



**Request for Proposal (RFP)  
For  
Selection of System Integrator for  
Supply, Installation, Testing, Commissioning and Operations & Maintenance  
of Comprehensive Complaint Redressal System for  
Ahmedabad Municipal Corporation  
RFP Reference No: SCADL\_RFP\_25-26\_03**



**Last Date of Receipt of Bid: 15/11/2025 up to 17:00 Hrs.**

**Bid Processing Fee: Rs. 18,000/- (Rupees Eighteen Thousand only)**



**Invited By:**  
Smart City Ahmedabad Development Limited  
**Address:** Command and Control Centre, Opp.  
Divan Ballubhai School, Nr. Sanskar Kendra,  
Paldi, Ahmedabad: 380007



## **DISCLAIMER**

The information contained in this Request for Proposal document (“**RFP**”) whether subsequently provided to the bidders, (“**Bidder/s**”) verbally or in documentary form by Smart City Ahmedabad Development Limited (henceforth referred to as “**SCADL**” in this document) or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to assist the formulation of their financial offers (“**Bid**”). This RFP includes statements, which reflect various assumptions and assessments arrived at by SCADL in relation to this scope. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the Chief Executive Officer, SCADL and their employees or advisors to consider the objectives, technical expertise and particular needs of each Bidder. The assumptions, assessments, statements and information contained in the Bid documents, may not be complete, accurate, adequate or correct. Each Bidder must therefore conduct its own analysis of the information contained in this RFP and to seek its own professional advice from appropriate sources.

Information provided in this Tender document to the Bidder is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. SCADL accepts no responsibility for the accuracy or otherwise for any interpretation of opinion on law expressed herein.

SCADL and their employees and advisors make no representation or warranty and shall incur no liability to any person, including the Bidder under law, statute, rules or regulations or tort, the principles of restitution or unjust enrichment or otherwise for any loss, cost, expense or damage which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, reliability or completeness of the RFP, and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

SCADL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. SCADL may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information in this RFP.

The issue of this RFP document does not imply that SCADL is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for implementation and SCADL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by SCADL, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and SCADL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the selection process.

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### **Important Dates**

#### **RFP for Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation**

1.	Contract Period	5 Years after Go-Live
2.	Delivery	Services to be offered as per schedule from the date of the Issuance of LoI/ PO/WO.
3.	Pre-Bid Meeting	30/10/2025 - 12:00 Hrs.
4.	Last date for Online Bid Submission	15/11/2025 - 17:00 Hrs.
5.	Last date for physical bid submission	15/11/2025 – 17 :00 Hrs.
7.	Date & Time of opening of Technical & Commercial stage	Will be intimated to the qualified bidders later.
8.	Venue of opening of Technical & Commercial Bid/s	Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007
9.	Bid Processing Fees (Non refundable)	Rs. 18,000 (Eighteen Thousand Only) By Demand Draft
10.	Bid security (EMD)	EMD of Rs. 25,00,000(Rupees Twenty-Five Lacs only) shall be either in form of Demand Draft or Bank guarantee of any nationalized / scheduled bank
11.	SCADL Contact email ID	Email id: smartcity@ahmedabadcity.gov.in

## **Notice Inviting Tender (NIT)**

		<b>SMART CITY AHMEDABAD DEVELOPMENT LTD</b>			
		E tender - Request for Proposal (RFP)			
		For			
		Supply, Installation, Testing, Commissioning and Operations & Maintenance of			
		Comprehensive Complaint Redressal System (CCRS) for Ahmedabad Municipal Corporation			
Pre-Bid Meeting		30/10/2025 - 12:00 Hrs.			
Last Date Online Price Bid Submission:		15/11/2025 - 17:00 Hrs.			
Last Date of Receipt of Physical Bid:		15/11/2025 - 17:00 Hrs.			
Detail & Tender available on		www.nprocure.com      & <a href="http://www.ahmedabadcity.gov.in">www.ahmedabadcity.gov.in</a> , <a href="https://smartcityahmedabad.com/">https://smartcityahmedabad.com/</a>			
Smart city Ahmedabad Development Ltd. (SCADL) Office Address		Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007			
Email		smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com			
		<b>For any AMC complain/suggestion call 155303</b>			

**NOTE: Please address all queries and correspondence to:**

**Chief Executive Officer**  
**Smart City Ahmedabad Development Limited**  
**Command and Control Centre,**  
**Opp. Divan Ballubhai School, Nr. Sanskar Kendra,**  
**Paldi, Ahmedabad - 380007**  
**E-mail:** smartcity@ahmedabadcity.gov.in

Proposal in the form of BID is requested for the item(s) in complete accordance with the documents/attachments as per following guidelines.

- This is a Bid for Supply, Installation, Testing, Commissioning and Operations & Maintenance of CCRS Solution for AMC.
- Bidder shall upload their bids on <https://www.amc.nprocure.com>.
- The Bid Security and non-refundable bid processing fees in a separate sealed envelope super scribed with the bid document number to SCADL Office.
- The bid shall specify time schedule of various activities.
- Bids complete in all respects should be uploaded on or before the BID DUE DATE.
- Services offered should be strictly as per the requirements mentioned in this Bid document.
- Please spell out any unavoidable deviations, Clause/ Article-wise in your bid under the heading Deviations.
- Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection. However, SCADL reserves the right to revised financial offer.

**Instructions to the bidders for bid submission:**

- Tender documents are available only in electronic format which Bidders can download free of cost from the website [www.ahmedabadcity.gov.in](http://www.ahmedabadcity.gov.in), <https://smartcityahmedabad.com/> and <https://amc.nprocure.com>
- The bids have been invited through physical hard copies and online both.
  - The PQ and TQ proposal are to be submitted in physical copies and online both.
  - The financial bid shall be submitted only online on the website <https://amc.nprocure.com>. Bidder must not submit the financial bid in the physical hard copy.
- Bidders who wish to participate in this bid will have to register on <https://amc.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.
- In case of any clarifications required, please contact on email ID of SCADL at [smartcity@ahmedabadcity.gov.in](mailto:smartcity@ahmedabadcity.gov.in)



## ***SECTION: 1 PROJECT PROFILE***

### **1.1.Ahmedabad Municipal Corporation**

- I. AMC is equipping the city with high quality communication, transit and utility networks that aim to improve the quality of life of its citizens, provide ease of doing business and generally raise the level of social and economic development of its citizens.
- II. In order to meet the deficiencies of the present system, namely, lack of integrated systems, inefficient work procedures, lack of up-to-date and accurate databases, lack of data sharing, etc.,
- III. ICT initiatives such as the Integrated Command and Control Center along with smart features with specific focus on traffic regulation, surveillance, emergency response and real-time tracking of services have been proposed by the administration of AMC and are already in the advanced stages of implementation.

### **1.2.Introduction to Smart City Ahmedabad Development Limited**

- I. Ahmedabad is one among forefront in implementation of smart initiatives for urban development projects. Under Smart City Mission, Ahmedabad has implemented several new projects namely, Integrated Transport Management System (ITMS), City Surveillance project, e-Challan, Smart Anganwadi, Smart Public Toilet, Digital Payment and establishment of Integrated City Command and Control Centre with several e-Governance projects.
- II. As per the Government of India (GoI) guidelines, Ahmedabad Municipal Corporation (AMC) has formed a Special Purpose Vehicle (SPV) as Smart City Ahmedabad Development Limited (SCADL) for the implementation of projects under the smart city mission. SCADL executes the task of project design, tender preparation, bid process management, selection and on-boarding of the implementation agency. SCADL work closely with user departments of AMC and other government departments in the implementation and operationalization of various smart city projects.
- III. Ahmedabad smart city proposal includes several Pan City and Area Based Development initiatives with a focus on both infrastructure and ICT advancements in the city and at strategic locations.
- IV. Most of the ICT initiatives identified with a predominant objective to improve public safety and surveillance, traffic management, public services quality, emergency response and real time tracking of services, are either in advanced stages of implementation or in Operational and Management (O&M) phase.
- V. The objective was to promote sustainable and inclusive cities that provide core infrastructure and give a decent quality of life to its citizens, a clean and sustainable environment and application of Solutions. Most of the ICT initiatives proposed and being implemented by Ahmedabad city have been identified with a predominant objective to improve public safety and surveillance, traffic management, public services quality, emergency response and real time tracking of municipal services.

### **1.3.About the CCRS Project**

- I. Comprehensive Complaint Redressal System (CCRS) is AMC's platform through which citizens can log civic complaints /grievances for quick and effective resolution by AMC.
- II. The CCRS is a web and mobile-based enterprise solution that allows AMC to enhance citizen satisfaction through comprehensive service management and efficient service delivery. CCRS automates the entire complaint process right from registration to closure. It also enforces service-level agreements to ensure the complaint gets attended within the desired timeline or gets escalated to higher authorities for their attention and intervention if required.
- III. AMC now wants to create new platform for CCRS to meet the next-gen service level expectations in alignment with the aspirations of the citizens of Ahmedabad Smart City. The new CCRS system should be able to capitalize on social media tools and digital technologies, to transform itself from a grievance redressal system into an intelligent decision making citizen's engagement and participation platform. The new CCRS system should also encompass best-of-class Service Management best practices to enhance citizens' satisfaction with municipal services provided by AMC/SCADL.

### **1.4.CCRS Project Objective**

The Comprehensive Complaint Redressal System (CCRS), the project aims to achieve following but not limited to several key outcomes:

1. Creating New CCRS website with a user-friendly approach and professional appearance to enhance usability and engagement.
2. Establishing one-stop shops for citizens to capture and respond to their grievances promptly, streamlining the complaint resolution process.
3. Bringing together internal and external stakeholders with necessary information promptly, fostering collaboration, and improving communication channels.
4. Improving transparency within the system to provide stakeholders with clear visibility into complaint resolution processes and communication.
5. Setting clear service level agreements to ensure timely and effective delivery of services to citizens.
6. Providing a feedback mechanism to gauge citizens' satisfaction with the services provided, enabling continuous improvement.
7. Creating an engaging platform that encourages both citizens and AMC employees to utilize the new CCRS system effectively.
8. Encouraging citizens to use digital channels for registering complaints, promoting convenience and efficiency.
9. Set up an eco-system wherein majority complaints are received through various options other than "Telephonic" medium (please refer details provided in section – 1.7 below).
10. Utilizing the CCRS system to analyze data and identify patterns, enabling informed decision-making and proactive problem-solving.
11. Incorporating GIS and mapping capabilities to visualize complaint data through maps facilitating better understanding and decision-making.
12. Model to Support multiple channels for citizens to submit complaints, enhancing accessibility and convenience.
13. Implementing both internal and external escalation mechanisms to address unresolved

complaints promptly and efficiently.

14. Utilization of AI and Chatbots Technologies for Providing end-to-end support through the integration of AI or other technological-based models like chatbots to streamline complaint handling and reduce dependency on back-office call center staff.
15. API based integration with other AMC / Smart City systems & applications to enable intelligent decision making. For ex.: integration with smart light application, solid waste management application, water SCADA application, property tax & professional tax database, city civic center database, Aadhar enrolment center database, online ticket database, fire NOC database, important number database, donation links on AMC website, smart toilet application etc.

Overall, these objectives aim to create a robust, transparent, and citizen-centric complaint redressal system that leverages technology and stakeholder collaboration to improve service delivery and citizen satisfaction. These all are mandatory requirements. However, Selected Bidder has to understand the existing system to know the current process.

### **1.5.Benefits through CCRS**

Some of the key benefits are:

- I. User Friendly and Ease of complaint logging and resolution.
- II. Faster complaint resolution with higher citizen satisfaction.
- III. System available round the clock - Call Centre, Website, Chatbot, WhatsApp, SMS, Email, IVR, Ward Offices, Mobile Application for citizen support.
- IV. Improved communication by way of SMS, WhatsApp/chatbots, Email alerts and integration with social media (Twitter, Facebook, Instagram)
- V. CCRS will provide data of priority, frequency and average turnaround time for each kind of the complaints/problems.
- VI. It shall help AMC to prioritize its services with user departments and identify the services which need focus for improvement through analyzing data and also forecasting the budget for AMC.

### **1.6.Stakeholders**

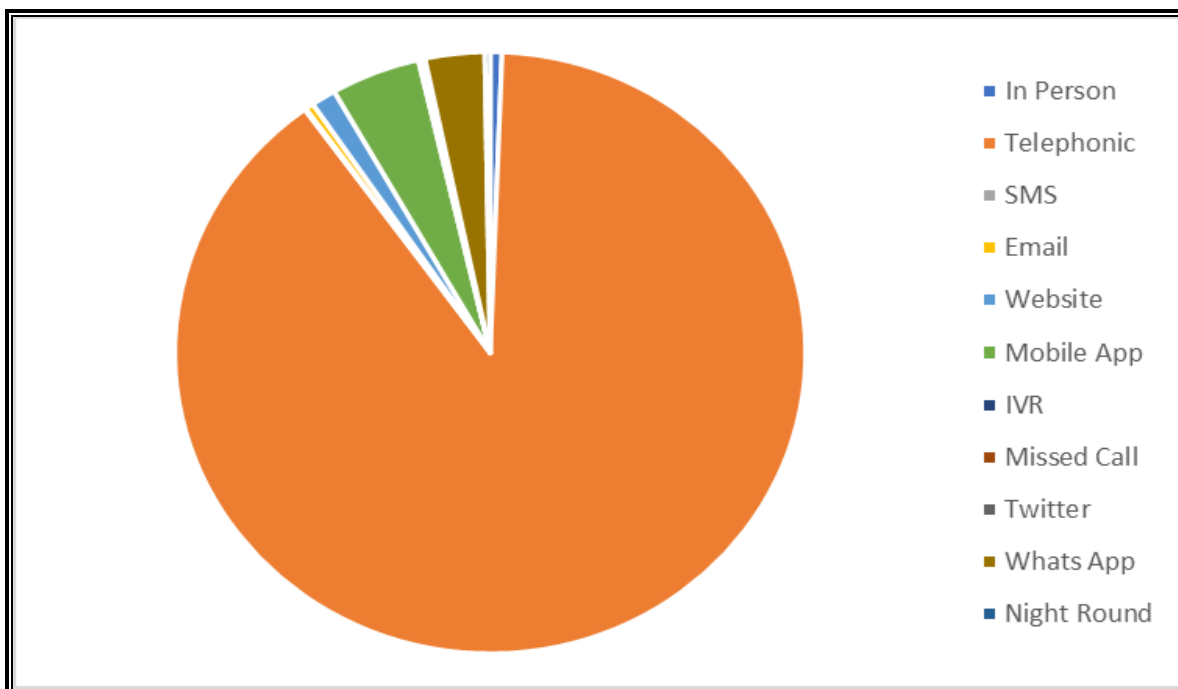
The implementation and successful execution of this project will require support and involvement from multiple stakeholders. The project requires collaboration among multiple stakeholders for its successful execution. It is therefore important to understand the various stakeholders envisioned to be part of this project and the role that they are expected to play. Following are the critical stakeholders whose involvement will drive the project and enable the establishment of a strong project governance.

- I. Ahmedabad Municipal Corporation (AMC) and their Department/staff
- II. Smart City Ahmedabad Development Limited (SCADL)- SPV under AMC
- III. Project Management Consultant
- IV. Various Project implementation agencies
- V. Ahmedabad Citizens

For all kind of data gathering & project Implementation selected the bidder has to follow following matrix.

## 1.7.Existing Setup – As Is

- I. The CCRS is a majorly web-based enterprise solution that allows AMC to enhance citizen satisfaction through comprehensive service management and efficient service delivery. It also enforces service-level agreements to ensure the complaint gets attended to within the desired timeline or gets escalated to higher authorities for their attention and intervention.
- II. SCADL/AMC has already developed CCRS Platform for the citizen, which has multiple ways to launch complaints.
- III. Following chart shows the various modes to launch complaints. In the current situation, maximum complaints are received through telephonic/ call centers.



- IV. About 25+ AMC and other departments and 48 wards from AMC receive complaints through existing CCRS system.
- V. Average number of complaints are about 1100+ per day, during peak times the count goes up to 2000 complaints per day (Total complaints count is about 40 lacs+ since 29<sup>th</sup> May 2018). There is a steady increase because of increasing digital awareness in citizens.
- VI. Approximately 88% + complains are launched through Telephonic calls.
- VII. Existing SOP for citizens to lodge complaints,
  - e-Mail (By clicking on “Through Email” option of Complaint Registration on CCRS website)
  - Mobile Applications: Complain Module in AMC Seva App & CCRS App
  - Web (By clicking on the “Online” option of Complaint Registration on CCRS website and enter detail of the complaint.)
    - Step – 1: Select language – Press 1 for Gujarati, 2 for Hindi or 3 for English
    - Step – 2: Press 1 to call back or press 2 to continue with IVR

- Step – 3: Enter Name & press #
  - Step – 4: Enter Mobile Number & press #
  - Step – 5: Enter Address & press #
  - Step – 6: Enter Problem to resolve & press #
  - Step – 7: Enter Location address where the problem is & press #
  - a. The call center operator listens to the IVR recorded complaint and registers the same in the system. He may contact the citizen in case information provided is insufficient or any clarification required.
    - SMS (By sending text "AMCCRS NEW" to 56070. A Call Centre operator calls back to take necessary details to register the complaint)
    - Call Center (By dialing 155303 from landline or mobile 24\*7)
    - Ward Office Walk-in
  - b. Through social media, i.e. Twitter, WhatsApp, Facebook
  - c. Through Night Round
- VIII. Citizens can lodge a single or multiple complaints during a single call. In all cases, the complainant is given a complaint acknowledgment number.
- IX. Once a complaint is registered with the system, it is assigned to a concerned area officer dealing with the reported problem. The system automatically sends an SMS to the officer alerting him on the complaint to take the required actions. The complainant is also informed about complaint registration via SMS. The officer calls up the complainant, if necessary, to seek specific details.
- X. In case, the designated officer is unavailable (e.g. on vacation), he or his supervisor can put the ticket on hold. The citizen is informed of this via SMS.
- XI. The officer is expected to resolve the complaint within a specified period. Once a complaint is resolved, the officer marks the complaint closed in the system. The citizen receives an SMS confirming the resolution of the complaint. If the citizen is not satisfied; he/she can request to re-open the complaint, which then escalates to the higher authority.
- VI. In case of wrong allocation, the ticket is closed. There is no feature of changing the allocation of the ticket.
- VII. Once ticket is resolved, the designated officer or his supervisor can close the ticket in the system and confirmation is sent to the Citizen. Citizen can reopen the ticket via SMS, email or calling the Call Center.
- VIII. Limited Geotagging to the ticket report is available (partially via Complain module in AMC Seva APP). Full fledged GIS/Geo-MAP integration is not there for grievance logging.
- IX. No feature of Closure 'sub-status'/reason is available in the present CCRS system.
- X. No feature currently available in present system for the designated officer to attach picture/video as supporting for the complaint resolution on web based application, this feature is available on mobile application.
- XI. Limited Ticket statuses are present in the current CCRS system.
- XII. In case due to human error, if ticket is assigned to wrong ward, the concerned officer of that ward can only close the complaint and does not have feature to move the ticket to correct ward officer.

## SECTION:2 ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder interested in undertaking the project. The bidder must also possess technical know-how and financial ability that would be required to successfully provide System Integration, Operation and Maintenance services sought by the SCADL for the entire contract duration. The Bids must be complete in all respect and should cover entire scope of work as stipulated in the bid document. This invitation to bid is open to all bidders who qualify the eligibility criteria given below:

### 2.1 Pre-Qualification Criteria

#	Eligibility Criteria	Documentary Proof
1	<p>The Sole bidder/ both members of consortium must be either –</p> <ul style="list-style-type: none"> <li>i) Sole Bidder/Both members of consortium should be an Indian firm</li> <li>ii) Sole Bidder/Both members of consortium should be registered under the Companies Act 1956 in India or a Limited Liability Partnership Firm, under Limited Liability Partnership Firm Act 2008 a proprietorship under proprietorship act 2013 at the time of the bidding</li> <li>iii) Sole Bidder/Both members of consortium should have a registered number of, GST, Income Tax / Pan number</li> <li>iv) Sole Bidder/Both members of consortium should be in operation in India for a period of at least 5 years as on publication of this tender</li> </ul>	<ul style="list-style-type: none"> <li>1. Copy of certification of incorporation issued by competent authority/ Registration Certificate/ Shop and Establishment certificate</li> <li>2. Copy of PAN card</li> <li>3. Copy of GST registration</li> </ul>
2	<p>The Sole/Lead Bidder should have an average annual turnover of at least Rs. 2.5 Cr from ICT/IT/ITES Projects in the last three (3) financial years (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25)</p> <p><b>Note:</b></p> <p><i>The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed. In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria.</i></p>	<p>For Annual Turnover:</p> <ul style="list-style-type: none"> <li>1 Copy of audited Balance Sheet, audited Profit &amp; Loss statements for each of the last 3 financial years</li> <li>2 Copy of Certificate from the Statutory Auditor / Chartered Accountant (CA) clearly specifying the annual turnover from ICT/IT/ITES projects for the last 3 financial years, i.e. FY 2022-23 and FY 2023-24 and FY</li> </ul>

RFP - Selection of SI for SITC & O&M of Comprehensive Complaint Redressal System For Ahmedabad Municipal Corporation

#	Eligibility Criteria	Documentary Proof
		2024-25
3	The Sole/Lead Bidder must have positive net worth in last three (3) financial years (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25)	<ol style="list-style-type: none"> <li>1 Certificate from the Statutory Auditor and CA Certificate on net worth (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25)</li> <li>2 Copy of audited Balance Sheet, audited Profit &amp; Loss statements for each of the last 3 financial years (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25)</li> </ol>
4	<p>The Sole bidder/Both members of consortium &amp; OEM should:</p> <ol style="list-style-type: none"> <li>a. Not have been blacklisted or debarred by Central Government / Any State Government / Urban Local Body (ULB) /Smart City (SPV)/ PSU /Supreme Court of India / Any government agency in India as on the date of bid submission.</li> <li>b. Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</li> <li>c. Not have their directors and officers convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter a procurement contract within a period of three years preceding the commencement of the procurement process or not have been otherwise disqualified.</li> </ol>	<p>Self-declaration by the Bidder/both the members of consortium and OEM duly signed and stamped by the authorized signatory in format described in RFP.</p> <p>Note: Original or Notarized copy of self-declaration should be submitted.</p>
5	The Sole/Lead bidder should have at least one office in Ahmedabad. If the Bidder does not have any office in Ahmedabad, then the bidder should submit a letter of undertaking to open the office in Ahmedabad within 45 days from the date of issue of work order if the bidder is awarded the work.	<p>Copies of any two of the following:</p> <p>Property Tax / Electricity / Telephone Bill / GST Registration /Lease agreement</p> <p>Or</p> <p>Undertaking to open Office in Ahmedabad</p>



#	Eligibility Criteria	Documentary Proof
6	<p>The Sole bidder/either bidder (in case of consortium) should have urban governance related demonstrable experience in Supply /implementation of IT based mechanism for <b>Citizen Grievance Redressal (web and mobile application with SLA and Escalation Matrix)</b> in Municipal Corporation with population more than 10 lakhs or with any department for Public Grievances (for platforms like CPGRAMS) in the last seven (7) years from RFP released date.</p> <p>At least one project with total project cost not less than 6.5 Crores each</p> <p>Or</p> <p>At least two Project with total project cost not less than 4 Crores each</p> <p>Or</p> <p>At least three Project with total project cost value not less than 3 crores each</p> <p>For Completed Projects, WO/Work completion date shall be within the last seven (7) years from RFP released date.</p> <p>For ongoing projects, WO date must be at least earlier than one (1) year from RFP released date.</p> <p>The value of work orders during service extensions to the same client will be considered in the total project value to determine eligibility.</p> <p><b>Note:</b></p> <p><i>The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed. In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria.</i></p>	<p><b>For completed projects</b></p> <ol style="list-style-type: none"> <li>1. WO copy / LOI / LOA contract copy</li> <li>2. Work completion certificate from end client mentioning satisfactory performance, functionalities implemented</li> </ol> <p><b>For ongoing projects</b></p> <ol style="list-style-type: none"> <li>1. (WO copy / LOI / LOA contract copy</li> <li>2. Performance certificate from end client mentioning satisfactory performance &amp; clearly mentioning functionalities implemented</li> </ol> <p>It is mandatory to submit the requested certificates from end-client only. No other party's certificate will be accepted.</p>



#	Eligibility Criteria	Documentary Proof
7	<p>The Lead bidder should submit at least one distinct certification from any of the below Certifications (valid at the time of bidding):</p> <ul style="list-style-type: none"> <li>▪ CMMI- Process Level 3 or above</li> <li>▪ ISO 9001:2015</li> <li>▪ ISO 27001 for Information Security Management Systems</li> <li>▪ ISO/IEC 20000</li> </ul>	<p>Valid copy of the certificate in the name of bidding entity (Valid as on date of issuance of this RFP)</p>
8	<p>The Sole Bidder/both members of consortium should submit a valid letter from each of the OEM (OEM for each component) - confirming the following: OEM shall ensure that all equipment/components / sub-components/software application being supplied by them shall be supported for entire contract period. If the same is not supported by the OEM for any reason whatsoever, the bidder shall replace it with an equivalent or better substitute that is acceptable to Tenderer without any additional cost to the Tenderer and without impacting the performance of the solution in any manner whatsoever.</p>	<p>Authorization certificate form OEM in prescribed format.</p> <p>This clause is applicable for all types of hardware and software applications.</p>
9	<p>The Lead Bidder must have minimum 15 Full time Employees (FTE) working for bidder directly on their payroll in the same business unit (in IT/ITES domain/or any of the smart city/safe city project as on date of release of RFP.</p>	<p><b>For Full Time Employees:</b></p> <ol style="list-style-type: none"> <li>1. Certificate from the Head of HR Department</li> <li>2. ESIC, PF registration certificate.</li> </ol> <p>Kindly refer to the format given in 1.11.</p>
10	<p>The Sole/Lead Bidder <b>must not replace</b> the manpower resources deployed under this project for a period of one year from the date of contract signing.</p> <p><i>Note:</i></p> <p><i>Bidder needs to submit an undertaking to confirm that the resources proposed for this project under this criterion will be deployed and will not be replaced for a period of one year from the date of signing the contract. Any replacement, substitution, or withdrawal of the proposed resources during this period will require prior written consent and approval from the AMC/SCADL.</i></p>	<p>Undertaking by the sole/lead Bidder duly signed and stamped by the authorized signatory in format described in RFP.</p> <p><i>Note: Original or Notarized copy of self-declaration should be submitted.</i></p>

#	Eligibility Criteria	Documentary Proof
11	The Sole bidder/both members of consortium and OEM of proposed solution from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority as per OM No. 6/18/2019-PPD dated 23 <sup>rd</sup> July 2020 issued by Department of Expenditure, GoI	Self-certification from bidder and OEMs on Non-Judicial stamp of Rs. 300/- in the prescribed format mentioned in the RFP.

