

# **TECHNICAL DOCUMENTS**

## **Request for Proposal (RFP) for Study, Supplying , Implementation and post implementation of software solution to automatise the building permission system for New Town Kolkata Development Authority**

## 1. Background

For providing basic civic services to the residents and other users of this township, the New Town Kolkata Development Authority (NKDA) has been constituted with effect from 1.1.2009 in accordance with the provision of The New Town Kolkata Development Authority Act, 2007 (The West Bengal Act XXX of 2007) as a transitional arrangement till the formation of a full-fledged Urban Local Body (ULB).

The West Bengal Housing Infrastructure Development Corporation (WBHIDCO) is the planning Authority of the entire township and it has earmarked 3552 hectares of land comprising in three Action Areas of the planned development of Entire Township.

At present, NKDA is creating basic infrastructure within New Town Kolkata area, viz., construction of community markets, public toilet complexes, swimming pool, bus sheds, traffic signaling system, immersion ghat, roads, restaurants, weigh bridge, car parking lots, gardens, parks, playgrounds etc. On the other hand, it is rendering some basic civic services, viz., sanction of building plans, record of title of properties, issue of trade license, registration of professionals, issue of birth and death certificates, collection of household garbage, cleaning of roads, drains and culverts, beautification of area, maintenance of roads, street lights, fee car parking system, water connection etc. It also arranges cultural events frequently for the residents of the township.

## 2. Project Objectives

New Kolkata Development Authority (NKDA) intends to facilitate, promote the economic growth of the city long with being a service provider. NKDA is responsible for municipal services, development, repairs, operation & maintenance of services and utilities within its area of jurisdiction, which includes socio-physical & environmental infrastructure facilities.

NKDA already running the online building approval system since 2010. NKDA is planning to upgrade existing building approval system to enhance the services and establish better management control.

The key objectives of the proposed Implementation of the automate the building permission system solution at New Town Kolkata are as follows:

- Effective checking of building bye-laws in drawing.
- Automatic checking in drawing/ data without any human intervention.
- Generate checking report showing clearance and mismatches after every pointwise checking points as per Building Byelaws of NKDA.
- Up-gradation/Creation of web portal for submission, tracking, monitoring and obtaining the permission of Building plan.
- SMS, email gateway integration.
- Common web portal for NKDA official, End users and other departmental uses.
- Post Implementation Software Up-gradation / Customizations.

### 3. Scope of Work:

The scope will cover amongst others the following:

- A. Study of existing online building approval systems and procedures, Departmental functional requirements, business processes, user requirements and finalise the baseline requirement.
- B. Operations and Maintenance of the Solution for a period of 5 years from the date of actual System-Go-Live. This would include amongst others providing technical support and maintenance of the software and the underlying system software. **The system should incorporate any changes/ modifications/ amendment with respect to existing building rules from time to time.**
- C. **Design, Develop, Deploy and Operationalize** automatize the building permission Software as per requirements elicited in Section 4
- D. **Design, Develop, Deploy and Operationalize Web Portal** as per requirements elicited in section 4
- E. **Deploy Helpdesk team at NKDA premises.**

#### F. Description and Scope of Services

In support of the above requirement, the vendor is primarily expected to customize, install, demonstrate and operationalize relevant software and data for the web portal. Key services will be provided as per the specifications mentioned in the RFP and Technical document. **Up-gradation with respect to advance version of the software during the entire period of contract.**

#### G. Information Technology Systems

All developed applications detailed above shall leverage the Web platform, which shall eventually be hosted at NKDA Server or other location will be decided later on. Before starting the actual development process, detailed study of the existing system (as part of SRS) should be done. Detailed IT systems configuration, which shall include the server configuration, client configuration, peripherals, redundancy, bandwidth considerations, backup, storage systems, networking, structured cabling and power conditioning etc. including Software side study shall also be conducted which shall include the operating system, databases, security, etc.

NKDA will provide hosting environment only. Any license related to software, database and third party application used for development and running the system under the scope of vendor.

