

Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits

DELHI DEVELOPMENT AUTHORITY

**(A statutory Authority incorporated vide
Delhi Development Act, 1957)**

Vikas Sadan, INA

New Delhi

National Competitive Bidding (NCB)

Selection of an ICT Agency for

**“Single Window Clearance System (SWCS) for Online Building Plan
Approval Software Application as per EODB (Ease of Doing Business)
norms for issuing Construction Permits”**

Request for Proposal

December 2022

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 (herein after 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 expressed herein. The Agency alone shall have the overall responsibility to satisfactorily complete the entire project after taking all the required precautions to ensure that no loss or damage of whatsoever nature is caused
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. However, it is clarified that this RFP and all its clauses, terms & conditions etc. shall deemed to form an integral part of the Agreement and shall be strictly binding upon the Agency. In case of any inconsistency between the clause, terms & conditions of the Agreement finally executed and of this RFP, the clauses, terms & conditions of the Agreement finally executed shall always be considered as final & binding and shall prevail upon the RFP document.

SECTION 2: LETTER OF INVITATION

New Delhi Date: December, 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 5. Name of the Client is as per Data Sheet 1.
2. **Objective:** The objective of this assignment is to seek services of an ICT Agency for developing a Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits. The details of functioning of BP Department and its activities are given in Data Sheet 4. The ICT Agency will work with DDA to develop and implement Application that will be used both by citizen and DDA authorities. By DDA we mean Delhi Development Authority, its subordinate offices, programmes and various initiatives taken from time to time.
3. **Selection procedure:** An ICT Agency will be selected as per Quality and Cost {Technically qualified, least Cost (L1)} Based Selection.
4. All agencies having capacity/expertise as per Data Sheet 1 are invited to participate in the RFP.
5. The 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 Q. 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. The official website for accessing the information related to this RFP 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),
DELHI DEVELOPMENT AUTHORITY

SECTION 3: INSTRUCTIONS TO APPLICANTS

Introduction

1. The client (hereinafter called—DDA) proposes to select an ICT Agency in accordance with the method of selection specified in this document. Applicants are advised that the selection of ICT Agency shall be on the basis of an evaluation by DDA through the selection process specified in this RFP. Applicants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that DDA's decisions are final without any right of appeal whatsoever.
2. The Applicants are invited to submit Pre-Qualification, 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 RFP, in relevant sections herewith.
3. The Proposal will form the basis for grant of work order to the selected ICT Agency. The ICT Agency shall carry out the assignment in accordance with the Terms of Reference of this RFP (the —TOR).
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:
 - a. will reject the Proposal for award if it determines that the Applicant has engaged in corrupt or fraudulent activities in competing for the work order in question;
 - b. will 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.
7. **Dispute Resolution:** If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this 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 DDA, whose decision shall be final.
8. **Termination of Assignment:** 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 and also through registered email address of the tenderer.
 - 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.
 - If the contract is terminated due to 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.
9. The Applicant shall submit his 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. Pre-Qualification Proposal, Technical Proposal and Financial Proposal shall be submitted only through 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:**

- a. 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
 - b. Without prejudice to the generality of above, the DDA reserves the right to reject any Proposal if
 - i. At any time, a material misrepresentation is made or discovered, or
 - ii. The Applicant does not provide, within the time specified by the DDA, the supplemental informationsoughtbytheDDAforevaluationoftheProposal.
12. Disqualification
- a. Any misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant.
 - b. If such disqualification/rejection occurs after the Proposals have been opened and the highest ranking Applicant gets disqualified/rejected, then tender will be recalled invariably.
13. Acknowledgement by Applicant: It shall be deemed that by submitting the Proposal, the Applicant has:
- a. made a complete and careful examination of the RFP;
 - b. received all relevant information requested from the DDA;
 - c. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the DDA;
 - d. 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;
 - e. acknowledged that it does not have a Conflict of Interest; and
 - f. Agreed to be bound by the undertaking provided by it under and in term hereof.
14. The DDA and/ or its advisors/ consultants 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 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.

Clarification and amendment of RFP documents

15. Applicants may seek clarification on this 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-mails mentioned in the Data Sheet 1. The DDA will endeavor 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 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.

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 no. of participants from an applicant, who chose to attend the Pre-Bid Meeting, shall not be more than two per applicant. The representatives at ending the Pre-Bid Meeting shall accompany with an authority letter duly signed by the authorized signatory of his/her organization.
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 endeavor 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 amount mentioned in the Data Sheet 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 are opened.
 - (iii) The unique transaction reference on RTGS/NEFT against EMD, E-Tender Annual Charges shall be placed online at specified location for Tender on the CPP Portal.
20. Alternate / Option for EMD deposit
 - (i) 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 Data Sheet 1. The Bank Guarantee shall be in the format of Form E.
 - (ii) 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]>
 - (iii) In addition, a scanned copy of BG/DD (in PDF format) shall also be uploaded on Central Public Procurement Portal (hereinafter referred to as CPP Portal).
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 Data Sheet 1. Further, the bidder must keep the Purchaser informed of any change in the status of the company.
22. Miscellaneous regarding EMD–
 - (i) Bids received without the specified Earnest Money Deposit Bid Security will be summarily rejected.
 - (ii) DDA will not be liable to pay any interest on Earnest Money Deposit.
 - (iii) Bid security of Pre-Qualified but unsuccessful Applicants shall be returned, without any interest, within one month after grant of the work order to the Selected Applicant or when the selection process is cancelled by DDA.
 - (iv) The Selected Applicant's Earnest Money, if it is in form of BG, shall be returned, without any interest upon the Applicant accepting the work order and furnishing the Performance Security in accordance with provision of the RFQ cum-RFP and work order.
 - (v) The Earnest money given by all the bidders except the lowest bidder will be refunded immediately after the deposit of Performance Bank Guarantee by L1 bidder. However, no interest shall be payable on the Earnest Money.
23. DDA will be entitled to invoke the Earnest Money Deposit 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 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, neither failed to 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 been expelled from any project or agreement nor have had any agreement terminated for breach by such Applicant or its Associate.

Preparation of Proposal

26. Applicants are requested to submit their Proposal in English language and strictly in the formats provided in this 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 RFP Document.
28. Bid should be valid for the period mentioned in the Data Sheet 1.
29. The Prequalification Proposal and 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 Prequalification / technical proposal.
30. Failure to comply with the requirements spelt out above shall lead to disqualification. 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 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.
 - 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 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, air fare, transportation, 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 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. Omissions, if any, in costing of any item shall not entitle the Applicant to be compensated and the liability to fulfill 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 Financial Proposal. In case of any statutory taxes/duties are levied after the award of work and during the period of contract,, the same may

be made applicable in accordance with Government of India guidelines. 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 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 Declaration, Pre-Qualification, Technical and Financial proposal.
38. Authorized Representative's authorization should be confirmed by a resolution/power of attorney by the Board/competent authority accompanying the Proposal (Pre - Qualification 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 Pre-Qualification proposal are given in Data Sheet 2. Applicant shall also submit/upload compliance sheet (certifying meeting the PQ criteria) as per format in para 2 of Data Sheet 2.
41. Documents to be submitted / uploaded in Technical Proposal are given in Data Sheet 3.
42. After the deadline for submission of proposals the EMD declaration 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 Technical and Financial Proposals shall remain sealed on the CPP portal at this stage. Similar will be the process for opening Technical Bids of bidders who qualify pre-qualification.
43. Preparation and submission of Financial Bids-
 - a. Schedule of price bid in the form of BoQ_XXXXX.xls
 - b. The Bidders 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.
44. The Bidder 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.
45. 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.
46. Modification and Withdrawal of Bids: No bid may be altered/modified after submission to the DDA. In case, the Bidder 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) would liable to be forfeited. Conditional bids shall not be entertained and shall simply be rejected.

Proposal Evaluation

47. The submissions for Pre-Qualification shall be evaluated first as specified in this RFP. Subsequently the technical evaluation as specified in this RFP will be carried out only for those Applicants who meet the Pre-Qualification criteria. 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.
48. As part of the evaluation, the Pre-Qualification Proposal submission shall be checked to evaluate whether the Applicant meets the prescribed Minimum Qualification Criteria. Subsequently the Technical Proposal submission, for Applicants who meet the Minimum

Qualification Criteria (—Shortlisted Applicant), shall be checked for responsiveness in accordance with the requirements of the RFP and only those Technical Proposals which are found to be responsive would be further evaluated in accordance with the criteria set out in this RFQ-cum-RFP document.

49. Prior to evaluation of Proposals, the DDA will determine whether each Proposal is responsive to the requirements of the 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 Pre-Qualification Proposal

- a. The Pre-Qualification Proposal is received in the form specified in this RFQ cum-RFP;
- b. it is received by the Proposed Due Date including any extension thereof in terms hereof;
- c. it does not contain any condition or qualification; and
- d. it is not non-responsive in terms hereof.

RFP Stage Technical Proposal

- a. the Technical Proposal is received in the form specified in this RFQ-cum-RFP;
- b. it is accompanied by the Earnest Money Deposit as specified in this RFQ-cum-RFP;
- c. it is received by the Proposed Due Date including any extension thereof in terms hereof;
- d. it does not contain any condition or qualification; and
- e. it is not non-responsive in terms hereof.

Financial Proposal

- a. The Financial Proposal is received in the form specified in this RFQ cum RFP;
- b. it is received by the Proposed Due Date including any extension thereof in terms hereof;
- c. it does not contain any condition or qualification; and
- d. It is not non-responsive in terms hereof.

50. The DDA reserves the right to reject any Proposal which is non-responsive 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.

51. Prequalification Evaluation: As part of the PQ evaluation, the Pre-Qualification Proposals submitted [in Form A] should fulfill the Minimum Qualification Criteria specified in Data Sheet 2. In case an Applicant does not fulfill the Minimum Qualification Criteria, the Technical Proposal of such an Applicant will not be opened and evaluated further. In such cases, the RFP details containing the Technical Proposal and Financial Proposal will not be opened after completion of evaluation of Pre-Qualification.

52. Technical Evaluation:

- a. The evaluation committee appointed by the DDA will carry out the evaluation of Technical Proposals [Form G] on the basis of the evaluation criteria and points system specified in Data Sheet 3.
- b. On the basis of 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 Bidder and/or may confirm on phone the quality of performance and/or may visit Bidder's client premises/service Centre, where the such services are being provided by the Bidder.
- c. Each evaluated Proposal will be given a technical score (St). If required, the DDA may seek specific clarifications from any or all Agency (ies) at this stage. The DDA shall determine the technical score (St) of the Agency after reviewing the clarifications provided by the Agency(ies). The evaluation committee shall determine the Agency(ies) that qualifies for the next phase on the basis of Minimum Qualifying Technical Score criteria specified in Data Sheet 1.
- d. The Committee will short list the bids according to capabilities and skills of the Bidders as per Technical Evaluation Criteria and open the financial bids of only the short-listed Bidders who are found technically qualified.

53. 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.