**Note:**

- The Bidder must attach valid documents in support to their Technical and Financial capabilities/strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.
- Consortium is allowed in this bid.
- The bidder should submit authorization certificate of Original Equipment Manufacturer (OEM) (or multiple OEMs) specific to the bid. The bidder should have a back-to-back support agreement/arrangement for services including supply of spare parts etc. with the OEMs of all products which include the post-sales support activities for the entire project period.
- All the proposed equipment should not be End-of-Support by the OEMs for entire contract duration from the date of bid submission.
- The MAF is required for any hardware or software component being supplied as part of this project.
- The bidder needs to provide contact details (email & phone number) of senior official from client.
- The Bid Evaluation Committee (BEC) may require written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents.

**Note 2: Consortium Clause**

- The Bidder is allowed to make a consortium with only one other bidder.
- One Consortium partner can tie up with only one lead bidder for this RFP.
- Companies (parent or child organization) that are part of a leading bidder's group or consortium partner cannot join another consortium as a bidder in this Request for Proposal.
- The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed. In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria. Both the bidders are required to submit supporting documents for the same.
  - In case of consortium, one of the members should mandatorily be an OEM.
  - In case of consortium, the Lead Bidder must be specified by the bidder.
  - In case of a consortium, applicant consortia shall have a valid Memorandum of

Understanding (MoU) / Consortium Agreement among all the members signed by the CEO / Country Head / Authorized Signatories of the companies dated prior to the submission of the bid. The MoU / Consortium Agreement shall clearly state the composition of the consortium who shall be the Lead bidder, the complete description of the partner and roles & responsibilities of the partners.

- The consortium bid submitted without valid MoU / Consortium Agreement shall be treated as non-responsive.
- The contract shall be signed with the Lead Bidder with mentioning name of the consortium partner and the Lead Bidder shall be a single Point of Contact for this Project. PBG shall be submitted by the Lead Bidder.
- The payments for the said project shall be released only in the name of Lead Bidder.
- Lead Bidder and consortium members shall be jointly responsible for any failure liable to the Government for the execution of the project in accordance with the terms & conditions of the bid document and a statement of this effect shall be included in the MoU / Consortium Agreement.
- In case of failure of either party of the consortium in delivering any obligation of the SoW of this RFP, the other party of the consortium will be liable to fulfil all the obligations of the SoW of this RFP irrespective of the terms & conditions of the MoU signed between consortium members. In this case, the remaining payments of the contract shall be released to the functioning party.

## 2.2 Technical Evaluation Criteria

The bidder's technical solution proposed in the Technical Evaluation bid shall be evaluated as per the evaluation criteria in the following table. Document proof for all PQ gets applicable to the respective technical bid evaluation criteria. Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points.

Sr.	Criteria	Marks		Max. Marks
1	The Sole/ Lead bidder should have an average annual turnover of at least INR 2.5 crores in the last three financial years (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25) from IT/ ICT/ITES Services.	<b>Average annual turnover of last three (3) years as per criteria in PQ-2 (in crores)</b>	<b>Marks</b>	25
		> INR 13 Cr:	25 Marks	
		< INR 13 Cr to >= 10 Cr:	20 Marks	
		< INR 10 Cr to >=INR 7 Cr:	15 Marks	
2	The Sole bidder/either bidder (in case consortium) should have urban governance related demonstrable experience in supply/implementation of IT based mechanism for <b>Citizen Grievance Redressal (Web and Mobile application)</b> in the last 7	<ul style="list-style-type: none"> <li>• If the Project experience is <b>not with ULB</b> (which means not with Municipal Corporation and Municipality): For One Project: 2.5 Marks However, maximum marks for project experience not with ULB is limited to 10 Marks.</li> </ul>		20

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Sr.	Criteria	Marks		Max. Marks
	<p>years from RFP released date with minimum total project cost of <b>INR 3 crs.</b> for each project.</p> <p>The Completed/Ongoing projects submitted in PQ- 6 will be considered here to get the marks along with any other additional projects.</p> <p>Also, the work order for extension of services for the same client will be considered as a single project only.</p> <p>For Completed Projects, WO/work completion date shall be within last seven (7) years from RFP released date.</p> <p>For ongoing projects, WO date must be at least earlier than one (1) year from RFP released date.</p> <p><i>Note:</i></p> <p><i>The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed.</i></p> <p><i>In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria.</i></p>	<ul style="list-style-type: none"> <li>If the Project experience is <b>with ULB</b> (which means with Municipal Corporation and Municipality): For One Project: 5 Marks Maximum marks for project experience with ULB is open till 20 Marks.</li> </ul> <p>Note: Bidder can showcase both experiences with ULB and not with ULB both to achieve maximum 20 Marks under this criteria.</p>		
3	The Sole bidder/either bidder (in case consortium) should have demonstrable experience in handling <b>minimum 5,00,000 nos. of cumulative complaints through IT based Citizen Grievance redressal platform (web and mobile application) in last 3 years</b> (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25) for Municipal	<b>No. of Complaints Handled</b>	<b>Marks</b>	20
		For a minimum of 5 lakhs complaints handled cumulatively in the last 3 years	10	

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Sr.	Criteria	Marks		Max. Marks
	Corporation/ Central Govt. / State Govt. / PWD / M.E.S. / SPV /PSU / Semi Govt. / Government as below.  Sole bidder/either bidder (in case of consortium) should submit a letter from end client’s letterhead clearly stating number of complaints handled  For a minimum of 5,00,000 nos. complaints handled: 10 Marks  For every additional 1,00,000 nos. of complaints - 2 Marks  Maximum Marks: 20 Marks	For every 1 lakh complaints handled cumulatively in the last 3 years.	2	
		Max Marks	20	
4	The Sole/either bidder must have experience of call center operation with a minimum of 25 Employees working in the same business unit (i.e. customer interaction) in any domain with Govt. / Pvt. as on date of release of RFP.  Note: Bidder must submit a letter from end client’s letterhead clearly stating handling of minimum 25 manpower for operating call center or any other project citation which indicates the deploying of cited manpower.	No. of Project	Marks	10
		For One (1) Project	5 Marks	
		For Two (2) or more projects	10 Marks	
5	Live Demo - The bidder will need to exhibit functional and non-functional requirements through a Live demo. Following is the suggestive list.	List of Deliverables during PoC	Marks	15
		a. CCRS solution – Complaint/Grievance redressal lifecycle & effectiveness of workflow management	5	
		b. Chatbot feature	2	
		c. Analytics work on available data	2	
		d. Usage of GIS/MAPs for plotting of registered complain	2	
		e. Multiple Channels for	1	

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Sr.	Criteria	Marks		Max. Marks
		Complaint Submission		
		f. Escalation Mechanisms in module	1	
		g. Feedback Mechanisms	2	
		Maximum Marks	15	
6	Understanding of Scope of Work, Detailed Approach & Methodology, and Implementation plan	<div>a. Detailed approach and methodology for project execution, Implementation Plan, and resource deployment plan</div> <div>b. Strategy to ensure implementation of the project within stipulated timelines.</div> <div>c. Identification of major risks and their mitigation plan</div> <div>d. Approach / methodology of API integration with other application &amp; database of AMC and way forward to implement various use cases as per SoW of this RFP.</div> <div>e. Approach towards the scalability, Interoperability, and modularity features of the project considering future expansion and new applications or systems that may be envisaged or developed in the future.</div> <div>f. Use cases that can be implemented using AI on basis of Complaints data</div> <div>g. Strategy to maintain all the SLAs and handle change requests</div> <div>h. Key learnings from similar projects and how do you propose to incorporate them in execution of this assignment</div> <div>i. IT infrastructure and resource requirement plan for the Applications</div>		10
	Total Marks			100

**Note:**

- For the purpose of PQ-6 and TQ-2 evaluation, only those work orders that strictly comply with the following conditions shall be considered:

- The sole bidder or either bidder(in case of consortium) must have prior project experience in the Supply/implementation of Citizen Grievance Redressal Platforms (web and mobile applications with SLA and escalation matrix).
- The projects must be either completed or ongoing within the last seven (7) years (Work order/work Completion Certificate) from the date of release of this RFP.
- The work order must have been issued by municipal corporation with population more than 10 lakhs or with any department for public grievance (for platforms like CPGRAMS)
- The bidder must satisfy any one of the following project cost criteria:
  - i. Minimum of one (1) project with a total project cost of at least ₹6.5 Crores each , OR
  - ii. Minimum of two (2) projects with a total project cost of at least ₹4 Crores each , OR
  - iii. Minimum of three (3) projects with a total project cost of at least ₹3 Crores each .

Any work order not fulfilling all the above conditions shall be summarily rejected and shall not be considered for PQ-6 or TQ-2 evaluation under any circumstances.

2. All the supporting documents should be in English language only however, if in case client document is in other language, Bidder must submit a notarized copy of translated document in English language.
3. Minimum qualification mark for technical qualification criteria is 70. Bidder is not achieving 70 marks shall be disqualified.
4. During the evaluation of the Bid, SCADL reserves the right to enquire / seek additional documents / justification to further understand the Bidder's submission against various qualification criteria. Such communication shall be at the discretion of SCADL. No claim from any of the Bidder in this regard shall be entertained for any of the reason(s) pertaining to the bid evaluation.

### 2.2.1 Live Demo Methodology

Sr No	List of Deliverables during PoC	Way of POC delivery	Measurement Criteria
1	<p><b>CCRS solution – Complaint/Grievance redressal lifecycle:</b></p> <p><b>Stage:01 (for Admin – Call centre CRM)</b> The bidder should have a basic CCRS product solution on day-0. During POC, the bidder will have to configure the CCRS solution on their system/laptop and to demonstrate the end-to-end process flow of complaint registration, assignment, escalation, resolution, and closure.</p> <p><b>Deliverable in POC:</b> The bidder will have to create a dummy complain and present a clear visualization of the complaint management workflow of the CCRS solution. Open multiple user sessions to demonstrate how complaints are assigned and seamless transfer of complaints between users till closure of complaints.</p>	Product showcase	5



Sr No	List of Deliverables during PoC	Way of POC delivery	Measurement Criteria
	<p><b>Stage:02(For Mobile/Web Application for the citizen)</b> The bidder should have a basic product of Mobile application for complain registration &amp; management solution on day-0. During the POC, the bidder will have to demonstrate the end-to-end process flow of complaint registration, assignment, escalation, resolution, and closure in their readily available mobile/web Application.</p> <p><b>Deliverable in POC:</b> The bidder will have to create dummy complain and present a clear visualization of the complaint management workflow of Mobile/Web Application. Open multiple user sessions to demonstrate how complaints are assigned and seamless transfer of complaints between users till closure of complaints.</p> <p><b>Stage:03 (Various types of reports)</b></p> <p><b>Deliverable in POC:</b> The bidder will have to showcase the types of reports that can be generated in their Day-0 ready product. For ex.: Pending &amp; resolved complains (user wise, department wise, zone wise, ward wise etc.) SLA adherence report of Last week, month, quarter, half year &amp; year wise complain analysis, Reopening of complains (user wise, department wise, zone wise, ward wise etc.) Ranking of departments in terms of achieving various KPIs (SLA adherence, % of complains reopened, user feedback etc.) Ranking of users / officials in terms of achieving various KPIs (SLA adherence, % of complains reopened, user feedback etc.)</p>		
2	<p><b>Chatbot feature:</b> The bidder should have a rule based chatbot at Day-0 for automated assistance with complaint submission and resolution as per scope of RFP.</p> <p><b>Deliverable in POC:</b> The bidder will have to demonstrate the chatbot's functionality, features and capabilities in their system/Laptop by creating dummy queries and complaints. The bidder will have to prepare some questionnaires and generate a queries and response as part of POC.</p> <p>Test Basic Functionality: Start by sending some basic commands or queries to the chatbot. These can be simple requests for information or actions that the chatbot is designed to handle through defined rules.</p>	Product showcase	2



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Sr No	List of Deliverables during PoC	Way of POC delivery	Measurement Criteria
	<p>Test Various Scenarios: Try out different scenarios to ensure that the chatbot can handle various types of inputs and requests. This includes testing different types of questions, inputs with spelling errors, or variations in language.</p> <p>Test Integration (desirable but not mandatory for POC): If the chatbot is integrated with other systems or APIs, verify that the integration is working correctly &amp; it retrieves the latest data accurately.</p> <p>User Feedback: Gather feedback from users who interact with the chatbot. Their input can help identify any issues or areas for improvement.</p> <p>Monitor Performance: Keep an eye on the chatbot's performance metrics, such as response time and user satisfaction ratings.</p>		
3	<p><b>Analytics work on available data:</b></p> <p>The bidder will have to provide logical explanation &amp; proposed approach to intelligently utilize datasets of various AMC dashboards to generate actionable &amp; recommendation insights. The bidder may also showcase their experience of achieving similar output in any earlier projects.</p> <p><b>Deliverable in POC:</b> The bidder will have to provide a logical explanation in POC of how they will analyze data between two different dashboards. For example, in water sector, the bidder will have to integrate CCRS complaints dashboard with the water SCADA dashboard, with the aim of establishing a correlation between complaints and specific events generated in the water SCADA dashboard. By looking into the SCADA dashboard, the bidder should be able to identify instances where the number of complaints increases, and by analyzing the relevant data, determine the reason for the increase. The bidder may use AI/ML tools to develop algorithm for addressing the issue identified. If the correlation analysis reveals that a large number of complaints were received on a particular occasion, and the SCADA dashboard indicates that there was a lower pressure in the flow meter compared to benchmarking standards. similar for drainage dashboard, smart light dashboard etc. Bidder will have to share one or more recommendation logic by coloration between dashboards. These are minimum expectation of SCADL.</p>	In form of presentation / product showcase	2
4	<p><b>Pattern identification from a complain database:</b></p>	In form of presentation	—

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Sr No	List of Deliverables during PoC	Way of POC delivery	Measurement Criteria
	<b>Deliverable in POC:</b> The bidder shall share their logic on how they will be able to identify patterns and trends of complaints. For example, of drainage network, if a large number of complaints are being generated from a particular area, society, and the numbers are consistently increasing, this could indicate a potential problem with the drainage in that area. By identifying such patterns in dashboard, decision-makers can prioritize efforts and resources to address the issue proactively.	/ product showcase	
5	<b>Usage of GIS/MAPs for plotting of registered complain:</b>  <b>Deliverable in POC:</b> As part of POC, the bidder will have to demonstrate the capability to map complaint data onto map geospatially. The bidder should have sample complain data that to be map on google earth or GIS map during POC demonstration. It is important to note that the bidder is not required to develop or provide their own GIS tool as part of the proof of concept (POC). Instead, they can use any open-source available GIS tool to demonstrate the correlation of complaint data on GIS map.	Product showcase	2
6	<b>Multiple Channels for Complaint Submission:</b>  <b>Deliverable in POC:</b> The bidder will have to provide total list of envisaged channels for complain registration (bidder may propose any additional channel other than mentioned in this RFP) and the <b>approach to integrate all the channels</b> with base product. Bidder may also showcase any existing integration available in their base product for ex. existing capability / integration of the product with social media (for ex.) to register complain.	In form of presentation / Product showcase	1
7	<b>Escalation Mechanisms in module:</b>  <b>Deliverable in POC:</b> The primary goal of this POC is to demonstrate the effectiveness and functionality of the escalation mechanism of the CCRS solution. During POC, the bidder must create a simulated complaint scenario and illustrate the feedback mechanisms of the CCRS solution to showcase its capability to effectively manage and escalate complaints based on predefined criteria.	Product showcase	1
8	<b>Feedback Mechanisms:</b>  <b>Deliverable in POC:</b> The primary goal of this POC is to demonstrate the effectiveness and functionality of the feedback mechanism of the CCRS solution. During POC, the bidder must create a simulated complaint scenario and illustrate the feedback mechanisms of the CCRS solution from initiation to resolution.	Product showcase	2

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Sr No	List of Deliverables during PoC	Way of POC delivery	Measurement Criteria
9	<p><b>Features/Facilities/Mechanism for reducing complain registration on voice call &amp; increasing same on other channels:</b></p> <p><b>Mobile/Web/social media:</b></p> <p><b>Deliverable in POC:</b> The bidder will have to share methodology how to enhance online complain registration through Mobile/Web/social media and reduce dependency of voice calls along with improving citizen satisfaction.</p>	In form of presentation	—
<b>Maximum Marks</b>			<b>15</b>

## ***SECTION: 3 SCOPE OF WORK***

Smart City Ahmedabad Development limited (SCADL) is seeking proposal from the interested bidders to bid for the “Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System and Analytics dashboard for civic issue for Ahmedabad Municipal Corporation”. The scope of work under this RFP is broadly divided into two components:

**A. System Integration Component:** Design, Supply, Installation, Commissioning of Comprehensive Complaint Redressal System and Analytics dashboard for civic issue for Ahmedabad Municipal Corporation.

**B. Operations & Maintenance Component:** Operation and Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation in accordance with the scope of work specified in this RFP.

### **A. System Integration Component**

The SI would be required to study the existing CCRS system, and its functioning and conduct a requirement analysis. The SI will have to prepare a structured questionnaire and conduct interviews with user groups (both internal and external stakeholders) and AMC departments to understand the existing system and proposed system requirements. The SI will then analyze these requirements to ensure they are complete, accurate, consistent, and unambiguous. Post the detailed study, the selected SI will be asked to suggest additional functionalities beyond those stated in the RFP to meet the requirements of the AMC.

The Successful SI shall have to understand the existing CCRS system including Grievance lifecycle, departmental level hierarchy, escalations, SLA, manpower, end-end call center operations, database management, IVR, chatbot services etc.

SI shall prepare Functional Requirement Specification (FRS), System Requirement Specification (SRS), and TO-BE process flow for overall CCRS solution (including all components) and get it approved from SCADL and AMC.

#### **A.1 Complaint Redressal Management System**

The Complaint Redressal Management System is a workflow management system wherein grievances raised by citizens are recorded on daily basis. The Successful Bidder is responsible for the following broad areas of work:

- a. The bidder will have to Supply, Install, Test, Commission and Operate & Maintain based CCRS solution (including AI enabled Chatbot) as per the scope of work and technical specifications of the RFP.
- b. The Proposed Complaint Redressal Management System shall be readily deployable to suit the SCADL's specific process requirements and should not involve product development from scratch. The bidder will be responsible for integration of the proposed CCRS solution with AMC Integrated Command and Control Center platform (Presently, Qognify ICCS Platform; In future it may change, and bidder will be responsible for integration with future application.), AMC e-

Governance system (be spoke solution with 25+ modules), GIS and AMC SMS gateway.

- c. Triggers/violations/events identified by any video analytics platform/dashboard onboarded by SCADL should generate an complaint through the Proposed Complaint Redressal Management System.
- d. SCADL will be providing SMS Gateway.
- e. The bidder will be responsible for data migration from existing CCRS system (Old CCRS) to the new CCRS.
- f. The Proposed solution shall have a Real-time auto backup of all the information stored/uploaded in the system.
- g. The bidder shall have to provide login access to the unlimited number of users (shall have own user id/Password) for AMC/SCADL officers ,CCRS Operator or any authorized person.
- h. The Proposed software solution should be available with complete transparency including operation manuals and help documents.
- i. Data fetched from the API should be handled securely, adhering to relevant data protection and privacy regulations.
- j. The bidder will be responsible for operation of the Complaint Redressal Management System , including (but not limited to) grievance logged by citizen over the call, tracking the grievance status, content management for the portal, database creation, MIS generation, process flow management, licenses and reports, generation of alerts and dashboards, training, and capacity building etc. The bidder will be responsible for Maintenance of the portal, including (but not limited to) trouble shooting, security, software updates/Patch upgradation, hardware maintenance, etc.
- k. The bidder shall have provision of any other assistance for ensuring flow of information and data as required by SCADL/AMC and other service providing agencies from time to time. Bidder will also carry out required activities for capacity building of SCADL/AMC staff for operating and maintaining the system.
- l. The Complaint Redressal Management System should be able to generate an acknowledgement having a Unique Reference Number (URN) against each Grievance received. SMS based Grievance Reference Number will be sent to the citizen for confirmation and tracking purposes.
- m. The CCRS complaint registration form should have fields such as Citizen Name, Phone Number, Address, Category, Sub-Category etc. Addition of More fields and finalization of CCRS complaint form with mandatory /non-mandatory fields will be done by SCADL during Requirement gathering phase.
- n. The proposed Complaint Redressal Management System should maintain list of all Grievances registered along with all the all concerned details with filter options.
- o. The CCRS system should be implemented in such a way that it can be run, controlled and monitored from AMC ICCC.

## **A.2 Mobile App & Web Portal**

The Bidder will be responsible for the following broad areas of work:

- 1. The bidder shall have to supply, design, develop, test, integrate, operate and maintain web portal and mobile application of CCRS wherein grievances raised by citizens are recorded on

daily basis.

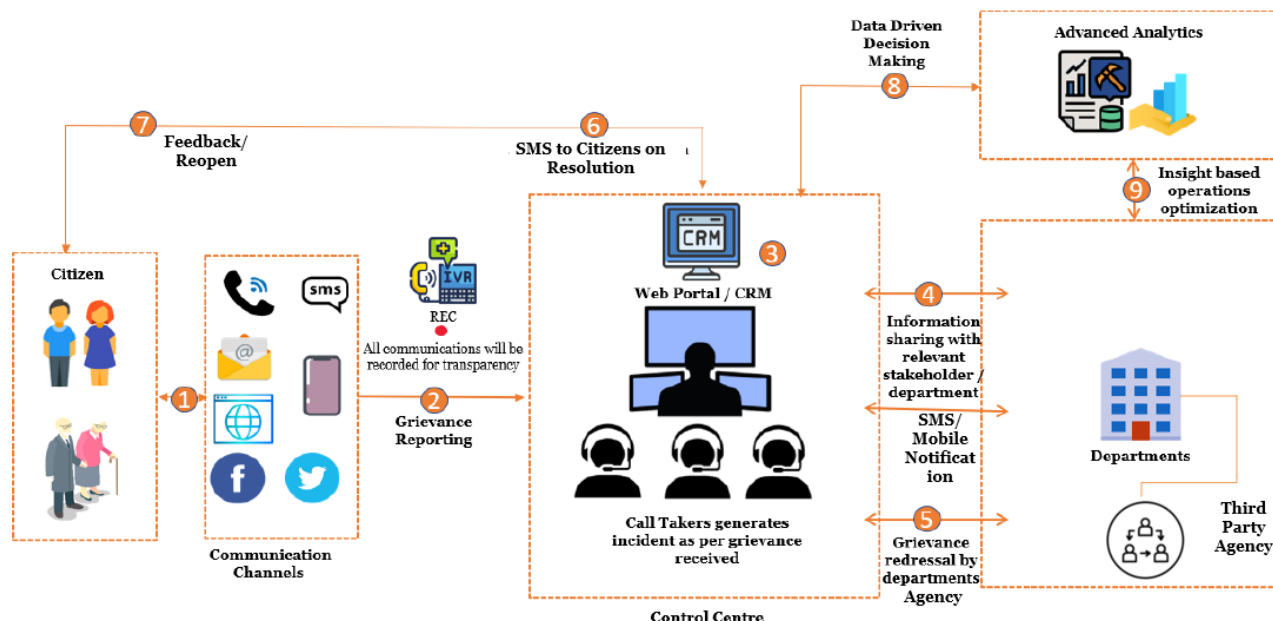
2. Successful Bidder shall provide a customized geo-tagged mobile application & web portal for complaint Redressal management system.
3. CCRS contents across different channels – Mobile Application, Web Portal, Chatbot should be in sync. Design of the solutions should be done in such fashion that it provides uniform experience to the citizen across channels.
4. The selected bidder will have to study the existing Mobile and web portal to get the basic idea of the features existing in the application that is currently being used by SCADL. The bidder will have to develop the new Mobile and Web Portal as per SCADL's requirements and will get it tested from SCADL/AMC dept, before making it live for the citizens.
5. The proposed system shall be able to provide solution that if any citizen loggedcomplain through web portal or Mobile Application and he/she begins to enter the address, a dropdown should appear with suggested matches based on the entered characters. Upon entering the address and selecting from the suggestions, the location should be plotted on a map within the complaint registration form interface. The system should integrate with a third-party API (such as Google Maps, map my India, or an equivalent API) to fetch address suggestions dynamically. The Mobile and Web portal have the capability to edit the address details if the citizen provides additional or corrected information. Bidder to factor all cost of all 3rd party API's where necessary to ensure effectiveness of the deployment solution with the desired outcomes.
6. The successful bidder shall provide a mapping system for plotting and analyzing citizen complaints, ensuring accurate and effective decision-making at the Zone, Ward, Society level. The system shall provide geolocation accuracy within 10 meters for urban areas to ensure precise complaint plotting.
7. The CCRS operators should also manually be able to log complaints received by citizens through social media like Facebook, Instagram, twitter (X) etc.
8. CCRS system should be able to pick citizen's details such as mobile number (through IVR), while submitting the ticket.
9. The web and mobile application will be utilized for two different purposes, in case of General Module wherein citizens/operators are expected to raise their Grievances while the officer module will be utilized for Grievance resolution process as per workflow mentioned in section A.4
10. **Bio-Login** to be provided– At multiple levels to safeguard and to avoid tampering of information by unauthorized users.
11. When any citizen/officer/operator opens the web portal, a login option to be provided through which Citizen/operator can login to the General Module, while officer can login to the officer module.
12. The bidder shall have to provide login access to the unlimited number of users(shall have own user id/Password) for the below module.  
Stakeholders for Mobile & Web Portal Application:  
(i) General Module: SCADL and AMC officers, The Citizens; CCRS Operators  
(ii) Officers Module: Role based access as per workflow management.
13. The application shall be web based and should be accessible from mobile phone (android, iOS) and desktop (windows, ios)
14. Citizen should be able to register on the CCRS Mobile Application and Web portal by providing mobile number or email id.

