. This module also generates reports like the Feedback report and the Acknowledgement report.

SECURITY MODULE

This module is used to handle the security related issues for all the modules that come under the purview of the entire LAND system. The security is provided at various levels. The rights such as read/write/read-write are provided at the menu level and also for the various menu options. Each user-id is given rights to access data for their respective departments and as per their designations for the menu and form options.

The vendor shall have to customize the software, impart the training to the users as and when required.

e) Application for Accounts Department

i) Payrolls

Objective of Payroll System

- Complete computerization of payroll system.
- Interlinking of all sections dealing with payroll process.
- Creating a centralized database for MIS.
- Easy to use and maintain.
- Flexible enough to accommodate further changes.
- Generation of pay bill register.
- Preparing of A-Roll and Bank Statements.
- Calculation of GPF statement of employees.
- Generating various MIS reports.
- Maintaining the data for loan & advances and their recovery thereafter.

- Calculation of income-tax of the employees.
- Automatic calculation and printing of Form-16.
- Computerization of pension department and gratuity.
- Computerization of reimbursement like medical, newspaper, telephone etc.

- Maintaining the old data for calculation of arrears etc.

- ❖ Client Server Technology. Oracle- Visual Basic base.
- ❖ Operational in 16 DDO offices in 12 DDA Locations.
- ❖ Centralized data base.
- ❖ Distributed data to be merged in central Server
- ❖ Inbuilt MIS report – Yearly PBR& other reports, Yearly Schedule of Income Tax, Yearly income and Deduction Reports.
- ❖ PMIS integration possible.
- ❖ User based security feature.
- ❖ Maintaining proper backup of data & Software.
- ❖ Maintaining back up of system software
- ❖ Maintaining connectivities . Training the users.

REPORTS > Generate by payroll system Monthly PBR, Yearly PBR, Pay slip, A-Rolls, Cheque statement, Bank statement, Increments, PBR summary, PBR Heads, Department wise& Class wise summary, Branch wise summary, With Held Release Statement.Few more reports and Yearly data compilation.

GPF > Reports > Individuals employee, All Employees, GPF statement, Advance/Recovery details.

Income Tax > Print > Yearly Schedule of Income tax, Form No.16, Summary of income tax recovered.

Advance/Rec > HBA > Reports >Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee wise, Summary report department wise.

Advance/Rec > Vehicle > Reports >Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee wise, Summary report department wise

Advance/Rec > Pay >Reports >Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee wise, Summary report department wise

Advance/Rec > Festival > Reports >Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee wise, Summary report department wise

Advance/Rec > Misc > Reports >Recv Schedule for all emp, Recv Schedule for individual emp, Summary report employee wise, Summary report department wise

Arrears > Reports > Arrear Statement.

Reimbursement > Medical, Telephone Bill, News paper.

Pension > Normal pension checklist, Family pension checklist, Pensioner detail, Pension Calculation, Gratuity Calculation, Commuted pension, Money order Pension process, Masters, Reports, Administrator.

Reports > PBR > Monthly PBR, Yearly PBR, Pay slip, A-Rolls, Bank Wise, Increment, PBR Summary, PBR Heads, Department wise summary, Branch wise Summary, Class wise summary

Master > PBR > Class, Category, Bank, Cadre, Department, Branch, Scale, Basic Master, Designation, CCA Master, Location Master, DDO(AO) Master, DDO(AAO)Master.

Master > Income Tax > Sec 88 Saving Heads, Section 88 limit, Sec 88 Rebates on Gross Income, Miscellaneous Deduction, Percentage of Tax deduction.

Master > Advance/Recovery> Master (Number of installments)

Admin > Old Data > HRA, DA, CCA.

Utility > Daily Data Entry Report, Change EMP ID, Show PMIS No. User wise, With Held Release, Transfer Employee.

To ensure correctness and completeness of data.

- Facility Management team shall run and maintain the system.
- Facility Management team shall maintain proper backup and shall take steps necessary as DBA.
- Facility Management team shall organize training and guidance necessary for day to day functioning.
- Modification of the system as and when required.
- Adding reports as and when required
- Installation in various offices of DDA

OS- Window RDBMS –Oracle 8 Front End – Visual Basic

ii)Budget

Software is developed for compilation of DDA Budget

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

The vendor shall have to customize the software, impart the training to the users as and when required.

iii) Online OPD Medical Claims Reimbursement System

RDBMS : Oracle 8i

Front End : .NET (C#)

Description

It is a Web enabled software developed for monitoring medical claims and reimbursement of employees/pensioners of DDA. This software can be accessed from any location. It has following main features:-

- Reimbursement of Medical Claim submitting by the Employee/Pensioner of DDA.
- Provision for recovering amount paid to employees.
- Provision for adjustment of Annual Medical Ceiling Amount of particular employee in case of promotion.
- Provision for Linking of Working Medical Card No to Pensioner Medical Card No so that amount reimbursed prior to the retirement can be transferred to Pensioner Medical Card No.
- Privilege has also been provided in the software for each employee/pensioner to view the status of his/her medical claim and reimbursement.

This software has following modules:

1. Master Module
2. Claim Reimbursement Module
3. Data Uploading Module
4. User Registration Module (for viewing status)
5. Reports Module
6. User Creation Module

1. Master Module

This module has following sections:

a) Employee Details

Employee details like medical card no, name, father name, date of birth, annual ceiling amount, employee type, status etc are entered through this screen.

b) Dependant Details

Dependant details like medical card no, dependant name, date of birth, relationship etc are entered through this screen.

c) Annual Ceiling Amount with Pay Scale and Grade Pay Details

Annual Ceiling Amount with pay scale and grade pay are entered through this entry screen.

d) Change of Annual Ceiling Amount in case of Promotion

Annual Ceiling Amount of particular employee is changed in case of promotion in the basis of effective date of promotion. Proportionate ceiling amount of current financial year is calculated.

2. Claim Reimbursement Module

This module has following sections:

1. Claim Reimbursement Entry

This section is used to enter Medical Claim Reimbursement of particular employee/pensioner under annual ceiling amount of current financial year.

2. Reimbursement Over and Above OPD Limit

This section is used to enter claim reimbursement over and above annual ceiling limit of current financial year on the approval of Hon'ble VC, DDA or FM, DDA.

3. Claim Search

This section is used to search claim details by name, medical card no etc.

4. Print Duplicate Claim Details

This section is used to print duplicate claim reimbursement receipt.

5. Clearance Cheque

This section is used to view the cheques cleared by bank.

6. Cheque for multiple

This section is used to enter details of single cheque for multiple claimant.

7. Recover Amount

This section is used to recover amount that has already been paid.

8. Update Bank Details in Ref. Trans. No

This section is used to update Bank details like Bank Name and Account No of particular Reference Transaction No after claim entry.

3. Data Uploading Module

This module has been developed for uploading of Medical Card Details of employee and dependant details by the Agency of Medical Cell using userid and password provided to him/her. For uploading data, Medical Card Details of employee and dependant details data is made available by the Agency of Medical Cell in Excel Sheet Format.

Uploaded data by Agency are to be made available for the office of the Air Commodore (Retd.) Sh. S. Samadar for the verification for accepting or rejecting the same.

It will be the responsibility of Medical Cell to finally upload the accepted data (New, Changed and Disabling of the card) on the server on regular basis.

4. User Registration Module

Registration is done by the employee/pensioner by entering Medical Card No, Name, E-Mail ID and captcha displayed on screen through this module. User gets password on E-Mail ID provided at the time of registration.