## 4. Detailed Requirements - Software & Web Portal:

### 4.1. Detailed Requirement of Automate the building permission System Software Detailed Requirements

The functional requirement for automate building permission system amongst the others as follows :

- a) System should be able to automatically detect discrepancies in the drawing with respect to provisions in Building Rule without considering the drawing/data provided in the drawing by Architect/ other Technical persons/ Applicant as sacrosanct.
- b) The plan submitted by Architect/ other Technical persons/ Applicant in soft copy in CAD is to be mapped and evaluated against the prevailing Building rules, bye laws and norms as applicable to the NKDA Building Bye laws via web portal.
- c) The submitted drawing in CAD format should be read and area calculation sheet is to be generated by the system to eliminate the human errors. The required tables like area statement, FSI (Floor Space Index) table per building, summary of FSI calculations, opening schedules, water/parking calculations, triangulation area for plot, area block diagram is to be generated by the system and should be automatically updated in the drawing.
- d) A computerized /automated scrutiny report indicating the required/permissible parameters and the proposed parameters is to be tabulated including status of each rule whether passed or failed.
- e) There should be system generated list highlighting the entities on which the plan is failing, thereby enabling the NKDA authorities to prepare objection list and inform the client to take necessary actions.
- f) System should address automated building scrutiny of preformatted CAD drawings along with Building plan approval process management in an integrated manner.
- g) System should Auto-Detect structures in the drawing based on usage (e.g. Residential, Commercial or non-Residential and Mixed Used) and also auto detection of high-rise buildings or low-rise buildings.
- h) System should Auto generate table of FAR, Area statement and Schedule of opening by reading preformatted CAD drawings.
- i) System should Auto-generate of plot area & plot area calculation for cross verification with system entered value by triangulation
- j) System should Auto hatch particular objects as per building control rules.
- k) System should Auto detect site margins and verification of coverage area.
- l) System should Auto-generate Failed entity report and marking the same on the drawing
- m) System should make Plotting of drawing submitted by Architect and processed through software in non-editable format.
- n) The system should be able to automatically detect drafting errors pertaining to plans, elevation, corresponding sections etc.
- o) System should be able to check service drawings (Water, Sewerage, Drawings etc.) as per NKDA requirement.

## 4.2. Automate the building permission System Web Portal Requirements

The software should be developed using Service Oriented Architecture (SOA) framework using Enterprise Service Bus (ESB) so that it can be integrated with other present and future software applications.

It should support various metadata standards and various metadata protocols. The solution should be interoperable and support multiple RDBMS like SQL Server, Oracle, DB2 and should be capable of maintaining data history, version management and conflict detection / resolution.

The solution should enable web application developers to build responsive, easy-to-use applications that leverage the latest AJAX and Web control technologies. The solution should support a series of open APIs and standards that will allow virtually any other client (e.g., CAD, and SQL-based applications) to interact with and use the data management services of Web Server.

The solution should provide Multi-tier Security (Data level, Service level and Application level).

### Web Portal Detailed Requirements

A Web-portal is a dynamic web site that provides a view into a universe of spatial content and activity through a variety of links to other sites, communication and collaboration tools, and special features geared towards the community served by the Web-portal. As an open Web resource, a web-portal should connect through open interfaces to data and services with similar interfaces. The detail requirement at follows:

- The system should have the inbuilt workflow for each service (transaction and workflow based services) for NKDA.
- Proper user authentication and access control mechanisms will be implemented to ensure that only authorized users can access a particular piece of information.
- The acknowledgment letters, approval letters, deviation or the rejection letters etc. should be system generated.
- The system should have the proper workflow management and should allow respective authority of concerned department to take appropriate decisions.
- An interface Application form which the applicants can make electronic submissions of the supporting documents and drawings to the NKDA by attaching Digital Signature.
- Using this interface registered/Licensed Technical Persons, the applicants would be able to submit the necessary documentation and soft copy of the drawings in CAD format. Submission of data and drawings should authenticated by digitally signed by the respective end users.
- The system must provide for proper user authentication and access control mechanisms so as to ensure that only authorized users can access relevant information.
- The system should automatically generate an SMS/e-mail which is sent to the concern person as and when required.
- The system should generate MIS to be sent to higher authorities for approval and to make the approval status available online. Detailed requirement MIS Report will be studied at the time of preparation of SRS.