15. The CCRS Mobile application or web portal should provide seamless experience to the citizens by making it easier and quicker to raise any complaint.
16. The access to the government officials for Officers Module will be role and designation based. Role-Access matrix will be provided by AMC at later stage. Ticket monitoring, tracking and control should be as defined in this role-access matrix. For example, A Ward Officer should be able to see all tickets logged for his ward, Zonal Officer should be able to see all tickets logged for his Zone. Similarly, health department head should be able to see all health department related tickets logged.
17. For the officer module's mobile and web portal should have ability to search grievances by grievance number or mobile number. Additionally, the Mobile and Web portal application for officer's module should be able to find out how many of complaints have been made by a particular citizen by tracking the citizen's email address or mobile number.
18. The proposed solution shall have a field in both Mobile and Web portal application for uploading photo/video while registering any complain. The Proposed Mobile and web portal application should be able to generate an acknowledgement having a Unique Reference Number (URN) against each Grievance application received. Grievance Reference Number will be sent to the citizen via SMS for confirmation and tracking purposes.
19. The general module of mobile/web portal application form should have fields similar to Complaint Redressal Management System as mentioned in the section A.1 , point no- l. development officer's module have a fields such as Department, Citizen Name, Phone Number, Address, Grievance Number (URN Number as mentioned in Section A.1,point k), Category, Sub-Category, Grievance assignee are automatically filled in based on the Grievance raised by the citizens. , Grievance Status, , Image/photo upload, Action taken etc. to be filled up by the concerned officer. However, the addition/removal of any fields will be decided by SCADL during requirement gathering phase.
20. The proposed mobile and web application solution have an abilities that, Whenever any Grievance is assigned to AMC officer/agency member, respective assignees/officers to be notified via mobile application or SMS.
21. During any kind of escalation of complains, the concerned officer to receive the escalation via SMS and Notification through Mobile app.
22. Proposed Mobile app and Web Portal shall have a link "Support" to access sections – FAQs, User Manuals, Training Content and Contact Us etc.
23. FAQs should have an indicative list of issues and suggestive categories to help complainant identify correct category while logging the ticket.
24. Ability to link new ticket to an older ticket number (including Problems) and provide reporting on such linked complaints.
25. The proposed Mobile and Web portal application maintain list of all Grievances registered along with all the all concerned details with filter options.
26. The Mobile application shall have the following provisions: -
  - a. The officer's module should have the feature to submit the location of the site, selfie along with a brief description of the issue being allocated by Officers/Officials who are required to go to field inspections.
  - b. Grievance shall not be resolved by concerned officer without uploading action taken report and photo/video.

- c. The Mobile application should have facility to capture the live image /video with latitude and longitude of evidence for grievance resolution.
  - d. The proposed solution shall have a provision to bulk-update certain field in mobile or web portal for the admin module.
  - e. Below privilege is required for Admin access:
    - i. To manage User Hierarchy, Accounts.
    - ii. Filter Report Generation.
    - iii. User Login Activity Report.
    - iv. Provision to auto-assign and manually re-assign grievances.
    - v. Provision to add comments.
    - vi. Messaging between Admins.
    - vii. Report of all Master Data.
  - f. The proposed mobile application shall be integrated with Ahmedabad-Seva Mobile App. It is the responsibility of bidder to ensure integration in timely manner, if any trouble/issue arise during integration, bidder shall inform the authority and work with appointed team for completion of work.
  - g. The bidder shall have to provide secure administrative access to the concerned department of SCADL/AMC personnel.
27. The bidder is responsible to integrate Robotic Process Automation (RPA) into the CCRS solution to automatically populate user information such as name, address, and other relevant details when a registered user calls the call center. The bidder is responsible to identify incoming calls from registered users by recognizing the caller's phone number, design automation scripts to retrieve the user's information from the database and fill in the required fields in the grievance form.



### A.3 Basic to Be Sample Flow Diagram



### A. 4 Grievance Workflow Management

1. The bidder will be responsible for design, development and implementation of an integrated Single Window Workflow engine System that synchronizes grievance redressal data across multiple platforms, such as a Complaint Redressal Management System, Mobile Application and Web Portal and ensuring seamless synchronization with a central database server.
2. The proposed solution must have a comprehensive Workflow management system for efficiently handling of the grievances for the SCADL.
3. The Proposed solution must have real-time synchronization mechanisms between the mobile application, web portal, and the central database server.
4. The workflow engine has ability to define customized workflow according to various department, to the roles and responsibilities for officers (Role base Access) and automating escalation based on predefined rules related to grievances category.
5. The workflow engine must support configuration of minimum and maximum resolution times / SLAs for various types of grievances according to the category of the grievances.
6. The bidder will be responsible for complete workflow lifecycle management from the beginning to final dispatch/response.
7. The bidder shall be responsible for design of entire workflow management along with process flow and SLAs with approval and inputs from SCADL.
8. When any Grievance is raised the system should provide the capability to assign complaints

both through manually and automatically to concerned officers.

9. Capability to reset/restart the SLA in case when a ticket is reassigned.
10. Officer entries and respective contact details should be removed/edited from CCRS system once the staff has retired or shifted from AMC department-only super admin should have these rights to manage this.
11. The workflow management solution should be readily deployable to suit the SCADL's specific process requirements and should not involve product development from scratch.
12. Each concerned field officer to have an individual profile, where field officer and department wise key performance metrics can be calculated. For Example: Number of re-opened complaints, no of complaints which were closed beyond SLA etc. to be monitored field officer-wise.
13. Once the Grievance is received either through Complaint Redressal Management System /web portal/mobile application, based on department, category and sub-category it is assigned to the concerned officer. The concerned officer receives an notification through the mobile application and also an SMS regarding the same. Now the "Grievance Status" field to be populated as Grievance Assigned. Once the concerned officer opens the respective assigned Grievance, the status will be changed from Grievance Assigned to Grievance Acknowledged/View by him/her.
14. The system shall monitor the status of all grievances assigned to field officers. For example, We have decided that a grievance must transition from "Grievance" Assigned" to "Grievance Acknowledged/View" status within one hour of assignment and If a grievance remains in the "Grievance Assigned" status for more than one hour without being acknowledged/viewed by field officer, the system should automatically trigger an escalation to next level of grievance officers indicating the number of grievances assigned but not acknowledged/viewed by field officers, along with the duration since assignment. An interactive dashboard should be available to the next level grievance officers, displaying real-time statistics on unacknowledged grievances.
15. The proposed solution shall provide options to filter and sort grievances based on parameters such as time ageing, field officer, and grievance type.
16. The Mobile or web portal application should have a feature to transfer the grievance to another department, Zone,Ward if it is incorrectly assigned by the system then the "Grievance Status" field to be populated as Grievance Re-assigned.
17. The Mobile and web application should have the facility for AMC department officers to engage 3rd Party agencies as and when required for field activity. Agencies will have limited access to the application where they only able to see work assigned by officer with date, time, grievance and images uploaded. The mobile and web application must have facility to get the evidence based on capturing GPS(lat/long) automatically while taking photo/image/video by agency while submitting the ticket evidence as action taken(before & after image/video).Once action gets completed(within due date/time) by agency on field they only have rights to route it(ticket) back to concern AMC officer with all mandatory evidence Officer may evaluate the action taken by the agency and then resolve the ticket.
18. Each compliant category will have pre-defined SLAs at every hierarchy level that will be decided by SCADL at a later stage. If the time taken to address or resolve any grievance exceeds the SLA, then it needs to be escalated to the next level in the concerned departmental hierarchy. Grievance Status field to be populated as Grievance escalated.

19. Concerned officer after receiving the grievance, shall submit the required information/action taken in form of attachment against the respective grievance raised and mandatorily attach documents and photographs. Post the concerned officer fills these fields the "Grievance Status" field to be populated as Grievance Resolved. Once the Grievance status is changed to Grievance resolved, the citizen to get a notification from mobile application and also receive an SMS with feedback link. Post which the citizen can check the Action Taken Report and share the feedback. Upon sharing the feedback, if satisfied with resolution, then the complainant/citizen can change the grievance status from resolved to Grievance Closed. The option to change the Grievance status to closed to be given to citizen and concerned department HOD.
20. If the Grievances is not closed by the citizen even after 7 days, the Grievance status should automatically change to closed. If the complainant finds reporting not satisfactory, then the citizen has option to re-open the Grievance by changing the status from resolved to Re-open state with proper evidence of current situation. The same process of Grievance addressal as mentioned above will be followed.

## **A.5 IVR**

1. The bidder shall be responsible for Supply, Install, Test, Commission and Operations & Maintenance of complete IVR solution as per the scope of the project.
2. The bidder shall be responsible for the full implementation and seamless integration of the IVR system with the AMC CCRS Call Center number 155303.
3. The bidder shall ensure that all features, including call recording and voice recognition, are fully meet with specified requirements.
4. SCADL has a Primary Rate Interface (PRI) line available at the ICCC Data Center. The SCADL also has IP phones set up at the ICCC, with cabling from these IP phones to the Data Center server room already in place. The selected bidder will be responsible for installing their Interactive Voice Response (IVR) solution and Electronic Private Automatic Branch Exchange (EPABX) system to establish connectivity between IP phone and IVR solution.
5. The Bidder is responsible for supplying necessary hardware or software to ensure the successful running of the IVR solution throughout the project duration.
6. The bidder shall ensure that all hardware components meet industry standards for reliability, performance, and security.
7. The bidder is responsible for Provision of all required software licenses and installation for the IVR solution.
8. The bidder is responsible for Regular updates and maintenance of software to ensure optimal performance and security.
9. The bidder shall have to ensure onsite comprehensive AMC/warranty support of new Hardware/software during the entire contract duration.
10. The Proposed IVR solution shall be high-quality recordings for all languages. It must be ensured that the recordings across all languages are in the same gender voice. Existing SOP for citizens to lodge complaints is mentioned above in section 1.7. Same can be follow for IVR. Citizen can register complaint through IVR during non-working hours or when all operators are busy attending complaints (However, the auto tune will play in the IVR when citizens call to the CCRS call center number to aware more about the options available for registering complaints.

Indicative Initial Auto tune messages:

*“Thanks For Calling to Ahmedabad Municipal corporation CCRS helpdesk, now you are able to launch the tickets through Mobile app,web app, chatbot also instead of calling to call centre.”*

*“All operators are busy on attending citizens problems Thanks for waiting.” Bidder shall be responsible to indicate waiting time in the IVR. For example, your wait is 2 min etc.*

- a) Step – 1: Select language – Press 1 for Gujarati, 2 for Hindi or 3 for English
- b) Step – 2: Press 1 to call back or press 2 to continue with IVR
- c) Step – 3: Enter Mobile Number & press #
- d) Step – 4: Enter / voice recognized base model to add Address with Pin code & press #
- e) Step – 5: Select the problem category & press#
- f) Step – 6: Select the problem sub category & press#

- 11. The call center operator listens to the IVR recorded complaint and registers the same in the system. He may contact the citizen in case information provided is insufficient or any clarification required.
- 12. Implementation of IVR with recording system with capacity of minimum 25 lines and extendable upto 50 lines.
- 13. Civil Infrastructure in terms of location, furniture, power supply etc. will be provided by AMC/SCADL on terms of returning these in same condition as they were during time of commissioning of the project. Any damage to the infrastructure by SI or team recruited through this bid procurement, prices will be deducted from penalty or from the PBG amount.

## **A.6 WhatsApp Chatbot**

- 1. Chatbot should be able to support automatic Citizen query resolution using chatbot, FAQ
- 2. Chatbot should be able to support at least 6000-8000 queries per day
- 3. Chatbot should be synced/connected with CCRS FAQ.
- 4. Citizens should be able to login using mobile number/OTP or username/password via chatbot and avail personalized service such as “what is my property tax due”, “what is status of complains” etc.
- 5. Chatbot to be built on WhatsApp channel.
- 6. Chatbot shall be integrated with proposed CCRS so citizens can register complaint over Chatbot across various channels
- 7. Chatbot shall be integrated with of eGovernance Online services –such as birth certificate, death certificate, Marriage certificate, property & professional Tax Application, Hall Booking, Fire NOC, water charges etc.
- 8. Chatbot shall be able to facilitate payment of property tax, water charges, e-Challan all other payments available through Chatbot.
- 9. Chatbot should be able to send broadcasts and engage Citizens.
- 10. Chatbot should be able to provide citizens status of complaint.
- 11. Chatbot should be able to support personalized AI assistant. It should be able to uniquely identify each citizen with a digital ID so that user is treated personally by AI Chatbot. Example:

Welcome back Mr. X, is your mobile number 9000000001?

## **A.7 CCRS Analytics Dashboard**

### **Existing CCRS dashboard**

The Successful SI must have to understand all the existing CCRS reports (including zone-wise, ward-wise, department-wise, user-wise, category-wise, customize date range-wise reports, reports being sent to AMC officials, etc.) and understand various stakeholders analytical reports /process at their own cost and has to develop enhanced kind of system as per SoW mentioned below. It should include all existing CCRS reports as the minimum set. Also, the bidder has to ensure to take all old databases backup from existing SI without any further cost to SCADL/AMC and store in database till the entire contract duration or with further notice from AMC/SCADL.

### **Proposed CCRS dashboard**

1. New CCRS systems shall have analytics dashboard that can be used by the officials and decision-makers at Smart City Ahmedabad Development Limited to track the grievances raised by the citizens. The dashboard shows the patterns in complaints registered, and how these trends change over weeks, to help the decision-makers identify priority areas and take proactive actions accordingly. Analytics dashboard should provide more detailed and actionable insights into customer complaints. By analyzing large volumes of data, it can identify trends and patterns that may be difficult for humans to detect.
2. All reports should be downloadable in PDF and excel format
3. Indicative reporting requirements with respect to complaints (not exhaustive)
  - Number of complaints by
    - i. Type
    - ii. Classification parameters
    - iii. Citizen/ ward/ zone/Society
    - iv. Resolution
      - Complaints by status
      - Overdue complaints (By SLA)
      - Complaints view by
        - i. complaint id
        - ii. timeframe (to date – from date)
        - iii. Mobile number or email id
  - Trends in complaints by
    - i. Type
    - ii. Classification parameters
    - iii. Ageing
4. New CCRS system's design should be in harmony with existing CCRS system's design to facilitate ease of migration for end –users (AMC department users).
5. The new CCRS dashboard shall give sector-wise insights into different kinds of civic issues for

quicker and more targeted response and resource allocation. This dashboard shall enhance the analytics and decision-making capabilities for SCADL/AMC.

6. The bidder is responsible for the implementation of use cases pertaining to AI/ML based on CCRS data as and when requested by SCADL. The details of the same will be given by SCADL.
7. The dashboard should be able to generate multiple reports based on complaints received i.e. sector, area, ward, society, complaint category, sub-category wise.
  - a. Complaints/Grievances recorded by the citizens to be plotted on Map (Goole or Mapmy India or any equivalent API). So this will enable concerned AMC officer to identify trends, hotspots, recurring issues, priority areas and take proactive actions accordingly. Also Dashboard shall have a filtering and drill-down capabilities for detailed examination of complaint data by category, sub-category, time period, and location of society.
  - b. The dashboard gives insights like ward A has been recording high choking of drainage line complaints since the past month, or roads, drainage and water supply are the priority complaints of Zone S, or Society A, Society B, Society C, and Society D etc. Also, dashboard have a feature to send auto alerts to respective zone in charge for the long pending issue of more than one month.
  - c. Dashboard shall generate MIS reports and various reports as desired by the SCADL/AMC Department.
  - d. Based on the channel of grievance, source of grievance, type of grievance, Dept. to which grievances pertain, Period from and to during which grievances have been received, Grievances marked to Officers, Grievances marked by Officers, Status of the grievances.
  - e. Spreadsheet (e.g. Excel), Comma Separated Value (CSV), Portable Document Format(pdf) reports auto emailed to admin(s) and able to download facilities.
  - f. Shall have links to other information/applications on SCADL/AMC website based on analytics on total number of closed and open tickets with AMC Department and other categories/sub categories.
  - g. Analysis of maximum complaints received category, sub-category, zone wise, ward wise and Society wise. Alerts are to be sent to the department head concerned, from which maximum and repetitive complaints are received. These alerts are to be generated on weekly basis.
  - h. Season/Month wise hotspots (Zone, ward, society) prediction. These hotspots to be displayed on map with proper predictions month/season wise along with concerns that might arise.
  - i. Proposed solutions should have feature of noticing and highlighting any abnormal/outlier trends in ticket lifecycles. (e.g. any ticket closed too soon, or any ticket are pending to close for a long time, if any complaint is re-opened more than 5 times in month etc.
  - j. Creation of Management Dashboard – Cohesive picture of analysis of data represented in format of Bar Graphs (Zone Vs Complaints Category Vs Number of Complaints), When clicked on Zone, data to be represented in form of Bar Graphs (Ward Vs Complaints Category Vs Number of Complaints). Further drill down should give information on Complaints Category and count for societies in the concerned ward.
  - k. The analysis visualization to be made user friendly. The user should be easily able to drill

down, ward, zone, society wise complaints.

- l. The management dashboard should be able to pinpoint top 5 focus areas every week (Society, Ward, Zone wise Category and Sub-Categories).
- m. Management dashboard should be able to find out number of complaints category wise when searched with Society Name.
- n. Society wise Complaints Category with count to be mapped on the mapping system that is provided by the successful bidder.
- o. Ability to download reports including Zone, ward, society, Category, Sub-Category complaints day/week/month/year wise, ticket closed, resolved within SLA, out of SLA, reopened.
- p. An interactive dashboard for identifying and monitoring hotspots in the city related to citizen complaints with features mentioned as per Scope of Work.
- q. Weekly report/Presentation that includes following but not limited to below line items:
  - I. Society-Wise, Ward-Wise, Zone-Wise Complaints received along with Category, Sub-Category and Count
  - II. Glimpses of Management Dashboard, to be created as per Scope of work.
  - III. Statistical analysis of the data collected on complaints recorded.
  - IV. Budget requirements based on historical complaints.
- r. The dashboard shall have real time update regarding all the complaints' status. so that it can continue giving insights.

#### **GIS/Map Plotting of Registered Complaints & Pattern Identification:**

1. The bidder is required to plot all the complaints from various categories on the GIS maps. SCADL will supply the relevant GeoJSON/KML/KMZ files corresponding to different operational areas such as water pipeline network, drainage networks, roads, utilities, etc. and the bidder shall utilize these files to map the Citizen Complaint Resolution System (CCRS) complaints data accurately. The bidder shall ensure that each complaint is plotted on the correct GIS layer according to its category and sub-category. Bidder will have to compare network layers & complain layer to find out correlation and insights for informed decision making.
2. The bidder is responsible for incorporate new complaints on GIS map on regular intervals.
3. The bidder shall have to plot complaints of various categories on respective GIS map. The bidder shall have to plot each CCRS complaint data on the GIS map using specific symbols and colors for different Categories, sub-categories. It also includes pop-up details for each complaint marker on the map, displaying the complaint date, description, and status.
4. The bidder has to generate heat maps to identify areas with a high concentration of complaints related to the categories.
5. As an example, for the drainage network category, SCADL will provide GeoJSON/KML/KMZ files containing the geospatial data of the drainage infrastructure. The bidder will be responsible for accurately plotting CCRS complaint data related to drainage issues on the provided GIS map. Also plot each CCRS complaint related to drainage on the map using

specific symbols and colors for different sub-categories (e.g., red for complain related blocked drains, blue for overflowing manholes etc.). The bidder has to generate heat maps to identify areas with a high concentration of drainage complaints. If there are certain types of water / drainage related complains being logged from some of the societies that falls on the same road / route, CCRS system will flag the water / drainage pipeline ID indicating that field actions are required on that network section. CCRS system will obviously not suggest what types of field action are required, same will be decided by respective field operation teams.

6. The bidder shall be responsible for integration of CCRS complaint data on the GIS map through an API in future phase of the project without any additional cost to SCADL. The API should be capable of handling real-time data updates, ensuring that new complaints and status changes are reflected on the GIS map without manual intervention.

**Pattern identifications** of problems, predicting/forecasting problems of AMC departments, zones, categories-subcategories analysis.

7. The successful bidder have to generate predictions of issues based on zone or ward wise complaints received and same are to be plotted on GIS map, exactly highlighting the location and problem category. These predictions are to be generated and plotted on GIS map every 2 weeks, by utilizing past 2 weeks data. These predictions are to be made based on month or season as well and the same to be mapped on GIS.
8. For Example: If citizens from Jamalpur ward of central zone started recording CCRS complaints pertaining to water consistently over a period of time, then the bidder should start mapping the Jamalpur area as sensitive to potential water problems for over a period of time, until the complaints related to water are reduced.
9. If a particular ward over past few years receives maximum drainage complaints during the month of august, based on previous years data the successful bidder should be able to map the prediction of such drainage complaints in the starting of August month, indicating the potential increase in complaints of that particular ward.

## **A.8 Value Added Features**

The bidder shall have to integrate the CCRS application with various operational dashboards, including but not limited to:

- a. Smart Toilet Dashboard
- b. Smart Street Light Dashboard
- c. Water SCADA Dashboard
- d. Property Tax
- e. Online Ticketing Application
- f. Fire NOC Database
- g. Solid Waste Management (SWM) Dashboard
- h. Drainage system

**Feature I: CCRS integration with Various operational Dashboard and Legitimate Complaint Analysis:** SCADL & AMC already have implemented multiple projects for user departments and citizens across the city. For Example, Smart Toilet, Smart Street Light, Water SCADA, and Property tax, Online ticketing applications, Fire NOC etc.



1. The selected bidder shall Collect all relevant data from existing operational dashboards, either through APIs or other suitable mechanisms for the analysis and interlink data to make the decision or get predictive analysis.
2. The bidder shall have to implement a mechanism to fetch some related details/data points from respective dashboard for further analysis of complaints.
3. The bidder shall have to conduct correlation analysis to identify the root cause of issues by matching the date, time, and location of grievances with data from the respective dashboards.
4. **Legitimate Complain Analysis Algorithm:** The objective of this section is to outline the requirements for the development and implementation of an analytic-based algorithm to evaluate the legitimacy of complaints raised by citizens concerning Smart Toilet systems, Property Tax issues, Water SCADA systems, and Drainage issues etc.

4.1 Please note that tagging of a complaint with “Green flag” or “Red flag” will not impact the workflow of the complaint in the system. This is an initiative towards bringing intelligence in the system for better & informed decision-making using data.

4.2 This will help AMC officials in future to find out the areas / wards / zones of the city from where non-legitimate complaints are logged in considerable quantity and accordingly awareness campaigns etc. may be designed in future.

4.3 AMC / SCADL understands that the support from various project teams / vendors in terms of very detailed discussion, efforts for API integration etc. will be required to successfully implement this feature. AMC / SCADL will facilitate the bidder to get the support required from other project teams.

4.4 The bidder shall have to develop data-driven algorithm that can determine whether a complaint is legitimate, based on predefined criteria, benchmarking and historical data available in the various application/operational dashboard.

4.5 As an example of Water complaint, based on predefined benchmarking algorithm of water pressure sensor data, flow meter data, the bidder will have to find out correlation between CCRS complain and Water SCADA dashboard data to find out legitimacy of complain raised by citizens and raise flag of complain status in dashboard. (based on a significant drop in water pressure or flow rate at the time and location mentioned in the complaint).

For ex.: if any citizen logs a complaint mentioning that there was a very less water pressure / flow today morning in their XYZ society and therefore they didn't get enough water as per routine days. In such case, CCRS system will run APIs with SCADA system, CCRS system will give location information (let's say lat – long) to SCADA system & in return SCADA system will provide values of flow meter & pressure meter installed on the lowest level of pipeline near to that location / corresponding to that location. CCRS system would already have defined benchmark in database for flow meter & pressure meter (as obtained from water department) and CCRS system will tag the complaint with “Green flag” if received API values are below the benchmark values indicating to the AMC official that there is a high probability that this particular complain is legitimate. If received API values is greater than benchmark values, then CCRS system will tag the complaint with “Red flag” indicating

to the AMC official that there is a high probability that this complain may not be legitimate and the particular society might have got enough water quantity as per routine.

For ex.: If any citizen logs a complaint mentioning that water flow was stopped in XYZ society at 7:30 am today morning instead of scheduled time of 8 am. In such case, CCRS system will run APIs with SCADA system, CCRS system will give location information (let's say lat – long) to SCADA system & in return SCADA system will provide value of the timestamp of the switching on & switching off of the water pumps installed in the respective WDS (Water Distribution System). There may be multiple water pumps installed in any WDS connected to different pipes going in different areas, therefore SCADA system will have to accordingly give API values after properly / correctly identifying the concerned water pump. If based on timings of water pump, it is evident that water was supplied for X hours as per daily schedule, but with shift of timings by few minutes, then CCRS system will tag the complaint with “Red flag” indicating to the AMC official that there is a high probability that this particular complain may not be legitimate and the particular society might have got water for X hours as per daily schedule and vice versa.

For ex.: If any citizen logs a complaint mentioning that their waste was not picked up from their society located at point A at 8:00AM. In such cases, CCRS system will run APIs with SWM dashboard, CCRS system will give location information to SWM dashboard and in return SWM dashboard will provide details whether that particular POI (Society located at Point A) is served or not. In other terms, SWM dashboard will check if that particular route is covered or not for the waste pickup. If the API values returned shows that waste has been picked up, then CCRS system will tag the complaint “Red”, if it shows that particular route is not covered then the complaint is considered a legit and CCRS system tags it as “Green”.

For ex.: If any citizen logs a complaint mentioning that a particular public smart toilet is dirty/unhygienic. In such case, CCRS system will run API with Smart Toilet dashboard, CCRS system will give location of that particular smart toilet, timestamp of the complaint raised and in return Smart Toilet dashboard will provide details on when it was last cleaned and maintained. CCRS system to compare the timestamp and location for which the complaint was raised with the details fetched from Smart Toilet API. If the timestamp when the complaint was raised falls within 24 hrs. of when the toilet was last cleaned, then the CCRS system to mark the complaint as “Red” or else “Green”.

For ex: If any citizen logs a complaint mentioning that he/she has already paid the property tax but when checked it is reflecting as “Pending”/“Unpaid”. In such case, CCRS system will run API with Property tax dashboard/database, CCRS system will give the details of the citizen, in return the Property tax dashboard will give the status of the payment. If it shows paid, then the CCRS system should mark the complaint with “Green” tag stating that it's legitimate. If the status of payment shows “Pending”

4.6 The system provides various analyses and reports of legitimate complain vs no legitimate complain w.r.t category. This data helps city officials make informed decisions about allocating resources and addressing issues effectively

## **Feature II: Enhancement of Online Complaint Registration**

1. SCADL aims to reduce the number of complaints launched through telephonic calls by enhancing the online complaint registration system via mobile applications, web platforms, and social media channels etc. with improving citizen satisfaction.
2. The bidder is responsible to implement strategies and campaigns to encourage citizens to use online platforms for complaint registration.
3. The ratio of web or mobile app to call center generated tickets must be maintained at a minimum of 1:1.
4. The bidder shall provide comprehensive reports on the ratio of complaints registered through mobile apps, web platforms, and social media channels compared to those registered through the call center to get eligible for the payment.