User can login using Medical Card No and password provided on Email-ID into website to get details of Medical Claim Reimbursement.

5. Report Module

Following reports can be generated through the software-

- i. Details of employees
- ii. Cash Book.
- iii. Cheque Wise Reports.
- iv. Statement of Cheques encashed.
- v. Non Encashment of Cheques.
- vi. Expenditure chargeable to work/scheme.

6. User Creation Module

This module has following sections:

- a. Department Section
- b. User Creation Section
- c. Send Admin/Operator Password
- d. Send User Password
- e. Operator Maintenance
- f. Login Details

a. Department Section

Zone /department is entered through this section.

b. User Creation Section

This module is used to create user id and password of the users of Medical Cell, Vikas Sadan and Medical Cell of different zone. User is created in one of the two privilege i.e. Administrator and Operator Privilege. Operator user of particular zone is created when administrator user of that zone is available.

c. Send Admin/Operator password Section

Password of Admin/Operator is sent on his/her Email-ID on his/her request through this section.

d. Send User Password Section

Password of user is sent on his/her Email-ID on his/her request through this section.

e. Operator Maintenance

Creation/Updation of user login details under administrator of particular zone is done through this section.

f. Login Details

Login details like Username, IP Address, Login Date, Login Status and URL Details are displayed according to the selection of dates in this section.

iv) Online Water Bill Payment

RDBMS : Oracle 8i

Front End : .NET (C#)

Description

It is a web based application of Water Bill Online Payment developed for uploading water bill data of various zone by the concerned Dy. CAO, thereafter depositing the billing payment by the public through payment gateway.

This software has following modules:

1. Data Uploading Module
2. Registration Module
3. User Login and online payment Module
4. Reports Module

1. Data Uploading Module

This module has been developed for uploading of water bill data by the Dy. CAO using userid and password provided to the Dy. CAO. Water Bill data is uploaded by the Dy. CAO in Excel Sheet Format.

2. Registration Module

Registration is done by the public by entering Consumer ID, E-Mail ID and captcha displayed on screen through this module. Public gets password on E-Mail ID provided at the time of registration.

3. User login and Online Payment Module

Public can login using consumer-id and password provided on Email-ID into website to get details of Water Bill in the format provided by Dy. CAO and make a payment online through payment gateway.

4. Reports Module

Following report and bill format is generated through the software.

- a. Report showing list of data uploaded by the Agency.
- b. Report showing list of duplicate data uploaded by the Agency.
- c. Report showing list of Bank payment transaction.

v) Online Pension Calculation and PPO Generation System

OS: - Window XP / Window 7/ Window 8

Front End: - Asp.Net 2.0

Back End: - Oracle 8i

Browser: - Mozilla Firefox/Chrome Version 3.5.0 and above

The Pension Calculation and PPO Generation System is user-friendly GUI application developed for Pension department. The system is developed to calculate pension and provide the information to the pensioner. It generates a unique PPO No. and stores the information about pensioner who is the employee of DDA (Delhi Development Authority).

Following modules of this software are:

1. Master Module
2. Calculation Module
3. Pension Transfer Module
4. Revised Pension Module
5. Report Module
6. User Creation Module

1. Master Module:-

Information pertaining to all masters maintained in the system is entered/update through this module. Following masters are given below:

- a. Bank Details
- b. Family Member Details
- c. Designation Master
- d. Commutation table No
- e. DA Master
- f. Pensioner Bank Details Master
- g. Pensioner Image Master

2. Calculation Module:-

This module has been developed to calculate the pension and generate the PPO of employees of DDA. All the details of employee are entered through this module. This module has following calculation screens:-

- a. Pensioner Calculation
- b. Family Pensioner calculation
- c. Pension Without PPO
- d. Family Pension Without PPO
- e. Pending Calculated Pension

3. Pension Transfer Module:-

This module has been developed to transfer the pension into the family pension. This module has following screens:-

- a. Pensioner to Family Pensioner
- b. Change Gratuity

4. Revised Pension Module:-

This module has been developed to revise the pension of pensioner after changing the DA/Basic/Grade Pay. This module has following screens:-

- a. Revised Pension
- b. Revised Family Pension

5. Report Module:-

This module comprises of following sections:

- a. Bank Advise for Pensioner/Family Pensioner.
- b. Bank Advise for Pension transfer.
- c. Gratuity Bills.
- d. Commutation of Pension.
- e. PPO Book for Pension/Family Pensioner.
- f. Computed pension statement for pensioner/family pensioner.
- g. With held Amount Statement particular case.
- h. Approval Sheet Retirement/Death Case.
- i. With held Amount Report.
- j. Pensioners Benefits Authorizations Statement.
- k. Pension Through Bank/particular Bank.
- l. Pensioners All Bank Advice.
- m. Consolidate Report.
- n. Medical Statement.
- o. PPO Register.
- p. PPO Book Cover.

6. User Creation module:-

This module is used to create user id and password of the users of pension department according to user privilege such as Admin privilege, Operator privilege, Draft user privilege, Print user privilege, Pension user privilege and Admin All privilege.

vi) Online Payment

OS Windows Server 2003

RDBMS Oracle 8i

Front End Asp.Net 2.0 with C#

Web service is also used.

Online payment of dda housing flats and built up shop is accepted. Payment can be made using net banking through debit/credit card or through RTGS/NEFT.

Role of FMS Engineers

Web service Management

Creation/Maintenance of database

Reports to System Department or A/C Department.

Installation/Development/Troubleshooting/Customisation of application as per requirement

Training of users.

f) Land Management Information System (LMIS)

OS- Window 2000

RDBMS –Oracle 8i

Front end- Vbasic and asp for web enable module

GIS tools : Arc GIS, Arc SDE, Arc info, Arc view ,map objects

Auto cadd

- It is a GIS based application that, inter alia, caters to the information of the acquired Land
- Scanning of the village maps and Digitization of maps is done
- Geo referencing of the maps is to be done
- There is provision for Data entry and Updating of different attributes of the maps
- Monitoring of Land Usage and payment of compensation and enhanced compensation is there.

The vendor shall have to customize the software, impart the training to the users as and when required.

g) Online Complaint Registration and Inventory Management System.

Project Description

Online complaint registration and Inventory Management is a web based application which provides online registration facility for user's complaints of Desktops (along with its peripherals), Laptops, Printers, UPS and Computer Networks.

Inventory management provides interface for updating item details like AMC (Annual maintenance contract) date, warranty date, status of item (In stock, Allotted, Purchased by user, Discarded, Disposed)

Technologies used

Front-End: asp.net 4.0, AJAX, JQUERY, CSS, and Java Script, Web Services

Back-End: Oracle 8i

Reporting Tools: Seagate Crystal Reports 8,

Number of forms: **56** Number of reports: **30**

User Roles

| | |
|--|-----------------------|
| | DDA Employees |
| | Helpdesk Officer(HDO) |
| | Engineer |
| | Stock Manager |
| | Super Admin |

Description of Roles

1. DDAEmployees

DDA Employees can register complaints related to various computer peripherals

Facilities Available:

(a) Register Complaints related to computer peripherals.

(b) Check complaint status.

(c) View warranty details of computer items by providing DDA's unique item number.

2. Helpdesk Officer (HDO)

Helpdesk officer is responsible for monitoring various complaints received Online/Offline and allocation as per problem type to Engineers.