- 54. The sum total of all costs (column (g) in Form N) shall be taken as the Financial Bid. The Applicant achieving minimum qualifying Technical Score, 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

55. 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, invoke the Earnest Money Deposit of such Applicant, and the tender will be recalled invariably. .
56. 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 call for new proposals from the interested Bidders. In such a case, the DDA shall forfeit both the Security Deposit & 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. .
57. Once the quotation of the Bidder is accepted and the acceptance is communicated to the Bidder, the Bidder shall present itself in the office of the DDA and shall execute an agreement within 15 days, as per Form Q (Draft of Agreement).
58. 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.
 - b. In addition to above, the Successful bidder shall, prior to 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 bidder of its obligations under this Work order, in the form set out in this work order, in an amount equal 3 (three) percent of the total cost of Financial Proposal under this Assignment (in accordance with OM No. F-9/4/2020-PPD dated 30.12.2020 issued by Department of Expenditure, Procurement and Policy Division the Ministry of Finance, Govt of India).
 - 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. [Clause removed since Joint Venture consortiums are not allowed in this bid]..
 - 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 Performance Security will be retained by DDA until the completion of the assignment by the Applicant and be released 60 (Sixty) Days after the completion of the assignment, or 2 (two) years from the date of signing of agreement, whichever is later.
59. The Security Deposit and Performance Bank Guarantee (PBG) both will be invoked by DDA, in case the performance of the vendor is not found satisfactory during the period of Work.
60. The Bidder will not sub-let / sub-contract in part, or in full after getting the Assignment / Award of Work. In the event of Bidder sub-letting the work / sub- contracting in part or full after the Award of the Work, the Bidder shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the Performance Security Deposit and invoke the Performance Bank Guarantee. The Bidder shall have no claim, whatsoever, for any compensation or any loss on this account.

Signing of Contract

61. Subsequent to 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

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

Payment terms

64. The payment terms of the service charges as well as other charges quoted by the successful bidder shall be as per Data Sheet 5.

Confidentiality

65. Information relating to evaluation of proposals and recommendations concerning 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

66. The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this 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 genuine pre-estimated compensation and damages payable to the DDA for, inter alia, time, cost and effort of the DDA, in regard to the RFP, including consideration and evaluation of such Applicant's Proposal.
67. Without prejudice to the rights of the DDA under this Clause, hereinabove 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, undesirable practice or restrictive practice during the Selection Process, or after the issue of the WORK ORDER 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 a period of 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.
68. For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a. corrupt practice means
 - i. 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
 - ii. for avoidance of doubt, offering of employment to or employing or 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 there from, 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 Processor 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 any time 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 mutual agreement

69. 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

70. Default is said to have occurred
 - a. If the selected Bidder fails to accept the Purchase Orders
 - b. If the selected Bidder fails to deliver any or all of the services within the time period(s) specified in the purchase order or during any extension thereof granted by the Purchaser.
 - c. If the selected Bidder fails to perform any other material obligation(s) under the contract
71. If the selected Bidder defaults in the above circumstances, then the work will be get done from open market at the risk and cost of the selected agency.
72. The Contract to be executed with the Bidder (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 Bidder, after serving a prior notice of one month on the registered address of the Bidder or through registered email address of the Bidder.
73. If the contract is terminated due to 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.

Penalties

74. In case the Bidder fails to execute the work or there is delay in start of work in accordance with the requirements mentioned in this RFP & Contract or violates any of the terms & conditions thereof or 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 6: Penalties"
 - a. 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 equal 10% of total contract value.

Liquidity Damages

75. In the event that
 - a. The Selected Bidder does not provide or procure fulfilment of any or all of the conditions precedent set forth in the tender, and
 - b. the delay has not occurred as a result of breach of this Contract by the Authority or due to Force Majeure, the Selected bidder shall pay to the Authority, 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

76. The decision of the Vice Chairman (VC), DDA with respect to any of the matters pertaining to the tender or the agreement or arising therefrom shall be final and binding, and shall not be called in question in any proceedings or at any forum whatsoever.
77. 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 Purchaser and Bidders are bound to respect the same.
78. 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.

79. The DDA, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 - 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.
80. 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.
81. 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.
82. The DDA reserves the right to make inquiries with any of the Applicants about their previous experience record.
83. Any information/ documents/records received during the process shall not be used for any other purpose/contract.

Important Note

84. 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.
85. Intending agencies/Bidders need to register themselves on the CPP portal. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the CPP website. The portal enrollment is free of cost.
86. Bidders 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.
87. 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

88. 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.
89. 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.
90. Bidders registered in Contractor's Registration Board(CRB) of DDA are required to pay pay INR 20,000 as "e-tendering annual charges" .
91. 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.
92. Bidders will be required to submit "Integrity Pacts" on Rs. 100 non-judicial stamp paper in two original copies after prequalification.

Instructions for Online Bid Submission

93. 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.
94. Bidder should do the enrollment in the e-Procurement site using the "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.
95. Bidder need to login to the site thro' their user ID/ password chosen during enrollment/registration.

96. 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.
97. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
98. 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.
99. 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.
100. 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.
101. 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.
102. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
103. From my tender folder, he selects the tender to view all the details indicated.
104. 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.
105. 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 of the file size is less than 1 MB the transaction uploading time will be very fast.
106. 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 published from time to time before submitting the online bids.
107. 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.
108. 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.
109. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
110. The bidder has to select the payment option as offline to pay the EMD as applicable and enter details of the instruments.
111. 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.
112. 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.
113. 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.
114. If the price bid format is provided in a spread sheet file like BoQ_xxxx.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.
115. 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.
116. 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.
117. 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.
 118. 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 be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
 119. 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.
 120. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
 121. 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.
 122. 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 cphp-nic@nic.in.

Applicable Law

123. 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.
124. 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

125. 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.
126. 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.

Section 4: Data Sheets

Data Sheet	1	Important information and Important Dates
Data Sheet	2	Pre-Qualification Bid information and parameters
Data Sheet	3	Technical Bid Information and parameters
Data Sheet	4	Scope of Work and duration of Project
Data Sheet	5	Milestones and Terms of Payment
Data Sheet	6	Service Level Agreement requirements

Data Sheet 1: Important information and Important Dates

Important Information

Section	Clause/ para	Subject	Data
1	6	URL of DDA website	http://www.dda.gov.in
1 2 3	6 1 36	URL of CPP Portal	http://www.eprocure.gov.in
2	1	Name of the work	Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits for DDA.
2	1	Name of the Client	Delhi Development Authority, Government of India
2	4	Expertise required from the Agency	As per Data Sheet 2
2 3	6 45	Officer to whom Bid should be addressed / all correspondences should be made	Sh. Nitin Joshi, Dy Director (Systems), First Floor B Block, Delhi Development Authority Vikas Sadan, New Delhi 110007 Tel : 24661470 Email: ddsystems7@dda.org.in
2 3	6 15	Officer to whom submissions / request for clarification may be addressed / sent	-same as above -
3	9	Address for Submission of original EMD (if mode of EMD is BG / DD)	-same as above-
3	42	Venue for opening of Bids	-same as above-
3	17	Venue of Pre-bid Conference	Auction Hall , Ground Floor, D Block, Vikas Sadan, INA, New Delhi
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 with Central Bank of India, Vikas Sadan, I.N.A. branch, New Delhi (IFSC Code CBIN0282695).
3	19 20(i)	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 annual charge of e-tendering of Rs. 20,000.

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3 3	19 20(i)	Amount of EMD and PBG	1. EMD is INR 12,28,000- (Rs Twelve Lakh Twenty Eight Thousands Only) 2. PBG is 3% of contract value. * *BG is 3% of contract value as per Office Memorandum No. F.9/4/2020-PPD dated 30.12.2021, Ministry of Finance, GoI)
3	20(i)	BG / DD to be made in favour of	A.O. Cash Main, DDA, New Delhi, payable at New Delhi
3	21	Exemption to MSME	100% exemption of e-tender annual charges 50% exemption of EMD
3	28	Bid validity period	180 days from date of opening of Prequalification bids
3	52(c)	Minimum Qualifying Technical Score	Minimum Technical Score required for the Technical Bid to qualify is 70 and 60% score in each category (A, B, C, and D) of technical compliance sheet in Data sheet 3
Data Sheet 2	2(5)	Average Annual financial turnover of related services during the last three years.	INR Three Crore
Data Sheet 2	2(5)	Turnover requirement for three years for period ending	31.03.2022
Data Sheet 2	2(11)	Number of technically qualified manpower required	100
Data Sheet 2	2(15)	Projects, numbers and amounts required	a) One Project of Value >= Rs. 4.90 Crore OR (b) Two Projects of Value each >= Rs. 3.6 Crore OR (c) Three Projects of value each >= Rs 2.4 crore
Data Sheet 5		Project Duration	4.5 Years

Important Dates/ Tentative Schedule for Selection of Bidder

Release of this RFP (available on CPP Portal and DDA Website)	09.12.2022
Last date for submission of pre-bid queries / Request for Clarifications	14.12.2022
Pre-bid Meeting	16.12.2022 at 3:00 PM
Uploading of Response / Corrigendum to the RFP document	22.12.2022
Bid Submission Start date	05.01.2023
Last Date for submission of bids (3 bids-pre-qualification, technical and commercial)	12.01.2023
Opening of Pre-Qualification (PQ) Bid	16.01.2023 at 3:30 PM
Opening of Technical Bid and Financial Bid	Will be intimated later to shortlisted applicants

Data Sheet 2: Prequalification Bid Information and Parameters

1. Eligibility Guidelines:
 - a. The proposal can be submitted by an individual organization only. No Consortium is allowed.
 - b. Both OEMs and Partner Bidders can participate in the bid.
 - c. [Clause Deleted]
 - d. The single vendor will be designated as 'Bidder' or 'Vendor' or 'Agency' for the remainder of this document.
 - e. The bidder cannot provide project citations/ certifications of their group companies.
 - f. The bidder should have the necessary legal registrations/ certifications/ clearances required for providing the services in scope of this RFP.
 - g. Bidder should meet the requirements of parameters mentioned in next para2 below

2. Pre-qualification parameters and Documents to be submitted in Prequalification bid
The Bidders shall furnish all the required documents as given 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	<ul style="list-style-type: none"> Covering letter as Form A. To be signed in original by the authorized representative 	
2)	The Bidder has to be an ICT 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 five years as on 31 March 2022	<ul style="list-style-type: none"> Certificate of Incorporation Any documentary proof indicating that the bidder is in the business of developing ICT applications 	
3)	The bidder should (non-expired) ISO 9001: 2015 (or latest) or CMMi3 (or above) or ISO 27001: 2013 (or latest) certification or equivalent certification in ICT related area, as on date of submission of the bid.	<ul style="list-style-type: none"> Relevant Certificates with clearly mentioned details of expiry and organization name 	
4)	The bidder should be registered with the Indian Service Tax department and carry a valid PAN. Also they should be registered with relevant regulatory authorities.	<ul style="list-style-type: none"> Copy of PAN Goods and Service Tax (GST) Registration EPF Registration ESI Registration Income Returns for last three financial years as on 31 March 2022 (03 Returns) 	
5)	Bidder (Sole Bidder) should have a presence in Delhi-NCR to qualify.	Any Address Proof or Self Declaration, or to give an undertaking of opening a local service support Centre after Award of the Work/ Contract in Form A.	
6)	The bidder should have annual turnover of more than such amount as mentioned in Data Sheet 1 from Software Development and services for each of the last three Financial Years ending on such date as mentioned in data sheet 1.	Copy of the Audited profit and loss statement/ balance sheet/ annual report for last 3 years financial years ending date mentioned in data sheet 1, Certificate from CA (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.	