- The Applicant/ Architect/ Technical persons should be able to review the status of approval online.
- The system should have the ability and flexibility to design suitable workflow for the approval process as per the requirements of the NKDA. The approval workflow should be as per the work flow being followed by the respective NKDA authority's hierarchy and workflow rules should be flexible enough to change as desired.
- System should generate automatically the fee memo/ demand notes based on the submitted Building plan. System should have necessary interfaces for Fee collection and receipt generation. System will be integrated with Payment Gateway provided by NKDA.
- All demand, notice and other communications should be digitally signed by Authorized persons of NKDA.
- The web portal should call the automatic building permission software for checking the drawings. The corresponding report should be able to import to web for NKDA users and end users.
- Technical persons should be able to check the drawing is correct or not even any drafting error before official submission for plan sanction. The checking should be done through web portal and correspondence checking will be done at the server and feedback will go to client end. No external software required to download for end users.

The Web Portal shall be the layer through which the various users will interact and transact business with the underlying Software.

**Different categories of users and their high level roles are elicited below:**

The different categories of users are given below. It is an indicative list and detailed type of users, role and accessibility will be identified at the time of preparation of SRS.

**End Users (Applicant/ Architect/ Other Technical person required for Building plan sanction) :**

They must be able to login, create/change passwords and browse 'relevant' parts of the portal. They should be able to discover information using key words.

End User can be able to submit, update, view, track their application at any stage. SMS and Email alert also to be integrated.

**Departmental User:**

NKDA departmental user can be able to login, checking of drawing, view, update, as per their requirement. The type of departmental users like Chief Architect, Assistant Engineer(System), Assistant Architect etc.

**System Administrator:**

The System Administrator sets up profiles for end users. They should have control over data access by users. They should be able to add new data products to the existing Catalogue. They should be able to remove data products from the Catalogue. They should be able to restrict user accessing classified information.

Whenever the System Administrator creates the profiles of users and data providers, the System should notify the corresponding user/data providers about his account information.

## 5. Departments of NKDA

Broad level functional requirements pertaining to activities of stake holder departments are as under:

Sl No	Department	Activity	Functional Requirement
1	Town Planning Dept.	Development Plan regulations, Land use planning. Town Planning Schemes to manage the master plan and monitor the development of the city as per master plan.	Digitization of Development Plan
2	Building Plan Approval	Building plan approval status. Validate the status of plot. Occupancy status.	Integration of Building Plan and OC/POC approval with GIS
3	Airport Authority	Giving NOCs.	Submission of NOC.
4	Fire Department	Giving NOCs.	Submission of NOC.
5.	Environment Department	Giving NOCs for pollution.	Submission of NOC.

\*\*This are the indicative list, more nos of department may be added as and when required. Identifications of department will be done at the time of preparation of SRS.

## 6. Implementation Methodology:

The implementation of the based e-Governance Applications Suite typically involves the phases as described below. The Implementation typically includes following:

The vendor shall provide in their proposal their implementation plan along with the set of deliverables

### 6.1 Development location:

Development and Customizations of entire application shall be done at the selected vendor premises. After successful delivery of the whole system, any changes during the Acceptance Testing shall be done at NKDA. NKDA provide space only.

### 6.2 Deliverables

Deliverables different stage:

1. Project Plan, Detailed Project Report & System Requirement Specifications.

2. Architecture Documentation including Software Design Documentation, database diagram & User Manuals.
3. Test Plan and Test Cases.
4. Build and Deployment Instructions and source code.
5. Unit and Integration Tests Reports
6. UAT reports.
7. Pilot Run Report
8. Quality Report.
9. STQC Report.

### **6.3 Development Stages:**

#### **A. System Requirement Study (SRS):**

Selected Vendor shall conduct 15 days of Systems Requirement Study for the entire existing System. Requirements shall be gathered from all stakeholders on the Building Plan Department and other departments for gathering functional requirement.