Facilities Available:

1. Masters data entry screens

- a) Problem Master
- b) Engineer Master

2. Registration of new complaints

3. Updation of call status

4. Allotment of calls to engineers

5. List of Reports

- a) All Inventory Details
- b) List of Complaints Registered
- c) List of Complaints Pending Engineer Wise
- d) List of Inventory under AMC
- e) List of Inventory under Warranty

f) List ofAll engineers (MasterReport)

g) List ofAll problems (MasterReport)

3. Engineer

Engineer can updatethestatus ofcalls allotted to him.

Facilities Available:

1. Viewall complaints pendinginhis account.

2. Updation of call status

3. View and update personal profile

4. List of Reports

a)List ofComplaints Attended

b)List ofAllInventories

c)List ofInventoryunderAMC

d)List ofInventoryunderWarranty

4. Stock Manager

Facilities Available:

1. Masterdata entry screens

a) Item Type Master

This screen is used to enter master items type like Computer, Printer, and UPS etc.

b) Nodal Officer

This screen is used to enter nodal officer details like name, department and designation

- c) **RCItem Number**
- d) **Supplier Master**
- e) **Item Serial Master**
- f) **Brand Master**

2. Inventory Management

- a) Add purchaseorderdetails.
- b) Add stock details (Received from abovePO)
- c) Allotment ofstock toNodal Officer/Users
- d) Allotmentinformation
- e) Link/De-Link stock

Linking of stock refers to:

Items like printer, UPS and scanner is allotted with one computer, so these items linked with computer.

- a) Updatewarranty information

3. List of Reports

- a) List ofAllInventory b) List ofAll Allotment
- c) List ofNodal Branches d) List ofItem Types
- e) List ofSuppliers
- b) List ofAll Brands
- g) List ofAll PurchaseOrders h) List ofRC Numbers
- i) List ofStock underAMC
- j) List ofStock underWarranty

5. SuperAdmin

Superadmin can view reports related to whole application.

Facilities Available:

1. Reports

- a) List of All Inventories
- b) List of all allotment
- c) List of All Complaints
- d) List of Inventory under AMC
- e) List of Inventory under warranty

h) Document Management System

Development of DMS application for viewing the scanned images file wise, property wise and facility management (software must be developed within three months). Billing of FMS shall start from the date of implementation.

i) Personnel Management System

RDBMS : Oracle 8i

Front End : Visual Basic 6.0

Description

This software is a user friendly Graphical User Interface (GUI) based Application designed for the computerization of details of employees working in DDA.

Following modules of this software are:

1. Employee Details Module
2. Master Module
3. Posting & Transfer Module
4. Establishment Order Module
5. Reports Module
6. User Creation Module

1. Employee Details Module

This is the main module for employee details entry. All the details of employee are entered/updated through this module. This module has following employee details entry screens:-

- personal details,
- ACP details,
- ACR Rating details,
- posting & transfer details,
- promotion details,
- disciplinary details,
- qualification details,
- training details,
- conference / seminar attended details
- book / paper published details
- other creativity / hobby details
- nominee details,
- family details,
- police and medical details,
- deputation details etc.

2. Master Module

Information pertaining to all masters maintained in the system are entered/updated through this module. Following masters are given below:

- a) Department Master
- b) Branch Master
- c) Designation Master
- d) Pay Scale Master
- e) Grade Pay Master

3. Posting & Transfer Module

This module has been developed for posting & transferring of employees of DDA like a draw according to sensitivity/non-sensitivity, number of month in sensitive department, starting position of post and employee. Various reports have been generated given below:

- a) List of employees entered.
- b) List of posts entered.
- c) List of employees according to generated random no
- d) List of posts according to generated random no
- e) List of employee after transfer & posting done like a draw.

4. Establishment Order Module

This module has been developed for generating and printing of Establishment Order of CR Branch of Personnel Department according to following options:-

- a) Promotion Type (Regular, Regular with condition and adhoc).
- b) Promotion Authority
- c) Promotion Committee etc.

5. Reports Module

It comprises of following sections:

1. Master Reports: - all master lists are printed.
2. Employee Details Reports:- Reports are printed as per given below:-
 - a) Seniority wise list of the employees working in DDA
 - b) Alphabetically list of the employees working in DDA
 - c) Seniority list of all the employees working in DDA
 - d) List of the employees showing their Pay Scale or Pay Band/Grade Pay.
 - e) List of the employees showing date of superannuation
 - f) List of Education Status of the employees.
 - g) List of the employees showing their tenure(Posting wise)
 - h) List of the employers showing the method/mode for their recruitment
 - i) List of employees showing their Group/Cadre/Designation/Department/Section.
 - j) List of the employees showing their status viz permanent/confirmed/ probation/ ad-hoc/ contract and status of service viz regular/work charge(Regular) /work-charge.
 - k) List of the employees showing their age & age group
 - l) List of the employees showing the gender & marital status
 - m) List of the employees showing their category.
 - n) List of the employees showing those are Disability status.
 - o) List of the employees showing the blood group
 - p) List of the employees availing benefits under Family Planning Scheme
 - q) List of the employees, those were attended Training/seminar/Conference or Book paper Published
 - r) List of the employees showing their nominee detail
 - s) List of the employees who have not yet exercise their option for nomination
 - t) List of the employees those Home Town is out of Delhi
 - u) List of the employees those have changed Home Town.
 - v) List of the employees those ACR are pending.

- w) List of the employees those ACR are adverse.
- x) List of the employees those have been granted ACP/MACP.
- y) List of the employees those are involved in disciplinary proceeding/action.
- z) List of the employees those are working on Deputation from DDA
- aa) List of the employees those are working on deputation in DDA

6. User Creation Module

This module is used to create user id and password of the users of personnel department according to user privilege such as menu privilege, record privilege, group privilege and department privilege.

j) Single Window System for Redressal of Staff Grievances.

RDBMS : Oracle 8i

Front End : .NET (C#)

Description

It is a web based application developed for Personnel Department for monitoring the grievances of DDA Employees.

Computerized receipt/acknowledgement is given to the person submitting the grievances at the counter of VikasSadan Office. The software is being used in Vikas Sadan Office only. Persons at the counter is entering the details of the grievances of the employees through the software. This grievance record is to be saved and made available to the concerned Dealing Assistant for taking further necessary action. List of grievances is generated Dealing Assistant Wise so that this report can be given to each Dealing Assistant at the end of the day.

Only Dealing Assistant will enter the action taken on grievances of employees and only the Deputy Director (Grievances) has been given the privilege in the software to close the grievances of employees. All the others Officers i.e. Directors, Deputy Directors, Assistant Directors of Personnel Deptt. have been given privileges to view the grievances pertaining to them. However Commissioner (Personnel) has been given the privilege to view all grievances.

Following modules of this software are:

1. Entry Module (at the counter of DDA)
2. View and Action Taken Module
3. Reports Module
4. User Creation Module

1. Entry Module

Persons deputed by Personnel Deptt. at the counter for this purpose will enter the following details :-

- a) Name
- b) Department
- c) Designation
- d) Branch
- e) Mobile No/Telephone No.
- f) Employee Category
- g) Subject Matter
- h) Brief of Grievance
- i) Pertain to (Dealing Assistant)

j) Date of submission

Following Masters are used in the software :-

- a) Department Master :-Information is retrieved and displayed from the Department Master of the Personnel Management System Software.
- b) Designation Master :-Information is retrieved and displayed from the Designation Master of Personnel Management System Software.
- c) Subject Matter :- List of subject matters with time period.
- d) Dealing Assistant Master:-Information is retrieved and displayed as provided by Personnel Deptt. for creation of users for Dealing Assistants.