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		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.	
7)	The bidder should be in the business of development of ICT application relating to Building Plan Approval system or e-Gov software projects and should have executed / operationalized at least one such project in last 5 Years, as on Bid submission Date.	<ul style="list-style-type: none"> • Details of ONE work in Form E • Work Orders. • Work Completion certificate 	
8)	<p>Net worth of Bidder Company must be Positive in last three years 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>	<ul style="list-style-type: none"> • Chartered Accountant Certificate 	
9)	The bidder should not be an entity which 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	<ul style="list-style-type: none"> • Declaration in Form A 	
10)	Authorization	The bidders should submit Board resolution (attested by statutory auditor / Company Secretary clearly mentioning the registration number) along with power of attorney (In case Power of Attorney is submitted in copy the same should be attested by the statutory auditor / Company Secretary clearly mentioning the registration number) for authorizing the signatory[Form D]	
11)	Proof of depositing EMD and Tender Annual Charges of requisite amount	Copy of RTGS/ NEFT acknowledgement Or Copy of BG or DD[Form E]	
12)	In case, the bidder (Sole Bidder / Prime Bidder) is claiming exemption of EMD / E -tender annual charges being an MSME / Startups.	<ul style="list-style-type: none"> • A copy of the registration certificate under the MSME Act 2006 • A copy of the registration certificate under the Startup Guidelines... • self-declaration indicating that the bidder is entitled for the exemption under the Government of India Policy. [Form A] 	

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13)	The bidder must have such number of minimum Technically Qualified (in IT related field) Human Resources, as on the date of Bid Submission, as mentioned in Data sheet 1.	<ul style="list-style-type: none"> • Self-declaration in this regard[Form A] 	
14)	The bidder should not have incurred any loss (profit after tax should be positive) in more than two years during available 5 consecutive balance sheets, duly audited and certified by Chartered Accountant.	<ul style="list-style-type: none"> • Chartered Accountant Certificate 	
15)	<p>Bidder shall have experience of executing Turnkey IT projects and should have executed /operationalized relevant projects (Related to Development/customization of Building permit system) in last 5 Years, as on Date of Bid Submission,</p> <p>Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.)or Large Corporations in India:</p> <p>Projects of numbers and amount mentioned in Data Sheet 1</p> <p>Explanation : Large Corporation means corporations with turnover \geq 100 Crores.</p>	<ul style="list-style-type: none"> • Details of ONE work in Form E • Work Orders. • Work Completion certificate 	

Data Sheet 3 Technical Bid Information and Parameters

1. Technical Proposal is to be submitted electronically as per Form G, enclosing Technical compliance sheet and relevant document to support their claim.
2. Technical Bids of only those bidders who meet the “Pre-Qualification” criteria shall be considered for Technical Evaluation
3. Technical Evaluation parameters and documents to be submitted with technical proposal

Technical Compliance Sheet

Sr. No.	Technical Parameters for Evaluation	Max score																												
1.	<p>Bidder's Experience: Bidder's experience in implementation of software applications (supply, development, implementation, customization, training, operations & maintenance) for any Government organization / PSU in India in last 10 years as a separate work order. The bidder shall submit completion certificates/Go-Live certificates/ Ongoing Project Certificates for the same</p> <ul style="list-style-type: none"> • 1 Project = 4 Marks • Additional 1 mark for each project if it is for Online Building Permission software application including CAD based scrutiny Notes: <ol style="list-style-type: none"> a. Maximum 5 marks (4+1) for each project, b. Maximum 6 number of projects shall be considered) 	30																												
2.	<p>Quality Certifications: ISO 9001: 2008 or latest = 2 Marks ISO 27001:2013 = 2 Marks ISO:20000-1: 2018 = 2 Marks CMMI-3 or above quality Certification= 4 Marks</p>	10																												
3.	<p>Bidder's Experience of Operations & Maintenance of software projects during last 10 years. Each project must have completed at least 1 year of O&M.</p> <ul style="list-style-type: none"> • 1 Project = 3 marks. • Additional 1 Mark per project if it is for Online Building Permission System including CAD scrutiny. <p>Notes:</p> <ol style="list-style-type: none"> a. Maximum 4 Marks (3+1) per project. b. Maximum 5 number of projects will be considered for evaluation. 	20																												
4.	<p>Bidder's Strength of Technical Team: CVs of Technical Manpower available with bidder</p> <p>1> CV of Project Manager (Maximum 6 Marks)</p> <table border="1"> <tr> <td>Graduation in Engineering or equivalent</td> <td>1.0</td> </tr> <tr> <td>Post graduation in Engineering or equivalent</td> <td>1.0</td> </tr> <tr> <td>Management Education- MBA or PMP or Prince 2 or equivalent</td> <td>1.0</td> </tr> <tr> <td>Experience of implementing software projects for Govt. Organizations (0.1 mark per year of relevant experience)</td> <td>1.5</td> </tr> <tr> <td>Experience of implementing online building permission software (0.1 mark per year of relevant experience)</td> <td>1.5</td> </tr> </table> <p>2> CV of Domain Expert (Maximum 5 Marks)</p> <table border="1"> <tr> <td>Graduation in Civil Engineering / Architecture or equivalent</td> <td>1.0</td> </tr> <tr> <td>Post graduation in Civil Engineering/ Architecture/ Town Planning or equivalent</td> <td>1.0</td> </tr> <tr> <td>Management Education- MBA or PMP or Prince 2 or equivalent</td> <td>1.0</td> </tr> <tr> <td>Experience of implementing software projects for Govt. Organizations (0.1 mark per year of relevant experience)</td> <td>1.0</td> </tr> <tr> <td>Experience of implementing online building permission software (0.1 mark per year of relevant experience)</td> <td>1.0</td> </tr> </table> <p>3> CV of Sr. Software Developer (Maximum 5 Marks)</p> <table border="1"> <tr> <td>Graduation in Computer Science / Engineering or equivalent</td> <td>1.0</td> </tr> <tr> <td>Post graduation in Computer Science / Engineering or equivalent</td> <td>1.0</td> </tr> <tr> <td>Experience of developing/ customizing software applications for Govt. Organizations (0.1 mark per year of relevant experience)</td> <td>1.5</td> </tr> <tr> <td>Experience of developing/ customizing online building permission software applications (0.1 mark per year of relevant experience)</td> <td>1.5</td> </tr> </table>	Graduation in Engineering or equivalent	1.0	Post graduation in Engineering or equivalent	1.0	Management Education- MBA or PMP or Prince 2 or equivalent	1.0	Experience of implementing software projects for Govt. Organizations (0.1 mark per year of relevant experience)	1.5	Experience of implementing online building permission software (0.1 mark per year of relevant experience)	1.5	Graduation in Civil Engineering / Architecture or equivalent	1.0	Post graduation in Civil Engineering/ Architecture/ Town Planning or equivalent	1.0	Management Education- MBA or PMP or Prince 2 or equivalent	1.0	Experience of implementing software projects for Govt. Organizations (0.1 mark per year of relevant experience)	1.0	Experience of implementing online building permission software (0.1 mark per year of relevant experience)	1.0	Graduation in Computer Science / Engineering or equivalent	1.0	Post graduation in Computer Science / Engineering or equivalent	1.0	Experience of developing/ customizing software applications for Govt. Organizations (0.1 mark per year of relevant experience)	1.5	Experience of developing/ customizing online building permission software applications (0.1 mark per year of relevant experience)	1.5	20
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	<p>4> CV of Sr. Business Analyst (Maximum 4 Marks)</p> <table border="1"> <tr> <td>Graduation in Computer Science / Engineering or equivalent</td> <td>1.0</td> </tr> <tr> <td>Experience of preparing SRS/ FRS for projects of software applications for Govt. Organizations (0.1 mark per year of relevant experience)</td> <td>1.0</td> </tr> <tr> <td>Experience of working on projects of software applications for Govt. Organizations (0.1 mark per each project)</td> <td>1.0</td> </tr> <tr> <td>Experience of preparing SRS/ FRS for projects of Online building permission software applications for Govt. Organizations (0.1 mark per each project)</td> <td>1.0</td> </tr> </table> <p>Notes:</p> <p>a) Bidder must submit CVs of resources.</p> <p>b) The CVs must be signed by the resources indicating that they are ready to work on this project, if it's awarded to the Bidder.</p>	Graduation in Computer Science / Engineering or equivalent	1.0	Experience of preparing SRS/ FRS for projects of software applications for Govt. Organizations (0.1 mark per year of relevant experience)	1.0	Experience of working on projects of software applications for Govt. Organizations (0.1 mark per each project)	1.0	Experience of preparing SRS/ FRS for projects of Online building permission software applications for Govt. Organizations (0.1 mark per each project)	1.0																							
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5.	<p><u>Bidders Technical Presentation Cum Demo:</u></p> <p>Bidders should give a technical presentation showcasing Solution Description, Functionality, Architecture & Deployment model. Presentation on Proposed Solution Architecture and Backbone /NOC /SOC Infrastructure.</p> <table border="1"> <tr> <td>Single Window System application for online building permission system</td> <td>1.0</td> </tr> <tr> <td>Common Application form for all NOCs as per EODB norms</td> <td>1.0</td> </tr> <tr> <td>Empanelment/ registration of professionals</td> <td>1.0</td> </tr> <tr> <td>Common fee calculator and single payment</td> <td>1.0</td> </tr> <tr> <td>Computerized scrutiny of the Building Permission Application</td> <td>2.0</td> </tr> <tr> <td>NOC integrations for External Departments</td> <td>2.0</td> </tr> <tr> <td>NOC integrations for Internal Departments</td> <td>2.0</td> </tr> <tr> <td>Integrations with Digital Signature, SMS, e-mail, Payment gateways</td> <td>2.0</td> </tr> <tr> <td>Role and Accessed based Administration</td> <td>1.0</td> </tr> <tr> <td>Helpdesk support software monitoring</td> <td>1.0</td> </tr> <tr> <td>Integration with GIS</td> <td>1.0</td> </tr> <tr> <td>Joint inspection module</td> <td>1.0</td> </tr> <tr> <td>Mobile App for Site inspection</td> <td>1.0</td> </tr> <tr> <td>Occupancy Certificate module</td> <td>1.0</td> </tr> <tr> <td>MIS, Dashboard and Reports</td> <td>2.0</td> </tr> </table> <p>Notes:</p> <p>(a) The bidder needs to provide a PowerPoint Presentation.</p> <p>(b) Evaluation committee may ask for live demo of any of above functionalities.</p> <p>The marks will be awarded based on the evaluation of PowerPoint presentation as well as Live demo, as per the discretion of evaluation committee.</p>	Single Window System application for online building permission system	1.0	Common Application form for all NOCs as per EODB norms	1.0	Empanelment/ registration of professionals	1.0	Common fee calculator and single payment	1.0	Computerized scrutiny of the Building Permission Application	2.0	NOC integrations for External Departments	2.0	NOC integrations for Internal Departments	2.0	Integrations with Digital Signature, SMS, e-mail, Payment gateways	2.0	Role and Accessed based Administration	1.0	Helpdesk support software monitoring	1.0	Integration with GIS	1.0	Joint inspection module	1.0	Mobile App for Site inspection	1.0	Occupancy Certificate module	1.0	MIS, Dashboard and Reports	2.0	20
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Total Marks		100																														

Data Sheet 4 Scope of Work

Project Background

Delhi Development Authority (DDA) has implemented software application for automating the scrutiny and approval process of building plans as per the Development Control Rules (DCR) through OBPS (Online Building Permit System) program since Jan 2016.