Finalization of SRS report within 30 days from the date of starting of requirement study.

#### **B. Data Base Creation**

- Creation of data base.
- Migration of existing database.

#### **D. Overall Solution Architecture:**

The vendor will make a solution architecture of the envisaged entire solution eliciting the various components jointly making the overall solution.

The vendor shall provide in their proposal the functional and the technical architecture of the entire Solution. The vendor shall also clearly show how the solution can integrate and interoperate with software solutions of NKDA (both current and future).

The overall solution should adhere to the design policies amongst others such as availability, reliability, scalability, interoperability, security and manageability

#### **E. Integration with e-governance**

It is stated in most clear terms that the automatize building permission system developed should be integrated with the existing e-Governance software and application running in NKDA. In this regard it is made clear that the solution should be interoperable so that it can integrate with current and future e-governance application as well. List of indicative service to be enabled is the System.

- **Record of Title (Mutation).**
- **Occupancy Certificate & Partial Occupancy Certificate.**
- **Water, Sewerage & Drainage connections.**
- **Property Tax & Water Revenue Management System.**
- **Solid Waste Management System.**
- **GIS application of NKDA.**

It is made clear that the vendor shall be responsible for integrating the existing and proposed e-Governance software with the automatise the building permission system.

## **F. Pilot run**

The complete end-to-end functionality of above-cited applications shall be demonstrated to the Technical Committee along with NKDA / other officials. This activity shall be undertaken and completed within 05 month from the completion of SRS.

## **G. System - Go Live:**

On completion of the suggested changes made by the Technical Committee, Implementation and Data Porting; final testing of the application and data consistency shall be conducted after which the application can go-live after duly accepted by Technical committee. The entire web application will be deployed in to Server of NKDA or will be decided at time of SRS.

## **H. Actual System - Go Live:**

Once system Go Live, entire application will be monitored for the period of 05 month. After that period system will considered as actual Go- Live.

# **7. System Architecture:**

The proposed system will be a web based system built to serve the users spread over the Internet and intranet. The software should be Service Oriented Architecture. In the proposal the vendor shall clearly show the various layers of the software. The server-side will host the web enabled database for serving spatial data already existing with NKDA. NKDA will be able to run the web applications for different web services on web browsers. Typically, the NKDA will request information from an Internet server holding the data repository. Then the server will process the request and send the information back to the NKDA viewer. The server components, i.e., the web server/application server and the data server will form a part of the server architecture. Only authorized/registered NKDA and other departmental staffs will have access to the server application/ database. External users i.e. citizens/ stakeholders/ General Viewers will view the application at certain level.

This architecture will have to be developed specifically for Internet applications for publishing spatial data. It should also meet server capacity needs as web site access demand increases.

The Web Server will host HTTP server and perform content caching, etc. while application server will host the applications for providing portal services. The database servers will host RDBMS. The users of the system will access the web application. The database will be accessed by the web application only. This will provide a clear segregation of three different layers such as user interface, application & business logic and database layers.

# **8. Training**

Selected Vendor shall conduct 10-days training on the automatise the building permission system and the customized application.

- Conduct Change Management Workshops / training for the staffs.
- Detailed trainings to end users in multiple batches department-wise.

- Training to IT staffs for system administration and management.
- The Vendors are required to propose a training plan as a part of their proposal.

## 9. Project Management and Governance

The vendor shall deploy a team of resources to successfully execute the project. It is expected that vendor shall ensure continuity in the team composition. The Vendor in the proposal shall provide the team members who would be working in the project.

### Project Progress Reporting

The Vendor has to submit weekly work progress and reports to the NKDA. They should include but not be limited to the following:

- Design, plans and schedules.
- Minutes of project related meetings.
- Project Progress Reports.
- Monthly Highlight Reports.
- Quality Assurance Plan and Report.
- Project Evaluation Review and Report.
- Post Implementation Review Plan.