After entering the details, the users at the counter can generate and provide receipt/acknowledgement for grievances of employee submitted at the counter. In receipt/acknowledgement, a reference id is automatically generated by the system with the following format :-

XXXXXXXXXXXXXXXXXXXX

- 1. First two characters represent **PD** (Personnel Department).
- 2. Next six characters represent
 - PB-I** representing Personnel Branch – I or
 - PB-II** representing Personnel Branch – II or
 - PB-III** representing Personnel Branch – III or
 - PB-IV** representing Personnel Branch – IV or
 - PB-V** representing Personnel Branch – V or
 - CR** representing CR Branch - I or
 - Welfare** representing Welfare Branch
- 3. Next two characters represent year - **YY**.
- 4. Next two characters represent month - **MM**.
- 5. Next two characters represent day - **DD**
- 6. Running serial no. starting from **1**

2. View and Action Taken Module

Privilege has been to the users of Personnel Department for viewing the grievances, taking action on the grievance and close the grievance.

If a grievance is wrongly marked to a dealing assistant by the user entering the details at the counter, a provision has also been made in the software to transfer the same to other Dealing Assistant if no details pertaining to action taken has been entered regarding that grievance.

3. Reports Module

Following reports have been developed and can be generated and printed through the software:-

1. Generate Receipt/Acknowledgement.
2. Generate duplicate Receipt/Acknowledgement.
3. Generate report showing list of grievances according to each Dealing Assistant Officer.
4. Generate report showing list of pendency (None of reply till target date).
5. Generate report showing list of total no of grievances received, pending, action taken and closed.
6. Generate report showing list of grievances that are not closed after crossing the target date.
7. Generate report showing list of grievances received.
8. Generate report showing list of grievances pending.
9. Generate report showing list of grievances action taken.
10. Generate report showing list of grievances closed.

4. User Creation Module

This module is used to create user id and password of the users of personnel department.

Annexure I (K)

k) Online SamasyaNidanSewa and Common Web Application for Public Grievances.

RDBMS : Oracle 8i
Front End : .NET (C#)

Description

It is a Web enabled software developed for entering the grievances by public online or at the reception counter of DDA, maintaining records of grievances and to reply online by DDA officials. It has also following main features:

- This software is accessed from the reception counter of DDA and from any location
- Reference Number is automatically generated by the system.
- Provision for transferring grievances between the nodal officers and departments.
- Privilege provided in the software for each user to view the status of his/her grievances records.

Following modules of this software are:

1. Grievance Entry Module
2. View and Action Taken Module
3. Reports Module

1. Grievance Entry Module

Following details of Grievance is entered by the public online or at the reception counter of DDA in case of Housing/Land/General/Pension.

| In case of Housing/ Land | In case of General | In case of Pension |
|--|--|--|
| a. Name b. Address c. Mobile No d. Telephone No e. Email-ID f. Property No g. Property Type h. Locality i. File No j. Status of property as on date k. Applied for free hold, if any, provide date and application no l. Specific query m. Last visit date n. Person / Branch Contact o. No of earlier visit, if any p. Department q. Request date | a. Name b. Address c. Mobile No d. Telephone No e. Email-ID f. Details of grievance g. File No, if any h. Last visit date i. Person / Branch Contact j. No of earlier visit, if any k. Department l. Request date | a. Pension Branch b. Visitor name c. Name of pensioner/deceased employee d. Post held at the time of retirement e. PPO No, if any f. Address g. Mobile No h. Telephone No i. Email-ID j. Details of grievance k. File No, if any l. Last visit date m. Person / Branch Contact n. No of earlier visit, if any o. Department p. Request date |

After entering details of grievance, receipt is given to the user submitting the grievance. Reference No is automatically generated by the system in the following format.

At the reception counter of DDA

XXXXXXXXXXXXXXXXXX

- | | |
|------------------------|--|
| 1. First one character | -H for housing -G for General -P for pension |
| 2. Next four character | -Year |
| 3. Next two character | -Month |
| 4. Next two character | -Date |
| 5. And Next character | -running serial no |

By the public online

XXXXX

- | | |
|------------------------|--|
| 1. First one character | -H for housing -G for General -P for pension |
| 2. And Next character | -running serial no |

2. View and Action Taken Module

Privilege has been to the users of Department for viewing the grievances, taking action on the grievance and close the grievance.

If a grievance is wrongly marked to a department by the user entering the details at the counter or by the public online, a provision has also been made in the software to transfer the same to other department by the nodal officer of concern department if no details pertaining to action taken have been entered regarding that grievance.

3. Reports module

Following reports can be generated through the software-

- i. Acknowledgement Receipt
- ii. Officer wise Scroll Report
- iii. No of grievances record received reports during particular periods.

(b) Common Web Application for Public Grievances Software

RDBMS : Oracle 8i

Front End : .NET (C#)

Description

It is a web based application of Common Web Application for Public Grievances for monitoring the grievances of different sources like SamasyaNidanSewa, LG Listing Post, Public Grievance Monitoring System, Centralised Public Grievances Redressal & monitoring System in single web application.

This software has following modules:

1. Grievances Details Module
2. Updation/Deletion of Grievances Details Module
3. Transfer Module
4. Reports Module

1. Grievances Details Module

This is the main screen for the grievance details entry. All the following details pertaining to grievances are entered through this screen.

- a) Department of DDA to which grievance pertains
- b) Nodal Officer of that department
- c) Major head like LIG, MIG etc
- d) Major sub head like Conversion, mutation etc
- e) Name of person submitting the grievance
- f) Mobile no
- g) Grievance source like LGLP, SNS, PGMS of Delhi Government, CPGRAMS of Central Government.
- h) Reference ID of the grievance in that source
- i) Status of grievance
- j) Status as on date
- k) Unique ID

Unique ID is automatically generated after the selection of Department, major head and major sub head in the following format.

XX-XX-XX-XXX

| | |
|----------------------------|--|
| XX(first two characters) | -Department Code |
| XX(next two characters) | -Major Head Code |
| XX(next two characters) | -Major Sub head Code |
| XXX(next three characters) | -running serial no generated by the system |

If for a particular mobile no , Department code/Major head code/major sub head code are same, then all the grievances entered having that mobile number is displayed and a provision is given whether the unique ID already given is to be attached to this grievance or a new ID is to be generated by the system.

Provision is available in the software to update the status against a particular Unique ID.

Following Masters used in the software are :-

- a) Department Master :-Information will be retrieved and displayed from the Department Master.
- b) Nodal Officer Master :-Information will be retrieved and displayed from the Nodal Officer Master.
- c) Major Head Master :- Information will be retrieved and displayed from the Major Head Master.
- d) Major Sub Head Master :- Information will be retrieved and displayed from the Nodal Officer Master.

2. Updation/Deletion of Grievances Details Module

This module has been developed for updation/deletion of the grievance source details.

3. Transfer Module

This module has been developed for transferring the grievance to pertaining other nodal officer.

4. Reports Module

Report has been generated according to Nodal Offices wise.

I) Online Booking of DDA Open Spaces/Community Halls/Parks

RDBMS: Oracle 8i

Front End: .NET(C#)

Description

This is a web enabled software developed for online booking for a particular open space/community halls/parks maintained by DDA. The main features are described below:

1. A facility has been provided in the software so that a person can see the details of Open Spaces/Community Halls/Parks available for online booking.
2. A facility has been provided in the software so that a person can see the availability of a particular Open Spaces/Community Halls/Parks available for online booking.
3. Online payment through debit card/credit card/netbanking

Following modules of the software are

1. Booking module
2. Confirmation/cancellation module
3. Refund module
4. Reports module

1. Booking module

For online booking of a particular Open Spaces/Community Halls/Parks , the applicant is required to enter various details. After filling in the required details,

- a. The applicant has to accept the terms & conditions & ensure the fire safety measures before going further for online booking.
- b. Once the applicant accepts the terms & conditions & ensures to follow the fire safety measures , he can upload required documents.
- c. A receipt will be generated by the computer showing booking details and payment amount details. The applicant can also take the print out of the receipt.
- d. Clicking on "Online payment" button, applicant can pay the said amount through debit card/credit card/net banking.