Since the technologies now a days are innovative and efficient, their optimal utilization can bring a good and transparent e-governance mechanism in the system, which will benefit in terms of time management, financial saving, resource saving and saving in various expenses such as telecom, traveling, fuel, stationary etc.

There is a need for better cross-agency information management and integrated service delivery to the Applicants as per Ease of Doing Business (EoDB) norms. DDA is aware of the importance of an integrated service delivery to Applicants and speedy processing of clearances.

DDA therefore aims to provide an integrated Single Window Clearance System (SWCS) for providing all NOCs at various levels as a part of OBPS. However, an effective implementation of the SWCS requires that concerted effort should be made to re-engineer the current processes, procedures, strengthen institutional arrangement and supporting IT systems.

Therefore, DDA intends to procure and implement advanced software solution for Single Window Clearance System for Online Building Permit System with an objective of bringing reforms in existing e-governance system of DDA by creating holistic cum enhanced application.

Project Objectives

The proposed Single Window Clearance System (SWCS) is aimed at providing better quality citizen services and faster approvals. It will enable Applicants to get the required NOCs related to Building Permits online during submission of BP application. The SWCS will be a workflow-based system which will seamlessly integrate with other agencies to facilitate service delivery as required by the Applicants.

The process is conceptualized in such a way that respective departments for building permission will work in a parallel manner independently in order to issue Commencement certificate and NOC. The BP commencement will only be issued after the NOC from respective Departments are issued and obtained.

The common application form (CAF) will be filled by Applicants for obtaining the NOCs from internal as well as external departments during proposal submission; Applicants need not apply for every NOC separately. The information from Building Plan department will be shared with other departments for processing the NOCs. This shall be achieved either through providing a console to these departments for issuing approvals or by integrating SWCS with the existing online software applications of those departments.

This will help DDA in achieving better citizen services and timely approval in line of ease of doing business. Following are specific modules of SWCS as per EODB requirements:

- Single Window Clearance Portal.
- Common Application Form.
- Common Fee Calculator for automated computation of building plan fee as well as fees for other NOC departments.
- Consolidated online payment for Combined Fee.
- Automated scrutiny of CAD drawings of building plans.
- Mapping of Plinth and Occupancy Processes of Building Plan Approval
- Integration with NOCs from Internal & External Departments
- Computerized Risk Based Classification of buildings
- Upgradation and integration with Existing Building Permission System and Upgradation
- Randomizations of Building Inspector/ Asst Engineer for BP Department
- Joint Inspection mechanism for all concerned departments.
- Integration with GIS Color Coded Zonal Maps (CCZM).
- Site Inspection App (Mobile)

Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits

- Integration With External and Internal Departments
- MIS Reports and Dashboard

Project Scope and deliverables

The project scope has been divided into Three parts as mentioned in the below table:

- 6 Months of Design, Development & Implementation phase till Go-Live.
- One Year of Software Warranty & Operations Support.
- Three year of Software Maintenance & Operations Support

Sr. No.	Scope of Work	Description
1.	General	Supply, Install, Integration, Commissioning, Testing, and Maintenance of Single Window Clearance System for Online Building Plan Approvals for DDA.
2.	Requirement Gathering & Analysis	The Service Provider MUST clearly understand the requirements of the stakeholders and propose solution to meet all the specific business functional requirements. The Service Provider MUST carry out assessment of existing IT system and the proposed solution to arrive on Gap analysis. Cloud hosting / Server requirements for deployment of SWC shall be provided by DDA, including necessary hardware, OS & database software. Bidder to provide the Specifications for hosting/ deployment of application on server. Deliverables to be submitted include: - Development of System Requirement Specifications (SRS)
3.	Solution Design & Solution Architecture	The selected Service Provider will deliver the following deliverables on the basis of the provided Functional Requirements Specification in the RFP Document. Deliverables to be submitted include: - Design of Application Architecture - Design of Workflow with well-defined business rule for the solution - Design of Quality Assurance Plan & Methodology
4.	Solution Development	Develop the solution on the specifications finalized through the System Requirement Specifications and Solution design. Developed solution/Application will be hosted on Server provided by DDA. Deliverables: - Solution Software.
5.	Data Migration	Migration of the data from the existing Building Permission system to the new system will include identification of data migration requirements, migration of user data and master data, migration of documentary information, and migration of data from the legacy systems. The Service Provider shall perform the migration from the existing systems / applications to the newly developed integrated application. The data migration to be performed by the Service Provider shall be preceded by an appropriate data migration need assessment including data quality assessment.
6.	Solution Implementation & Go- Live	With respect to Solution Development the Service Provider needs to perform (but not limited to) the following activities: - Deployment of Portal & Applications. - Provide a web based interface for data entry. - Security Policy Implementation. The "Go-live" means that the system is ready in all respects i.e. design, development, testing & implementation and can be processed 5 applications through system.
7.	Testing & Acceptance	The Service Provider must build up an overall plan for testing and acceptance of system, in which specific methods and steps should be clearly indicated and approved by DDA. The user acceptance testing plan will be defined by the Service Provider, agreed and approved by DDA and will include all the necessary

Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits

		<p>steps to ensure complete functionality, operation and performance of the system.</p> <p>Testing must demonstrate that the new system satisfies the operational and technical performance criteria. All test cases will have to be approved by DDA.</p> <p>The SP must:</p> <p>Outline and provide testing methodology that will be used for testing.</p> <p>Define the various levels or types of testing that will be performed</p> <p>Provide necessary checklist/documentation that will be required for testing. The SI must describe how the testing methodologies will conform to requirements</p> <p>Indicate how one will demonstrate to DDA that all functions in the new system installed have been tested</p>
8.	Software Auditing Security	<p>The Service Provider shall conduct one time government approved security audit for the SWC software solution through NIC or any Government approved/empaneled agency.</p>
9.	Comprehensive Training	<p>The Service Provider is required to carry out the following activities:</p> <p>Train the Trainer i. e. Core team members selected by DDA to enable them to effectively operate the system.</p> <p>Activities and Deliverables</p> <p>10 days training (2 days * 5 sessions) to Core Team of DDA which includes training, hands on practice.</p> <p>The Service Provider shall provide trainers for the training. Space & IT infrastructure for trainings shall be provided by DDA at central place i.e. Head office of DDA.</p> <p>DDA shall ensure the attendance of trainees for the scheduled training programs. The schedule of training programs will be decided by the Service Provider in consultation with the "Officer-In-Charge" designated by DDA for the project.</p>
10.	Warranty Support	<p>The Service Provider is required to provide warranty support for one year from the Go- Live date as a part of project.</p> <p>Two technical support executives shall be available exclusively for DDA during Warranty period by the Service Provider for onsite operational support.</p> <p>(a) 1 No. of CAD Technical support executive- Having degree/ diploma in Civil Engineering/ Architecture/ Draftsman or equivalent with minimum 1 year of experience.</p> <p>(b) 1 No. of IT Technical Support Executive- Having degree / diploma in IT/ Software/ Networking/System Admin with minimum 1 year of experience.</p>
11.	Maintenance Support (O&M) for Three Years	<ol style="list-style-type: none"> The Maintenance Period for providing on-going assistance for a period of Three years post warranty. During the O&M periods, the Service Provider shall cover following objectives: <ul style="list-style-type: none"> Bug fixing and updates Help Desk Support Remote technical support Changes or modification in user interface which do not have any impact on the base engine of the system or database Maintain rule database and implementation of changes in the values of the existing DC Regulations Maintain rule database and implementation of changes in any amendment or correction made in the existing DC Rules. Two technical support persons shall be available exclusively for DDA during O&M period by the Service Provider, same as under Warranty period.

		(a) 1 No. of CAD Technical support executive- Having degree/ diploma in Civil Engineering/ Architecture/ Draftsman or equivalent with minimum 1 year of experience. (b) 1 No. of IT Technical Support Executive- Having degree / diploma in IT/ Software/ Networking/System Admin with minimum 1 year of experience.
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Functional Scope

Overview

The proposed web based application is to have a SWCS for the DDA concerning the building and planning approvals system and associated measures. This SWCS will be web enabled and citizen oriented in order to facilitate transparency in the working, comfortable filing from the end user's side and also keep digitized records for the future use by the authorities. The proposed process flow is mentioned below: -

Architect should be able to submit proposal online to various departments from his login through single window.

The system shall provide interface to department for updating the status of NOC.

The proposal is directed towards required department for NOC. The officer of that department will update the status of NOC in the system.

Parallel scrutiny in Building permission and NOC departments should be possible in online single window system.

Single Window Clearance System (SWCS) Portal for Building Permission and all NOCs

This will be a single window portal to obtain all clearances, NOC's and related approvals from different departments.

It will have facility of submitting all fresh/ related application along with regulatory/ necessary documents at a single location or as a single entity.

Applicant as well as officials would be able to receive the status updates on application through SMS and e-mail and would be able to check application status with/ without login to the system. This would also include clearances which may be obtained along with building plan application or independently.

The system shall have a provision of direct submission of proposal to all NOC departments by filling Common Application Form (CAF) from architect's console.

Common Application Form (CAF)

A common application shall be developed as a front face for the Single Window system to capture exhaustive information about the building proposal in conjunction with the details produced by the Automatic Scrutiny module.

This common application form will form the basis for all further workflow and processing. The mandatory and non-mandatory fields should be clearly specified to ensure that applicant cannot move further without providing all the mandatory information.

Through this applicant may able to create an application for NOC/ REMARKS department where applicant wants to apply for the NOC/ REMARKS. The applicant has the option of initiating certain NOCs prior to submitting the application to the Building Proposal department. Workflow for the same should be triggered accordingly.

Submission of Application

Once CAF is filled, Docs are attached and payment made then application will reach the entire department selected along with Building Proposal department.

Application is as smart that as per filled information there is need of some NOC and applicant has not selected that that also selected and necessary fee is calculated while filling the application.

Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits

However, if BP department official found that, there is need of remarks/ NOC from some department then he can forward the request to that department fee will be communicated through console, SMS, email communication during scrutiny.

The BP department official should have the option of selecting from a list of NOCs to which the application has to be sent.

Once selected, a separate workflow should be generated for each of these NOC providing departments. An email/SMS notification should also be sent to them to notify them of this application.

Validation against business rules

Fields provided in CAF are in-consultation with all departments involved in issuing Building plan are such that it will not capture garbage or wrong information however concern department shall take care of data validation and timely advice to modify fields in CAF related to their section.

Once the application is filled by architect/applicant, the required information is capture or not is validate through validation matrix on form file captured in CAF.

Validation structure will be provided by the Concern NOC department. Only all mandatory information filled applicant will able to submit application to concern department.

Intelligent Checklist for each type of Permission

System would consist of intelligent checklists to help applicant in identifying different permissions required for each department.

Based on input or plan parameters system will identify the necessary documents/ permissions required for each project.

Upload scanned documents, building plan

Each phase will need to have a section for uploading documents While filling the CAF at each section provision shall be made to inform documents required in the particular folder name of that folder unless upload the documents application will not permit to fill further in CAF.

An exhaustive list of documents required per phase will be provided by the department to the SWCS service provider.

The documents uploaded by the applicant should be commonly available to all users of the Single Window System. Different departments may require different documents for providing clearance.

Common Fee Calculator

Automated Calculation of Scrutiny Fees for each department budget head-

After filling the CAF the application will calculate consolidated fees as per each department requirements and calculation methodology. Some charges may modify regularly that modification pattern shall be captured in the application. The modification in the calculation pattern shall be communicated through the system to all by message.