At the time of project development a detailed project shall be prepared based the requirements study, priorities of NKDA and its dependencies. Each software application listed above shall have iterative customization and development timeframe followed by a User Acceptance Test (UAT). The UAT shall comprise of Training to the users.

## 10. Project Implementation Timelines:

Completion time for the entire work is 8 months from the date of issuing the formal work order. Timeline for deliverables for phase wise.

Sl No.	Work to be Carried out	Time period for completion of work
01	System Requirement Study (SRS)	01 month
04	Development, Customization, Integration with e-governance	03 months
05	Pilot run, Testing, Go-live, customization, acceptance, Help desk support	01 month
06.	Actual Go-live, Help desk support	05 month
05.	Maintenance and post- implementation, Help desk support	05 Years.

\*\*The project management plan should clearly elicit the work activities, resources / man power deployed and deliverables w.r.t to time period to NKDA.

## 11. Testing and Acceptance Criteria:

### Acceptance Criteria Pre-UAT:

The Pre-UAT carried out by user will be used as acceptance criteria. All Blocking bugs will be fixed before delivering the next iteration. The delivery of the iteration will be accepted if there are no blocking bugs.

### Acceptance Criteria UAT as final delivery:

The UAT will be carried out by users will be used as acceptance criteria. All Blocking and Major bugs from all iterations are required to be fixed to accept the complete delivery.

A defect tracking system will be installed to have access for both the parties for defect management.

## 12. Intellectual Property Rights:

All the Software along with the data that has been developed for NKDA shall remain the exclusive Intellectual Property of the NKDA and the vendor shall not disclose it to any other party. However NKDA shall be entitled to fully use the software thus created at any number of location of NKDA without any royalty or license fees.

Before the System –Go – Live the Vendor shall handover the source code in two copies in CDs to NKDA for their exclusive use.

The O&M period for the solution is 5 years after Actual System – Go –Live. At the end of each O&M year, the vendor shall submit the source code in two copies in CDs to NKDA

## 13. Service Levels and Agreement Validity:

The service level agreement shall be effective from the date of execution by the two parties and shall remain valid for the period starting from the date of signing of this agreement and sealing of the same till the date of the deliveries within the scope of agreement. All the terms and conditions mentioned in the offer proposal shall be part and parcel of the agreement. Any addendum or corrigendum shall also be an integral part of the agreement. Entire Service level will be monitored through Automated tool without human intervention. Selected vendor have to provide such type of Automated tool.

### a) Performance Requirements

The system is expected to respond to the initial user input within 5 seconds. This response should be measured by reference to the time between initial input, and the subsequent response, at the interface between the network and the web server, of the server infrastructure.

Condtions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<b>PORTAL APPLICATIONS &amp; SERVICES</b>				
<b>Portal and the building permission system Solution Availability</b>	24 X 7 X 365	99.7%	Measure Daily Report Monthly/ Quarterly Using an automated tool with no manual intervention.	Less than 99.7% but more than 95%: penalty 3 % of Equated Annual Installments ( EAI) Less than 95%: penalty 15 % of EAI
<b>Performance</b>	24 X 7 X 365	99.7%	Measure Daily Report Monthly/ Quarterly	Less than 99.7% but more than 95%: penalty 3% of EAI Less than 95%: penalty 15% of EAI
<b>Security</b>	24 X 7 X 365	0	Measure Daily Report Monthly/ Quarterly	More than 0 and Less than 3 Security Breaches: penalty 10% of EAI for each Security Breach More than 3 Security Breaches: penalty 25% of EAI for each additional Security Breach
<b>System Backup</b>	24 X 7 X 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.
<b>Helpdesk Service Availability</b>	Business Hours (BH)	99%	Measure Daily Report Monthly and Annually	Less than 99% but more than 95%: penalty 1% of EAI Less than 95%: penalty 10% of EAI.
<b>SLA REPORTING</b>				
<b>Generate Monthly Operations and Performance Reports</b>	Business Hours (BH)	2nd business working day of respective subsequent week or/	Measured Weekly & Monthly	Penalty of 1% of EAI for each non-compliance

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
a. Weekly Report b. Monthly Report		month		

**b) Penal Action:**

If the Successful Vendor is not able to complete the entire work within the time frame than 0.25% of total work value as per work order will be deducted for each extra day subject to a maximum of 10%.