- e. After successful payment, a receipt will be generated showing successful payment details.
- f. If the applicant does not pay within 45 minutes of the booking, his booking will be automatically cancelled by the system.

2. Confirmation/cancellation module

- a. Request of bookings of the applicant will be available to S.E.s of the concerned zones .
- b. The booking is to be confirmed/cancelled by the concerned person after he/she verifies the documents of the applicants and is satisfied with other requirements as laid down by DDA for booking.
- c. SE of the concerned zone can enter the claim amount if any, within 15 days of the function date which gets deducted from the refund amount.

3. Refund module

- a. Security amount is refunded automatically after 15 days of the function date for confirmed bookings.
- b. The AO of the concerned zone press the Refund button, to initiate the refund of the balance amount whose some claim amount has been forfeited

4. Reports Module

Following reports are being generated:

- a. Booking Report
- b. Cash Book Report
- c. Summary Report
- d. Confirmed Bookings Report
- e. Cancelled Bookings Report

m) Staff Quarter Allotment System

Os Windows Server 2003

RDBMS Oracle 8i

Front End Asp.Net 2.0 with C# .Net 4.0

Various Modules of the software are:

Masters:

Information pertaining to all the masters is maintained /updated through this module

Allotment of Quarter :

Various processes involved are Registration, Form verification, Quarter Allotment, Quarter possession, Quarter Retention.

Waiting list and unauthorized occupancy list are also generated.

Reports:

Vacant Quarters Report (Locality wise vacant quarter details),

Allotted Quarter Report (Locality wise allotted quarter details),

Summary Quarter Details(Locality wise total quarters),

House details type wise (Status wise),

Allottee summary report (Quarter name &Allottee details) locality wise.

Role of FMS Engineers

- 1) To provide various reports
- 2) Issue username and password
- 3) Database and masters creation/maintenance
- 4) Customization of application Installation/Development/Troubleshooting as per requirements.
- 5) Training of users

n) Nagrik Suvidha Kendra

Presently facility of online conversion online payment and receipt is being offered at NSK at different locations.

Other features /services like mutation etc. may be offered at NSK's.

Role of FMS Engineers

- 1) To provide various reports.
- 2) To Issue username and password.
- 3) Creation / Maintenance Database
- 4) Customization of application/Installation/ Development/Troubleshooting as per requirements.
- 5) Training of users.

o) Vigilance Data Management System

Os-Windows Server 2003

RDBMS Oracle 8i

Front End Asp.Net 3.5 with C#

General Complaint Management System. It is used to record complaints and when released. Their status is updated by Vigilance department.

Search Facility based on complaint No, Investigation init wise, Date wise.

Role of FMS Engineers

- 1) To provide various reports.
- 2) To Issue username and password.
- 3) Creation / Maintenance Database
- 4) Customization of application / Development/Troubleshooting as per requirements.
- 5) Training of users

p) Issue Monitoring System(IMS)-MP/MLA

Project Description

Front End – Asp.net 2.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

MPs, MLAs, Authority Members, Consultative Committee Members and Standing Committee Members can host developmental issues pertaining to their constituency/area for which DDA has to take action. Whenever a MP/MLA/Member raises a new issue on the IMS, the issue is automatically linked to and visible to the Nodal Officer (SA&GR). For all new issues the Nodal Officer (SA&GR) allocates the issue to the respective Department(s) or Action Agency. It may also happen that new issues are communicated by an MP/MLA/Member in hard copy format. In such cases the Nodal Officer (SA&GR) only update such fresh issues on IMS and allocate the issue to the respective Department (s) or Action Agency.

- Three Login:-

1. DDA Operator
2. DDA Official
3. MP/MLA

- It is an application software being used for the automation of day to day activities of MPMLA deptt. It is developed in Developer Asp.net 2.0, CSS and Java Script as front end and Oracle 8i as the backend. It has 8 modules as under :-

-) Add Issue Module
- i) Add User Module
- ii) Add MP/MLA Module
- iii) Upload PPT/MOM Module
- iv) Change Password Module
- v) Report Module
- vi) Contact MP/MLA
- vii) User Manual

Each module has some specific function

- **Add Issue module**

Deals with the issue related activities of applicants of Issue Monitoring System (MP/MLA). Data Entry of application records, Add issue of applicant's data

and various reports based on applicant data are the main activities being covered under this module

- **Add User module**

A new issue can be uploaded by – in the Home Page, click on the button “Add Issue”
◇ enter data in the field then click on the button “Submit”.

- **Add MP/MLA module**

Add a new Issue received on hard copy on behalf of an MP/MLA/Member.

- **Upload PPT/MOM Module**

Power Point Presentations (PPTs) and Minutes of Meeting (MOM) can be uploaded by clicking the buttons “Upload PPT & MOM” at the Home Page then Click on the button “Choose File” then select the file to be uploaded, then click on the button “Upload”. The provision for deleting the uploaded files is also provided.

Download PPT & Minutes of Meeting. Power Point Presentations (PPTs) and Minutes of Meeting (MOM) can be downloaded by clicking the buttons “Download PPT” and “Download MOM” respectively at the Home Page. All PPTs and MOMs will be downloaded in to the system in a folder in Zip Format, double click on it, the PPT and MOM files will appear in the folder

- **Change Password Module**

A user can change his /her password at any time by clicking the button “Change Password”. Insert the data into the fields and click on the button “Change”. The new password gets updated.

- **Report**

Various reports have been provided for the convenience of users. Users can take soft copy in multiple formats or hard copy prints. MP/MLA/Member specific reports are also included.

- **Contact MP/MLA**

Annexure I (Q)

q) MPD – 2041

OS : Window

RDBMS : Oracle 8i

Front End : .Net (C#)

Reporting Tools : Crystal Reports or RDLC or HTML Reports

r) **Online Application for Land Disposal**

Front End – Asp.net 2.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

Land Disposal (Bhoomi) Application is for the computerization of the activities the Land Disposal Department. Various modules of the application are as under:

1. Master Module:

Module **maintains the Data**, required for application to be operative. Data **maintained in masters, global in nature**, changed very rarely. Provides a visual interface for interaction with Master Data like Locality, Scheme, Department, Employee, Land Use, Designation, Category, Bank etc.

2. Registration Module:

Module used for entering registrant/applicant details for a particular allotment program, includes interfaces for entering applicants' details, payments details etc. as also accepting /rejecting applicants and transferring applicants from one program to another. Module used reports based to generate checklists and on various criteria.

3. Property Module:

Module maintains records of properties, All new properties are first added to the database, Module used to search existing properties, To check out the property details according to scheme, locality, and plot no. Module has linkage to identify the allottees details of a property. Site maps of various properties can be viewed.

4. Allotment Module:

Module consists of various functionalities for **allotments like Tender, Auction and Draw.**

In Case of Draw:

Includes provisions for scheduling programs, attached property and scheme through generated program, performed draw for applicant and property then Generating **cross-references** of applicants and property, after that performed draw

In Case of Auction/Tender:

Generate Program for Auction, attached scheme then enter the details of highest bidder in case of Auction/Tender and payment details, Provision for generating various types of reports.