The system shall have also facility to calculate water requirement, drainage requirement based on built-up area of construction.

Once the application is submitted, the combined scrutiny fee should be calculated and displayed for the user. The scrutiny fee structure will be provided by the BP department. Only once the fee is paid should the permanent proposal number be generated. Application will be considered to be submitted only after payment of scrutiny fees

Mapping Plinth and Occupancy Process of Building Plan Approval

System should also to take into account process for drawings submitted for approvals, revision of drawings, submission of drawings at Plinth level stage and final drawings at completion/ occupancy stage. The Service Provider shall define and standardize the workflows for occupancy process.

Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits

Integration with NOCs

The System should be integrated with all other related NOC departments of DDA. The proposed system should provide APIs for integration with related NOCs.

In case the NOC department do not have a software application for their internal approval processes, such departments will be provided with a login console in SWCS so that they can facilitate & provide their NOCs.

The relevant officer within the department would be able to forward the file to the respective officers in the respective departments for NOCs. These officers would be provided a login to the System and they would be able to view the files and necessary supporting documents, based on which they would be able to approve/reject the application and also submit their comments.

Computerized Risk based Inspection

Computerized risk-based inspection process automation is required for ease of business process for citizen as well as departmental personnel.

Selected Service Provider will develop an online portal to enable day to day operation of third party (architects, citizens etc.) and in-house staff.

Selected Service Provider will also develop an online rating system of registered agencies (architects) in line with the guidelines from MoUD for Ease of Doing Business.

Integration with existing building Permission System and Upgradation

The Service Provider has to study existing building permission system and need to upgrade existing Building Plan Approval solution to automate the process of building plan approval which involves the survey of the site, work flow for the approval process & scrutiny of the site plan with issuance of appropriate approvals and certificates from DDA. There should be provision for geo-tagged images of the site inspection using mobile based solution to validate the ground truth.

The workflow should be well defined which clearly showcases at what stage the application have reached to both DDA and applicant.

Automated Scrutiny of CAD building plans

The Service Provider shall upgrade existing system so that the system should be able to associate the relevant data with the drawing.

The bylaws would be customized in the CAD Scrutiny Software Application. The system would read the data from the CAD / any equivalent drawings in DWG/ DXF file format and establish relationship between the various entities and produce scrutiny reports by mapping all applicable DC rules. Analysis will be done in accordance with the applicable Development Plans (DP) and Development Control Rules (DCR).

System will provide an interface to capture scrutiny details (Scanned /CAD / any equivalent format) and relevant drawings of the proposals approved earlier so that information can be entered. Tables with respect to Area statements and building component calculations (such as opening schedule, parking calculations, water tank capacities etc.) and calculation for all other parameters as mentioned in the applicable DCRs shall be generated in the drawing. Complete requirement will be studied by the Service Provider at the time of preparation of SRS. Multiple reports shall be generated – Scrutiny Report, Failed List Report, Check List Report. The work flow management should have administrative controls, hierarchical login, compatibility of data transfer and integration to GIS platform (for any envisaged integrations in future).

Based on the CAD / any equivalent drawing the various fees associated should be calculated automatically. It should ensure an easier integration of 3rd Party Applications using web services or APIs. The solution should manage the content lifecycle (drawings, certificates, note sheets etc.) related to each proposal so as to maintain complete traceability.

The sanctioned proposals should be displayed on the public domain. The sanctioned proposals should be viewable on the standard maps used online. The proposed system should have discretion approval flow if architect wants to get relaxation on drawing deviation under local circular or Government GR as per requirement suggested by DDA.

Randomizations of Assistant Engineer / Building Inspector

The system will automatically submit the file to AE depending on loading of applications.

The applications will be distributed to AE having lowest number of applications in his consoles. The proposal shall be forwarded to Engineer based on his area/village as per requirement of DDA.

Once the application received to the system then this application shall be routed to particular village/Location automatically and also have the facility to distribute the proposal to Engineer having lowest number of applications in his consoles.

Joint Inspection

The system has the facility to update the status of joint report of site inspection. A computer generated notice / SMS alert shall be issued to the applicant and specified departments etc. for the Joint Inspection by the Departments. The system shall generate the joint inspection report.

A joint site inspection Intimation in advance is issued through system to all concern officials of different departments involved in issuing completion certificate. On specified date and time all concern officials visit the site jointly The Joint Site Inspection will be scheduled for the proposals submitted in previous week. All the concerned officers will visit and inspect the site. Once the visit is done, the officers will upload the inspection reports and photographs.

Integration with GIS

Each application will be linked with the GIS data and relevant information would be shared to each department. This will be a two way communication.

When any proposal is received from Architects the system checks for authenticity/boundaries and zoning plan of the plot on GIS system and moves forward for scrutiny.

Inspection App (Mobile)

Physical inspection is one of the core functionality in the proposed system. An inspection app is to be developed to capture data on site and reporting. This app reduces the data entry activities; eliminate delay in the process and loss of data. The system integrator should study the system and provide an optimal solution.

Integration with External and Internal Departments

The proposed system will be integrated eventually with various external and internal departments. So the system should be designed individual loosely coupled servicing model with open web services and can enable integration with minimum efforts. The following are indicative list of departments that need to be integrated.

1. Railways
2. Defense
3. NMA (National Monument Authority)
4. NDMC
5. DUAC
6. Delhi Metro
7. NHAI
8. AAI (Airport Authority of India)
9. RERA

The proposed system shall be integrated with following legacy systems:

1. Accounts Department
2. Property Tax department
3. Town Planning: DP remarks
4. Town Planning: TDR details
5. CFC (Citizen Facility Center)
6. E-Governance system

Upgradation of UBBL 2016 as amended time to time and master Plan 2041 as and when Notified by Government

Vendor will have to incorporate the Upgradation of UBBL 2016 as amended from time to time and Master Plan for Delhi (MPD)-2041 as and when notified by Government.

MIS Reports and Dashboard

The SWCS should be able to generate reports as per the requirements of DDA. The solution should be able to Interface / Download / incorporate data from all application modules of proposed solution to be implemented in DDA. The Solution should provide a user driven reporting tool capable of various multidimensional analysis across parameters, periods and dimensions.

The Agency shall be responsible for incorporating the digital dashboards layer in the solution to enable the decision makers in DDA to view information regarding various departments, projects or status of various service requests and non-conformance of defined timelines in the form of drill down dash boards. These should be available as information cubes with the information being presented in easy-to-understand charts and tables with drill down capabilities. The Dash Board should update dynamically by retrieving the data from various modules.

Dashboard being a tool, acts as the information radiator to identify the health of the system. It notifies and alerts the users/ stakeholders regarding the issues, tasks to perform and pendency reports in a defined manner and helps them to take effective decision making.

1. The system should facilitate secure login for the users. Post-login, the users should be presented a different dashboard for different category of users
2. The system shall provide relevant notifications generated for different category of user on their dashboard.
3. A customized dashboard should be made available to the users based on the information provided earlier and the customized list of licenses/permits/clearances required. The customized dashboard should present the summary of application and the next steps/action to be taken.
4. Dashboard should be designed in a plug and play model and can be customized according to the users' requirements.
5. Multiple Reports should be designed according to the stakeholders' objectives and participations. It can be broadly classified into
 - a. Masters
 - b. Transactions
 - c. Pendency
 - d. Escalation
 - e. General Feedback

All the reports should enable the drill down facilities till its roots level as applicable.

Legacy Data Migration:

The agency shall take all the existing data including registration of architects and building drawing etc. and will facilitate smooth migration of all existing data to the new software in a way that OBPS software does not have any downtime.

Data Sheet 5: Milestones and Terms of Payment to the Selected Agency

This is a time bound and high priority project. It must be understood that the successful bidder has made the proposal after fully considering all such factors, which may have any bearing on the time schedule.

The total project duration is as follows:

- Development, Customization, Implementation and Go Live: 06 months from the date of issue of work order.
- Warranty Support: 12 months from the date of Go Live
- Annual Maintenance Support: 03 years from the date of completion of Warranty Support.

Annual Maintenance Support (AMC) can be extended by DDA for further 3 years' maintenance, at its absolute discretion at the rates quoted by the vendor or finally reached at through negotiations etc. whichever is lesser, if services are found satisfactory. No supplementary agreement is necessary for this. A formal letter from DDA to this effect & acceptance from agency shall suffice. During extended tenure of services same terms & conditions will applicable. However, the assignment may be terminated any time at the discretion of DDA without assigning any reason there of if the services are not found satisfactory or services are not required after certain period.

Various Stages of the project, the Milestones and Terms of Payment are mentioned as below

S.N.	Stage	Primary Deliverable	Mile Stone Completion Time (in months)	Payment Schedule/Milestone
1	System Study Conduct System Study, Gap Analysis and BPR required. Preparation of SRS, FRS and finalizations of SRS, DDA Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to DDA for a signoff.	SRS, FRS and System Study Report	TD+ 01 Month	10% of PART A in FORM N
	Customization and Development of the Software Includes Customization, Configuration, and Deployment of Automated Business Process System, Merging Historical Data, Deployment and UAT signoff Also includes Data Collection and Migration of the Legacy Data with DDA signoff.	Customized Solution, test cases for UAT and Legacy Data Migration	TD+05 Months	30% of PART A in FORM N
	Application Training & submission of soft copies of Tutorials, Help Manuals & Training Videos.	Training Report, Manuals, tutorials etc.	TD+5.5 Months	10% of PART A in FORM N
	Security Audit and System Go-Live	Audit Certificate, 05 successful cases in Live Environment	TD+06 Months	20% of PART A in FORM N
	Completion of Warranty Period for 1 Year	Satisfactory Performance Certificate and Quarterly Progress Certificate	12 Months After Go Live	30 % of PART A in FORM N
	Yearly Support Fee for 03 Years including manpower for help desk support: Start	Quarterly Progress Report	Up to 03 Years after Completion	25 % of Annual Maintenance Fee (i.e. 25 % of one

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	after completion of 1 Year of Warranty Support and Includes product upgrades and maintenance, hosting support and dedicated manpower support for a period of 3 years		of Warranty Support	third of amount quoted for 03-year maintenance) as quoted in PART B to be paid quarterly.
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Data Sheet 6: Service level Agreements (SLA)

1. In the event that
 - i) 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
 - ii) 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.
2. 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 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 service provider.
3. In case the performance of service provider is not found satisfactory during the period of facility maintenance contract, Performance Bank Guarantee will be invoked by DDA.

SECTION 5: STANDARD FORMS

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Form A: Covering Letter / Pre-Qualification Proposal Submission Form

[Location, Date]

To
Dy Director (Systems)
Delhi Development AuthorityVikas
Sadan
New Delhi-110007

RFP [ID] dated [date] for selection of Agency for [name of assignment]

Dear Sir,

1. With reference to your RFP Document above, we, having examined all relevant documents and understood their contents, hereby submit our Pre- Qualification 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 Page No. _____ to ___ (including all documents likeannexure(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 your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
5. We are submitting our Proposal as [name of the Applicant]. The Proposal is unconditional and unqualified. We understand you are not bound to accept any Proposal you receive.
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. We are bidding as sole bidder for this tender.
8. 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. We shall make available to DDA any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
11. We acknowledge the right of DDA to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
12. 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 arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project,

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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. 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. We understand that you may cancel the selection process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the ICT Agency, without incurring any liability to the Applicants.
15. We declare that we are not a member of any other Consortium/JV applying for selection as an Agency in this tender.
16. 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 adverse 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 charge-sheeted by any agency of the Government or convicted by a court of law for any offence committed by us or by any of our affiliates.
17. 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 as on the date of this RFP.
18. 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. 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. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever 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. We agree and understand that the proposal is subject to the provisions of the 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.