## 14. Documentation and User Support

Three sets of the following documentation shall be provided both in Hard and Soft copy.

- System Design Document.
- Operational Manual.
- Database Dictionary and Schema.
- Training Manual (Bengali & English) etc.

Vendor must provide details of the documentation, which they will provide, as part of their proposed solution. Details of any arrangements for the provision of user support must also be provided.

## 15. Help Desk Support

- The vendor is required to set up helpdesk facility at the Department. This Helpdesk should be manned by two technically competent resources. The Help Desk would start operating after System Go Live.
- The Help Desk team shall provide technical support, handholding support and training services as part of the post implementation services on a scheduled basis as well as on a need basis for a complete period of defect liability and the support for next five years.
- The working hours for the Help Desk team shall align with NKDA office hours uptime for the entire contract period.
- The help-desk personnel must have good understanding of the project, the technical, functional and operational details of the technologies involved, including a very good understanding of the application software.
- Vendor shall ensure that the services and performance adhere to SLAs regarding the required uptime for maintaining the quality of service. A monthly, quarterly and yearly summary must also be submitted to NKDA.

## 16. Operation and Maintenance of Software

The Vendor is required to provide support service on planning, implementation, fault diagnosis and resolution, consultation, and updating services on:

- All the proposed software for the development, implementation and operation of the System.
- The online applications.

- The online supporting applications developed for updating the servers.
- Cost of any change request (CR) or patches in the Application Software will be handled separately depending upon the severity impact of the CR and this will be decided by NKDA at that time.
- Maintenance Charges will include Warranty Period of five years.
- The Vendor shall upgrade the application software, interfaces, system software, browser and any other supporting software to their new releases and versions within the quoted price within the project duration of five years and subsequent AMC, if any.
- The Vendor shall monitor system performance and capacity.
- The Vendor shall process ad hoc requests.
- The Vendor shall perform change management and quality assurance.
- The Vendor shall update document to reflect changes.
- The Vendor shall make recommendations on system changes.

Support and maintenance of the proposed solution during implementation and in live running is included in the scope of this RFP. Vendors must therefore provide details of how they would provide with a comprehensive support and maintenance package for their proposed solution.

Support and maintenance methods must address the Software, Modifications, Interfaces, and future enhancements. Vendors should therefore indicate how they propose to address tasks such as:

- Resolution of Application faults.
- Maintenance of application documentation.
- Application of future upgrades and standard releases.
- Logical design for enhancements to the system.
- Physical design.
- Configuration Management.
- Integration.
- Construction.
- Application Testing.
- System Testing and Installation.

## **17. STQC Testing and Certifications**

Vendor is required to follow DIT standards & should ensure that under go with STQC testing. Vendor should proposed detailed description about. The Vendor shall go with STQC test before Go-Live. Up-gradation of STQC certification should be incorporated by the vendor at any modification during the entire contract period.

Vendor shall undertake an exercise of Testing, Acceptance and Certification of systems implemented for the project through a third party agency (referred to as Quality Assurance/Certification Consultant or consultant) for Software, Hardware, Networking and Security. As soon as the Agency declares the system to be ready for the exercise. The following methodology will be adopted:

- a) Vendor shall co-ordinate with Third party for testing & Certification.
- b) Vendor shall nominate a suitable neutral and technically competent consultant for conducting acceptance testing and certification.
- c) Vendor shall abide the laid down set of guidelines & accepted norms for automatise the building permission system application, for the testing and certification in all aspects of project development and implementation covering software, hardware and networking

including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

- d) Vendor shall ensure that the guidelines are being followed and all documentations are maintained from the early project development phase to avoid large-scale modifications/errors.
- e) Vendor shall establish appropriate processes for notifying the concerned department in case of any deviations from the norms, standards or guidelines at the earliest instance after noticing the same to enable the Agency to take corrective action.
- f) Such an involvement of and guidance by the agencies will not, however, absolve the Agency of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the project to deliver the services in perfect conformity with the SLAs.