**Feature III: AI Powered Chatbot:** AI chatbot to be developed and integrated with the website and mobile application. The AI Chatbot should have below features:

1. **24/7 Availability:** AI chatbots can provide round-the-clock support, ensuring citizens get assistance any time of day or night.
2. **Natural Language Understanding (NLU):** AI chatbot should understand and interpret citizen's inputs in natural language and provide relevant responses. The chatbot should not be rule-based.
3. **Voice Recognition:** AI powered chatbot should support voice input, allowing citizens to interact through spoken language in addition to text-based communication
4. The chatbot should provide instant responses customized to the citizen queries.
5. The chatbot should provide responses to citizen's queries only from AMC authorized sources.
6. **Contextual Awareness:** Chatbot should maintain context throughout a conversation, enabling the chatbot to understand and remember previous interactions and provide coherent and relevant replies.
7. **Example:** A prompt " Give me worst performing wards in past 6 months" or " How much property tax should I pay typed in the AI powered chatbot should generate right and relevant answer.

**Feature IV: Complaint registration through social media.**

1. The CCRS system should be able to pick up complaints from social media platforms used by citizens. When citizens use social media platforms like Facebook, Twitter, Instagram etc to post their concerns/complaints by tagging AMC official social media handles, the CCRS system should be able to retrieve details of the complaints and create one ticket in the grievance module.
2. The format for which the complaints to be raised on social media can be pre-defined or citizens may enter their issue mentioning their details in a paragraph format rather than

pre-defined format. In either case, Details are to be retrieved and to be used to record a grievance in the system.

3. Citizens can also upload any image of the issue by tagging official AMC handles on social media. CCRS system should be able to capture the concern raised through the image by AI based image processing and record/report respective grievance in the system.
4. The CCRS system should be able to retrieve any text using OCR and perform Image analytics to map and identify the grievances raised. For Example: If any citizens uploads image of garbage pile up with lat-long mentioned in the image, then the CCRS system should be able to record the grievance on garbage and categorise the complaint into zone, ward and exact location using the latitudes and longitudes.

## A.9 Other Important details

SCADL will provide below mentioned IT resources to selected bidder to install applications and associated database.

**CPU environment:** Intel(R) Xeon(R) CPU E5-2683 v4 @ 2.10GHz (server model: PowerEdge M630) with 128 GB RAM & 1 TB internal disk space.

If bidder requires any additional IT resources to successfully deploy & operate their application & its associated database, then SI will have to arrange resources on public cloud(MeitY empaneled) on their own cost (including all types of cost elements of public cloud like IT infrastructure / IT resources, bandwidth, Cyber Security cost etc.). Bidder may plan the architecture of the application wherein some of the modules of the overall application suit is run on SCADL IT infrastructure and other may be run on public cloud. Bidder will have to clearly mention proposed technical architecture of their application suit along with internet connectivity / data consumption requirement for communication between SCADL IT infrastructure and public cloud in their proposal & TQ Presentation. If Bidder misses to factor the cost of any item required to deliver the solution successfully or under size the solution, then the Bidder has to provide that without any additional cost to SCADL.

SCADL/AMC shall not be responsible for any assumptions or judgments made by the Bidder for arriving at any type of sizing or costing. SCADL/AMC at all times will benchmark the performance of the Bidder to the RFP Documents circulated to the Bidder and the expected service levels as mentioned in these documents.

The Bidder is responsible for installing the application, operating system, and database in coordination with SCADL's existing system integrator. The bidder will also need to bring the guest OS for the installation of the application on the server. SCADL will provide 88 virtual cores for the installation of the application, database, and operating system.

## **A.10 Training**

SI is responsible for providing required training as mentioned below:

1. Training to the employees of SCADL/AMC or SCADL's appointed agencies on CCRS related operations and reports generation etc.
2. SI will have to bear all the cost associated with the conducting such training programs. Training sessions should be conducted on a requisite mix of theory & practical operations.
3. The trainings should be conducted in Hindi, English and Gujarati. Preparation of training and support content with audience of both AMC and complainant.
4. The training and support contents may be uploaded on CCRS platform.
5. Training to be provided multiple times, upon request from SCADL.

## **A.11 Definition of Licenses**

1. AMC/SCADL shall have perpetual right of software solution (mobile app and web application) for unlimited number of users access both for internal officers (of SCADL, AMC and citizens without any cost to AMC/SCADL.
2. For Proposed based solution, AMC/SCADL will hold all IP (Intellectual Property) rights and complete ownership of the customizations or configurations made. However, the IP rights of original CCRS based solution, lies with the SI.
3. If AMC sees sudden surge of Internal AMC officers who needs to use the CCRS system, the bidder needs to make necessary arrangements. SCADL will provide necessary time for the same.
4. Minimum of 7000 users should be able to login and access the CCRS system concurrently without affecting the performance of the system. Any concurrent user logins beyond 7000 should also be enabled.

## **A.12 Key Consideration**

1. Any discrepancies noticed in the BOQ or requirement, SI should immediately bring it in the notice of the client to take necessary action in time. Failing so, the bidder will not get any extra payment or extension in timeline for such instances. However, if authority suggest any work which is not included in the tender and to be executed as an extra item / excess item, agency has to carry out the work as per tender terms and conditions and agency cannot deny to execute the same.
2. The bidder shall prepare and submit the final design for the approval as per the requirement and specifications as mentioned in bid. Bidder will commence application development work only after client has approved the final design.

## **A.13 Migration to New CCRS system**

1. Selected bidder will have to prepare detailed service migration plan in consultation with SCADL & existing SI, get the migration plan approved from SCADL and then implement the plan. Selected bidder will have to ensure that functional output of the system is not impacted for more than 24 hours during service migration. For the purpose of establishing parallel set up of software application / database, SCADL will provide IT resources (compute power & storage) in the existing data centre. Kindly refer to the hardware details mentioned in A.9
2. It will be selected SI's responsibility to check the compatibility of entire CCRS system with existing hardware / software component in all technical & functional aspects of integration and data migration to ensure successful working of the entire system.
3. The selected bidder is responsible for migration of existing CCRS database to new proposed system with zero data loss.

#### A. 14 Qualification of Manpower in Implementation Phase

Sr	Position	Educational Qualification	Experience	Technical/Domain Expertise
1	<b>Team Lead</b>	Bachelor's Degree in CS/IT/CE/EC Business Administration or Master's degree preferred	Minimum 10 years managing IT projects related to grievance management, call center operations, workflow automation, Experience with departmental hierarchies, escalations, and SLA monitoring	<ul style="list-style-type: none"> <li>• Implementation of grievance lifecycle, escalation matrix, and SLA monitoring</li> <li>• Knowledge of call center operations including IVR, chatbot integration, and manpower planning</li> <li>• Database management and SDLC knowledge</li> <li>• Experience with project management tools</li> </ul>
2	<b>Software Developer</b>	Bachelor's Degree in Computer Science/IT/E.C/CE or Master's degree in IT (M.Sc. IT)	Minimum 3-5 years software development experience focused on AI/ML technologies, call center automation, IVR, chatbot, and database management	<ul style="list-style-type: none"> <li>• Proficiency in relevant programming languages (Java, .NET, Python, Node.js)</li> <li>• Experience with database systems like MySQL, MongoDB, or PostgreSQL.</li> <li>• Experience in natural language processing (NLP) techniques to build chatbots and sentiment analysis tools.</li> <li>• IVR and chatbot platform integration and API usage Familiarity with grievance lifecycle &amp; SLA management</li> </ul>

## B. Operation and maintenance

1. During the O&M period, the selected SI will have the total responsibility for operating, managing, and updating of all the systems that have been developed, installed and commissioned. During this period, any modifications/alterations in Software, including update, upgrade and Managing user responses, change in workflow and feedback shall be carried out free of cost by the Bidder.
2. Operation and maintenance of entire project (IT, Non-IT and Hardware/Software components) as per the scope of work to be carried out for the entire project duration.
3. The bidder should have a back-to-back support from OEMs equipment, hardware & software components for entire contract duration. Any upgrade of software for the entire contract duration shall be made available by the bidder without any additional cost. OEM should provide adequate spares support to System Integrator to upkeep the CCRS system.
  - i. Provide onsite warranty and maintenance of all hardware products (and its accessories) and software supplied and installed under this procurement throughout the entire contract duration as per SLA.
4. Qualification of required Manpower in O & M Phase:

Sr	Position	Educational Qualification	Experience	Technical/Domain Expertise
1	<b>Team Lead</b>	Bachelor's Degree in CS/IT/CE/EC Business Administration or Master's degree preferred	Minimum 10 years managing IT projects related to grievance management, call center operations, workflow automation, Experience with departmental hierarchies, escalations, and SLA monitoring	<ul style="list-style-type: none"> <li>• Implementation of grievance lifecycle, escalation matrix, and SLA monitoring</li> <li>• Knowledge of call center operations including IVR, chatbot integration, and manpower planning</li> <li>• Database management and SDLC knowledge</li> <li>• Experience with project management tools</li> </ul>
2	<b>Software Developer</b>	Bachelor's Degree in Computer Science/IT/E.C/CE or Master's degree in IT (M.Sc. IT)	Minimum 3-5 years software development experience focused on AI/ML technologies, call center automation, IVR, chatbot, and database management	<ul style="list-style-type: none"> <li>• Proficiency in relevant programming languages (Java, .NET, Python, Node.js)</li> <li>• Experience with database systems like MySQL, MongoDB, or PostgreSQL.</li> <li>• Experience in natural language processing (NLP) techniques to build chatbots and sentiment analysis tools.</li> <li>• IVR and chatbot platform integration and API usage</li> <li>• Familiarity with grievance lifecycle &amp; SLA management</li> </ul>
3	<b>Call Center Executive</b>	Graduate from a recognized university	Minimum 2 years in call center operations, grievance redressal, customer support, or helpdesk services	<ul style="list-style-type: none"> <li>• Good understanding of grievance lifecycle, escalation procedures, SLA adherence</li> <li>• Familiarity with IVR, CRM, and ticketing software</li> </ul>

Sr	Position	Educational Qualification	Experience	Technical/Domain Expertise
				<ul style="list-style-type: none"> <li>Effective communication skills in required languages</li> </ul>

**5. Manpower requirement:**

- a. For Call Center operations: The SI is required to set up a 24x7 call-center (shifts of 6AM-2PM, 2PM-10PM and 10PM-6AM) with following number of resources. (CCRS Operators – 25 No and Software developer- 3 no. These numbers are indicative and subject to change. The actual number of resources required will be communicated to the selected bidder at a later stage). Bidder will have to deploy one team lead/Project manager for entire contract duration. Please note that no separate payment shall be made to the SI for the deployment of Team lead/project Manager.
  - b. SI shall be responsible to Provide sufficient technical manpower onsite for operations and maintenance supplied under scope of this RFP.
  - c. The manpower deployed for the project should be without any criminal background / record. The successful Bidder must submit declaration certificate of all deployed manpower to SCADL before deputation in this regard.
  - d. Initially deployed manpower in call centers is responsible to handle the calls from the citizens and create tickets for their problems category. However, in future they will also be responsible to handle the calls for every kind of citizens issues like but not limited to TAX, billing issues, etc. For all these SI should be responsible for preparation and hosting of FAQs along with User Manuals, Training materials etc. on CCRS platform under “Support” tab as well as for handy material to call center members to ensure high availability and minimum fault tolerance of the CCRS solution. Software Developers for day-to-day maintenance, bug-fixes, patch update, enhancements etc. of the CCRS solution, as mentioned in this RFP.
6. To provide the customer care number/email id for registration of complaint pertaining to any issues with access or performance of CCRS solution. Each complain should generate the ticket mentioning date and time of registration. The ticket number should be provided to the complainant at the time of complain registration.
7. Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary.
- a. Ongoing technical support for application
  - b. Fine Tuning updates/patches reporting
  - c. Fixing logical/run-time errors in the application
  - d. Development, Testing and Implementation for Bug-Fixes
  - e. Generate reports on changes made in applications
  - f. Generate reports on change given to support team
  - g. System administration and database management support
  - h. Development of new/enhancement application release
  - i. Deployment of new application on production servers
  - j. Synchronize the application release in all application servers
  - k. Maintaining checklist for the status of deployment on all servers
  - l. Monitoring & Reporting Server/ System performance
8. Undertake Performance Tuning and ensuring optimum performance of the application and the



equipment supplied.

9. The CCRS call center team and the team-leader will be responsible for –
  - a. Overall ownership of the CCRS operations and effective service delivery
  - b. Logging of tickets via call center or IVR or social media
  - c. Responding to citizen's queries/complaints via chat
  - d. Call center agents should be adequately trained to guide citizens about correct category respective to their grievance logging.
  - e. Overall monitoring and tracking of all outstanding tickets, with special focus on P1 (Highest Priority tickets)
  - f. Overall monitoring of assignment/reassignment of tickets to the designated officer
  - g. Monitoring accuracy of ticket logging and correct assignment of the ticket. Identifying bottlenecks which obstruct correct ticket assignment
  - h. Ensuring proper resolution of the ticket in quickest possible time and doing required follow-ups in doing so.
  - i. Preparation of ageing and pendency ticket reports to identify the tickets which demand immediate intervention or follow-ups
10. The SI will be responsible for overall CCRS process management including –
  - a. CCRS Process Management – including defining, monitoring, controlling and tracking process KPIs (as following, but not limited to) to monitor process performance. SI is encouraged to come up with more such KPIs, which help improve proposed CCRS performance.
    - a. Number of repeated Tickets
    - b. Number of reopened tickets
    - c. Number of Escalations
    - d. Number of Tickets (Group by Categories)
    - e. Average Initial Response Time
    - f. Ticket Resolution Time (Group by Categories)
    - g. First Time Resolution Rate (Group by Categories)
    - h. Resolution within SLA (Group by Categories)
    - i. Incident Resolution Effort (Group by Categories)
  - b. Establish CSI (Continual Service Improvement) process, to ensure continual (stepped incremental) improvement in CCRS process performance.
  - c. Prepare SIP (Service Improvement Plan) with clearly defined KPIs for the target improvement areas in CCRS. Implementation of the SIP.
11. During the O&M period the SLA (as defined during contract signing) will be strictly monitored and penalty shall be levied as per agreed terms & conditions.
12. The SI should perform all the tasks that need to be taken to upkeep the CCRS system in a 24 x 7 days environment. This includes but not limited to any component breakdowns, reworks; relay of cable/re-configure system that needed to perform / replace the breakdown components etc. as per SLA.
13. The SI must provide the support as per SLAs defined during the warranty and comprehensive O&M period for any equipment, component, and any item break down or any system related issues faced.

## SECTION: 4 PROJECT TIMELINES & PAYMENT TERMS

### 4.1 Timeline for Project Execution & Payment Terms

During project the Implementation selected bidder has to deliver following deliverables as per the timelines mentioned below and follow all compliances.

#	Milestone	Payment Recommended	Timeline	Measurement Criteria
1	Work Order/LoI shared by SCADL	-	To	-
2	Draft Contract Shared by SCADL to selected SI	-	T1	-
3	Signing Of Contract	-	T2=T1+ 2Week Delay beyond T1+ 4-week SCADL may terminate the contract and forfeit the PBG	-
4	Delivery of FRS & SRS documents and Approval received from SCADL	10% of the Sum of Total Capex mentioned in Table A of financial bid	T3=To+ 2 Month  Delay beyond To+ 2 Month SCADL may terminate the contract and forfeit the PBG	<ul style="list-style-type: none"> <li>As IS and To Be details with brief notes and signoff from AMC/SCADL</li> <li>Closure of Observations Report shared by SCADL</li> </ul>
5	SITC of CCRS solution with 25 Channel IVR with recording system, integration with SMS gateway & various AMC systems/modules and dashboard with basic features as per SoW of this RFP	40% of the Sum of Total Capex mentioned in Table A of financial bid	T4=T3+ 2 Month  Delay beyond T3+ 3 Month SCADL may terminate the contract and forfeit the PBG	<ul style="list-style-type: none"> <li>Installation and commissioning Report</li> <li>Application deployment &amp; Configuration Report</li> <li>User Acceptance Test (UAT) Sign off from SCADL &amp; Closure of Observations Report as per agreed SRS/FRS</li> <li>Cyber Security Successful Compliance Certificates from a CERT-In empaneled firm</li> <li>Successful Demo on the entire life cycle on all available modules/technologies</li> <li>Dashboard features as per SOW Go-Live Report</li> </ul>
6	SITC of Mobile Application (Android and IOS) and Web Portal (supported to all browsers) with all	10% of the Sum of Total Capex mentioned in Table A of financial bid	T5=T4+ 1 Month  Delay beyond T4+ 2 Month SCADL may terminate the	<ul style="list-style-type: none"> <li>Installation and commissioning Report</li> <li>Application deployment &amp; Configuration Report</li> <li>UAT Sign off from SCADL</li> </ul>

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#	Milestone	Payment Recommended	Timeline	Measurement Criteria
	functionality implementation, integration.		contract and forfeit the PBG	& Closure of Observations Report <ul style="list-style-type: none"> <li>• Cyber Security Successful Compliance Certificates from a CERT-In empaneled firm</li> <li>• Successful Demo on the entire life cycle on all available modules/technologies</li> <li>• Go-Live Report</li> </ul>
7	SITC of Chatbot with functionality implementation, integration with all modules mentioned in SOW of RFP	10% of the Sum of Total Capex mentioned in Table A of financial bid	$T6 = T5 + 0.5$ Month  Delay beyond $T5 + 1.5$ Month SCADL may terminate the contract and forfeit the PBG	<ul style="list-style-type: none"> <li>• Installation and commissioning Report</li> <li>• Application deployment &amp; Configuration Report</li> <li>• UAT Sign off from SCADL &amp; Closure of Observations Report</li> <li>• Cyber Security Successful Compliance Certificates from a CERT-In empaneled firm</li> <li>• Successful Demo on the entire life cycle on all available modules/technologies.</li> <li>• Go-Live Report</li> </ul>
8	Delivery and Final Go-live of Integration of all components in a single platform	10% of the Sum of Total Capex mentioned in Table A of financial bid	$T7 = T6 + 0.5$ Month  Delay beyond $T6 + 1.5$ Month SCADL may terminate the contract and forfeit the PBG	<ul style="list-style-type: none"> <li>• Integration of all workflows integrated on single platform (i.e. ticket generated through Call Centre team, Complaints registered by Physically visited citizens, Instagram, Facebook, Twitter, Web based app (supported to all browsers), Mobile based App(Android &amp; IOS), Chatbot or any other ticketing modules and its customizations) with local ICC.</li> <li>• All dashboard features/Various types of reports as mentioned in Section-A.7</li> <li>• Cyber Security Successful Compliance Certificates.</li> <li>• Successful Demo on the entire life cycle on all available modules/technologies</li> <li>• UAT Report and Signoff</li> </ul>

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#	Milestone	Payment Recommended	Timeline	Measurement Criteria
				from SCADL/AMC. <ul style="list-style-type: none"> <li>Along with other measurement criteria mentioned in section 5,6,7.</li> <li>Efforts towards implementation of Value-added features mentioned in A.8, Submission of documentation regarding the same.</li> </ul>
9	O&M for 5 years post Final Go-live	Remaining 20% amount of Capex mentioned in Table A of financial bid to be paid in equal amount at the end of each quarter for the duration of contract from the Go-live date		<ul style="list-style-type: none"> <li>Quarterly SLAs and performance Report of the Applications</li> </ul>
10	Value Added features	Refer to note 4.2 below.		<ul style="list-style-type: none"> <li>Value added feature analysis Report as per mentioned in Section-3, A.8</li> </ul>
11	Operation and Maintenance Cost (Manpower and IVR, WhatsApp Chatbot charges) for a period of 5 years from the Go-live date	Payment would be made by AMC/SCADL on the basis of actual costs incurred by the bidder monthly from Go-live date		<ul style="list-style-type: none"> <li>Manpower Attendance Report</li> <li>IVR and Chatbot usages report</li> </ul>

## 4.2 Implementation Phase SLA

#	Milestone	Payment Recommended	Timeline	Penalty levied
1	Work Order/LoI shared by SCADL	-	To	-
2	Draft Contract Shared by SCADL to selected SI	-	T1	-
3	Signing Of Contract	-	T2=T1+ 2Week	Rs. 20,000 per week or part thereof. SCADL may terminate the contract and forfeit the PBG beyond delay of 4 weeks.
4	Delivery of FRS & SRS documents and Approval received from SCADL	10% of the Sum of Total Capex mentioned in Table A of financial bid	T3=To+ 2 Month	1% of Total CAPEX mentioned in Table A of financial bid per week or part thereof.
5	SITC of CCRS solution with	40% of the Sum of	T4=T3+ 2 Month	0.5% of Total CAPEX

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#	Milestone	Payment Recommended	Timeline	Penalty levied
	25 Channel IVR with recording system, integration with SMS gateway & various AMC systems/modules and dashboard with basic features as per SoW of this RFP.	Total Capex mentioned in Table A of financial bid		mentioned in Table A of financial bid per week or part thereof.
6	<b>SITC of Mobile Application (Android and IOS) and Web Portal</b> (supported to all browsers) with all functionality implementation, integration	10% of the Sum of Total Capex mentioned in Table A of financial bid	$T_5 = T_4 + 1 \text{ Month}$	0.5% of Total CAPEX mentioned in Table A of financial bid per week or part thereof.
7	<b>SITC of WhatsApp Chatbot with functionality</b> implementation, integration with all modules mentioned in SOW of RFP	10% of the Sum of Total Capex mentioned in Table A of financial bid	$T_6 = T_5 + 0.5 \text{ Month}$	0.5% of Total CAPEX mentioned in Table A of financial bid per week or part thereof.
8	Delivery and Final Go-live of Integration of all components in a single platform	10% of the Sum of Total Capex mentioned in Table A of financial bid	$T_7 = T_6 + 0.5 \text{ Month}$	2% of Total CAPEX mentioned in Table A of financial bid per week or part thereof.
9	O&M for 5 years post Final Go-live	Remaining 20% amount of Capex mentioned in Table A of financial bid to be paid in equal amount at the end of each quarter for the duration of contract from the Go-live date		Relevant SLA's applicable as per Section 4.3
10	Value Added features	Refer to Note 4.2 below.		
11	Operation and Maintenance Cost (Man-power and IVR, WhatsApp Chatbot charges) for a period of 5 years from the Go-live date	Payment would be made by AMC/SCADL on the basis of actual costs incurred by the bidder monthly from Go-live date		Relevant SLA's applicable as per Section 4.3

**Note:**

1. All the deliverables defined in the contract has to be submitted On- time on the date as mentioned in the contract with no delay.
2. To is date of award of LOI/LOA/Work Order issued to the bidder, whichever date is earlier will be considered.
3. Go Live Date” means the date on which Milestone -8 as per the RFP document has been successfully completed and formally accepted by the SCADL.
4. Final Go-live date is the date of start of operations & maintenance phase after Go – Live of the entire CCRS system and SLA's pertaining to O & M shall commence.

5. If SCADL fails to provide any necessary clearances for the completion of milestone as per RFP terms, and the selected agency is not able to adhere to the schedule for completing the respective milestone, then, Delay solely on account of above will not be accounted while ascertaining actual delay and penalties thereof. Informing the client in due time of the cause of such delay falls within the responsibility of the SI.
6. The payment will be done as per the quantities defined in the financial bid of this RFP.
7. **Manpower:** During implementation period, the bidder is required to deploy the minimum manpower as mentioned under the scope of work (i.e., Team Lead – 1 no. and Software developers – 1 nos). Bidder shall deploy additional manpower to achieve the timeline of the milestones if necessary. Please note that no separate payment shall be made to the SI for the deployment of manpower during implementation phase. However, the bidder is required to deploy required resources within 7 days of receipt of the Work Order issued by SCADL. In the event that the bidder fails to deploy the specified resources within the stipulated time frame of seven (7) days from the receipt of the Work Order, a penalty of INR 5000/- per day per non deployed resource will be imposed for each day of delay in the deployment of the required.
  - o As the bidder is also required to sign an undertaking for the non – replacement of the resources for one year from the date of contract signing; failure in adhering to the same will lead to the penalty of Rs. 50,000/- per resource replacement case which is applicable for team lead, software developers and Call center executives. Any replacement, substitution, or withdrawal of the proposed resources during this period will require prior written consent and approval from the AMC/SCADL.
8. **Value Added Features Payment:** The bidder need to put in tangible and genuine efforts to develop value-added features mentioned in section A.8. AMC / SCADL will extend full support as mentioned in section - A.8.
  - i. **Value added feature I:** If the bidder develops a value-added Feature-I (Integration & Legitimacy) for *one* category, they shall receive 2% over and above of the Total Capex value mentioned in Table A of financial bid for that category.  
For example, If a bidder develops Feature-I (Integration & Legitimacy) for the complaints pertaining to all defined sub-categories of water category, the payment will be 2% of the Total Capex value. If a bidder successfully develops feature – I(Integration & Legitimacy) for the complaints pertaining to all defined sub-categories of drainage category, the bidder will get additional 2% of the Total Capex value. SCADL will provide all defined sub-categories to the bidder.
  - ii. **Value Added Feature II:** If the bidder successfully and completely achieves outcome as mentioned in value-added feature-III (Enhancement of Online Complaint Registration) of section A.8, then the bidder shall receive 4% over and above the Total CAPEX value mentioned in Table A of financial bid.
  - iii. **Value Added Feature III:** If the bidder develops AI powered chatbot which is functional and integrated with AMC website post necessary testing and as per requirements mentioned in section A.8, the bidder shall receive 2% over and above the Total CAPEX value mentioned in Table A of financial bid.
  - iv. **Value Added Feature IV:** If the bidder successfully generates and integrates complaints raised on all social media channels where AMC has their handle and as per requirements mentioned in section A.8, the bidder shall receive 1% over and above the Total CAPEX value mentioned in Table A of financial bid.
9. Total liquidated damages to be levied on the SI shall be capped limit at 10% of the CAPEX Contract value.
10. The payment for the value-added features will be made by SCADL upon verifying the necessary features.
11. Payment for the value-added features will be made one-time post achieving necessary feature.

12. The successful bidder must ensure that any developed value-added features function properly throughout the contract period. If any issues arise post implementation of these features, it is the bidder's responsibility to resolve them at no additional cost to SCADL. If the bidder fails to do so, then SCADL will deduct the payment made against that particular value-added feature from Bidder's consequent payment.
13. The milestone will be approved and will be considered for payment post necessary document submissions as mentioned in the section 4.1.
14. Any misbehavior of the CCRS operators/ Successful bidder's employees with SCADL/AMC/Citizens, if observed will lead to penalty of Rs.50,000 per instance . The penalty is applicable during the entire contract period including implementation and O & M phase. This penalty will be levied on any invoice raised by the successful bidder. In cases wherever SCADL deems necessary, SCADL reserves the right to terminate the contract of successful bidder.