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22. We agree to keep this offer valid for [____] days from the PDD specified in the RFP.
23. We have a local Office in Delhi at following address-[Mention Address]
<or>
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 Pre- Qualification Proposal read with the Technical and Financial Proposal shall constitute the application which shall be binding on us.
28. We agree and undertake to abide by all the terms and conditions of the RFQ-cum- RFP Document. Compliance Sheet the minimum requirement for pre-qualification is enclosed.
29. We certify that have the necessary capabilities to undertake the project: If at any time it is found out 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 there of 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 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 Bidder / bidder and reject the tender/bid is accordance with terms and conditions of the tender/bid.
33. I am 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 or delete this clause if not applicable>*
34. I (Sole 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 firm qualifies the Pre-qualification, I hereby undertake to submit the Integrity Agreement (Form B) in original, on stamp paper of requisite value, within 7 days of receipt of request from DDA, failing which, my bid may be treated as null-and- void.

We remain, Yours sincerely,
Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:

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Address:

Telephone:

Fax:

Email:

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

Encl.: Compliance Sheet.

[Please attach duly filled PQ Compliance Sheet (as per para 2 Data Sheet 2) with this letter]

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 on Non-Judicial Stamp Paper (INR 100) purchased by Bidder/Lead Member in case of Consortium.

INTEGRITY AGREEMENT

This Integrity Agreement is made aton this Day of 20

BETWEEN

Chairman DDA represented through Director (Systems), DDA, (Hereinafter referred as the 'Principal / Owner', which expression shall unless repugnant to the meaning or context hereof 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 expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal /Owner has floated the Tender (RFP No.) (hereinafter referred to as "Tender / Bid") and intends 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 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 witnesses 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 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.
 - c. The Principal / Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of a biased 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 or if there be a substantive 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 suspected acts 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) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the 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 or execution of the Contract or 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, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC / 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.
 - 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 practice 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

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

- 1) If the Bidder(s) / Contractor(s), either before award or during 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.
- 2) 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 / determined 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.
- 3) Criminal Liability: If the Principal / Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal / Owner has substantive 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.
- 2) If the Bidder makes 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 - 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 Pacts as specified above, unless it is discharged determined by the Competent Authority, DDA.

Article 6 – 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.
- 6) If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged determined by the Competent Authority, DDA.
- 7) 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.

Article 7 - 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 any of the provisions covered under this Integrity Pact.

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

.....

(For and on behalf of Bidder/Contractor)

.....

(For and on behalf of Principal/Owner) WITNESSES:

1. (Signature, name and address)

2. (Signature, name and address)

Place: Dated:

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 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 Lacs)	Turnover from ICT 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:

Chartered Accountants Company Seal:Authorized

Signatory's Signature:

Authorized Signatory's Name and Designation:

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]

Witnesses:

- 1) [Signature, name and address of witness]
- 2) [Signature, name and address of Witness]

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

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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 Apostle certificate.

FORM E : Format of Bank Guarantee for Earnest Money Deposit

BG No.

Date:

- 1) 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 fulfillment 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 any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfill or comply with all or any of the terms and conditions contained in the said RFQ - cum – RFP Document.
- 2) Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfillment 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 fulfillment 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.
- 3) 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 fulfill and comply with the terms and 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]).
- 4) This Guarantee shall be irrevocable and remain in full force for a period of 1 80 (one hundred eighty) days from the Proposal Due Date and a further claim period of thirty (30) days or for such

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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.

- 5) 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.
- 6) 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.
- 7) 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.
- 8) 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.
- 9) 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.
- 10) We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.
- 11) 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 hereof, on or before [date].

Signed and Delivered by [name of bank]

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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.

Form F: Details of Works Executed / Bidder's Experience

(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

Signature of Authorized 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 Lakh/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 the contract (in INR in Crore):
Start Date (Month/Year) Completion Date (Month/Year)	No. of professional staff-months provided by associated consultants
Name of Lead Partner	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Name of Associated Consultants, if any:	

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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 Datasheet will be considered for evaluation only if relevant workorder/contract agreement and client certificate is submitted for the same.

Firm's Name:

Authorized Signature:

Note: For the purpose of evaluation of Bidders INR 80.0 (INR Eighty) 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 in to 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.

Form G: Technical Proposal Submission Form

To
Dy Director (Systems)
Delhi Development Authority Vikas Sadan
New Delhi-110007

[Location, Date]

RFP [ID] dated [date] for selection for [name of assignment]

Sir

With reference to your 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 Data Sheet 3)

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Form H

[Location, Date]

Form for Submission of details about past work

Following Work has been developed by the Bidder for our clients

Name and Address of Client:

Work Order date:

Work Completion date:

Title of Work:

Amount (INR):

url / access to the application:

Context in which the work was undertaken Nature of services provided:

Certified that the aforesaid services were provided by [name of the company]

[Authorised signatory]

Please enclose copy of work order & work completion certificate

FORM I

Demonstration of understanding of the Department's requirements

In this chapter you should explain your understanding of the objectives of the assignment/job, understanding of the expected structure, design and outputs of the portal,. You should highlight the problems/project specific risks and their importance and explain the technical approach you would adopt to address them

Accordingly, Please provide a Note on the Following-

1. SWOT Analysis of DDA's proposal / scope of work
 2. Issues and Challenges likely to be faced in implementation of project
 3. Mitigation strategies
 4. Understanding of Stakeholders' expectations
 5. New ideas for additions to scope of work
-

FORM J

Details of Workflow Engine Proposed to be Deployed

Name of Workflow Engine:	
Developer Details	
Details of Enterprise Edition (if any)	
Overview :	
Key Features	
Design	
Deployment	
Performance Analysis	
Use Cases	

FORM K

Proposed Solution

Please provide a Note on Bidder's idea of proposed solution to the DDA's scope of work, covering the Following-

1. Concept and Vision
 2. Approach to the assignment/job,
 3. Methodology for carrying out the activities and obtaining the expected output
 4. Justification of the main activities of the assignment/job,
 5. Strategy for collection of information / data
 6. Design and Output of the Portal
 7. Project Life cycle
 8. Database Tool details
 9. Alternate Monumentation methodology / specification (if any)
 10. Completeness and responsiveness to the department's requirements
 11. Scalability of Solution
-

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4	System Acceptance and Operationalisation 1. 2. 3. 4.													
5	Database Migration													
6	Delevelopment Phase Exit													
7	O&M Phase													

FORM M

Curriculum Vitae (CV) of Key Personnel

- a. **Proposed Position** [*only one candidate shall be nominated for each position Expert*]:
- b. **Name of Firm** [*Insert name of firm proposing the staff*]:
- c. **Name of Resource Person** [*Insert full name*]:
- d. **Date of Birth**:
- e. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]:
- f. **Total No. of years of experience**:
- g. **Total No. of years with the firm**:
- h. **Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory)**:
- i. **Details of Involvement in Projects** (*only if involved in the same*):
- j. **Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From (Year)	To (Year)	Date of Employment	Purchaser	Position held
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- k. **Detailed Tasks Assigned** [**List all tasks to be performed under this assignment**]
- l. **Relevant Work Undertaken that Best Illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)**

(Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated')

Name of assignment or project:

Year:

Location:

Purchaser:

Main project features:

Positions held:

Value of Project (approximate value or range value):

Activities performed:

- m. **Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any

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wilful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

Date:

(Signature of staff member or authorized representative of the staff)

Day/Month/Year

Full name of Authorized Representative:

FORM N Financial Proposal Submission Form

To

Dy Dir (Systems) Delhi Development Authority Vikas Sadan
New Delhi-110007

Subject: Services for [name of assignment].

Dear Sir, [Location] [Date]

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-

SN. (a)	Items (b)	Quantity (c)	Unit Rate in INR (d)	Total Amount (e)	GST Rate (f)	Total Commercials with GST (INR) (g)=(c)*(d)(1+(f)%)
Part A						
1.	Supply, customization, implementation and time to time Training of Single Window System for DDA including One year of free warranty support.	1				
PART B						
2.	Operational Manpower On Support during Operation And Maintenance period including help desk support (Two Manpower with Qualifications as per Data Sheet 4)	72 (Two Man power for 36 Months)				
3.	Monthly Maintenance Support for software application after Completion of free warranty Support.	36				
Total Amount (INR) (Part A+ Part B)						

Our Financial Proposal shall be binding upon us subject to the modifications resulting from arithmetic correction, if any, up to 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 offer shall be valid up to 180 days from Date of Opening of Tender (Pre-qualification Proposal).

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

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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:

FORM O: Standard Form of Work Order

DELHI DEVELOPMENT AUTHORITY(SYSTEMS DEPARTMENT)

B BLOCK, 1 ST FLOORVIKAS SADAN, INA NEW DELHI

No _____

[Date , Place]

To

M/S[_____]

Sub : Order for award of work for [Name of Assignment]

Sir,

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/20xx (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 table below-

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

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

The total value of the Contract shall not exceed ₹xxxxxxxxxxx/- (**Rupees xxxxxxxxxxxxxxxxxxxxxx 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 within __days of issue of this letter.

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

We Remain,

(_____)

Dy Dir Systems

FORM P: Form for Agreement

AGREEMENT

THIS AGREEMENT is made on the day of 2022 at India

BETWEEN

The Party <insert Agency name>, having its office at, e-mail (hereinafter referred to as "Agency") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns having its registered office at of the assigns of the First Part.

AND

The <Delhi Development Authority > Statutory Authority created by Delhi Development Act, 1957 having its office at Vikas Sadan, INA, New Delhi, e-mail (hereinafter referred to as "the Purchaser") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the Second Part.

WHEREAS

- a) The Purchaser had invited the bids *vide* their tender no. <insert service details> Dated xx.xx.xxxx (hereinafter referred to as 'Tender Document') for 'Subject-----'
- b) The AGENCY had submitted its proposal dated xx/xx/20xx (hereinafter referred to as the 'Tender') for the provision of such services (i.e.) 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.
- c) The Purchaser 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, the Annexure attached hereto and 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.
- d) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS :

- 1) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the tender document *vide* no. <insert Tender Reference details> Dated <insert date>.
- 2) All the terms and conditions as mentioned in the tender document *vide* no. <insert Tender Reference details> Dated <insert date> are ipso facto applicable under this Agreement.
- 3) The following documents shall form part of this Agreement and be read and construed accordingly:-

a	Price Details	Annexure-A
b	Tender Document	Annexure-B
c	Corrigendum issued by DDA on the Tender Document	Annexure - C
d	Technical Bid submitted by Agency	Annexure - D

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- 4) The Terms and Conditions and Clauses mentioned in the Tender Document (Annexure -B), subject to Corrigendum issued (Annexure – C) shall deemed to be the clauses of this agreement.
- 5) In consideration of the payments to be made by the Purchaser to the Agency as hereinafter mentioned, the Agency hereby covenants with the Purchaser to provide <insert service detail >, in conformity in all respects with the provisions of this Agreement/Tender Documents.
- 6) The Purchaser hereby covenants to pay the Agency in consideration of the provision of <insert service detail> therein, the Agreement Price or such other sum as may become payable under the provisions of the Agreement/Tender Documents at the time and in the manner prescribed by the Agreement/Tender Documents.
- 7) The total value of the Contract shall not exceed ₹xxxxxxxxxxx/- (Rupees xxxxxxxxxxxxxxxxxxxxxx Only) (GST extra as applicable) .
- 8) This agreement shall be effective from dd/mm/yyyy (hereinafter “the said date” i.e. the date of signing of this Agreement and shall remain valid for a period of <insert period details in terms of month or year> from the date of signing of this Agreement.