5. Demand Module:

This Module follows the allotment module. Deals with post allotment activities, includes File Number Generation, Raising Demand under various modes of allotment Auction/Tender/Draw.

Specify payment terms Receive revised amounts Raise revised amount

6. Post-Allotment Module:

This module used for all the post allotments activities likes generation of NOC, deeds, deficiency letter, Cancellation letter, and cancelled the allotments, Restoration of Possession nor deficiency letter, Call letter for conveyance, Time Extension for Construction etc.

7. Dispatched Module:

Module follows the demand module, after generation of file numbers, allottees have to deposit the money, Demand is raised, Challans for making payment are generated through this module.

8. Cash Main Module:

Module comes in picture when allottee deposits the challan in the bank, Then the Information about challans deposited in the bank are uploaded in the system. Generation of Report for uploaded challans. Generation of 'C' Form for verified Challans, Facilitating for storing information about DD/cheques received by DDA/ cheques sent to allottees. Maintenance of Remittance slip for DD/cheques received by DDA.

9. Lease Module:

Lease module will generate various type of lease for various departments, like Perpetual Lease, Conveyance Deed, Alternate Execution Letter, and trap conversion related to lease like Stamping Date, execution date for plots, and various type of reports.

10. License Module:

This module is specifically used for the license cell. It handles **all the property** that is not sold but **given on license**. This module deals two aspects **Janak place** and **license parking**. And this module used for **generating offer letter, possession letter, processes monthly payment** of janak place and generates reports, entry of license parking, generate **Possession letter** and other required reports of parking.

11. Online Verification Module:

Module comes in picture after handing over possession to allottees. For a given file No., it is verified whether allottee has made payment against raised demand. Online verification is done after submission of payment through bank challan. Bank Challan is verified with the demand raised.

12. File Data Loading Module:

This module will be used for loading information about those allot-tees who have already been allotted a property, but their information is not added into the Database. If you know only the file number corresponding to a property which has been added into the database you can access the information like Allot-tee Details, Property Details, Allotment Details, Demand & Collection Details, Correspondence Details, Possession Details, Lease Details, Other Activity Details, Ground Rent Details, Ground Rent Demand Details, Ground Rent Recovery Details, Miscellaneous Details, Status of Facilities, Importing Noting about property and allot-tee and also can view the site-plan beside it if any of the information about above given things are not available or wrong you can add or edit.

13. Freehold Module:

This Module is being used at the DDA Freehold counter for entering requests for Conversion of property from Leasehold to Freehold. The Allottees fill-up a conversion form and all the details of that form are entered into the system through an entry screen. A request-id is generated and then a Conversion detail form as well as a challan report is generated. Some other reports can also be spooled out by the system.

14. DAK Module:

This module is introduced into the system to attend to the complaints and grievances of the common man against DDA. Complaints can be registered in two ways:

Public Hearing

Dak

Using this module, one can register his complaint, views the current status of his complaint and the action taken by the DDA official regarding his complaint. DDA officials can check for the complaint directed to their department and take necessary actions. This module is also used for registering the dak received by DDA. The dak is also directed to concerned department.

15. Request Module:

This module is being used at the DDA request counter. The allottees fill up a request submission form for issues like change of address, mutation, transfer of property etc. The details are entered into the system through an entry screen. Besides accepting the form details, the user also enters the Department that will handle the request, the designation to whom the request will be directed, and the documents received along with the request form. A unique diary number is generated for each request. This module also generates reports like the Feedback report and the Acknowledgement report.

Annexure I (S)

s) IDLI (Interactive Disposal of Land Information System)

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 10i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

- IDLI system is developed for “disposal of land”, “Mutation” Conversion (Lease hold to free hold) of DDA’s plots and flats which is in under Land management department (LM).
- Three Login:-
 - Data Entry Operators
 - DDA Officers
 - Applicants
- It is an application software being used for the automation of day to day activities of LM department. It is developed in Developer Asp.net 4.0, CSS and Java Script as front end and Oracle 10g as the backend. It has 8 modules as under :-

- viii) Add User (Applicant) Module
- ix) Add DDA Officers Module
- x) Contact DDA officers
- xi) Upload document Module
- xii) Change Password Module
- xiii) Report Module
- xiv) User Manual

Each module has some specific function

- **Add User (Applicant) module**
 - 1st step: - Applicant have to register itself.
 - 2nd step: - After successfully registration, applicant have to choose a service like mutation or conversion. Than the applicant is eligible for use these services.
- **Add DDA Officers module**
 - Offices have create an account in IDLI system.

Click on Admin Login and enters its correct ID and password.

Then they got an OTP on his registered mobile no and email id.

Then DDA Officer can able to login.

- **Add Contact DDA Offices module**

At IDLI System's home page, there is a contact us option.

- **Upload Document Module**

At IDLI system's home page there is a guidelines option.

In this option all information of uploading documents and videos about how to apply.

- **Change Password Module**

This module is for DDA offices only. In case of forget password.

- **Report**

In This Module DDA offices have a dashboard which is visible after login.

In this dashboard all information about application of their concern branch.

- **User Manual**

At IDLI system's home page there is a guidelines option.

In this option all information of uploading documents and videos about how to apply.

Annexure I (T)

t) **Generation of online demand letters for various types of plots & shops etc.**

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

It is application software being used for the automation of day to day activities of housing department. It is developed in .Net as front end and Oracle 8i as the backend. It has 3 modules as under:-

- xv) Registration Module
- xvi) Applicant Module
- xvii) Admin Module

Each module has some specific function. **Registration module** deals with the registration related activities of applicants of housing schemes. Data Entry of application records, uploading of applicants data and various reports based on applicant data are the main activities being covered under this module. **Applicant Module** fulfils the details related to housing schemes or generates the demand letter and payment to DDA. **Admin Module** verifies the payment and inform to Account department to receive the final payments.

Some other utilities attached to Rohini Residential Scheme 1981 are as under:-

| Sr.No. | Name of Software/Program | Utility |
|--------|--------------------------|---|
| 1 | Payment Details | This software shows the all payment through by applicant. |
| 2 | Interest Calculation | .This software calculates the interest day by day. |
| 3 | Check Deficiency | .Its use to upload deficiency and send to the applicant. |
| 4 | Demand letter | This software generate the automatically demand letter. |

| | | |
|---|-----------------|---|
| 5 | Make Payment | This software use to make an online payment. |
| 6 | Payment history | This software shows the all payment history to the applicant. |

The detailed description of these programs is as under:-

1. Payments Details- Its help to shows the payment done by applicant and also shows the payment date, Name, Account Number etc.
2. Interest calculation- Its helps to calculate the interest day by day and inform to applicant also.
3. Check Deficiency- Department check all the documents of Applicant when the some documents is missing it's inform to the applicant.
4. Demand letter- Its use to generate the demand letter through applicant by login ID.
5. Make Payments- This software use to make all the payments to online.
6. Payment History- This software shows all the History of regarding payments done by applicant and also shows the schedule of the rest payment.

u) Development Request Monitoring System

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

- The software “Development Request Monitoring System” is a Web enable Software for monitoring and taking necessary action on reference/items received from MP/MLA/Raj Niwas/Ministry/Other and entered by the SA & GR department. It displays list of references with details of items and action taken by HOD/HOD’s. Reference/Items can be searched by entering reference no / SA&GR.diary no / issue description / keyword. It generates various details/reports like reference status details, items status details, HOD wise items status details.
- Four Login Roles:-
 - SA&GR
 - HOD'S
 - LEVEL-1
 - MP/MLA
- It is an application software being used for the monitoring of the development request raised by the MP/MLA. It is developed in Developer Asp.net 2.0, CSS and Java Script as front end and Oracle 8i as the backend. It has 7 modules as under :-
 - User Management Module
 - Reference Management Module
 - MP/MLA Module
 - Meeting Notice/Agenda/Report Module
 - Change Password Module
 - Report Module
 - User Manual

Each module has some specific function

- **User Management Module**
This module contains functionality for creating new users for different roles. Login functionality for such users. Only SA&GR has the authority for disabling different user roles. All user roles have the functionality of forgot password.
- **Reference Management Module**
SA&GR can create new references with more than one items in it.