## 18. Technical Evaluation Matrix

Technical Score - Max. Marks 100; Min. Qualifying Marks 45.				
Sl. No	Parameter	Unit/Scale	Max. Marks	Marks obtained by Vendors
Section .1			Section 1. Max Marks - 20	
	Company Quality Certifications:	1. ISO Certification 9001:2008	10	
		2. CMM Level 3 or higher	10	
Section. 2			Section 2. Max Marks - 30	
	Experience in similar types of project as mentioned in the RFP of automatise the building permission system and running more than 2 yrs.	For >6 nos	30	
		For > 5 and <=6	20	
		For > = 4	10	
Section.3			Section 4. Max Marks - 20	
	Average Annual turnover of Lead Vendor for the last 3 years	Rs. 10 to 20 Crore	10	
		Above Rs.20 Crore	20	
Section.4	Technical Presentation		30	
	Total		100 Mark	

(Supporting documents to be annexed for each parameter)

**N.B : All Bidders have to submit a Brief Write Up on Section.5 indicating the Functional fitment to Requirements, Ability to Interoperate with other System, Capability to integrate with existing and future e-Governance application, Project Implementation Approach. In Technical Presentation section bidders have to highlight these points.**

Financial bid of only the Vendors securing 45 qualifying marks in technical evaluation, shall be opened for financial evaluation.

**Presentation of Proposed Work:**

Vendor will have to present a Demo proposed work. Within Two days as mentioned in important dates Vendors have to demonstrate the work. Technical Committee will evaluate approaches, understanding of work and proposed solution of NKDA . Maximum Time for each Vendor will be 20 min.

**ANNEXURE –1****Experience in automatise the building permission system**

Sl No	Period / Date	ULBs/ Municipalities/ Corporation	Certificate (Work Order, Acceptance Letter for Go-Live, Running successfully more than 2 yrs)	Remark

Pl. attach proofs / Work Order/ Completion certificates.

**Signature**

**Name**

**Seal**

**ANNEXURE-2****Bidder Details**

- 1. Name of the Bidder** :
- 2. Address** :
- 3. Chief Responsible Person and his qualifications** :
- 4. Contract Person** :
- 5. Telephone No.** :
- 6. Fax No.** :
- 7. E-mail** :
- 8. Mobile No** :
- 9. Status of Co-registration** :
- 10. Date of Incorporation** :
- 11. Date of starting Business** :
- 12. Field of Professional Experts** :
- 13. Total experience in(years) in Corporation and Other Govt. Dept. Project** :
- 14. Total experience in(years) automatise the building permission system** :
- 15. Number of key personnel (Technical)** :

**Signature****Name****Seal**

**ANNEXURE –3****LIST OF KEY PERSONNEL & QUALIFICATION TO BE DEPLOYED FOR  
THIS PROJECT**

Field of specialization	Qualification	Experience No. of Years	No. of Projects handled