## 4.3 O&M SLAs

### 4.3.1 Software Application SLA

#	Service level parameter	Uptime: Average SLA uptime of Mobile App, Web App and Software	Penalty	Measurement Criteria
1	Availability of CCRS Application (Mobile Application, Web Portal)	>99% per quarter	No penalty	Ticket/Incident Management System developed by the Bidder. Server and mobile app uptime report which are installed/hosted/located on local server deployed by Selected Bidder during the project.
		>98% to <=99% per quarter	2% penalty of invoice raised for O & M monthly.	
		>=97% to <=98% per Quarter	5 % penalty of invoice raised for O & M monthly.	
		< 97% per Quarter	10 % penalty of invoice raised for O & M monthly.	
2	Availability of WhatsApp Chatbot with all interface modules and related services.	>99% per quarter	No penalty	Ticket/Incident Management System developed by the Bidder. Server and WhatsApp Chatbot app uptime report which are installed/hosted/located on local server deployed by Selected Bidder during the project.
		>98% to <=99% per quarter	1% penalty of invoice raised for O & M monthly.	
		>=97% to <=98% per Quarter	2 % penalty of invoice raised for O & M monthly.	
		< 97% per Quarter	5 % penalty of invoice raised for O & M monthly.	
3	Resolution Time	Priority #1 [ <b>4 hours</b> Resolution time]	Rs. 10,000/- (per hour) Penalty amount (exceeding resolution time) to be deducted from invoice raised for O & M Monthly.	Observation, evidence, e-mails, uptime reports.
		Priority #2 [ <b>12 hours</b> Resolution time]	Rs. 2,000/- (per hour) Penalty amount (exceeding resolution time) to be deducted from invoice raised for O & M Monthly.	
		Priority #3 [ <b>48 hours</b> Resolution time]	Rs. 500/- (for every 24 hour or part thereof) to be deducted from invoice raised for O & M	

RFP - Selection of SI for SITC & O&M of Comprehensive Complaint Redressal System For Ahmedabad Municipal Corporation

#	Service level parameter	Uptime: Average SLA uptime of Mobile App, Web App and Software	Penalty	Measurement Criteria
			Monthly.	
4	Actual availability of manpower as per resources finalized by AMC/SCADL	>=95 % Availability	No Penalty	Attendance report generated from SCADL's biometric system.
		>=90% to < 95% Availability	5% Penalty on Monthly O&M bill	
		<90 % Availability	10% Penalty on Monthly O&M bill	
5	Any call directed to the call center should be answered within stipulated time. Monthly average call answered time should follow these SLA's	Call answered < 30 sec	No Penalty	Relevant IVR reports.
		Call answered > 30 sec & < 1 minute	5% Penalty on Monthly O&M bill	
		Call answered >1 minute	10% Penalty on Monthly O&M bill	
6	Monthly average call waiting time should follow these SLA's	Wait time < 2 minutes	No Penalty	Relevant IVR reports.
		Wait time > 2 minutes & <4 minutes	5% Penalty on Monthly O&M bill	
		Wait time > 4 minutes	10% Penalty on Monthly O&M bill	
7	Complaint logging time after call made through IVR	Within 1 Hr.	No Penalty	IVR based Reports to be submitted by bidder
		>1 Hr. to <= 2 Hrs.	2% Penalty on Monthly O & M bill	
		>2 Hrs.	5% Penalty on Monthly O & M bill.	

All the application should work 24\*7 days. Any patch/ new fixes released by the OEM needs to be applied to the corresponding product within 7 Calander days. Any delay in applying the patch will attract penalty of Rs. 2000/- per day.

Any Software bug/ application related issue identified by SCADL/AMC/ selected agency will be classified in types:

**a) Priority #1:**

- i. System outage/ performance related/calls are not landed through IVR issue effecting the overall functionality of the application i.e. web application and the mobile application.
- ii. Issue that impacts citizen services / is raised by higher management / is impacting high importance areas

**b) Priority #2:**



Having bearing on the day-to-day functioning of the deployed system/ availability of application (part functionality) for the SCADL/AMC users, for example:

- i. Unable to provide/fetch the necessary parameters/details to other SCADL/AMC software system or to SCADL/AMC officers.
- ii. Unable to update the details on server from mobile or web application by the citizen.
- iii. Issue that doesn't impact more than one services to launch a complains but has a potential to impact or may get escalated to top management if not resolved quickly

**c) Priority #3:**

- i. Not having bearing on the day-to-day functioning of the deployed system by SCADL/AMC officers or by the citizens or by the 3<sup>rd</sup> party agencies deployed by SCADL/AMC for this project.
- ii. Change Requests for changes in existing/already deployed modules/workflow system
- iii. Reports Generation Response Time (Alerts/MIS/Logs etc.)
  1. Simple query: <= 5 secs.
  2. Medium complexity query: <= 30 secs.
  3. High complexity query: <= 1min.

**Note:**

- a. Availability of CCRS Module, Mobile App and Web Portal availability refers to the total time when the entire CCRS module is available to the users for performing all activities and tasks.
- b. Power shut down would not be considered as "beyond the control of Bidder".
- c. Damages due to any accident / mishap shall be considered as "beyond the control of Bidder".
- d. Bidder will have to deploy one team lead/Project manager for entire contract duration. Please note that no separate payment shall be made to the SI for the deployment of Team lead/project Manager. For absence of more than 2 days in a month, penalty of INR 2,000 per day will be levied in case of absence/non-availability. Penalty of INR 50,000 will be levied per instance if Team lead/Project manager is not available for 30 days during operation and maintenance phase.
- e. Bidder has to generate invoice for Manpower and Chatbot for OPEX on every month and submit to SCADL.
- f. Total liquidated damages to be levied on the SI shall be capped limit at 10% of the O & M Contract value. However, SCADL/AMC would have right to invoke termination of the contract in case the overall liquidated damages equal 10% of O & M Contract value for 3 consecutive quarters.
- g. If SCADL notices that the successful bidder at any point of time has intentionally shutdown the CCRS system, then a penalty of 10% of the O & M contract value per instance will be levied on the bidder.

## 4.4 Measurement of SLA

1. The SLA specifies the liquidated damages for lower performance and breach conditions.
2. Payment to the SI is linked to the compliance with the SLA metrics.

3. Selected SI has to provide appropriate SLA measurement tool and showcase individual SLA parameters based on requirements and measurement methods. This tool will be audited by SCADL or its appointed Consultant for accuracy and reliability time to time.
4. The SLA defined, shall be reviewed by the SCADL on quarterly basis or annual basis after reviewing internal and other external stakeholders or based on feedback received. In this case, SCADL shall also have the rights to conduct, either itself or through any other agency as it may deem fit, an audit / revision of the SLA parameters.

#### 4.4.1 Explanation Notes for SLA Matrix:

##### a) Application Availability

<b>Explanation</b>	Application availability refers to the total time when the Application is available to the users for performing all activities and tasks.
<b>Service Level Requirement</b>	$[(\text{Total Uptime of the Application in a quarter}) / (\text{Total Time in a quarter})] * 100$

##### b) Manpower Availability in O & M Phase:

<b>Explanation</b>	The availability of required manpower refers to the total Man-days available for Operators, Software Developers, and Team Leads in a particular month.
<b>Service Level Requirement</b>	<p>The service level requirement for manpower availability will be measured as follows:</p> <p>Manpower Availability Percentage= <math>[(\text{Total Man-days Provided for the month} / \text{Total Man-days available in the Month})] \%100</math></p> <p>For Example:</p> <p>Total number of days available in September: 31 days</p> <p>Total manpower deployed in the month (Operators, Team Leads, Software Developers): 35 personnel</p> <p>Therefore, Total Man-days Available in the month: <math>31 \text{ days} * 35 \text{ personnel} = 1085 \text{ Man-days}</math></p> <p>If the bidder has provided 1000 Man-days in the month, the Total Availability of Manpower will be calculated as follows:</p> <p>Total Availability of Manpower= <math>(1000/1085) * 100 = 92\%</math></p>

## ***SECTION: 5 General Clauses***

1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the Bid Documents carefully.
2. Every page of the proposal should necessarily be numbered and signed with seal.
3. The bidder should not tamper the templates, and file types. If any additional information should be provided in a separate sheet where required.
4. Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications.
5. The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.
6. Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein, will be considered for evaluation by SCADL.
7. Any past projects where the bidder executed other works in addition to what is asked in Technical Evaluation Criteria in a single order, the bidder should consider only the value of asked project part and highlight only those components.

### **5.1 Purpose of Bid Document**

1. The purpose of this tender is to Select System Integrator (SI) for implementation of CCRS Solution for AMC. This document provides information to enable the bidders to understand the broad requirements to submit their 'Bids'.
2. In case a bidding firm possesses the requisite experience and capabilities required for undertaking the work, it may participate in the selection process individually (the "Sole Firm") in response to this invitation. The term "Bidder" means the Sole Firm. No consortium / joint venture is allowed.
3. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP.
4. The bidder shall be required to submit their bid in two parts Technical Bid and Commercial Bid.

### **5.2 Proposal Preparation Cost**

1. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by SCADL to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
2. This Bid Document does not commit the SCADL to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All

materials submitted by the Bidder shall become the property of SCADL and may be returned at its sole discretion.

### 5.3 Queries (Online)

1. A prospective Bidder requiring any clarification on the RFP Document may submit his queries, via email, to the following e-mail id on or before pre-bid meeting date up to 12:00 noon. Email Id for submission of queries: [smartcity@ahmedabadcity.gov.in](mailto:smartcity@ahmedabadcity.gov.in), [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)
2. The queries should necessarily be submitted in the following format and in **excel only**:

Bidders Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Fax: Email:
#	RFP Document Reference (Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought

3. Queries submitted post the above-mentioned deadline or which do not adhere to the above mentioned format may not be considered.

### 5.4 Amendment of RFP Document

1. At any time before the deadline for submission of bids, the SCADL, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
2. The bidders are advised to visit the, <https://amc.nprocure.com>, [www.ahmedabadcity.gov.in](http://www.ahmedabadcity.gov.in) , <https://smartcityahmedabad.com/> on regular basis for checking necessary updates. SCADL also reserves the rights to amend the dates mentioned in this RFP for bid process.
3. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the SCADL may, at its discretion, extend the last date for the receipt of Bids.

### 5.5 SCADL's rights to terminate the selection process

1. SCADL may terminate the RFP process at any time and without assigning any reason. SCADL makes no commitments, express or implied, that this process will result in a business transaction with anyone.
2. This RFP does not constitute an offer by SCADL.

3. The bidder's participation in this process may result in SCADL selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the SCADL to execute a contract or to continue negotiations. SCADL may terminate negotiations at any time without assigning any reason.

## **5.6 Right to reject any proposal**

1. Notwithstanding anything contained in this RFP, SCADL reserves the right to accept or reject any Proposal 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, therefore.
2. Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

### **General Rejection criteria**

- i. Conditional Bids;
- ii. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process;
- iii. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions;
- iv. Bids received after the prescribed time & date for receipt of bids;
- v. Bids without signature of person (s) duly authorized on all required pages of the bid;
- vi. Bids without power of attorney/ board resolution or its certified true copy.

### **Technical Rejection criteria**

- i. Bidders not complying with the Eligibility Criteria given in this Tender
- ii. Technical Bid containing commercial details.
- iii. Revelation of Prices in any form or by any reason before opening the Commercial Bid;
- iv. Failure to furnish all information required by the Tender Document or submission of a Bid not substantially responsive to the Tender Document in every respect.
- v. Bidders not quoting for the complete scope of work as indicated in the Tender Documents, addendum /corrigendum (if any) and any subsequent information given to the Bidder.
- vi. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents.
- vii. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the scope of work and Service Level Agreements of this Tender.

### **Commercial Rejection Criteria**

- i. Incomplete price Bid;
- ii. Price Bids that do not conform to the Tender's price bid format;

- iii. Total price quoted by the Bidder does not include all statutory taxes and levies applicable;

If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its Bid may be rejected.

- 3. Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then SCADL reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of SCADL, including annulment of the Selection Process.

## 5.7 Risk Purchase

- 5.7.1 If the selected bidder fails to perform its obligations (or any part thereof) under the scope mentioned in this RFP or if the scope of this RFP is terminated by the Tenderer due to breach of any obligations of the selected bidder under scope of this RFP, the Tenderer reserves the right to procure the same or equivalent Hardware / Services / Deliverables from other sources as per options mentioned below.

- 1. from successful bidder who agrees to execute the work at H1 discovered rate.
- 2. from H2 / H3 /...Hn bidder (where n is the total number of bids received) who agrees to match the price of H1 discovered rate.
- 3. from any other “alternate source”. The procurement from “alternate source” shall be done, as far as possible, through Government’s procurement guidelines as deemed appropriate by the tenderer.

- 5.7.2 Above mentioned procurement will be done at the selected bidder’s (who has failed to perform its obligations & thus defaulted) risk, cost and responsibility. Any incremental cost borne by the Tenderer in procuring such Hardware / Services / licenses and any of the Deliverables shall be borne by the selected bidder (who has failed to perform its obligations & thus defaulted). Any such incremental cost incurred in the procurement of such Hardware / Services / Deliverables from other source will be recovered from the pending due and payable Payments / Security Deposit / Bank Guarantee provided by the selected bidder (defaulted bidder) under this scope of this RFP and if the value of the Hardware / Services / Deliverables under risk purchase exceeds the amount of pending payable payments / Security Deposit and / or Bank Guarantee, the same may be recovered, if necessary, by due legal process.

- 5.7.3 In this case of risk purchase, H1 bidder(s) or H2 / H3 /...Hn bidder or any alternate source will have to submit performance bank guarantee @ 5% of the total value of the work allotted to the bidder.



## 5.8 Warranty

1. All the equipment deployed for the successful running of the project will be under warranty for the entire contract duration including operation and maintenance.
2. A comprehensive on-site warranty and support on all goods supplied under this contract shall be provided by the respective Original Equipment Manufacturer (OEM) through Selected Bidder till the end of the Contract.
3. Technical Support shall be provided by the respective OEM till the end of the contract period.
4. The Selected Bidder shall warrants that the goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of Sale / End of Support / end of Life/ End of Services; and shall be supported by the Selected Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.
5. The Selected Bidder warrants that the goods supplied under this contract shall be of reasonably acceptable grade and quality and consistent with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.
6. The Selected Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Tenderer's Specifications)
7. The Tenderer shall promptly notify the Selected Bidder in writing of any claims arising under this warranty.
8. Upon receipt of such notice, the Selected Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Tenderer may have against the Selected Bidder under the Contract.
9. If the Selected Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Tenderer may proceed to take such remedial action as may be necessary, at the Selected Bidder's risk & expense and without prejudice to any other rights which the Tenderer may have against the Selected Bidder under the Contract.
10. The Selected Bidder is required to provide the warranty to Hardware and Software items (including IT, Non-IT/ passive items) forming part of this Project and supplied and installed by the Selected Bidder for entire contract duration. Selected bidder has to ensure uptime and availability of Project all time during the Warranty Period as well by resolving any bug and technical problems with agreed SLA.

## 5.9 Bid Fee and Earnest Money Deposit (EMD) and amount

1. The bidder should pay non-refundable Bid Fee of Rs. 12,000/- (Rs. Twelve Thousand) in favour of "Smart City Ahmedabad Development Limited" payable at Ahmedabad, from Nationalized or Scheduled Banks except Co-operative Banks, payable at Ahmedabad. The Bid fees shall be in the form of a Demand Draft /Bank guarantee.
2. The bidder should also pay EMD of Rs. 25,00,000 (Rupees Twenty-Five Lacs only) in favour of "Smart City Ahmedabad Development Limited" payable at Ahmedabad in the form of DD of any

nationalized bank / scheduled banks with validity of 180 days beyond the original validity period for the bid.

3. No interest will be payable by the SCADL on the Earnest Money Deposit (EMD).
4. In case bid is submitted without EMD or Bid fees as mentioned above then SCADL reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
5. The EMD of unsuccessful Bidders will be returned by the Authority, without any Interest, as promptly as possible on acceptance of the Proposal of the Selected Bidder or when the Authority cancels the Bidding Process
6. The Selected Bidder's EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the Security Deposit / Performance Guarantee in accordance with the provision thereof.
7. The decision of SCADL regarding forfeiture of the EMD and rejection of bid shall be final & shall not be called upon question under any circumstances.
8. The EMD may be forfeited:
  - If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
  - In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.
  - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
  - During the bid process, if any information found wrong / manipulated / hidden in the bid.

## 5.10 Sealing, Marking and Submission of Bids

The proposal documents shall be put in a large envelope having three (3) separate envelopes containing,

1. **1st Envelope:** Original Tender Fee & EMD shall be super scribed as "Tender Fee & EMD"
2. **2nd Envelope:** Original copy of only those documents that are required on notarized stamp paper document for ex. Land border document, POA etc.
3. **3rd large Envelope:** Containing 1st & 2nd envelope and Pen drive containing the soft copy of the entire proposal with PQ, TQ and all the required supporting documentation, signed and stamped by the authorized signatory. It shall necessarily include (i) original copy of the tender fee & EMD, (ii) Pre-qualification criteria related documents, (iii) Duly signed RFP, Addenda & Corrigendum, (iv) Technical proposal related documents like MAF, Datasheets etc. All the soft copy documents shall be clearly readable. In case, any document is not readable clearly, the document will not be considered for evaluation.
4. Pre-qualification and technical proposal should be signed by an authorized person of the bidder. The pre-qualification proposal should be submitted along with a certified true copy



of a board resolution/power of attorney empowering authorized signatory to sign/act/execute documents binding the bidder organization to the terms and conditions detailed in this proposal.

5. Each page of the above should bear the initials of the Applicant along with the seal of the Applicant in token of confirmation of having understood the contents
6. The large envelope / outer envelope containing above envelopes must be sealed and super scribed and shall be sent as under.

Details to be mentioned exactly on sealed envelop	
<b>RFP Details</b> <ul style="list-style-type: none"> <li>• <b>Notice No.:</b> SCADL_RFP_23-24_04</li> <li>• RFP For Supply, Installation, Testing, Commissioning and Operations &amp; Maintenance of Comprehensive Complaint Redressal System (CCRS) for Ahmedabad Municipal Corporation</li> <li>• <b>Last date of Submission:</b> On or before <u>    </u>/<u>    </u>/20<u>    </u> up to <u>    </u>:<u>    </u> AM/PM</li> </ul>	To, The Chief Executive Officer, Smart City Ahmedabad Development Ltd., Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad: 380007

7. The bid proposal shall mandatorily be uploaded on the be uploaded online on the nProcure website: <https://amc.nprocure.com> as on last date of bid submission. All the soft copy documents uploaded online shall be clearly readable. In case any document is not readable clearly, the document will not be considered for evaluation.
8. The price bid must be submitted online on <https://amc.nprocure.com>. It should not be sent physically, if submitted physically the bid shall be rejected.
9. The Bid envelope must be sent strictly by Postal Speed Post or Registered Post AD or in person by the representative of the bidder only on or before the due date. Documents received in any other manner or mode (like email, fax etc.) will not be considered. SCADL won't be responsible for any postal delays.
10. AMC/SCADL will not accept submission of a proposal in any manner other than that specified in the RFP document. Proposals submitted in any other manner shall be treated as defective, invalid and rejected.
11. If the envelopes are not sealed and marked as instructed above, the SCADL assumes no responsibility for the misplacement or premature opening of the contents of the application and consequent losses, if any suffered by the Bidder.
12. Each Bidder shall submit only one RFP proposal containing documents as below. A bidder who submits more than one proposal under this contract will be disqualified.
13. Proposals must be direct, concise, and complete. AMC/SCADL will evaluate bidder's proposal based on its clarity and completeness of its response to the requirements of the

project as outlined in this RFP. The Chairman, AMC/SCADL reserves the right to accept or reject any or all the proposals without assigning any reason.

### **5.11 Language of Bids**

1. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and SCADL, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
2. If any supporting documents submitted are in any language other than English, Notarized copy of the translation of the same in English language shall be submitted by the bidder.

### **5.12 Concessions permissible under statutes**

Bidder, while quoting against this tender, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to SCADL, failing which it will have to bear extra cost. In case Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. SCADL will not take responsibility towards this. However, SCADL may provide necessary assistance, wherever possible, in this regard.

### **5.13 Bid Validity**

The proposal should be valid for acceptance for a minimum period of 180 days from the Bid Opening Date (the “Proposal Validity Period”). If required, Authority may request the bidder to have it extended for a further period. The request and the responses thereto shall be made in writing. A Bidder agreeing to the request will not be required or permitted to modify his Proposal but will be required to extend the validity of EMD for the period of the extension.

### **5.14 Firm Prices and Bid Currency**

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

### **5.15 Right to vary the scope of the work at the time of award**

SCADL reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement. If any such change causes an increase or decrease in the cost of, or the time required for the SI's performance of any part of the work under the Agreement, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the Contract Value or time schedule, or both, and the Agreement shall accordingly be amended. Any claims by the SI

for adjustment under this Clause must be asserted within thirty (30) days from the date of the SI's receipt of the SCADL changed order.

## **5.16 Modification or Withdrawal of Bids**

1. A Bidder wishing to withdraw its bid shall notify SCADL by e-mail prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent by electronic means such as e-mail, but it must be followed by a signed confirmation copy, postmarked at least one day prior the deadline for submission of bids.
2. The notice of withdrawal shall:
  - Be addressed to SCADL at the address named in the bid Data Sheet,
  - Bear the Contract name, the <Title> and < bid No.>, and the words "bid Withdrawal Notice."
3. Bid withdrawal notices received after the bid submission deadline shall be ignored, and the submitted bid shall be deemed to be a validly submitted bid.
4. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the specified bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's EMD.

## **5.17 Evaluation Process**

1. The bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by SCADL, for the entire period of the contract. The bidder's bid must be complete in all respects, conform to all the requirements, terms and conditions and specifications as stipulated in the Bid document.
2. SCADL may appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the Pre-qualification of bidders, Technical and Commercial Bids received. The BEC will examine the bids to determine whether they are complete, response and whether the bid format confirms to the Bid document requirements. SCADL may waive any informality or nonconformity in a bid which does not constitute a material deviation according to SCADL.
3. The technical bid of only those bidders shall be opened which meet all the criteria of the Pre-qualification Criteria mentioned in this RFP.
4. There should not be mention of financial bid prices in any part of the bid other than the Commercial Bids-Online.
5. SCADL shall open the Technical Proposals in public, in the presence of Bidders' designated representatives and anyone who chooses to attend. The bidders shall be intimated the venue, date and time for bid opening.
6. Only bids that are opened and read out at the proposal opening and are accompanied with hard copy of Demand Drafts for EMD shall be considered further.

## 5.18 Evaluation of Technical Bids

1. The Technical Bids of only those bidders, who qualify in the Pre-qualification stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) may invite each bidder to make a presentation as part of the technical evaluation.
2. The evaluation committee may require written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents (to be stated precisely as it should be in SCADL's interest).
3. Each Technical Bid will be assigned a technical score (T) out of a maximum of 100 marks. **Only the bidders who get a total of minimum 70 marks will qualify for commercial evaluation stage.** Failing to secure minimum marks shall lead to technical rejection of the Bid.

## 5.19 Opening of Commercial Bid

1. The commercial bid will be opened for only those bidders who qualify in stage 1 (i.e., PQ) and stage 2 (i.e., TQ).
2. The commercial bids shall not be opened by SCADL until the evaluations of technical bids have been completed.
3. SCADL will open the Commercial Bids of those bidders who have achieved **minimum score of 70 out of total marks in technical evaluation.**
4. SCADL will open the Commercial Bids in the presence of the nodal officer/designated representatives of the bidder as decided and communicated by SCADL.
5. Commercial Bids from bidders who have failed to qualify in evaluation of the technical proposal will not be opened. Only bids that are opened and read out at the proposal opening shall be considered further.

## 5.20 Evaluation of Commercial Bids

1. The commercial bids for the technically qualified bidders shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
2. Commercial bids that are not as per the format provided in Financial Bid section shall be liable for rejection.
3. The bid price shall exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
4. Any Bid received in hardcopy of price bid with values will be rejected.
5. Total Price shall be calculated based on the format provided in Commercial Bid section.
6. **Arithmetical errors:** If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be

rejected. If there is a discrepancy between words and figures, the amount in words will be considered.

7. The SCADL would have the right to review the Proposals and seek clarifications where necessary. The response from the Bidder(s) shall only be in writing but no change in the substance of the Proposal would be permitted.
8. Financial Proposals of Bidders who do not qualify the eligibility criteria will not be opened and will be returned unopened.

#### **Score for Commercial Evaluation:**

1. The Total Price (Tp) for each responsive bid shall be sum of CAPEX cost and OPEX cost, i.e value of Co mentioned in Table – C of financial bid format.
2. The Lowest Total Price (Tl) as calculated above shall be given a commercial mark of 100 points. The Commercial marks of the other bidders shall be calculated with respect the Lowest Total Price (L1) by any bidder. The methodology of Commercial marks shall be as follows.

**Commercial marks of the SI under consideration = [Lowest Total Price from all Commercial Bids (L1) / Total Price based on the Commercial bid by the SI under consideration] X 100**

### **5.21 Total Bid Evaluation**

1. Evaluation criteria proposed to be adopted will be **Quality cum Cost Based System (QCBS)** where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%.
2. The SI would be technically evaluated out of 100 marks. All the SIs who secures overall minimum of 70 Marks out of 100 across all the components of technical evaluation will be considered as technically qualified. Technical score of all SIs will be calculated based on the following formula:

**Technical Score of SIs (TS) = Technical Marks received by the SI x 70%**

3. The Bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Commercial score of all the other SIs will be calculated based on the following formula:

**Commercial score of SIs (CS) = Commercial Marks received by the SI x 30%**

4. Final Score of the SI: Final Score of each bidding party will be computed by adding the technical score and Commercial Score based on the following formula:

Total Score = TS + CS

The bidder whose bid has secured the “**Highest Total Score**” out of 100 as per above evaluation will be considered as best evaluated Bid and considered as winner. The bidder with Highest total score will be declared as H1, the bidder with second highest total score will be declared as H2, then H3, and so on.

5. The bidder with the Highest total score will be winner and selected as successful bidder. The successful bidder may be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same Highest total score, the bidder with the higher Technical Score will be invited first for negotiations for awarding the contract.
6. If H1 bidder fails to comply to any of the RFP terms and conditions, it will be considered as a non-performance of the H1 bidder and SCADL will have the rights to give the scope of the selected bidder to a next successful bidder as per the requirement. SCADL's decision will be final in such cases. In this case, H2 bidder will be given a chance to match H1 rate and if bidder agrees, work will be awarded to the H2 bidder. In case of failure of H2 bidder, the same process will continue till Hn bidder (where Hn is the last qualified bidder)
7. In case of abnormally low bid, SCADL will also have a right to reject the bid of successful bidder(s) H1, if the evidence supplied does not satisfactorily account for the low price or costs proposed. If a bid is rejected due to this reason, SCADL will have a right to make a similar determination for the next-ranked bid. SCADL may award the contract to the next-ranked bidder, provided that the bid is not determined to be similarly abnormally low. The same process will continue till Hn bidder (where Hn is the last qualified bidder).
8. The Proposal should be unconditional, and any conditionality attached with the proposal may result in the rejection of the Proposal.