These items can be forwarded to more than one HOD'S.

HOD may perform different actions on references transferred by SA&GR such as (ATR, INTRIM REPLY, DOES NOT PERTAIN, COMPLETE).

HOD'S may transferred references to more than one LEVEL-1 users or send back to SA&GR.

LEVEL-1 users may perform only two actions (ATR/DOES NOT PERTAIN) on references transferred by HOD'S.

- **MP/MLA Module**
MP/MLA can login using this module and view the status of their request in different reports.
- **Meeting Notice/Agenda/Report Module**
Meeting can be created for particular reference and meeting notices are sent to all participants through email. Minutes of meeting for already created meetings can be uploaded and sent through email to all participants.
- **Change Password Module**
A user can change his /her password at any time by clicking the button "Change Password". Insert the data into the fields and click on the button "Change". The new password gets updated.
- **Report Module**
Various reports have been provided for the convenience of users. Users can take soft copy in multiple formats or hard copy prints. MP/MLA/Member specific reports are also included.
- **User Manual**
Step by step guide has been provided for every user role for using the application.

V) Staff Benefit Fund

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

It is application software used for the welfare of Delhi Development Authority's employees and their families. It is used by the DDA authorities to allot funds for the welfare of DDA employees who got retired and for the families of DDA employees who are dead. As well as it is also used by the retired employees of DDA to apply for their funds to release in their respective category. Employees are divided into 7 respective categories. It is developed in Asp.net 4.0, CSS and Java Script as front end and Oracle 8i as the backend. It has 3 modules as under:-

- xviii) Super Admin Module
- xix) Admin Module
- xx) User Module

This application has three modules, each of which has separate functionality.

Super Admin Module deals with the Addition of funds for various welfare schemes of DDA, approves employees eligibility forms and approval of validity of any scheme (Opening of scheme).

This module has some Sub modules which are described below:-

| Sr. No. | Name of Sub module | Utility |
|---------|--------------------|--|
| 1 | Home | It is a home page, which has links to other modules. |
| 2 | Master | <ul style="list-style-type: none"> • <u>Add Fund</u>- It is used to insert or allot funds to a particular DDA employee using UID. Also displays remaining fund. • <u>Forms for approval</u>- It shows pending forms for approval, filtered by Date of application and seven listed employee categories. • <u>Opening of Scheme</u>- It can be used to set start |

| | | |
|---|-----------------|---|
| | | date and end date for user employees to fill form for any ongoing welfare scheme. |
| 3 | Change Password | It is used to change password of Super Admin module. |

Admin Module is responsible to check the eligibility and approval of forms of DDA employees. Also, records of forms can be fetched and filtered as per their approval status.

This module has some Sub modules which are described below:-

| Sr. No. | Name of Sub module | Utility |
|---------|----------------------|---|
| 1 | Home | It is a home page, which has links to other modules. |
| 2 | Eligibility/Approval | <ul style="list-style-type: none"> • <u>Forms for eligibility</u>-It lists forms which are eligible to be approved, filtered by date. • <u>Forms for approval</u>- It lists forms which are pending to be approved, filtered by date. |
| 3 | Reports | <ul style="list-style-type: none"> • <u>Application Received</u>- It lists forms; if completed or not completed, filtered by date. • <u>Eligibility</u>-It shows which form is eligible, filtered by date. • <u>Approval</u>- It shows which form pending to get approved, filtered by date. |
| 4 | Change Password | It is used to change password of Admin module. |

User Module is basically designed for DDA employees. Here, they can fill, edit, update, upload and print their forms.

This module has some Sub modules which are described below:-

| Sr. No. | Name of Sub module | Utility |
|----------------|---------------------------|---|
| 1 | Home | It is a home page, which has links to other modules. |
| 2 | Welfare Section | <ul style="list-style-type: none">• <u>Complete form</u>- It fetches details by UID of DDA employee. Some fields are auto filled and remaining fields are filled by the User. Later, form will be submitted and a unique reference number is provided to the user. If needed then the form slip can be printed.• <u>Incomplete form</u> – It shows form which is partially filled, to be completed and then submitted.• <u>Edit form details</u> - It is used to update the required information by using Reference number.• <u>Print form Slip</u> – It is used to print slip using reference number of DDA employee. |
| 3 | Upload Form | It is used to upload attested documents and forms of the DDA employee. |
| 4 | Change Password | It is used to change password of User module. |

w) VIP Reference Monitoring System

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

VIP References Monitoring System of Delhi Development Authority (DDA) is used for managing of external VIPs or VIPs references like Parliament, Ministry & LG House etc. for their any issue. And those references will be sent to concern department through Vice chairman respective of their hierarchy. An online system has been developed to manage and publish real time status of references submitted to the Delhi Development Authority for any external problems. All the movements of references are stored. Email and phone number is required for the user creation.

- Login:-
 4. Consultant 1
 5. Consultant 2
 6. HOD
 7. Director
 8. Deputy Director

- It is an application software being used for the entry of reference for the user to handle their ongoing issues regarding property, land, etc.

- xxi) Consultant Module
- xxii) HOD module
- xxiii) Director module
- xxiv) Deputy director module
- xxv) Change password Module
- xxvi) Progress report module
- xxvii) Reference movement module

Each module has some specific function

- **Consultant module**

It is the admin module of VIP reference. We have 2 admin users. In this module, references are entered for the users. We can also create users through this module. We can also view all the references created till date.
- **HOD module**

In this module, HOD of respective department views the request of reference and works on it until it forwards the reference. It also checks whether the

reference has been forwarded to correct department. Files can also be sent with the request. Here we can query from VC Office if any problem arises

- **Director module**
The director module is the second highest level for any reference. Here the references are viewed and then closed if work is done. The director can also final submit the reference also. Here we can query from VC Office if any problem arises. Files can also be sent with the request.
- **Deputy Director Module**
The deputy director module is the highest level for any reference. Here the references are viewed and then closed if work is done. The deputy director can also final submit the reference. Here we can query from VC Office if any problem arises. Files can also be sent with the request.
- **Change Password Module**
A user can change his /her password at any time by clicking the button "Change Password". Insert the data into the fields and click on the button "Change". The new password gets updated. For generating new password the user must have registered its email and phone number.
- **Progress Report Module**
Various reports have been provided for the convenience of users. Users can sort or search references in this progress report module.
- **Reference Movement Module**
In this module, user can view the movement of reference from where and to whom the reference has been forwarded with the name of the person handling the reference.

x) Feedback for Maintenance of DDA Parks

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

It is an application software being used for the automation of day to day activities of feedback of Maintenance of DDA Park. It has some modules as under:-

- I) Profile of DDA Park.
- I) Member Registration.
- II) View Status.
- II) Work Complete.
- III) Admin Login.
- IV) Contact us.

1 Profile DDA Park:-

Administrative set up.
List of park (Division Wise).
Activate Allowed under maintenance

2. Member Registration:-

Member give the feedback of park there are three type feedback submit.