**Signature****Name****Seal**

**GUIDE LINE FOR BIDDERS:**

1. Bidders are requested to seek and obtain clarification, within specified time during the pre-bid meeting. Tender Selection committee shall aggregate all such clarifications and shall prepare a response, which shall be published in the official website of NKDA.
2. Bidders are requested to inspect and read whole document before offering their Bids.
3. No claim for revision of inputs, on any ground after submission of the offers, shall be entertained by NKDA.
4. Participation by any agency / firm / concern who intend to work under Joint Venture with other agencies / firms / concerns, are not allowed.
5. Evaluation of Technical Bid criteria as set in the RFP document submitted in response to information submitted by the agency / firm / organisation/institution in the Input sheets.
6. The Bidder should designate one person (“Contact Person” cum “Authorised Representative and Signatory”) authorized to represent the Bidder in its dealings with New Town Kolkata Development Authority . This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, entering into contractual commitments on behalf of the Bidder etc.
7. New Town Kolkata Development Authority reserves the right to reject any or all of the bids (at any stage) including the lowest one without assigning any reason whatsoever.
8. Mere submission of information does not entitle the Bidder to meet eligibility criterion. New Town Kolkata Development Authority reserves the right to vet and verify any or all information submitted by the Bidder.
9. If any claim made or information provided by the Bidder in the bids or any information provided by the Bidder in response to any subsequent query by New Town Kolkata Development Authority, is found to be incorrect or is a material misrepresentation of facts, then the Bid will be liable for rejection. Mere clerical errors or bona-fide mistakes may be treated as an exception to ignore at the sole discretion of New Town Kolkata Development Authority.
10. The Bidder shall be responsible for all the costs associated with the preparation of the bids. New Town Kolkata Development Authority shall not be responsible in any way for such costs, regardless of the conduct of outcome or this process.

## GUIDE LINES FOR BIDDERS REGARDING E-TENDERING:

The Instructions/ Guidelines for electronic submission of the tenders have been elucidated in this section for assisting the contractors to participate in e-Tendering.

### 1. Registration of Contractor

Any contractor willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://wbtennders.gov.in> (the web portal of public works department) the contractor is to click on the link for e-Tendering site as given on the web portal.

### 2. Digital Signature certificate (DSC)

Each contractor is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. **Details are available at NIC (National Informatics Centre) Web Site and are stated in Clause2 of Guideline to Tenderer. DSC is given as a USB e-Token.**

### 3. Search & Download

The contractor can search & download NleT & Tender Documents electronically from computer once he logs on to the website mentioned as above in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

### 4. Submission of Tenders.

Tenders are to be submitted through online to the website stated in Cl. 2 in two folders at a time for each work, one as Technical Proposal & the other as Financial Proposal before the prescribed date & scanned and Digitally Signed. The documents will get encrypted (transformed into non readable formats).

### 5. Technical proposal

The Technical proposal should contain scanned and digitally signed copies of the following further two covers (folders).

#### A-1.Statutory Cover Containing:-

- a) Demand Draft mentioned in the RFP, in favour of “New Town Kolkata Development Authority” payable at Kolkata.
- b) RFP document with all addenda and

#### A-2.Non-statutory Cover Containing:-

Click the check boxes beside the necessary documents in the My Document list and then click the tab “Submit Non Statutory Documents” to send the selected documents to Non-Statutory folder. Next Click the tab “Click to Encrypt and upload” and then click the “Technical” Folder to upload the Technical Documents.

Sl No.	Category Name	Sub-Category Description	Detail (s)
A	Certificate(s)	Certificate(s)	Company Registration Certificate. PAN. P Tax (Challan) Service Tax TIN /TAN Import / Export License ( if any) Latest IT Receipt. Auditor Certificates for business turn over in last 3 financial years. Other certificate as mentioned in REF document.
B	Company Detail(s)	Company Detail	Proprietorship Firm ( <i>Trade License</i> ) Partnership Firm (Partnership Deed, Trade License) Ltd. Company (Incorporation Certificate, Trade License) Society (Society Registration Copy, Trade License) Power of Attorney. Proof of address from any Govt. Department, local authority, MLA, Councilor of the area with telephone no. etc.
C	Input sheets for the bidders	All supporting documents in support of the information stated in the input sheets are to be submitted.	ANNEXURE – 1 to ANNEXURE – 3.

**B. Financial proposal:-**

- i. The financial proposal should contain the following documents in one cover (folder) i.e. Bill of quantities (BOQ). The contractor is to quote lump sum rate online through computer in the space marked for quoting rate in the BOQ.
- ii. Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.

6. The following shall be submitted digitally signed by the bidders without which the tender is liable to be rejected.

R.F.P with subsequent corrigenda issued thereon, if any.

Tender document consisting Scope of Work, Terms and Conditions, Technical Specifications, Maintenance Contracts, Time Schedule and Schedule of work / BOQ etc.

**Superintending Engineer (M/E)**  
**New Town Kolkata Development Authority**