## 5.22 Implementation Partner Participation Criteria

1. Bidder should submit a letter of authority from manufacturer in original (No photocopy accepted) that the bidder is authorized to quote on behalf of the manufacturer for supply, install and maintenance of the equipment/hardware/software that they offered.
2. The bidder will be required to submit a manufacturer's authorization form from all the OEMs stating that the bidder in concern would be bidding for their products/solutions.
3. Bidders are required to specify **only one make and model** of each item and provide the details in the technical bid.
4. Firms with common Proprietor/partner or connected with one another either financially or as principal and agent or as master and servant or with proprietor/partners closely related to each other such as husband, wife, father/mother and minor son/daughter and brother/sister and minor brother/sister, shall not bid separately under different names for the same contract. An independence form in the same regard must be submitted by the bidder.
5. If it is found that the same firm has submitted multiple bids under different names for the proposed contract, all such tender(s) shall stand rejected and bid deposit of each such firm/establishment shall be forfeited. In addition, such firms/establishments shall be liable, at the discretion of the SCADL, for further penal action including blacklisting.
6. If it is found that close relatives (as described above) have uploaded separate tenders/quotations under different names of firms/ establishments but with common address for such



establishments/firms and/or if such establishments/ firms, though they have different addresses, are managed or governed by the same person/persons jointly or severally, such tenders shall be liable for further penal action including blacklisting.

7. If after awarding the contract it is found that the accepted bid violated any of the directions pertaining to participation as stated above, the contract shall be liable for cancellation at any time during its validity in addition to penal action against the contractors as well as related firm/establishment.

### **5.23 Performance Bank Guarantee**

1. The successful Bidder shall at his own expense, deposit with department, within 15 days of the notification of award (done through issuance of the Letter of Intent), an unconditional and irrevocable Performance Bank Guarantee (PBG) from Nationalized or Scheduled Banks except Co-operative Banks in favour of “Smart City Ahmedabad Development Limited” for the due performance and fulfilment of the contract by the Bidder.
2. The SI shall submit performance guarantee for the entire contractual agreement duration for the amount equivalent to 5% of the Project Value (Co of Table C of Commercial Bid table) which is unconditional & irrevocable bank guarantee. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful agency/bidder to 5% of new work order value.
3. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.
4. The successful Bidder shall maintain a valid and binding Performance Guarantee for a period of six months after the expiry of the Contract Period (“Validity Period”).
5. The Performance Bank Guarantee letter format can be found in the Annexure of this document.
6. The Performance Bank Guarantee may be discharged/ returned by department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
7. If the Bidder, fails to furnish the Performance Guarantee, it shall be lawful for the Authority to forfeit the EMD and cancel the contract or any part thereof
8. In the event of the Bidder being unable to service the contract for whatever reason or receive frequent complaints from Citizens, SCADL would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of SCADL under the Contract in the matter, the proceeds of the PBG shall be payable to SCADL as compensation for any loss resulting from the Bidder’s failure to complete its obligations under the Contract. SCADL shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
9. SCADL shall also be entitled to make recoveries from the Bidder’s bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

### **5.24 Price Variation**

During the validity of the contract including the extended period if any, if the System Integrator

supplied any item included in BoM of this RFP to any other department / organization / individual at a price lower than the price fixed in the contract, the bidder must voluntarily pass on the price difference with immediate effect.

### **5.25 Governing Law**

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ahmedabad shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

### **5.26 Restriction on Transfer of Agreement**

The System Integrator shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter to the agreement to any third party or any sister-concerned firm within a group either in whole or in any part i.e., partnership/third party interest shall be created.

### **5.27 Failure to agree with the Terms & Conditions of the Bid Document/ Contract**

Failure of the bidder to agree with the Terms & Conditions of the Bid Document/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

### **5.28 Liability**

1. Except as provided in this Agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.
2. Successful bidder's cumulative liability for its obligations under the contract shall not exceed the contract value.
3. If the contract is partially completed, then in such case successful bidder's cumulative liability will not exceed the contract value of remaining/pending work of the contract.
4. This limitation (Point 2 and Point 3) of liability shall not affect the SI's liability, if any, for direct damage to Third Parties resulting in bodily injury, death or damage to physical property caused by the SI or any person or firm/company acting on behalf of the SI in carrying out the Services.

### **5.29 Force Majeure**



In the event that any damages to items due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God) of any kind during Warranty Period and Maintenance Period shall be the liability of SCADL. In such case, SCADL shall request the successful Bidder to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by SCADL to the successful Bidder on mutual understanding.

The System Integrator shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, “Force Majeure” means an event beyond the “reasonable” control of the System Integrator, not involving the System Integrator’s fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.

In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, SCADL and the SI shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding anything to the contrary mentioned above, the decision of the SCADL shall be final and binding on the SI.

## **5.20 Conflict of Interest**

1. A “Conflict of Interest” is any situation that might cause an impartial observer to reasonably question whether System Integrator actions are influenced by considerations of your firm’s interest at the cost of Government. The System Integrator agrees that it shall hold the SCADL’s interest paramount, without any consideration for future work, and strictly avoid any Conflict of Interest with other assignments of a similar nature. In the event the System Integrator foresees a Conflict of Interest, the System Integrator shall notify SCADL forthwith and seek its approval prior to entering into any arrangement with a third party which is likely to create a Conflict of Interest.
2. Bidders shall not have a conflict of interest that may affect the Selection Process or the scope (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified.
3. SCADL requires that the Bidder provides professional, objective, and impartial advice and at all times hold the SCADL’s interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
4. The System Integrator shall disclose to SCADL in writing, all actual and potential Conflicts of Interest that exist, arise or may arise (either for the System Integrator or its team) during the term of the Agreement as soon as it becomes aware of such a conflict.

## **5.21 Resolution of Dispute**

The SCADL and the System Integrator shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the SCADL/AMC and the System Integrator have been unable to resolve amicably a contract dispute;

either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the SCADL and the other to be nominated by the System Integrator. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Ahmedabad. Cost of arbitration shall be borne by each party proportionately. 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.

## 5.22 Service Level Agreement (SLA) for SCADL Work

Service Level Agreement (SLA) shall become the part of Agreement between SCADL and the Successful Bidder. SLA defines the terms of the Successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Successful Bidder has to comply with Service Levels requirements to ensure adherence to Project timelines, quality and availability of services.

**The Successful Bidder (refer as System Integrator, SI) has to supply software/Hardware/automated tools to monitor all the SLAs mentioned below.**

**Note:** Penalties shall not be levied on the Successful Bidder in the following cases:

- There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder
- The non-compliance to the SLA has been due to reasons beyond the control of the Bidder.
- Theft cases by default would not be considered as "beyond the control of Bidder". However, certain cases, based on circumstances & certain locations, SCADL may agree to qualify as "beyond the control of Bidder". Damages due to any accident / mishap shall be considered as "beyond the control of Bidder". However, Power shut down or deliberate damage to field devices such as Cameras, would not be considered as "beyond the control of Bidder".

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the System Integrator to SCADL for the duration of this Agreement.

## 5.23 Ownership and Licenses

The ownership of all hardware/software developed/customized/ configured/ procured as part of the project and related documentation for the project would always lie with the SCADL. All licenses for software procured related to project have to be in the name of Smart City Ahmedabad Development Limited. The SI will be required to produce the Licenses/ATS/Warranty and other documents from the respective OEMs clearly mentioning the product name, quantity, duration, type of support, etc.

## 5.24 Data Ownership

All the data created as the part of the project shall be owned by SCADL/ AMC/ School. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only as per the IT Security Policy, approved by SCADL. SCADL / its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI Vendor to data / system security.

## 5.25 Intellectual Property Rights

a) For the customized solution developed for the project, IPR of the solution would belong exclusively to the SCADL/ AMC/ School. The SI shall transfer the source code to SCADL/ AMC/ School at the stage of successful implementation of the respective smart element. SI shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product.

b) Deliverables provided to SCADL/ AMC by Service Provider during the course of its performance under this Agreement, all rights, title and interest in and to such Deliverables, shall, as between Service Provider and SCADL/ AMC, immediately upon creation, vest in SCADL/ AMC. To the extent that the Service Provider Proprietary Information is incorporated within the Deliverables, Service Provider and its employees engaged hereby grant to SCADL a worldwide, perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), use and copy derivative works for the benefit of and internal use of SCADL.

## 5.25 Fraud and Corruption

SCADL/ AMC/ School requires that SI must observe the highest standards of ethics during the execution of the contract. In pursuance of this policy, SCADL/ AMC/ Schools defines, for the purpose of this provision, the terms set forth as follows:

- a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of SCADL/ AMC/ Schools in contract executions.
- b. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to SCADL/ AMC/ Schools, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive SCADL of the benefits of free and open competition.
- c. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which is given in the contract.
- d. "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

If it is noticed that the SI has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be sufficient ground for SCADL for termination of the contract and initiate black-listing of the vendor.

## 5.26 Termination

1. The Tenderer may, terminate this Contract in full or in part by giving the SELECTED BIDDER a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- a) Where the Tenderer is of the opinion that there has been such Event of Default on the part of

the SELECTED BIDDER which would make it proper and necessary to terminate this Contract and may include failure on the part of the SELECTED BIDDER to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract including the following:

- i. failure to perform the obligations under the Contract.
  - ii. the SELECTED BIDDER and its team have failed to conform with any of the service specifications as set out in the RFP and the Contract.
  - iii. the SELECTED BIDDER has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Proposal, the RFP and this Contract.
  - iv. The SELECTED BIDDER has failed to comply with any terms and conditions of this RFP & the Contract.
  - v. There is an undue delay in achieving the agreed timelines for delivering the services under this Contract due to reasons solely attributable to the SELECTED BIDDER.
  - vi. If it comes to knowledge of the Tenderer that the SELECTED BIDDER or any of their personnel have been involved in any fraudulent or corrupt practices or any other practice of similar nature.
  - vii. Where it comes to the Tenderer's attention that the SELECTED BIDDER (or the SELECTED Bidders' Team) is in a position of actual conflict of interest with the interests of the Tenderer, in relation to any of the terms of the SELECTED BIDDER's Bid, the RFP or this Contract.
  - viii. Where the SELECTED BIDDER's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the SELECTED BIDDER, any failure by the SELECTED BIDDER to pay any of its dues to its creditors, the institution of any winding up proceedings against the SELECTED BIDDER or the happening of any such events that are adverse to the commercial viability of the SELECTED BIDDER. In the event of the happening of any events of the above nature, the Tenderer shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor SELECTED BIDDER and to ensure business continuity.
- b) Where there has been an occurrence of such Event of Defaults, inter alia, as stated above, the SCADL shall issue a notice of default to the SELECTED BIDDER, setting out specific defaults / deviances / omissions and providing a period of fifteen (15) days to enable the SELECTED BIDDER to remedy the default/ deviances / omissions committed. It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for termination of agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of SELECTED BIDDER and Performance Bank Guarantee shall be forfeited, without any further notice.
- c) **Termination for Insolvency:** The Tenderer may at any time terminate the Contract by giving written notice to the SELECTED BIDDER, without compensation to the SELECTED BIDDER, if the SELECTED BIDDER becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Tenderer.
- d) **Termination for Convenience:** The Tenderer, may, by prior written notice sent to the SELECTED BIDDER at least 2 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Tenderer's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

2. The SELECTED BIDDER may, subject to approval by the Tenderer, terminate this Contract before the expiry of the term by giving the Tenderer a prior and written notice at least 6 months in advance indicating its intention to terminate the Contract.

## 5.27 Consequences of termination

1. In the event of termination of this contract due to any cause whatsoever, the contract with stand cancelled effective from the date of termination of this contract.
2. In case of exigency, if the Tenderer gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the SELECTED BIDDER as mentioned in clause – 6.19 (Risk Purchase) unless the Termination is due to any act and/or omission by the reason solely attributable to Tenderer.
3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the SELECTED BIDDER or due to the fact that the survival of the SELECTED BIDDER as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Tenderer through re-determination of the consideration payable to the SELECTED BIDDER as agreed mutually by the Tenderer and the SELECTED BIDDER or through a third party acceptable to both the parties may pay the SELECTED BIDDER for that part of the Services which have been authorized by the Tenderer and satisfactorily performed by the SELECTED BIDDER up to the date of termination. Without prejudice to any other rights, the Tenderer may retain such amounts from the payment due and payable by the Tenderer to the SELECTED BIDDER as may be required to offset any losses caused to the Tenderer as a result of any act/omissions of the SELECTED BIDDER. In case of any loss or damage due to default on the part of the SELECTED BIDDER in performing any of its obligations with regard to the execution of the scope of work under this Contract, the SELECTED BIDDER shall compensate the Tenderer for any such loss, damages or other costs, incurred by the Tenderer. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the SELECTED BIDDER as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Tenderer and as may be proper and necessary to execute the scope of work under the Contract in terms of the SELECTED BIDDER's Bid, the RFP and this Contract.
4. Nothing herein shall restrict the right of the Tenderer to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Tenderer under law.
5. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
6. Actions pursuant to Termination of Agreement:
7. Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.
  - a) Neither Party shall represent the Other Party in any of its dealings.
  - b) Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.
  - c) Each party shall stop using the other Party's name, trademark, etc., in any audio or visual form.

## 5.28 Exit Management

- a) This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA.
- b) In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether and if so during what period, the provisions of this Schedule shall apply.
- c) The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

1. Cooperation and provision of Information

During the exit management period:

- a) The SI will allow the purchaser or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the purchaser to assess the existing services being delivered.
- b) Promptly on reasonable request by the purchaser, the SI shall provide access to, and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the SI). The purchaser shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the purchaser or its nominated agencies to have reasonable access to its employees and facilities, to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

2. Confidential Information, Security and data

- a) The SI will promptly on the commencement of the exit management period supply to the purchaser or its nominated agency the following:
  - Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services.
  - Documentation relating to Intellectual Property Rights.
  - Documentation relating to sub-contractors.
  - All current and updated data as is reasonably required for purposes of purchaser or its nominated agencies transitioning the services to its Replacement *SI* in a readily available format nominated by the purchaser, its nominated agency.
  - All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable purchaser or its nominated agencies, or its Replacement *SI* to carry out due diligence in order to transition the provision of the Services to purchaser or its nominated agencies, or its Replacement *System integrator* (as the case may be).
- b) Before the expiry of the exit management period, the SI shall deliver to the purchaser or its nominated agency all new or up-dated materials from the categories set out in schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.

3. Transfer of certain Agreements

- a) On request by the purchaser or its nominated agency the *SI* shall effect such assignments, transfers, licenses and sub-licenses purchaser, or its Replacement *SI* in relation to any equipment lease, maintenance or service provision agreement between *SI* and third-party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the purchaser or its nominated agency or its Replacement *SI*.

4. General obligations of the SI
  - a) The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the purchaser or its nominated agency or its Replacement SI and which the SI has in its possession or control at any time during the exit management period.
  - b) For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.
  - c) The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.
5. Exit Management Plan
  - a) The SI shall provide the purchaser or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
    - A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
    - Plans for the communication with such of the SI's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the purchaser's operations as a result of undertaking the transfer.
    - (If applicable) proposed arrangements for the segregation of the SI's networks from the networks employed by purchaser and identification of specific security tasks necessary at termination.
    - Plans for provision of contingent support to purchaser, and Replacement SI for a reasonable period after transfer.
  - b) The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
  - c) Each Exit Management Plan shall be presented by the SI to and approved by the Purchaser or its nominated agencies.
  - d) The terms of payment as stated in the Terms of Payment Schedule include the costs of the SI complying with its obligations under this Schedule.
  - e) In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
  - f) During the exit management period, the SI shall use its best efforts to deliver the services.
  - g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
  - h) This Exit Management plan shall be furnished in writing to the purchaser or its nominated agencies within 90 days from the Effective Date of this Agreement.

## 5.29 Confidentiality

1. The SI shall not use Confidential Information, the name or the logo of the Tenderer except for the purposes of providing the Service as specified under this RFP;
2. The SI shall not, either during the term or 6 months after expiration of this Contract, disclose any proprietary or confidential information relating to the Services, Contract or the network architecture, Tenderer's business plan or operations without the prior written consent of the Tenderer.
3. The SI may only disclose Confidential Information in the following circumstances to a member of the



SI's Team ("Authorized Person") with the prior written consent of the Tenderer if:

- a. the Authorized Person needs the Confidential Information for the performance of obligations under this contract;
  - b. the Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract
4. The SI shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidential agreement with the members of the subcontractors and other service provider's team members to the satisfaction of the Tenderer.
  5. The SI shall be responsible for any breach of the confidentiality clause by its antecedents or delegates or its subcontractors.
  6. The SI shall notify the Tenderer promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Tenderer.
  7. The Tenderer reserves the right to adopt legal proceedings, civil or criminal, against the SI in relation to a dispute arising out of breach of obligation by the SI under this clause.

### **5.30 Insurance**

1. The bidder during the term of this contract undertakes to ensure that they have taken or shall take up all appropriate insurances & shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable at the Tenderer's request, shall provide certificate of insurance to the Tenderer showing that such insurance has been taken out and maintained. Insurance will include employer's liability and workers' compensation insurance in respect of the Personnel of the bidder / bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate.
2. The bidder shall submit to the SCADL, certificate of insurance issued by the insurance company, indicating that such insurances have been taken & certificate has to be submitted by bidder to SCADL. Bidder shall be designated as the 'loss payee' in such insurance policies; bidder shall be liable to pay premium for the insurance policy & shall ensure that each & every policy shall keep updated from time to time till end of contract period. In case of delayed procurement of insurance from selected bidder, all responsibilities will be on bidder before taking the insurance.



## SECTION: 6 Technical AND Other COMPLIANCES

### 6.1 Technical Specifications

Sr. No.	Requirement	Compliance (Yes/No)	References
<b>Common</b>			
1.	<b>Standards &amp; Guidelines</b> All the product and applications should necessarily comply with: <ul style="list-style-type: none"> <li>i. Guidelines for Indian Government Websites (GIGW)</li> <li>ii. eGovernance Policy for the State of Gujarat</li> <li>iii. Technical Standards for Interoperability Framework for e-Governance (IFEG) in India Version 1.0</li> <li>iv. Framework for Mobile Governance</li> <li>v. WCAG / W3C / Localization</li> <li>vi. Character Encoding / Font Standard</li> <li>vii. Other e-Governance standards of Government of India (egovstandards.gov.in)</li> </ul>		
2.	<b>Search Facility</b> All the products delivered should have search facility to search any particular topic		
3.	<b>Future Proofing</b> The products/applications should be designed to plug-in new technologies and components in a seamless manner, similarly any obsolete technologies or components should be removed without impacting any other component/data of the system.		
4.	<b>Interoperability</b> The platform needs to integrate and interoperate with various other external entities		
5.	<b>Navigation</b> Backward and Forward at every page		
6.	<b>Multilingual Support</b> <ul style="list-style-type: none"> <li>a) The system should be Unicode compliant and have multi-lingual support (Gujarati, English, Hindi, etc.)</li> <li>b) It should also follow the localization</li> </ul>		

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Sr. No.	Requirement	Compliance (Yes/No)	References
	guidelines -> <a href="https://www.meity.gov.in/writereaddata/files/Mobile_Localization_Guidelines_ver2_6Aug2014.pdf">https://www.meity.gov.in/writereaddata/files/Mobile_Localization_Guidelines_ver2_6Aug2014.pdf</a> or the latest released version.		
7.	<b>Concurrency</b> System should be able to serve '10,000' queries / day, '1,000' concurrent requests per sec		
8.	<b>Scalability</b> Solution should have capability to increased number of transactions and concurrent users effortlessly on real time basis		
9.	<b>Security &amp; Privacy</b> User credentials (username & passwords) should be encrypted and stored securely		
10.	<b>Content Filtering</b> In-built content filtering/ media review functionality to filter out inappropriate/malicious content posted by users (rights to admin user)		
11.	<b>Integration with Social Media</b> Provide facility of integration with leading Social Media platforms like Facebook, twitter, instagram etc.		
12.	<b>Security Audit</b> The solution should have a security audit certificate from a CERT-In empaneled firm.		
13.	<b>Hosting</b> System shall be hosted on locally at ICCC-Paldi data center.		
14.	<b>Configuration Management</b> Have a formal configuration management process in place to manage software, hardware, tests, documentation, and release management, as applicable.		
<b>Web Portal</b>			
15.	<b>Collapse all/Open all</b> There should be facility of opening/collapsing a specific section of the page		

Sr. No.	Requirement	Compliance (Yes/No)	References
16.	<b>Browser compatibility</b> Web Portal should be compatible with all web/mobile browsers minimum but not limited to Internet Explorer 11+, Microsoft Edge, Safari, Mozilla Firefox 3.0+, Google Chrome 4.0+, Opera 9.0+ and higher /latest versions available as on date.		
17.	<b>Download</b> Any particular page with its contents including the graphs should be downloadable in pdf format		
<b>Mobile Application</b>			
18.	<b>Development platform</b> <ol style="list-style-type: none"> <li>The application should either be a native app developed for compatibility with iOS, windows and Android</li> <li>Preference is for usage of open source &amp; royalty free platforms</li> </ol>		
19.	<b>Display</b> <ol style="list-style-type: none"> <li>All icons must be crisp, clean, and distinguishable</li> <li>All buttons and objects must be reactive to touch and work as intended</li> <li>All functions must stay within the mobile platform boundaries</li> </ol>		
20.	<b>Connectivity</b> Solution should allow user to add data even when in offline mode and sync with server when connectivity is restored		
21.	<b>eGov standards compliance</b> Solution should comply with all published eGov standards (GIGW, W3C) <ol style="list-style-type: none"> <li><a href="https://egovstandards.gov.in/sites/default/files/MDDS_Demographic_Ver_1.1.pdf">https://egovstandards.gov.in/sites/default/files/MDDS_Demographic_Ver_1.1.pdf</a></li> <li><a href="https://egovstandards.gov.in/sites/default/files/Framework_for_Mobile_Governance.pdf">https://egovstandards.gov.in/sites/default/files/Framework_for_Mobile_Governance.pdf</a></li> <li><a href="https://egovstandards.gov.in/sites/default/files/Published%20Documents/Mobile_Localization_Guidelines_Ver2.6.pdf">https://egovstandards.gov.in/sites/default/files/Published%20Documents/Mobile_Localization_Guidelines_Ver2.6.pdf</a></li> </ol>		
<b>IVR</b>			

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Sr. No.	Requirement	Compliance (Yes/No)	References
22.	Automatic caller identification and CRM detail updates when operators answer the call.		
23.	Intelligent call routing based on input and predefined rules		
24.	Offer callback features to reduce on-hold time for callers		
25.	Enables callers to receive or provide information, or make requests using menu inputs, without speaking to a live agent		
26.	Smart solutions and conditional blocking of IVR concerning repeat calls. (Daily/Weekly/fortnightly/monthly capping)		
27.	Ability to scale with increased call volumes and user demands/ scalable to accommodate future expansion		
28.	Support for integration with CRM systems, databases, and other enterprise applications via APIs.		
29.	Efficient call queuing and wait time announcements		
30.	Capability to handle multiple languages.		
31.	Tools for real-time monitoring of IVR performance and call metrics		
32.	Detailed reporting on call patterns, usage statistics, and system performance.		
33.	End-to-end encryption of voice and data communications		
34.	A monthly review of the IVR functionality will be conducted wherein the needs to provide insights on the usage of various functionalities being offered on IVR. Based on the inputs of the SCADL/AMC and other observations input of citizens as well as the internal requirements, the SCADL/AMC will propose new functionalities that need to be added to the IVR.		
35.	Having facility to update an urgent development needs to be implemented within a period of 2 calendar days for example: regulatory message etc.		
36.	Facility to Modify IVR Script: The IVR scripts need to be prepare by selected bidder as draft and final approval will be given by AMC/SCADL.		
30.	<b>The IVR recordings facilities:</b> must be high-quality studio recordings for all languages. It must be		

Sr. No.	Requirement	Compliance (Yes/No)	References
	ensured that the recordings across all languages are in the same gender voice. All the changes suggested in quarterly reviews must be done and implemented in studio recording without any voice mismatch. However, this may be relaxed for any incidental update.		

## 6.2 Additional Compliances

Compliance with industry standards is essential for Comprehensive Complaint Redressal Systems (CCRS) to ensure their effectiveness, reliability, and security. While specific standards may vary depending on the industry and regulatory requirements, there are several following key areas of compliance but not limited to, that CCRS should address:

- I. Data Privacy and Protection:
  - a. Compliance with data protection regulations such as the General Data Protection Regulation (GDPR) or the Personal Data Protection Bill in India to safeguard personal/citizen information collected through the CCRS.
  - b. Implementation of measures to ensure the confidentiality, integrity, and availability of data, including encryption, access controls, and data anonymization techniques.
- II. Cybersecurity:
  - a. Adherence to cybersecurity standards such as ISO/IEC 27001 or the STQC or its empaneled Cybersecurity Framework to protect the CCRS from cyber threats, including unauthorized access, data breaches, and denial-of-service attacks.
  - b. Regular security assessments, vulnerability scanning, and penetration testing to identify and mitigate security risks in the CCRS infrastructure and applications.
- III. Interoperability:
  - a. Integration of interoperability standards and protocols to facilitate seamless communication and data exchange between the CCRS platform and other systems or applications used by government agencies, stakeholders, or external service providers.
  - b. Adoption of open standards and APIs (Application Programming Interfaces) to enable interoperability with third-party platforms and ensure flexibility and scalability.
- IV. User Experience Design:
  - a. Compliance with usability and user experience design principles to ensure that the CCRS platform is intuitive, user-friendly, and accessible across different devices and screen sizes.
  - b. Conducting usability testing and user feedback sessions to iteratively improve the usability and effectiveness of the CCRS platform.
- V. Regulatory Compliance:
  - Adherence to relevant regulatory requirements and industry-specific standards governing complaint redressal systems, government services, and citizen engagement initiatives.
  - Regular monitoring of changes in regulations and standards to ensure ongoing compliance and timely updates to the CCRS platform.

## **SECTION: 8 COMMERCIAL BID FORMAT & INSTRUCTIONS**

### **8.1 General instructions for Commercial Bid**

1. Bidder should provide all prices as per the prescribed format under this Annexure.
2. All the prices are to be entered in Indian Rupees (INR) only
3. All prices should be inclusive of all required accessories/parts, installation charges and 5 years onsite repair warranty and comprehensive annual maintenance.
4. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
5. SI will have to arrange for storage of the goods/ items supplied as part of this scope of work at his own cost.
6. SCADL reserves the right to ask the SI to submit proof of payment against any of the taxes, duties, levies indicated.
7. The Unit Rate as mentioned in the following formats may be used for the purpose of 'Change Order' for respective items. The unit-rates discovered shall be valid for entire contract duration from the date of opening of the financial bid.
8. SCADL also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this potential demand and give the best possible rate to SCADL.
9. Line items mentioned in the Commercial Formats are for representation purpose and SI may propose alternate technology / solution (with proper justification).