Commencement, completion, modification and termination of work order

- 9) Effectiveness of work order: This Work order shall come into effect on the date of signing on this agreement, or such date as is assented to by the Agency and fixed by purchaser.
- 10) Commencement of Services: The Agency shall commence the Services from the date this work order comes into force, or such date notified by the purchaser.
- 11) Expiration of work order: Unless terminated earlier pursuant to relevant clauses in this work order hereof, this work order shall expire when Services have been completed and all payments have been made at the end of such time period after the Effective Date.
- 12) Modification: Modification of the terms and conditions of this work order, including any modification of the scope of the Services or of the work order Price, may only be made by written agreement between the Parties.

Obligations of the Agency

- 13) General: The Agency shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Agency shall always act, in respect of any matter relating to this Work order or to the Services, as faithful advisers to the Purchaser, and shall at all times support and safeguard the Purchaser’s legitimate interests in any dealings with Sub- consultants or third parties.
- 14) Prohibition of Conflicting Activities: Neither the Agency nor their Sub- consultants nor the Personnel shall engage, either directly or indirectly, in any of the following activities:
 - a. During the term of this Work order, any business or professional activities which would conflict with the activities assigned to them under this Work order; and
 - b. After the termination of this Contact, such other activities as may be specified in the SC.
- 15) Confidentiality : The Agency, their Sub-consultants, and the Personnel of either of them shall not, either during the term or within two(2) years after the expiration of this Work order, disclose any proprietary or confidential information relating to the Project, the Services, this Contact or the Purchaser’s business or operations without the prior written consent of the Purchaser.
- 16) Liability of the Agency: Subject to additional provisions, if any, in this work order the Agency’s liability under this Work order shall be as provided by the Applicable Law.

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- 17) Professional Liability Insurance: Agency will maintain at its expense, Professional Liability Insurance including coverage for errors and omissions caused by Agency's negligence, breach in the performance of its duties under this Work order from an Insurance Company permitted to offer such policies in India, for a period of one year beyond completion of Services commencing from the Effective Date, (i) For an amount not exceeding total payments for Professional Fees made or expected to be made to the Agency hereunder or (ii) the proceeds, the Agency may be entitled to receive from any insurance maintained by the Agency to cover such a liability, whichever of (i) or (ii) is higher with a minimum coverage of INR 20,00,000 (Twenty Lakh Rupees).
- 18) If the Agency fails to complete the Assignment, within the period specified under the work order, the Performance Guarantee is liable to be forfeited in full or part in case of underperformance and undue delays in performance by the agency, besides other action, including blacklisting of the agency as may be deemed fit by Purchaser.
- 19) Agency shall be deemed to be bound by the technical proposal (Annexure D) submitted and shall meet the functionalities proposed by him in the said technical proposal, whether or not covered in the scope of work provided by the Purchaser.
- 20) The agency shall handover the documents, records, etc. in its possession/control for the purpose of execution of contract to the purchaser upon demand, or on completion of work, as the case may be.

Obligations of the Purchaser

- 21) Assistance and Exemptions: The Purchaser will use its best efforts to ensure that the Government will provide the Agency with work permits and such other documents as necessary to enable the Agency to perform the Services:
- 22) issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services;

Payments to the Agency

- 23) The Agency shall be responsible for accuracy of the estimate and all other details prepared by him as part of these services. He shall indemnify the Purchaser against any inaccuracy in the work, which might surface during implementation of the project.
- 24) Advance payment will not be considered.
- 25) For AMC Period. The Agency will submit pre-receipted invoices in triplicate, complete in all respects, on the last working day of every quarter, for necessary settlement. The invoices should be submitted along with complete details of the work undertaken during the month(s), Satisfactory Certificate from user department, supporting documents and bills as well as documentation in support of the bill. A reconciliation sheet pertaining to the bills will be submitted every quarter.
- 26) The final payment, each year, shall be released only after completion of the required work for the year and on submission of a statement of work having been executed as per the requirements detailed in the RFP Document, or communicated subsequently by purchaser.
- 27) Currency: The price is payable in local currency i.e. Indian Rupees.
- 28) Payment for Additional Services: For the purpose of determining the remuneration due for additional services as may be agreed under relevant clauses for modification in this work order.
- 29) If the Agency does not make any demand for reconciliation in respect of any claim, in writing, within 30 days of receiving the intimation from the Officer-in-Charge that "final bill is ready for the payment", the claim of the Agency shall be deemed to have been waived and absolutely barred and the Purchaser shall be discharged and released of all liabilities under the contract in respect of such claim.

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Assignment and Charges

- 30) The Work order shall not be assigned by the Agency save and except with prior consent in writing of the Purchaser, which the Purchaser will be entitled to decline without assigning any reason whatsoever.
- 31) The Purchaser is entitled to assign any rights, interests and obligations under this Work order to third parties.

Force Majeure

- 32) Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country (such as war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts) (hereinafter referred to as "events") provided such event is duly endorsed by the appropriate authorities/ chamber of commerce in the country.
- 33) Force Majeure shall not include
 - a. any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor
 - b. any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
- 34) A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as practicable, but within 21 days from the date of occurrence and termination thereof.
- 35) No Breach of Work order: The failure of a party to fulfill any of its obligations under the Work order shall not be considered to be a breach of, or default under this Work order in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event:
 - a. Has taken all precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Work order, and
 - b. has informed the other party as soon as possible about the occurrence of such an event.
 - c. the dates of commencement and estimated cessation of such event of Force Majeure; and
 - d. the manner in which the Force Majeure event(s) affects the Party's obligation(s) under the Work order.
- 36) If a Party has given the notice specified above, neither of the Parties shall be able to terminate, suspend or excuse the non- performance of its obligations hereunder nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance.
- 37) Deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may, at his option, terminate the Contract.
- 38) Extension of Time: Any period within which a Party shall, pursuant to this Work order, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 39) Payments: During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agency shall be entitled to continue to be paid under the terms of this Work order, as well as to be reimbursed for additional costs

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reasonably and necessarily incurred by them during such period for the purposes of the services and in reactivating the services after the end of such period.

Termination

- 40) By the Purchaser: The Purchaser may terminate this Work order, written notice of termination to the Agency, to be given after the occurrence of any of the events specified in this clause:
 - a. if the Agency do not remedy a failure in the performance of their obligations under the Work order, within a period of seven (7) days, after being notified or within such further period as the Purchaser may have subsequently approved in writing;
 - b. within fifteen (15) days, if the Agency become insolvent or bankrupt;
 - c. if, as the result of Force Majeure, the Agency are unable to perform a material portion of the Services for a period of not less than fifteen (15)days;
 - d. within fifteen (15) days, if the Agency fails to comply with any final decision reached as a result of arbitration proceedings pursuant to relevant clauses hereof;
 - e. within seven (7) days, if the Agency submits to the Purchaser a false statement which has a material effect on the rights, obligations or interests of the Purchaser. If the Agency places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Purchaser;
 - f. within seven (7) days, if the Agency, in the judgment of the Purchaser has engaged in Corrupt or Fraudulent Practices in competing for or in executing the Work order;
 - g. if the Purchaser, in its sole discretion and for any reason whatsoever, within a period of fifteen (15) days' decides to terminate this Work order.
- 41) Subject to clause 18 of this agreement, any functionality which is neither in the tender document nor explicitly specified in the scope of work, either by accident or by design, will not be considered to be a breach of contract, such that the Agency must be liable for legal actions and be charged for damages.
- 42) Purchaser may, at any time, terminate the purchase order by giving four weeks written notice to the Agency, without any compensation to the Agency, if the Agency becomes bankrupt or otherwise insolvent.
- 43) Payment upon termination: Upon termination of this Work order, the Purchaser will make the following payments to the Agency:
 - a. Remuneration pursuant to relevant clauses for Services satisfactorily performed prior to the effective date of termination;
 - b. If the Work order is terminated pursuant to Clause 40 a), b),d),e) or f), the Agency shall not be entitled to receive any agreed payments upon termination of the Work order. However, the Purchaser may consider to make payment for the part satisfactorily performed on the basis of the quantum merit as assessed by it, in its sole discretion, if such part is of economic utility to the Purchaser. Under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of relevant clauses of this Work order.
 - c. The Agency will be required to pay any such liquidated damages to Purchaser within 30 days of termination date.
- 44) Disputes about Events of Termination: If either Party disputes Termination of the work order under relevant clauses hereof, such Party may, within forty-five (45) days after receipt of notice of termination from the other Party, refer the matter to arbitration under relevant clauses hereof, and this Work order shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

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Severability:

- 45) If for any reason whatever any provision of the Work order is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties will negotiate in good faith with a view to agreeing upon one or more provisions which may be substituted for such in valid, unenforceable or illegal provisions, as nearly as is practicable. Provided failure to agree upon any such provisions shall not be subject to dispute resolution under the Work order or otherwise.

Risk Purchase

- 46) In the event Agency fails to execute the project as stipulated in the delivery schedule, or to the satisfaction of the Purchaser or fails to perform its obligations (or any part thereof) under this Agreement or if the Agreement is terminated by the Purchaser due to breach of any obligations of the Agency under this Agreement, Purchaser reserves the right to procure similar or equivalent Services/Deliverables from another alternate source at the risk, cost and responsibility of the Agency.
- 47) Any incremental cost borne by the Purchaser in procuring such Services/ Deliverables shall be borne by the Agency. Any such incremental cost incurred in the procurement of such Services/ Deliverables from alternative source will be recovered from the undisputed pending due and payable payments, Security Deposit/Bank Guarantee provided by the Agency under this Agreement, and if the value of the Services/Deliverables under risk purchase exceeds the amount of Security Deposit/Bank Guarantee, the same may be recovered if necessary by due legal process. Before taking such a decision under this Clause, Purchaser shall serve a notice period of 1(one) month to the Agency.

Limitation of Liability

- 48) Neither the Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.
- 49) Except in the case of Gross Negligence or Wilful Misconduct on the part of the Agency or on the part of any person acting on behalf of the Agency executing the work or in carrying out the Services, the Agency, with respect to damage caused by the Agency including to property and/or assets of Purchaser or its clients shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Agency may be entitled to receive from any insurance maintained by the Agency to cover such a liability, whichever of (A) or (B) is higher.
- 50) This limitation of liability slated in this Clause, shall not affect the Agency's liability, if any, for direct damage by Agency to a Third Party's real property, tangible personal property or bodily injury or death caused by the Agency or any person acting on behalf of the Agency in executing the work or in carrying out the Services.
- 51) For the purposes of above Clauses, -
 - a. "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property.