- 1. Horticulture Work.
- 2. Civil Work.
- 3. Electric Work.

3. View Status: - User check our feedback status.

4. Work Complete: - User check Complete Works.

5. Admin Login: - Enter the user id and password and captcha and click the submit button and display dashboard page.

Action to be taken: - Admin check the feedback and select work complete data and click the submit button data save in database.

Reports: - Some multiple Reports of feedback.

Park Attributes: - Check admin some general reports and some division reports.

Department Feedback: - Admin check report all department wise.

Administrator: - Admin Update Park and user update and Edit Park Attributes.

Change Password: - Admin change our Password.

Logout.

y) Encroachment Complaint Registration System

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 8i

Reporting Tools – Crystal Reports or RDLC or HTML Reports

This software design specification is made with the purpose of outlining the software architecture and design of the Encroachment Complaint Registration System. The document will provide developers an insight in meeting client's needs efficiently and effectively. Moreover, the document facilitates communication and understanding of the system by providing several views of the system design.

User interfaces included in this document are only indicative and may not be to scale, nor reflect the exact look of the final software.

- Two Login:-
 - DDA Admin
 - User Login

- It is an application software being used for the automation of day to day activities of Applicant and Admin department. It is developed in Developer Asp.net 4.0, CSS and Java Script as front end and Oracle 8i as the backend. It has 8 modules as under :-
 - User Module
 - Admin Module
 - User Login feedback Module
 - View Complain Module
 - Use Case for Chief Engineer Module
 - Log Out Module

Each module has some specific function

i) User Module

There should be a single log-on portal with which the user can access user Feedback report Management System. The user would be directed to the appropriate page depending on roles whether the user is complain flat house...etc. report generate of DDA.

- **Admin module**
The Chief Engineer would be directed to the appropriate page depending on roles whether the user is a complain report generate of DDA .If the Chief

Engineer is: They are not directly access main page why first time Chief Engineer login after access page.

Check the all complain. Action taken all complains. Delete complain. View record without any attachment. View record with attachment. Update complaint status. Check the report zone wise & Id through searching one or more data.

- **User Login feedback Module**

There should be a single log-on portal with which the user can access user Feedback report Management System. The user would be directed to the appropriate page depending on roles whether the user is a complain flat house...etc. report generate of DDA Fill the Enter name, Enter mobile no, Enter Email Id, Enter address & click the submit button data save in database.

First time user complaint. Select the Zone, Locality complain is about, complain in text upload complain image audio video. Click the submit button & saved data in database. Chief Engineer takes action report.

- **View Complain Module**

They are not directly access main page with dashboard that has links to the chief Engineer Profile, first time chief Engineer login after access page if the Chief Engineer is they are not directly access main page why first time Chief Engineer login after access page.

- **Use Case for Chief Engineer Module**

C Chief Engineer first time login and open the next page. Chief engineer view all report Chief engineer view without any attachment. Chief engineer checked with attachment (Image/Audio/Video).

Chief engineer take action report related and data delete.

- **Log Out Module**

Click the logout button and redirect home page.

Annexure I (Z)

z) Application for Engineering Department Online eMB(Delhi Schedule Rate based)

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 10g

Reporting Tools – Crystal Reports or RDLC or HTML Reports

E-Measurement is a web based application to capture the day to day engineering activity. Using this application, track the real date time and location of construction site.

There are following main 4 types user which are following:-

- Executive Engineer
- Junior Engineer
- Assistant Engineer
- Contractor

And there are 9 modules in the application which are following:-

- **Create Project:** - Executive Engineer can create the project.
- **Registration & associates Project:** - After then Executive Engineer can register the JE, AE and Contractor and associate with the corresponding project.
- **MB Filling:** - Now contractor can measure the construction items like earth work, road work, RCC etc. and submit to JE.
- **JE Verification:** - JE can verify/edit the measurement and submit to the AE.
- **AE Verification:** - AE can verify/edit the measurement and submit to the EE.
- **EE Verification:** - EE can verify/edit the measurement and submit to the Contractor.
- **Contractor Acceptance:** - Contractor can accept/not accept the measurement.
- **Create Abstract:** - AE can create the abstract and generate.
- **View Bill:** - AE/EE can view the Abstract/bill.

Annexure I (ZA)

za) Application for Engineering Department Online eMB(for Turnkey based projects)

Front End – Asp.net 4.0, CSS and Java Script

Back End – Oracle 10g

Reporting Tools – Crystal Reports or RDLC or HTML Reports

E-Measurement is a web based application to capture the day to day engineering activity. Using this application, track the real date time and location of construction site. This application uses percentage in billing.

There are following main 4 types user which are following:-

- Executive Engineer
- Junior Engineer
- Assistant Engineer
- Contractor

And there are 9 modules in the application which are following:-

- **Create Project:** - Executive Engineer can create the project.
- **Registration & associates Project:** - After then Executive Engineer can register the JE, AE and Contractor and associate with the corresponding project.
- **MB Filling:** - Now contractor can measure the construction items like earth work, road work, RCC etc. and submit to JE.
- **JE Verification:** - JE can verify/edit the measurement and submit to the AE.
- **AE Verification:** - AE can verify/edit the measurement and submit to the EE.
- **EE Verification:** - EE can verify/edit the measurement and submit to the Contractor.
- **Contractor Acceptance:** - Contractor can accept/not accept the measurement.
- **Create Abstract:** - AE can create the abstract and generate.
- **View Bill:** - AE/EE can view the Abstract/bill.

ANNEXURE II-A

**CURRICULUM VITAE OF PROFESSIONAL IN THE FULL TIME EMPLOYMENT OF
THE TENDERER WHO WILL WORK FOR THE PROJECT
(Project Leader)**

(Use Separate Sheet for each Personnel)

Name of the Personnel :

Designation :

Qualifications :

Experience in no. of years : .
(For System analysis, system
design, programming, user
training and other services)

No. of years with tenderer :
(For System analysis, system
design, software development,
user training and other services).

Description of Computerisation :
Projects handled with his role
and the software development
tools, RDBMS, front end tools
used.

ANNEXURE II-B

**CURRICULUM VITAE OF PROFESSIONAL IN THE FULL TIME EMPLOYMENT OF
THE TENDERER WHO WILL WORK FOR THE PROJECT
(Data Base Administrator)**

(Use Separate Sheet for each Personnel)

Name of the Personnel :

Designation :

Qualifications :

Year of OCP certification for DBA from ORACLE :

Experience in no. of years as DBA:
(As required in eligibility criteria)

No. of years with tenderer as DBA:

Description of Computerisation :
Projects handled with his role
and the software development
tools, RDBMS, front end tools
used.

ANNEXURE II-C

**CURRICULUM VITAE OF PROFESSIONAL IN THE FULL TIME EMPLOYMENT OF
THE TENDERER WHO WILL WORK FOR THE PROJECT
(Software Engineers)**

(Use Separate Sheet for each Personnel)

Name of the Personnel :

Designation :

Qualifications :

Experience in no. of years :

| | Experience in years |
|-------------------------------|---------------------|
| GIS Technology | |
| Oracle | |
| Visual Basic | |
| Crystal Reports | |
| Oracle | |
| Developer 2K | |
| Visual Basic | |
| Crystal Reports | |
| . Net Technology | |
| PHP Laravel | |
| PHP Drupal | |
| Java (including Angular Java) | |
| Android/ ios | |

No. of years with tenderer :

Description of Computerisation :
Projects handled with his role
and the software development
tools, RDBMS, front end tools used.