### **8.2 Commercial Bid Format**

Quantities shown in the tender are approximate and no claim shall be entertained for quantities of work executed being either more or less than those entered in the tender of estimate.

#### **A. Capital Expenditure**

Table: A

<b>Capital Expenditure (CAPEX)</b>						
<b>#</b>	<b>Item Description</b>	<b>QTY (A)</b>	<b>Unit (B)</b>	<b>Basic Unit Rate (INR) (C)</b>	<b>Total Amount Without GST (INR) (D=A*C)</b>	<b>Total Amount with Tax (INR)</b>
1	CCRS application with functionality for implementation, integration with All AMC modules with unlimited licenses and integration with SMS Gateway, Analytics dashboard and maintenance charges for the entire contract duration.	1	LS			

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<b>Capital Expenditure (CAPEX)</b>						
#	Item Description	QTY (A)	Unit (B)	Basic Unit Rate (INR) (C)	Total Amount Without GST (INR) (D=A*C)	Total Amount with Tax (INR)
2	CCRS Mobile Application (Android and IOS) with functionality implementation, integration and maintenance charges with unlimited licenses for the entire contract duration.	1	LS			
3	CCRS Web Portal (supported to all browsers) with functionality implementation, integration and maintenance charges with unlimited licenses for the entire contract duration.	1	LS			
4	WhatsApp Chatbot with functionality implementation, integration and maintenance charges with unlimited licenses for the entire contract duration.	1	LS			
5	Implementation and installation charges for IVR with recording system with capacity of minimum 25 lines (extendable to 50 lines) including licenses cost for the entire contract duration.	1	LS			
<b>Total CAPEX(INR)</b>						

**B. Operational and Maintenance Expenditure (OPEX)**

Table: B

#	Item Description	Qty	Unit	Year 1 ( in INR without Taxes)	Year 2 ( in INR without Taxes)	Year 3 ( in INR without Taxes)	Year 4 ( in INR without Taxes)	Year 5 ( in INR without Taxes)	Total amount (in INR without Taxes)
1	O & M cost for 1 year for 25 channels (extendable upto 50) IVR including all required licenses along with AMC warranty.	1	No.						
2	User Initiated WhatsApp Message charges	1,00,000	No.						
3	Deployment of Software developer	3	Man-Month						
4	Deployment of Call center Operator	25	Man-Month						
	<b>Total OPEX Cost</b>								

**C. Project Summary**

Table: C

#	Commercial Bid Summary	Total Price (INR) without Tax
1	CAPEX	
2	OPEX for 5 years	
	<b>Total Project Cost (INR) (Co)</b>	
	<b>Total Project Cost In words</b>	



**Notes:**

1. If required and based on the selected bidder's performance, O&M can be extended for another 2 years at a 10% increment on Total OPEX cost quoted in Table B on year-to-year basis. However, SCADL will not make any payment for CAPEX related line items mentioned in Table A of commercial bid in the extension period.
2. For any change request/shifting Selected Bidder & OEM will be solely responsible and AMC/SCADL will not pay any additional cost.
3. Selected bidder has to develop the mobile and web application/software which will support unlimited user access from day 0. And will have the capability to support unlimited citizen without any additional cost to SCADL/AMC.
4. For Operation & maintenance (O&M) phase, bidder needs to manage all above activities mentioned in scope and modules developed in project implementation phase in this RFP for the entire contract period.
5. Quantities mentioned in above table is only for bid evaluation purpose. Payment to selected SI will be done only for the executed quantities as approved by SCADL.
6. The number of Manpower specified in the financial bid is indicative. The actual manpower development plan will be shared with the bidder at a later stage. SCADL reserves the right to adjust the manpower count based on project requirements. Payment for manpower will be made to the bidder according to the actual deployment of resources.
7. Rates quoted in above financial bid table will be valid for entire contract duration. Except chatbot WhatsApp charges, the above rates will be paid as per market rate within the limit of +/- 20% of the quoted rate.
8. Line items mentioned in the Commercial Formats are for representation purpose and SI may propose alternate technology / solution (with proper justification). Bidders are required to suitably add line items / merge the cost components depending upon their proposed solution. No escalations of prices will be considered under any circumstances.

## **SECTION: 9 TECHNICAL BID FORMAT**

### **1.1 Checklist for Technical Qualification Document**

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	DD/Banker's Cheque as RFP/tender Fee		
2.	EMD (DD/BG)		
3.	Bid Covering Letter		
4.	Technical Proposal Packaged in Envelope with Pen Drive as per RFP		
5.	Power of attorney / board resolution to the authorized Signatory of the RFP		
6.	Copy of Certificate of Incorporation/Registration certificate/ Shop & Establishment Certificate		
7.	Supporting Documents like Rent Agreement/ Electricity Bill / Self-Declaration on Company's Letter head to be submitted for Local Office in Ahmedabad. OR undertaking from authorized signatory to open the local office within 45 days from issuance of LOI to be submitted – Bidder		
8.	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / PSU in India at the time of submission of the Bid, in the format given in the RFP (Form TQ_5)		
9.	Affidavit on Non-judicial Rs 100 stamp paper ( Form TQ_6)		
10.	Copy of GST registration		
11.	Copy of PAN registration		
12.	MAF		
13.	Self declaration from Bidder & OEM		
14.	Particulars of the Bidders		
15.	Details of the projects executed /Project Experience in detail deliverables mentioned in PQ/TQ Criteria		
16.	Copy of Audited Balance Sheet and Profit and loss statement for last three financial years as mentioned in PQ/TQ criteria.		
17.	Certificate from the Statutory auditor / CA clearly specifying		

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#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
	Bidder Details of Annual Turnover for last three financial years as mentioned in PQ/TQ criteria.		
18.	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / PSU/ SPV/ etc. in India at the time of submission of the Bid, in the format given in the RFP		
19.	Affidavit on Non-judicial Rs 100 stamp paper		
20.	Compliance to Technical Specifications as mentioned in the RFP on OEM's Letterhead		
21.	Make & Model of all IT as well as non IT components		
22.	Compliance to Technical Specifications as mentioned in the RFP (Section 11) on OEM's Letterhead.		
23.	Datasheets highlighting the Functional and Technical Specification parameters in each datasheet for compliances		
24.	Bill of Material without prices		
25.	Self-declaration by the Bidder duly signed and stamped by the authorized signatory - Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons		
26.	Self-declaration by the Bidder duly signed and stamped by the authorized signatory - Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.		

**Note:**

- All technical bid document(s)/ details should be duly sealed & signed as required.
- In case of the deviation in the authorization letter by the manufacturer & forwarding letter; the price bid of such bidder will not be opened.
- Any conditional mention regarding any technical details or prices in any document(s)/ forwarding letter; price bid of such bidder will not be opened.

## 1.2 Technical Bid Cover Letter

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

.....,  
.....,  
.....,

**Subject:** Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation

**Reference:** Tender No :<No> Dated<DD/MM/YYYY>

Dear Sir/ Madam,

Having examined the Bid Document (and the clarification / corrigendum issued thereafter, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the Bid Document for the "Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation" in Ahmedabad City. We attach hereto our responses to Technical-Qualification & Commercial proposals as required by the Bid Document. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to SCADL is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead SCADL in its shortlisting process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the Bid Document (& subsequent clarification / corrigendum, if any) and also agree to abide by this tender response for a period of 180 days from the Bid Opening date. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the Bid Document.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

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It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/  
firm/ organization and empowered to sign this document as well as such other documents,  
which may be required in this connection.

---

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

### 1.3 Bidder Information Format

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

To whomsoever it may concern,

#### Bidder information Format

Please find below the details of bidder for participation in Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation tender:

#	Particulars	Prime/Lead Bidder	Consortium Member (Separate columns)
1	Name of the organization		
2	Type of Organization (Pvt. Ltd/ Public Limited)		
3	Country of registered Office		
4	Address of Registered office		
5	Company Registration Details		
6	Date of Registration		
7	PAN No.		
8	GST Registration No.		
9	Address of Registered office in India		
10	No of years of operations in India		
11	Authorized Signatory Name		
12	Authorized Signatory Designation		

Yours Sincerely,

---

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

**Note:** To be submitted with any other supporting details specified as Document Proof in Section 3

#### 1.4 Bidders Annual turnover over in last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

.....,  
.....,  
.....,

**Subject:** Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation.

I hereby declare that below are the details regarding Overall annual turnover over last 3 financial years for our organization,

#	Details	FY 2022-23 (i)	FY 2023-24 (ii)	FY 2024-25 (iii)	Average Turnover [(i)+(ii) +(iii)/3]
1	Overall Annual Turnover- Bidder				

(\* To be deleted if not applicable)

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

I further certify that I am competent officer in my company to make this declaration.

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Yours Sincerely,

---

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

**Note:** To be submitted with any other supporting details specified as Document Proof in Section 3



## 1.5 Auditor's/CA Certificate for turnover for bidder

Date: dd/mm/yyyy

Date: dd/mm/yyyy

To

.....,

.....,

.....,

E-mail: smartcity@ahmedabadcity.gov.in, scadl.amc@gmail.com

This is to certify that the Annual Turnover from IT/ICT/ITES as per books and records of  
\_\_\_\_\_ for the following financial years are as under.

#	Financial Year Ending	Annual Turnover (INR)
1.	31st March, 2023	
2.	31st March, 2024	
3.	31st March, 2025	
	<b>Average Turnover</b>	

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

---

Signature of Auditor (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

## 1.6 Self-Declaration – No Blacklisting

<<To be printed on company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To

.....,  
.....,  
.....,

Sir/Madam,

In response to the Tender Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for  
“Request For Proposal (Rfp) For Selection Of System Integrator For Supply, Installation, Testing,  
Commissioning And Operations & Maintenance Of Comprehensive Complaint Redressal System  
For Ahmedabad Municipal Corporation”, as an owner/partner/ Director of  
\_\_\_\_\_, I/ We hereby declare that presently our Company/ firm  
\_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt  
and fraudulent practices either indefinitely or for a particular period of time by any State/ Central  
Government/ PSU.

We further declare that presently our Company/ firm \_\_\_\_\_ and OEM  
\_\_\_\_\_ are not blacklisted and not declared ineligible for reasons other than  
corrupt and fraudulent practices by any State/ Central Government/ PSU during last five years,  
from date of this bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be  
taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be  
cancelled.

Name of the Bidder :  
Authorized Signatory :  
Seal of the Organization :  
Business Address :  
Date :  
Place :

## 1.7 Undertaking – Non – replacement of deployed manpower

<<Format as indicated below to be furnished on non-judicial stamp paper of Rs: 100  
and duly notarized>>

### Project Team Deployment Undertaking

Tender Reference: [RFP Number]

Project Name: [Project Name]

Bidder Name: [Bidder's Name]

We, [Bidder's Name], hereby confirm and undertake the following with respect to the Project Team proposed for the above-mentioned project under this RFP:

- The project team proposed by us, in accordance with the RFP qualification criteria, will be deployed for the duration of the project. No changes will be made to the deployed resources for a period of one year from the date of signing the contract. Any resource changes after this period will be undertaken only with prior written approval from SCADL/AMC.
- We understand and agree that failure to comply with this undertaking may lead to forfeiture of performance guarantees and/or other penalties as per the terms of the contract.

### Resource Details

Resource Name	Designation	Role in the Project	Total Experience (Years)	Relevant Experience (Years)	Employee ID (if any)

### Authorized Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Seal: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## 1.8 Affidavit

*(The affidavit format as indicated below to be furnished on non-judicial stamp paper of Rs: 100  
and duly notarized)*

**Name of work:** Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation.

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our firm M/s ..... nor any of its constituent partners have abandoned any work in India nor any contract awarded to us for such works has been rescinded during last five years, from the date of this bid submission.
3. The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or corporation to furnish pertinent information deemed necessary and requested by the SCADL to verify our statements or our competence and general reputation.
4. The undersigned understands and agreed that further qualifying information may be requested, and agrees to furnish any such information at the request of the SCADL.
5. The SCADL and its authorized representative are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Affidavit will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in the tender or about the resources, experience and competence of the Applicant.
6. My/ our offer shall not be considered in case of fake/ forged document(s) found during verification at any stage or at any stage of contract. I/ We are agreed to whatever action (s) taken by competent authority of corporation in the aforesaid circumstances such as forfeiture of security deposit and debarring from participation in future tenders for the period/ years as deemed fit by the corporation and informing the same to all other state/ central level Government/ semi government organizations.

\_\_\_\_\_  
Signed by the Authorized Signatory of the firm

Title of the office: \_\_\_\_\_

Name of the firm: \_\_\_\_\_

Date: \_\_\_\_\_

## 1.9 Details of experience

To

To

.....,  
.....,  
.....,

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document for “Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation.”

I hereby declare that below are the details regarding relevant work that has been taken up by our company.

Name of the Project	Bidder				
	Project 1	Project 2	Project 3	-	Project n
<b>General Information</b>					
End Client for which the project was executed					
Name of the end client contact person(s)					
Designation of end client contact person(s)					
Contact details of the end client & <i>other intermediate agency</i> (if applicable) contact person(s)					
<b>Project Details</b>					
Description of the project					
Scope of work of the Bidder					
Describe deliverables in brief					
Deliverables of the Bidder(CRM/e-Governance Solutions Module brief)					
Outcomes of the project					
<b>Mandatory Supporting Documents</b>					
WO order Number					
Work order Name/LOI/Agreement/Contract for the project					

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Name of the Project	Bidder				
	Project 1	Project 2	Project 3	-	Project n
WO order Value					
Number of Complaints Handled					
Mention the Work order page numbers noted in your proposal.					
WO order Start Date and End date (if project is completed)					
certificate/Performance certificate from end client mentioning satisfactory performance, functionalities implemented (Page No.)					
<b>Additional Details</b>					
Start date (month/year):					
Completion date (month/year):					
No. of professional staff-months provided by your firm/organization for the proposed Solution:					

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

### 1.10 Format for Authorization Letters from OEMs

<<To be printed on letter head of manufacturer/OEM and signed by Authorized signatory of OEM>>

Date: dd/mm/yyyy

To

.....,  
.....,

**Sub :** Tender No: <No> Dated <DD/MM/YYYY> , “Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation – Authorization Letter from OEMs”

Sir,

We, <OEM Name> having our registered office at <OEM address>, hereinafter referred to as OEM are an established manufacturer of the following items quoted by <Bidder Name> having their registered office at <Bidder address>, hereinafter referred to as Bidder.

Item – 1: \_\_\_\_\_

We <OEM Name> authorize <Bidder’s name> to quote our above-mentioned product for above mentioned tender.

We confirm that we have understood the delivery & installation timelines defined in the tender. We confirm that we have worked out all necessary logistics and pricing agreement with <Bidder name>, and there won’t be any delay in delivery, installation and support due to any delay from our side. Our full support is extended in all respects for supply, warranty and maintenance of our products. We also ensure to provide the required spares and service support for the supplied equipment as per tender terms. In case of any difficulties in logging complaint at bidder end, user shall have option to log complaint at our call support Centre.

We hereby declare that the proposed product complies with all the specifications defined and desired in this RFP and subsequent corrigenda.

We herewith certify that the Products/ Equipment/ Solutions quoted by us are not end of the life and we hereby undertake to support this Products/ Equipment/ Solutions for the duration of minimum 5 years from the date of Submission of the Bid.

Sr. No.	Name of Products/ Equipment/ Solution as per RFP	Proposed Products/ Equipment/ Solution with brand, model & part number	OEM warranty	Remarks

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Municipal Corporation

Yours faithfully,

Authorized Signatory

Designation

OEM's company name

CC: Bidder's corporate name



### 1.11 HR Certificate

We would like to certify that the below-proposed resources are Full Term Employees(FTE) / Full Term Contract (FTC) employees / or have signed LOA (Letter of Association) with to be available for deployment on this project under – RFP for “*Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation*”. Please find below their full names along with designations and proposed positions.

S.No	Name of Staff	Designation	Type of Employees( FTE/FTC/LOA)

Your Faithfully,

HR Head

## 1.12 Bank Guarantee format for EMD

### FORMAT OF THE UNCONDITIONAL AND IRREVOCABLE BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

(To be submitted on Rs. 300/- non-judicial stamp paper)

In consideration of the ..... (*Insert name of the Bidder*) submitting the Bid *inter alia* for “Request for Proposal (RFP) For Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System (CCRS) for Ahmedabad Municipal Corporation”, for meeting the terms and conditions in response to the RFP DOCUMENT----- - dated ----- issued by **Smart City Ahmedabad Development Limited** (“SCADL”), and SCADL agreeing to consider the Bid of ..... [*Insert the name of the Bidder*] in accordance with the terms of the E-BID DOCUMENT, the ..... (Insert name and address of the bank issuing the Bid Bond, and address of the head office) (Here in after referred to as “Guarantor Bank”) hereby agrees unequivocally, irrevocably and unconditionally to pay to SCADL or its authorized representative at ..... [*Insert Name of the Place from the address of SCADL*] forthwith on demand in writing from SCADL or any representative authorized by it in this behalf an amount not exceeding Rupees .....on behalf of M/s. ....[Insert name of the Bidder].

This guarantee shall be valid and binding on the Guarantor Bank up to and including ..... (*Insert date of validity of Earnest Money Deposit in accordance with the terms of reference of the E-BID DOCUMENT*) and shall not be terminable by notice or any change in the constitution of the Guarantor Bank or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between concerned parties.

Our liability under this Guarantee is restricted to Rupees ..... (Rs... .....). SCADL or its authorized representative shall be entitled to invoke this Guarantee until ..... [*Insert Date, which is six months after the date in the preceding sentence*]. The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand from SCADL or its authorized representative, made in any format, raised at the above mentioned address of the Guarantor Bank, in order to make the said payment to SCADL or its authorized representative.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection, disputes, or disparities raised by the Bidder or any other person. The Guarantor Bank shall not require SCADL or its authorized representative to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against SCADL or its authorized representative in respect of any payment made hereunder.

This BANK GUARANTEE shall be payable at Ahmedabad.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at ..... shall have exclusive jurisdiction.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring, liquidation, winding up, dissolution or any other change in the constitution of the

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Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly, SCADL or its authorized representative shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the Bidder, to make any claim against or any demand on the Bidder or to give any notice to the Bidder to enforce any security held by SCADL or its authorized representative or to exercise, levy or enforce any distress, diligence or other process against the Bidder.

The Guarantor Bank hereby agrees and acknowledges that SCADL shall have a right to invoke this Bank Guarantee either in part or in full, as it may deem fit.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rupees ..... and it shall remain in force until ..... [*Date to be inserted on the basis of Terms of Reference of the E-BID DOCUMENT*], with an additional claim period of 6 (six) months thereafter. We are liable to pay the guaranteed amount or any part thereof under this BANK GUARANTEE only if SCADL or its authorized representative serves upon us a written claim or demand.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this ..... day of ..... at .....

**Witness:**

Signature	Signature
Name	Name
Address	Address
Designation with Bank Stamp Signature	Designation with Bank Stamp Signature

Name and address

Attorney as per power of attorney No. ....

For:..... [Insert Name of the Bank]

**Banker's Stamp and Full Address:**

Dated this ..... day of ..... 2023.

Note: The Stamp Paper should be in the name of the Executing Bank

## **2.0 Self Certification by Bidder and OEM**

(This shall be provided on Rs.300/- Non-Judicial stamp paper.)

Date: DD/MM/YYYY

Tender Ref No.

To,

The Chief Executive Officer  
Smart City Ahmedabad Development Limited  
Command and Control Centre,  
Opp. Divan Ballubhai School,  
Nr. Sanskar Kendra, Paldi,  
Ahmedabad: 380007.

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder and OEM>>.

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that <<Name of Bidder and OEM>> is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that <<Name of Bidder and OEM>> fulfills all requirements in this regard and eligible to be considered. [Where applicable, evidence of valid registration by Competent Authority shall be attached.]

If given information is found to be false, this would be ground for immediate termination and further legal action in accordance with law.

Authorized Signatory:

Name:

Designation:

Name of the Bidder and OEM:

Address:

Company Seal:

## **2.1 ANNEXURE- I: Format for Performance Bank Guarantee**

**<< To be printed on Rs. 100/- Stamp Paper >>**

IN CONSIDERATION OF ..... Through .....

SCADL, Ahmedabad (Smart City Ahmedabad Development Limited) for Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation (hereinafter referred to as the “said work”) on the terms and conditions of the AGREEMENT dated the .....day of ..... 20\_\_ executed between SCADL on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as “the said AGREEMENT”) and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish SCADL in Guarantee of the Nationalized Bank for the sum of Rs ..... (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms covenants and conditions of the said AGREEMENT. We..... Bank Registered in India under Act and having one of our Local Head Office at..... do hereby guarantee to SCADL in ..... Department.

- i. Due performance and observances by the Company of the terms covenants and conditions on the part of the Company contained in the said AGREEMENT, AND
- ii. Due and punctual payment by the Company to SCADL of all sum of money, losses, damages, costs, charges, penalties and expenses that may become due or payable to SCADL by or from the Company by reason of or in consequence of any breach, non-performance or default on the part of the Company of the terms covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to SCADL on demand without delay demur the said sum of Rs. .... (Rupees ..... only) together with interest thereon at the rate prescribed under ..... from the date of demand till payment or such lesser sum, as may be demanded by SCADL from us as and by way of indemnity on account of any loss or damage caused to or suffered by SCADL by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to SCADL thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

- a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of SCADL are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till SCADL certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.
- b) We shall not be discharged or released from liability under this Guarantee by reason of
  - a. any change in the Constitution of the Bank or

- b. any arrangement entered into between SCADL and the Company with or without our consent;
  - c. any forbearance or indulgence shown to the Company,
  - d. any variation in the terms, covenants or conditions contained in the said AGREEMENT;
  - e. any time given to the Company, OR
  - f. any other conditions or circumstances under which in a law a surety would be discharged.
- c) Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees ..... Only).
- d) We shall not revoke this guarantee during its currency except with the previous consent of SCADL in ..... department in writing;
- e) Provided always that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until SCADL certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.
- f) Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to SCADL under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to SCADL demand without any demur, such sum as may be demanded, not exceeding Rs..... (Rupees.....) and that the Bank will indemnify and keep SCADL indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of SCADL that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of SCADL as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.
- g) SCADL shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of SCADL or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.
- h) That the absence of powers on the part of the Company or SCADL to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity
- i) The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Ahmedabad only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

- j) All claims under this guarantee will be payable at HDFC Bank Ltd., 3<sup>rd</sup> Floor, Iconic Shyamal Cross Road, Shyamal, Ahmedabad - 380015 only. The Guarantee will be returned to us as soon as propose for which it is issued is fulfilled.

1.....

2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....

2.....

## **2.2 ANNEXURE-II: DEFINITIONS**

In this document, the following terms shall have following respective meanings:

1. **“Acceptance Test (AT)”**  
The acceptance testing of the ordered product and services on completion of installation and commissioning as per the requirement.
2. **“Acceptance Test Document”**  
A document, which defines procedures for testing the installed and commissioned product and services against requirements laid down in the Agreement.
3. **“Licenses”**  
AMC/SCADL shall have perpetual right of software solution (mobile app, web application, and Chatbot) for unlimited number of users access both for internal officers( of SCADL,AMC, Police (includes admin access including analytics dashboard)) and citizens without any cost to AMC/SCADL.
4. **“Contract” / “Agreement”**  
The Service Level Agreement to be signed between the successful bidder and SCADL including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications/changes/corrigendum's, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
5. **“Authorized Representative/ Agency”**  
Any person/ agency authorized by either of the parties.
6. **“AMC”** shall stand for Ahmedabad Municipal Corporation.
7. The words System Integrator (SI), Project Implementation Agency (PIA), Service Provider(SP) and Bidder are used interchangeably across this document, and they hold same meaning.
8. **“CCC”** means Command and Control Center
9. **“ICCC”** means Integrated Command and Control Center. CCC and ICCC have been used interchangeably across this document.
10. **“Corrupt Practice”**  
The offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.
11. **“Default Notice”**  
The written notice of Default of the Agreement issued by one Party to the other in terms hereof.
12. **“Good/Standard Industry Practice”**  
The exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.
13. **“GoI”** shall stand for Government of India.
14. **“GIS”** shall stand for Geographical Information Systems
15. **“Implementation Period”**  
The period from the date of signing of the work order and up to the issuance of Final Acceptance Certificate/go-live certificate.
16. **“IT and ITeS”**  
IT is Information Technology and ITeS is Information Technology enabled Services. ITeS is form of Outsource services which has involvement of IT in different fields like Finance & banking, Insurance, telecommunication
17. **“Law”**



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Any act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Gujarat or any other Government or regulatory authority or political subdivision of government agency.

18. **“LoI”**

Letter of Intent, which constitutes the intention of the SCADL to place the Purchase Order with the successful bidder.

19. **“Work order”**

A formal order issued by SCADL to the successful bidder covering delivery timelines, SLA and other terms and conditions.

20. **“OEM”** Shall stand for Original Equipment manufacturer.

21. **"Service"**

Provision of Contracted service viz., operation, maintenance and associated services for this Project.

22. **“SCADL”** means Smart City Ahmedabad Development Limited

23. **"Third Party Agency"**

Any agency, if/as appointed by SCADL/AMC for monitoring the Ahmedabad Smart City Project during commissioning and operation.

24. **“Downtime”**

The time period for which the specified services / components with specified technical and service standards are not available to the user department or to the citizens or to the call centre operators and excludes downtime owing to Force Majeure & Reasons beyond control of SI.

## **2.3 ANNEXURE-III: GLOSSARY**

<b><i>Terms</i></b>	<b><i>Meaning</i></b>
AMC	Ahmedabad Municipal Corporation
AMC	Annual Maintenance Charges
ATS	Annual Technical Support
BOM	Bill of Material
CCRS	Comprehensive Complaint Redressal System
EMD	Earnest Money Deposit
ICCC	Integrated Command and Control Center
MoU	Memorandum of Understanding
O&M	Operation & Maintenance
RFP	Request For Proposal
SITC	Supply Installation Testing and Commissioning
SI	System Integrator
SLA	Service Level Agreement
SCADL	Smart City Ahmedabad Development Limited

## **2.4 ANNEXURE-IV: MASTER SERVICE AGREEMENT**

**<< To be printed on Rs. 100/- Stamp Paper >>**

This **AGREEMENT** is made at \_\_\_\_\_, Ahmedabad, Gujarat  
on this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_,  
BETWEEN

-----, hereinafter referred to as "**Client**", or "**SCADL**" (*which expression unless repugnant to the context therein shall include its administrator and permitted assignees*) of the **FIRST PART**;

**AND**

M/s. \_\_\_\_\_, a company registered under the Companies Act, 1956 or partnership firm registered under Indian Partnership Act 1932 or Proprietary Firm having its registered office at \_\_\_\_\_

\_\_\_\_\_, hereinafter referred to as "**Service Provider**" or "**SP**" or "**Vendor**" or "**System Integrator**" or "**SI**", (*which expression unless repugnant to the context therein, shall include its successors, administrators, executors and permitted assignees*), of the **SECOND PART**.