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- b. "Wilful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

Indemnity

- 52) The Agency must indemnify the Purchaser against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc and related services or any part thereof. Purchaser stand indemnified from any claims that the hired manpower / Agency's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. Purchaser also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Agency's manpower while discharging their duty towards fulfilment of the purchase orders.
- 53) The Agency agrees to indemnify and hold harmless the Purchaser from and against any and all claims, actions, proceedings, lawsuits, demands, losses, liabilities, damages, fines or expenses (including interest, penalties, attorneys fees and other costs of defense or investigation related to or arising out of, whether directly or indirectly,
 - a. the breach by the Agency of any obligations specified in relevant clauses hereof;
 - b. the alleged negligent, reckless or otherwise wrongful act or omission of the Agency including professional negligence or misconduct of any nature whatsoever in relation to Services rendered to the Purchaser;
 - c. any Services related to or rendered pursuant to the Work order (collectively —Indemnified matter).
- 54) As soon as reasonably practicable after the receipt by the Purchaser of a notice of the commencement of any action by a third party, the Purchaser will notify the Agency of the commencement thereof; provided, however, that the omissions to notify shall not relieve the Agency from any liability which it may have to the Purchaser or the third party.
- 55) The obligations to indemnify and hold harmless, or to contribute, with respect to losses, claims, actions, damages and liabilities relating to the Indemnified Matter shall survive until all claims for indemnification and/or contribution asserted shall survive and until their final resolution thereof.
- 56) The foregoing provisions are in addition to any rights which the Purchaser may have at common law, in equity or otherwise.
- 57) The Agency shall at all times indemnify and keep indemnified Purchaser against all claims/damages etc. for any infringement of any Intellectual Property Rights (IPR) while providing its services under the Project. The Agency shall at all times indemnify and keep indemnified Purchaser against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the Agency.
- 58) The Agency shall at all times indemnify and keep indemnified Purchaser against any and all claims by Employees, Workman, Contractors, sub -contractors, suppliers, agent(s), employed engaged or otherwise working for the Agency, in respect of wages, salaries, remuneration, compensation or the like.
- 59) All claims regarding indemnity shall survive the termination or expiry of the Work Order.

Settlement of disputes and Arbitration

- 60) Amicable Settlement: The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Work order or its interpretation. The Purchaser and the Agency shall make every effort to resolve amicably, by direct formal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

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- 61) If, after 30 (thirty) days from the commencement of such formal negotiations/Claims (through written communications), including the final bill for payment, to the Project-In-Charge, the Purchaser and the Agency are unable to resolve amicably such dispute, the matter will be referred to the Vice-Chairman of the DDA, for his/her opinion.
- 62) If the Agency does not agree with the opinion of the Vice-Chairman of the Purchaser, the matter shall be referred to a panel of Arbitrators. The procedure for appointment of Arbitrator and arbitration proceedings shall be in accordance with the Arbitration and Conciliation Act-1996 and/ or any statutory amendments or re-enactment thereof and the rules made thereunder for the time being in force shall be deemed to apply to the arbitration proceeding under this clause. The seat and place of arbitration proceeding /adjudication by the arbitrator shall be Delhi/New Delhi. The language of arbitration proceedings/ adjudication shall be in English only. The award of the arbitrator shall be final and binding on the parties. Proceedings under this clause shall be subject to applicable law of the Arbitration and Conciliation Act, 1996 .Cost of arbitration shall be borne by each party proportionately, as per the Schedule IV of the Arbitration and Conciliation Act, 1996 as amended upto date. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. The provisions of this clause shall survive termination of this Agreement.
- 63) The Courts at Delhi/New Delhi shall have exclusive jurisdiction over all questions, disputes /differences arising under, pursuant to and/or in connection with these presents

Notices

- 64) Unless otherwise stated, notices to be given under the Work order including but not limited to a notice of waiver of any term, breach of any term of the Work order and termination of the Work order, shall be in writing and shall be given either by –
 - a. e-mail at the email address mentioned in this agreement or,
 - b. through any physical mode (such as hand delivery, recognized international courier) and transmitted or delivered to the Parties at their respective addresses.
- 65) The notices shall be deemed to have been made or delivered –
 - a. in the case of any communication made by email, when transmitted properly addressed to such e-mail address, and
 - b. in the case of any communication made by letter, when delivered by hand, by recognized international courier or by mail (registered, return receipt requested) at that address.

Intellectual Property Rights

- 66) In case of Bespoke development of the application: Agency shall disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals as may be necessary as per the existing laws in India to effectively transfer such rights to the Purchaser. Once transferred, the Purchaser shall own and have a right to use all such Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the Agency solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.
- 67) In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Agency solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services

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under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the Agency shall be property of the Purchaser. The Agency should create a repository of such resources and provide access to Purchaser. The Agency undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser: -

- 68) Agency shall not only support Purchaser with the proposed COTS during the contract period, but also, confirm that after the expiration / termination of the initial contract, continued support will be provided by the Agency to the Purchaser, in case Purchaser chooses to maintain / upgrade the COTS proposed, either directly or through third party agency(ies);
- 69) Continued support to the Purchaser will be subject to the purchase of support by the Purchaser post termination / expiry of contract;
- 70) The customized source code with its full rights shall be handed over to the Purchaser.
- 71) In case of COTS based solution, IPR Rights of the source code of COTS product will be with the Agency / OEM. The Agency shall not use the COTS solution developed under this project, without the exclusive permission of the Purchaser, for other Users. Source Code of the COTS Solution developed under this project shall be submitted in ESCROW arrangement.
- 72) IP Rights on application software built around the COTS under the Project will rest with the Purchaser. The Agency shall not have any right whatsoever, to operationalize the Application software operationalized under this project, for another user, without the written permission of the Purchaser. The Source Code of the Customization / bespoke code needs to be transferred to PURCHASER as a part of knowledge transfer.
- 73) If Purchaser desires, the Agency shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Agency, and which may be assigned by the Purchaser to the Agency for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract , shall be acquired in the name of the Purchaser, prior to termination of this Contract However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.
- 74) The Agency / Agency's Team shall ensure that while it uses any software, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights
- 75) of any person and the Agency shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Agency or the Agency's Team during the course of performance of the Services. In case of any infringement by the Agency / Agency's Team, Agency shall have sole control of the defense and all related settlement negotiations.
- 76) Documents Prepared by the Agency to be the Property of the Purchaser: All designs, reports, other documents and software submitted by the Agency pursuant to this work order shall become and remain the property of the Purchaser, and the Agency shall, not later than upon termination or expiration of this Work order, deliver all such documents and software to the Purchaser, together with a detailed inventory thereof. The Agency may retain a copy of such documents and software. The future use of these documents and software, if any, shall be with specific consent of the Purchaser.

Warranties for Software/ Application

- 77) The Agency represents warrants and covenants that on the acceptance date and for the Warranty Period, the Software will be free of material programming errors and will operate and conform to the respective Software's Documentation including, inter alia, SRS (System Requirement Specification) and other manuals. The Agency also represents warrants and

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covenants that the medium on which the Software is contained when delivered to the Purchaser, will be free from defects in material or workmanship, and shall be free from any viruses, bugs etc.

- 78) The Agency represents warrants and covenants that the Technical Documentation delivered to the Purchaser for the system developed and operationalised will be sufficient to allow a reasonably knowledgeable information technology professional to maintain and support such Software. The System Integrator represents warrants and covenants that the User Documentation for the System developed and operationalised will accurately describe in terms understandable by a typical end user the functions and features of the System and the Procedures for exercising such functions and features.

Publicity

- 79) Except as required by law, the Agency shall not publish or permit to be published either alone or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA without the explicit written permission of the Purchaser.

Performance Security

- 80) In the event where due extension of work order or otherwise, validity of Performance Bank Guarantee is near its expiry, the Agency shall at least fifteen (15) days prior to the commencement of every Subsequent Year or at least thirty (30) days prior to the date of expiry of the then existing bank guarantee, whichever is earlier, provide a fresh unconditional and irrevocable bank guarantee as Performance Security for the same amount as existing Bank Gurantee, or The Performance Security shall be extended accordingly such that the Performance Security remains valid until the expiry of a period of 60 (Sixty) Days from the date of completion of the whole assignment (which includes Development and Customization and 01 Year of Warranty Support after Go live and 03 Year of Maintenance support after completion of warranty support). In the event of extension of maintenance support period, bidder had to extend the validity of performance security accordingly.
- 81) If the Purchaser shall not have received an extended/ replacement Performance Security in accordance with this clause at least thirty (30)days prior to the date of expiry of the then existing Performance Security, the Purchaser shall be titled to draw the full amount of the bank guarantee then available for drawing and retain the same by way of security for the performance by the Agency of its obligations under this Work order until such time as the Purchaser shall receive such an extended/ replacement Performance Security whereupon, subject to the terms of this Work order, the Purchaser will refund to the Agency the full amount of the bank guarantee, unless the Purchaser has drawn upon the Performance Security in accordance with the provisions of this Work order, in which case only the balance amount remaining will be returned to the Agency; provided that the Purchaser will not be liable to pay any interest on such balance.
- 82) The Purchaser will return the bank guarantee provided as Performance Security to the issuer thereof for cancellation promptly upon receipt of any extension/ replacement thereof. Subject to satisfactory completion of all deliverables under this Work order, the Performance Security will, subject to any draw downs by the Purchaser in accordance with the provisions hereof, be released by the Purchaser within a period of 60(Sixty) Days from the date of completion of the services.
- 83) The Purchaser shall have the right to claim under the Performance Security and appropriate the proceeds if any of the following occur:
- a. the Agency becomes liable to pay penalty;
 - b. occurrence of any of the events listed in sub-clauses(a) through(f) of Clause 40 of this Work Order;
 - c. any material breach of the terms hereof; and/or

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84) Without prejudice to paragraph above, if the Agency fails to extend the validity of the Performance Security or provide a replacement Performance Security in accordance with the provisions of this Work order, the Purchaser shall have the right to terminate the agreement forthwith and the Agency shall have no claim over the payments due to it.

IN WITNESS whereof the parties hereto have caused this Agreement/Tender Documents to be executed in accordance with tender document read with prevailing laws.

Signed, Sealed and Delivered for & on behalf of Agency

Signed, Sealed and Delivered for & on behalf of Purchaser

Signed :

Signed :

Name :

Name :

Date :

Date :

Place : New Delhi

Place : New Delhi

In the presence of:

In the presence of:

Signed :

Signed :

Name :

Name :

Date :

Date :

Place : New Delhi

Place : New Delhi

Annexure-A	Price Details
Annexure-B	Tender Document/ Corrigendum
Annexure – C	Corrigendum issued by DDA on the Tender Document
Annexure - D	Technical Bid submitted by Agency

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FORM Q Form for submission of Pre-Bid Query

Name of the Organization :

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	ParaNo	PageNo			

Form R: Indemnity Bond

INDEMNITY BOND

THIS BOND is made on this day of, 2022 by M/s through Shri..... duly authorized 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 "<Name of the tender> "

ANDWHEREASM/s has to indemnify the DDA against any loss or damage that DDA may sustain on account of any claims made by its employees for any loss / damage payment etc during performance of his duty in 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 any claims made by its employees for any loss/ damage payment etc during performance of his duty in DDA.

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

(Authorized representative of Bidder)

Witness:

- 1.
- 2.

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Form S: 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 as the 'DDA', which expression shall, unless repugnant to the context of 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 expression 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 expression 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 an 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 by reason of any other actor 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.

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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 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. Dated Strike out, whichever is not applicable.

The stamp papers of appropriate value 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.

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Form T: EMD Declaration Form

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 validity of 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 guarantee before 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 of issue of the suspension order.

Signature of the contractors(s).