Whereas SCADL has envisaged to Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation (Hereinafter referred to as the "**Project**");

And

Whereas SCADL published the RFP with RFP reference no.: SCADL\_RFP\_\_\_\_\_ for Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation;

And whereas M/s. \_\_\_\_\_ has submitted its proposal for "Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation";

*AND whereas SCADL has selected M/s. \_\_\_\_\_ as successful bidder and issued Letter of Intent dated \_\_\_\_\_ to the successful bidder who in turn signed and returned the same as a token of acceptance of Letter of Intent.*

And whereas SCADL and M/s. \_\_\_\_\_ have decided to enter into this Agreement on the terms and conditions stipulated hereinafter.

NOW, THEREFORE, in consideration of the premises covenants and promises contained herein and other good and valuable considerations, the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, IT IS HEREBY AGREED between the Parties as follows:

## 1. Definitions

In this document, the following terms shall have the following respective meanings:

1. **“Acceptance Test (AT)”** The acceptance testing of the ordered product and services on completion of installation and commissioning as per the requirement.
2. **“Acceptance Test Document”** A document, which defines procedures for testing the installed and commissioned product and services against requirements laid down in the Agreement.
4. **“Licenses”** AMC/SCADL shall have perpetual right of software solution (mobile app, web application, and Chatbot) for unlimited number of users access both for internal officers ( of SCADL,AMC, Police (includes admin access including analytics dashboard)) and citizens without any cost to AMC/SCADL.
5. **“Contract” / “Agreement”** The Service Level Agreement to be signed between the successful bidder and SCADL including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications/changes/corrigendum’s, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
6. **“Authorized Representative/ Agency”** Any person/ agency authorized by either of the parties.
7. **“AMC”** shall stand for Ahmedabad Municipal Corporation.
8. The words System Integrator (SI), Project Implementation Agency (PIA), Service Provider (SP) and Bidder are used interchangeably across this document, and they hold the same meaning.
9. **“CCC”** means Command and Control Center
10. **“ICCC”** means Integrated Command and Control Center. CCC and ICCS have been used interchangeably across this document.
11. **“Corrupt Practice”** The offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.
12. **“Default Notice”** The written notice of Default of the Agreement issued by one Party to the other in terms hereof.
13. **“Good/Standard Industry Practice”** The exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.
14. **“GoI”** shall stand for Government of India.
15. **“GIS”** shall stand for Geographical Information Systems
16. **“Implementation Period”** The period from the date of signing of the work order and up to the issuance of Final Acceptance Certificate/go-live certificate.
17. **“IT and ITeS”** IT is Information Technology and ITeS is Information Technology enabled Services. ITeS is form of Outsource services which has involvement of IT in different fields like Finance & banking, Insurance, telecommunication
18. **“Law”** Any act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Gujarat or any other Government or regulatory authority or political subdivision of government agency.
19. **“LoI”** Letter of Intent, which constitutes the intention of the SCADL to place the Purchase

Order with the successful bidder.

**20. “Work order”** A formal order issued by SCADL to the successful bidder covering delivery timelines, SLA and other terms and conditions.

**21. “OEM”** Shall stand for Original Equipment manufacturer.

**22. “Service”** Provision of Contracted service viz., operation, maintenance and associated services for this Project.

**23. “SCADL”** means Smart City Ahmedabad Development Limited

**24. “Third Party Agency”**

Any agency, if/as appointed by SCADL/AMC for monitoring the Ahmedabad Smart City Project during commissioning and operation.

**25. “Downtime”**

The time period for which the specified services / components with specified technical and service standards are not available to the user department or to the citizens or to the call centre operators and excludes downtime owing to Force Majeure & Reasons beyond control of SI.

## **2. Measurements and Arithmetic Conventions**

All measurements and calculations shall be in the metric system and calculations done to two decimal places, with the third digit of five or above being rounded up and below five being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.

## **3. Ambiguities within Agreement**

In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:

(a) as between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;

(b) as between the provisions of this Agreement and the Schedules/Annexures, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules/Annexures; and

(c) as between any value written in numerals and that in words, the value in words shall prevail.

## **4. Priority of documents**

This Agreement, including its Schedules and Annexures and all document mentioned in Point b to d of this clause, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:

(a) This Agreement including Schedules and Annexures.

(b) Work order/LOI issued dated \_\_\_\_\_ Reference No: \_\_\_\_\_.

(c) Request for Proposal (RFP) and all Corrigendum including answer to pre bid queries for the project -‘Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad

Municipal Corporation’.

(d) Technical and financial proposal submitted by the bidder along with answers provided by the bidder against the clarifications asked by SCADL in response to the proposal, to the extent they are not inconsistent with any terms of the RFP.

For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Agreement, Annexures / Schedules or the contents of the RFP, the terms of this Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP.

## **5. Term of Agreement**

The term of this agreement shall be a period of 5 years (inclusive of 5 years of warranty) from the date of work order/ LoI.

In the event of implementation period extended beyond implementation timelines, for reasons not attributable to the Service Provider, SCADL reserves the right to extend the term of the Agreement by corresponding period to allow validity of contract for 5 years post 3 months of successful running of complete scope. (Note: Delay caused due to any reason not in control of the SI would not be attributed to the project period.)

SCADL also reserves the right to extend the contract at its sole discretion for additional duration, beyond the 5 years of post-implementation period. Terms and conditions of such an extension shall be prepared by SCADL and finalized in mutual discussion with SI.

## **6. Scope of Work**

1. The scope of work shall be as mentioned in the section no. – 3 of the tender and corrigenda documents. The same is attached in the **Annexure** of the contract.
2. In consideration of the payments to be made by the Tenderer to the bidder as hereinafter mentioned, the bidder hereby covenants with the Tenderer to execute the work and provide the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

PIA is requested to sign this Contract within 30 days from the receipt of the Proforma Contract by putting their authorized representative’s signature and seal on each page.

## **7. Commercial Bid**

For the work as contained in the scope of work of this agreement, PIA shall be paid as per the unit rate mentioned in the table below as per their Financial Bid. This rate will be valid for the entire contract duration from the date of award of work.

Quantities shown in the tender are approximate and no claim shall be entertained for quantities of work executed being either more or less than those entered in the tender of estimate.

### **7.1 Capital Expenditure**

Table: A

RFP - Selection of SI for SITC & O&M of Comprehensive Complaint Redressal System For Ahmedabad Municipal Corporation

<b>Capital Expenditure (CAPEX)</b>						
#	Item Description	QTY (A)	Unit (B)	Basic Unit Rate (INR) (C)	Total Amount Without GST (INR) (D=A*C)	Total Amount with Tax (INR)
1	CCRS application with functionality for implementation, integration with All AMC modules with unlimited licenses and integration with SMS Gateway, Analytics dashboard and maintenance charges for the entire contract duration.	1	LS			
2	CCRS Mobile Application (Android and IOS) with functionality implementation, integration and maintenance charges with unlimited licenses for the entire contract duration.	1	LS			
3	CCRS Web Portal (supported to all browsers) with functionality implementation, integration and maintenance charges with unlimited licenses for the entire contract duration.	1	LS			
4	WhatsApp Chatbot with functionality implementation, integration and maintenance charges with unlimited licenses for the entire contract duration.	1	LS			
5	Implementation and installation charges for IVR with recording system with capacity of minimum 25 lines (extendable to 50 lines) including licenses cost for the entire contract duration.	1	LS			
<b>Total CAPEX(INR)</b>						

**7.2 Operational and Maintenance Expenditure (OPEX)**

Table: B

#	Item Description	Qty	Unit	Year 1 ( in INR without Taxes)	Year 2 ( in INR without Taxes)	Year 3 ( in INR without Taxes)	Year 4 ( in INR without Taxes)	Year 5 ( in INR without Taxes)	Total amount (in INR without Taxes)
1	O & M cost for 1 year for 25 channels (extendable upto 50) IVR including all required licenses along with AMC warranty.	1	No.						
2	User Initiated WhatsApp Message charges	1,00,000	No.						
3	Deployment of Software developer	3	Man-Month						
4	Deployment of Call center Operator	25	Man-Month						
	<b>Total OPEX Cost</b>								

**7.3 Project Cost Summary**

Table: C

#	Commercial Bid Summary	Total Price (INR) without Tax
1	CAPEX	
2	OPEX for 5 years	
	<b>Total Project Cost (INR) (Co)</b>	
	<b>Total Project Cost In words</b>	



## Notes:

1. If required and based on the selected bidder's performance, O&M can be extended for another 2 years at a 10% increment on Total OPEX cost quoted in Table B on year-to-year basis. However, SCADL will not make any payment for CAPEX related line items mentioned in Table A of commercial bid in the extension period.
2. For any change request/shifting Selected Bidder & OEM will be solely responsible and AMC/SCADL will not pay any additional cost.
3. Selected bidder has to develop the mobile and web application/software which will support unlimited user access from day 0. And will have the capability to support unlimited citizen without any additional cost to SCADL/AMC.
4. For Operation & maintenance (O&M) phase, bidder needs to manage all above activities mentioned in scope and modules developed in project implementation phase in this RFP for the entire contract period.
5. Quantities mentioned in above table is only for bid evaluation purpose. Payment to selected SI will be done only for the executed quantities as approved by SCADL.
6. The number of Manpower specified in the financial bid is indicative. The actual manpower development plan will be shared with the bidder at a later stage. SCADL reserves the right to adjust the manpower count based on project requirements. Payment for manpower will be made to the bidder according to the actual deployment of resources.
7. Rates quoted in above financial bid table will be valid for entire contract duration. Except chatbot WhatsApp charges, the above rates will be paid as per market rate within the limit of +/- 20% of the quoted rate.
8. Line items mentioned in the Commercial Formats are for representation purpose and SI may propose alternate technology / solution (with proper justification). Bidders are required to suitably add line items / merge the cost components depending upon their proposed solution. No escalations of prices will be considered under any circumstances.

## 8. Payment Schedule & Milestone

The Payment Schedule & Milestone is as per **Section no. 4.1** of the RFP and subsequent Addendum & Corrigendum released under this RFP. The same is attached in the **Annexure** of the contract.

## 9. Service Level Agreements and Penalties

### 9.1 Implementation Phase SLA

The Implementation Phase SLA is as per **Section no. 4.2** of the RFP and subsequent Addendum & Corrigendum released under this RFP. The same is attached in the **Annexure** of the contract.

### 9.2 O & M SLA

The O & M SLA is as per **Section no. 4.3** of the RFP and subsequent Addendum & Corrigendum released under this RFP. The same is attached in the **Annexure** of the contract.

## **10. General Instructions**

### **10.1 Governing Law**

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ahmedabad shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Bidding Process.

### **10.2 Restriction on Transfer of Agreement**

The System Integrator shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter to the agreement to any third party or any sister-concerned firm within a group either in whole or in any part i.e., partnership/third party interest shall be created.

### **10.3 Failure to agree with the Terms & Conditions of the Bid Document/ Contract**

Failure of the bidder to agree with the Terms & Conditions of the Bid Document/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

### **10.4 Liability**

1. Except as provided in this Agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.
2. Successful bidder's cumulative liability for its obligations under the contract shall not exceed the contract value.
3. If the contract is partially completed, then in such case successful bidder's cumulative liability will not exceed the contract value of remaining/pending work of the contract.
4. This limitation (Point 2 and Point 3) of liability shall not affect the SI's liability, if any, for direct damage to Third Parties resulting in bodily injury, death or damage to physical property caused by the SI or any person or firm/company acting on behalf of the SI in carrying out the Services.

### **10.5 Force Majeure**

In the event that any damages to items due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God) of any kind during Warranty Period and Maintenance Period shall be the liability of SCADL. In such case, SCADL shall request the successful Bidder to repair/replace the damaged unit and reinstall the same. All costs towards the same shall be reimbursed by SCADL to the successful Bidder on mutual understanding.

The System Integrator shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, “Force Majeure” means an event beyond the “reasonable” control of the System Integrator, not involving the System Integrator’s fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.

In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 30 days, SCADL and the SI shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding anything to the contrary mentioned above, the decision of the SCADL shall be final and binding on the SI.

#### ***10.6 Conflict of Interest***

1. A “Conflict of Interest” is any situation that might cause an impartial observer to reasonably question whether System Integrator actions are influenced by considerations of your firm’s interest at the cost of Government. The System Integrator agrees that it shall hold the SCADL’s interest paramount, without any consideration for future work, and strictly avoid any Conflict of Interest with other assignments of a similar nature. In the event the System Integrator foresees a Conflict of Interest, the System Integrator shall notify SCADL forthwith and seek its approval prior to entering into any arrangement with a third party which is likely to create a Conflict of Interest.
2. Bidders shall not have a conflict of interest that may affect the Selection Process or the scope (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified.
3. SCADL requires that the Bidder provides professional, objective, and impartial advice and at all times hold the SCADL’s interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
4. The System Integrator shall disclose to SCADL in writing, all actual and potential Conflicts of Interest that exist, arise or may arise (either for the System Integrator or its team) during the term of the Agreement as soon as it becomes aware of such a conflict.

#### ***10.7 Resolution of Dispute***

SCADL and the System Integrator shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If thirty days after the commencement of such informal negotiations, the SCADL/AMC and the System Integrator have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by SCADL and the other to be nominated by the System Integrator. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and

Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Ahmedabad. Cost of arbitration shall be borne by each party proportionately. 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.

### ***10.8 Service Level Agreement (SLA) for SCADL Work***

Service Level Agreement (SLA) shall become the part of Agreement between SCADL and the Successful Bidder. SLA defines the terms of the Successful Bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Successful Bidder has to comply with Service Levels requirements to ensure adherence to Project timelines, quality and availability of services.

**The Successful Bidder (refer as System Integrator, SI) has to supply software/Hardware/automated tools to monitor all the SLAs mentioned below.**

**Note:** Penalties shall not be levied on the Successful Bidder in the following cases:

- There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder
- The non-compliance to the SLA has been due to reasons beyond the control of the Bidder.
- Theft cases by default would not be considered as "beyond the control of Bidder". However, certain cases, based on circumstances & certain locations, SCADL may agree to qualify as "beyond the control of Bidder". Damages due to any accident / mishap shall be considered as "beyond the control of Bidder". However, Power shut down or deliberate damage to field devices such as Cameras, would not be considered as "beyond the control of Bidder".

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the System Integrator to SCADL for the duration of this Agreement.

### ***10.9 Ownership and Licenses***

The ownership of all hardware/software developed/customized/ configured/ procured as part of the project and related documentation for the project would always lie with the SCADL. All licenses for software procured related to project have to be in the name of Smart City Ahmedabad Development Limited. The SI will be required to produce the Licenses/ATS/Warranty and other documents from the respective OEMs clearly mentioning the product name, quantity, duration, type of support, etc.

### ***10.10 Data Ownership***

All the data created as part of the project shall be owned by SCADL/ AMC/ School. The SI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the SI only as per the IT Security Policy, approved by SCADL. SCADL / its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the SI Vendor to data / system security.

### ***10.11 Intellectual Property Rights***

a) For the customized solution developed for the project, IPR of the solution would belong exclusively to the SCADL/ AMC/ School. The SI shall transfer the source code to SCADL/ AMC/ School at the stage of successful implementation of the respective smart element. SI shall also submit all the necessary instructions

for incorporating any modification / changes in the software and its compilation into executable / installable product.

b) Deliverables provided to SCADL/ AMC by Service Provider during the course of its performance under this Agreement, all rights, title and interest in and to such Deliverables, shall, as between Service Provider and SCADL/ AMC, immediately upon creation, vest in SCADL/ AMC. To the extent that the Service Provider Proprietary Information is incorporated within the Deliverables, Service Provider and its employees engaged hereby grant to SCADL a worldwide, perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), use and copy derivative works for the benefit of and internal use of SCADL.

#### **10.12 Fraud and Corruption**

SCADL/ AMC/ School requires that SI must observe the highest standards of ethics during the execution of the contract. In pursuance of this policy, SCADL/ AMC/ Schools defines, for the purpose of this provision, the terms set forth as follows:

- a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of SCADL/ AMC/ Schools in contract executions.
- b. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to SCADL/ AMC/ Schools, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive SCADL of the benefits of free and open competition.
- c. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which is given in the contract.
- d. "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

If it is noticed that the SI has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be sufficient ground for SCADL for termination of the contract and initiate black-listing of the vendor.

#### **10.13 Termination**

1. The Tenderer may, terminate this Contract in full or in part by giving the SELECTED BIDDER a prior and written notice indicating its intention to terminate the Contract under the following circumstances:
  - a) Where the Tenderer is of the opinion that there has been such Event of Default on the part of the SELECTED BIDDER which would make it proper and necessary to terminate this Contract and may include failure on the part of the SELECTED BIDDER to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract including the following:
    - i. failure to perform the obligations under the Contract.
    - ii. the SELECTED BIDDER and its team have failed to conform with any of the service specifications as set out in the RFP and the Contract.
    - iii. the SELECTED BIDDER has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Proposal, the RFP and this Contract.
    - iv. The SELECTED BIDDER has failed to comply with any terms and conditions of this

RFP & the Contract.

- v. There is an undue delay in achieving the agreed timelines for delivering the services under this Contract due to reasons solely attributable to the SELECTED BIDDER.
  - vi. If it comes to knowledge of the Tenderer that the SELECTED BIDDER or any of their personnel have been involved in any fraudulent or corrupt practices or any other practice of similar nature.
  - vii. Where it comes to the Tenderer's attention that the SELECTED BIDDER (or the SELECTED Bidders' Team) is in a position of actual conflict of interest with the interests of the Tenderer, in relation to any of the terms of the SELECTED BIDDER's Bid, the RFP or this Contract.
  - viii. Where the SELECTED BIDDER's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the SELECTED BIDDER, any failure by the SELECTED BIDDER to pay any of its dues to its creditors, the institution of any winding up proceedings against the SELECTED BIDDER or the happening of any such events that are adverse to the commercial viability of the SELECTED BIDDER. In the event of the happening of any events of the above nature, the Tenderer shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor SELECTED BIDDER and to ensure business continuity.
- b) Where there has been an occurrence of such Event of Defaults, inter alia, as stated above, the SCADL shall issue a notice of default to the SELECTED BIDDER, setting out specific defaults / deviances / omissions and providing a period of fifteen (15) days to enable the SELECTED BIDDER to remedy the default/ deviances / omissions committed. It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for termination of agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of SELECTED BIDDER and Performance Bank Guarantee shall be forfeited, without any further notice.
  - c) **Termination for Insolvency:** The Tenderer may at any time terminate the Contract by giving written notice to the SELECTED BIDDER, without compensation to the SELECTED BIDDER, if the SELECTED BIDDER becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Tenderer.
  - d) **Termination for Convenience:** The Tenderer, may, by prior written notice sent to the SELECTED BIDDER at least 2 months in advance, terminate the Contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Tenderer's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.
2. The SELECTED BIDDER may, subject to approval by the Tenderer, terminate this Contract before the expiry of the term by giving the Tenderer a prior and written notice at least 6 months in advance indicating its intention to terminate the Contract.

#### **10.14 Consequences of termination**

1. In the event of termination of this contract due to any cause whatsoever, the contract with stand cancelled effective from the date of termination of this contract.
2. In case of exigency, if the Tenderer gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the SELECTED BIDDER as mentioned in clause – 6.19 (Risk Purchase) unless the Termination is due to any act and/or omission by the reason solely

attributable to Tenderer.

3. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the SELECTED BIDDER or due to the fact that the survival of the SELECTED BIDDER as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Tenderer through re-determination of the consideration payable to the SELECTED BIDDER as agreed mutually by the Tenderer and the SELECTED BIDDER or through a third party acceptable to both the parties may pay the SELECTED BIDDER for that part of the Services which have been authorized by the Tenderer and satisfactorily performed by the SELECTED BIDDER up to the date of termination. Without prejudice to any other rights, the Tenderer may retain such amounts from the payment due and payable by the Tenderer to the SELECTED BIDDER as may be required to offset any losses caused to the Tenderer as a result of any act/omissions of the SELECTED BIDDER. In case of any loss or damage due to default on the part of the SELECTED BIDDER in performing any of its obligations with regard to the execution of the scope of work under this Contract, the SELECTED BIDDER shall compensate the Tenderer for any such loss, damages or other costs, incurred by the Tenderer. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the SELECTED BIDDER as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Tenderer and as may be proper and necessary to execute the scope of work under the Contract in terms of the SELECTED BIDDER's Bid, the RFP and this Contract.
4. Nothing herein shall restrict the right of the Tenderer to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Tenderer under law.
5. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
6. Actions pursuant to Termination of Agreement:
7. Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.
  - d) Neither Party shall represent the Other Party in any of its dealings.
  - e) Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.
  - f) Each party shall stop using the other Party's name, trademark, etc., in any audio or visual form.

#### **10.15 Exit Management**

- a) This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA.
- b) In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether and if so during what period, the provisions of this Schedule shall apply.
- c) The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

#### **1. Cooperation and provision of Information**

During the exit management period:

- a) The SI will allow the purchaser or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the purchaser to assess the existing services being delivered.
- b) Promptly on reasonable request by the purchaser, the SI shall provide access to, and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the SI). The purchaser shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the purchaser or its nominated agencies to have reasonable access to its employees and facilities, to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

## **2. Confidential Information, Security and data**

- a) The SI will promptly on the commencement of the exit management period supply to the purchaser or its nominated agency the following:
  - Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services.
  - Documentation relating to Intellectual Property Rights.
  - Documentation relating to sub-contractors.
  - All current and updated data as is reasonably required for purposes of purchaser or its nominated agencies transitioning the services to its Replacement *SI* in a readily available format nominated by the purchaser, its nominated agency.
  - All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable purchaser or its nominated agencies, or its Replacement *SI* to carry out due diligence in order to transition the provision of the Services to purchaser or its nominated agencies, or its Replacement *System integrator* (as the case may be).
- b) Before the expiry of the exit management period, the SI shall deliver to the purchaser or its nominated agency all new or up-dated materials from the categories set out in schedule above and shall not retain any copies thereof, except that the SI shall be permitted to retain one copy of such materials for archival purposes only.

## **3. Transfer of certain Agreements**

- a) On request by the purchaser or its nominated agency the *SI* shall effect such assignments, transfers, licenses and sub-licenses purchaser, or its Replacement *SI* in relation to any equipment lease, maintenance or service provision agreement between *SI* and third-party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the purchaser or its nominated agency or its Replacement *SI*.

## **4. General obligations of the SI**

- a) The SI shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the purchaser or its nominated agency or its Replacement *SI* and which the SI has in its possession or control at any time during the exit management period.
- b) For the purposes of this Schedule, anything in the possession or control of any SI, associated entity, or sub-contractor is deemed to be in the possession or control of the SI.
- c) The SI shall commit adequate resources to comply with its obligations under this Exit Management Schedule.



#### **5. Exit Management Plan**

- a) The *SI* shall provide the purchaser or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
  - A detailed program of the transfer process that could be used in conjunction with a Replacement *SI* including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
  - Plans for the communication with such of the *SI*'s sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the purchaser's operations as a result of undertaking the transfer.
  - (If applicable) proposed arrangements for the segregation of the *SI*'s networks from the networks employed by purchaser and identification of specific security tasks necessary at termination.
  - Plans for provision of contingent support to purchaser, and Replacement *SI* for a reasonable period after transfer.
- b) The *SI* shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c) Each Exit Management Plan shall be presented by the *SI* to and approved by the Purchaser or its nominated agencies.
- d) The terms of payment as stated in the Terms of Payment Schedule include the costs of the *SI* complying with its obligations under this Schedule.
- e) In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
- f) During the exit management period, the *SI* shall use its best efforts to deliver the services.
- g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- h) This Exit Management plan shall be furnished in writing to the purchaser or its nominated agencies within 90 days from the Effective Date of this Agreement.

#### **10.16 Confidentiality**

1. The *SI* shall not use Confidential Information, the name or the logo of the Tenderer except for the purposes of providing the Service as specified under this RFP;
2. The *SI* shall not, either during the term or 6 months after expiration of this Contract, disclose any proprietary or confidential information relating to the Services, Contract or the network architecture, Tenderer's business plan or operations without the prior written consent of the Tenderer.
3. The *SI* may only disclose Confidential Information in the following circumstances to a member of the *SI*'s Team ("Authorized Person") with the prior written consent of the Tenderer if:
  - a. the Authorized Person needs the Confidential Information for the performance of obligations under this contract;
  - b. the Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract
4. The *SI* shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidential agreement with the members of the subcontractors and other service provider's team members to the satisfaction of the Tenderer.
5. The *SI* shall be responsible for any breach of the confidentiality clause by its antecedents or delegates or its subcontractors.
6. The *SI* shall notify the Tenderer promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Tenderer.

7. The Tenderer reserves the right to adopt legal proceedings, civil or criminal, against the SI in relation to a dispute arising out of breach of obligation by the SI under this clause.

#### **10.17 Insurance**

1. The bidder during the term of this contract undertakes to ensure that they have taken or shall take up all appropriate insurances & shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable at the Tenderer's request, shall provide certificate of insurance to the Tenderer showing that such insurance has been taken out and maintained. Insurance will include employer's liability and workers' compensation insurance in respect of the Personnel of the bidder / bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate.
2. The bidder shall submit to the SCADL, certificate of insurance issued by the insurance company, indicating that such insurances have been taken & certificate has to be submitted by bidder to SCADL. Bidder shall be designated as the 'loss payee' in such insurance policies; bidder shall be liable to pay premium for the insurance policy & shall ensure that each & every policy shall keep updated from time to time till end of contract period. In case of delayed procurement of insurance from selected bidder, all responsibilities will be on bidder before taking the insurance.

#### **17. Applicable Law**

The contract shall be governed by the laws and procedures prescribed by the Laws prevailing and in force in India, within the framework and enactment made from time to time concerning such commercial dealings/processing. All legal disputes are subject to the jurisdiction of Ahmedabad courts only.

**IN WITNESS whereof the parties hereto have signed this on the day, month, and year first herein above written.**

**Signed, sealed and delivered**

By \_\_\_\_\_,

For and on behalf of the SCADL. Ahmedabad

**Witnesses:**

(1)

(2)

**Signed, sealed and delivered**

By \_\_\_\_\_,

For and on behalf of the "M/s \_\_\_\_\_",

**Witnesses:**

(1)

(2)

**Signed, sealed and delivered**

By \_\_\_\_\_,

For and on behalf of the "\_\_\_\_\_",

**Witnesses:**

(1)

(2)

=====End Of Document=====