

Request for Proposal (RFP) for Selection of Agency for Flap Lock Based Smart Parking  
System with Supply, Installation, Operation & Maintenance of On-Street Parking at  
Selected Locations in Ahmedabad City

Reference No: SCADL-RFP-SPRK-2024-02

July 2024



**Issued By:**

Smart City Ahmedabad Development Limited(SCADL)  
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.

RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City

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



### **SMART CITY AHMEDABAD DEVELOPMENT LTD**

E tender - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City



#### **Request for Proposal (RFP)**

#### **For**

**Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City**

Pre-Bid Meeting:	19/07/2024 17:00 Hrs
Last Date of Online Bid Submission:	30/07/2024 up to 17:00 Hrs
Last Date of Receipt of Physical Bid:	30/07/2024 up to 17:30 Hrs
Detail & Tender available On	<a href="http://www.nprocure.com">www.nprocure.com</a> & <a href="http://www.ahmedabadcity.gov.in">www.ahmedabadcity.gov.in</a>
Smart city Ahmedabad Development Ltd. (SCADL) Office Address	Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad - 380007
Email	<a href="mailto:smartcity@ahmedabadcity.gov.in">smartcity@ahmedabadcity.gov.in</a> , <a href="mailto:scadl.amc@gmail.com">scadl.amc@gmail.com</a>
<b>For any AMC complain/suggestion call 155303</b>	

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## 1. IMPORTANT DATES

<b>RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City</b>		
1.	Contract Period	5 Years
2.	Delivery	RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City
3.	Pre Bid Meeting	19/07/2024 17:00 Hrs Command and Control Centre, Opp. Divan Ballubhai School, Nr. Sanskar Kendra, Paldi, Ahmedabad-380007
4.	Last Date of Online Bid Submission	30/07/2024 up to 17:00 Hrs
5.	Proposal Submission (in Hard Copy) with Bid Fee, EMD and other eligibility documents	30/07/2024 up to 17:30 Hrs
7.	Date & Time of opening of Price Bid	Will be intimated to the qualified bidders at a later date.
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. 18000 ( Eighteen Thousand Only) through Demand Draft in favor of “Smart City Ahmedabad Development Limited” drawn on any scheduled bank and payable at Ahmedabad
10.	Bid security (EMD)	Rs. 60,00,000 /- (Rupees Sixty Lacs Only) shall be in form of Demand Draft in favor of “Smart City Ahmedabad Development Limited” drawn on any scheduled bank and payable at Ahmedabad
11.	SCADL Contact email ID	Email id : <a href="mailto:smartcity@ahmedabadcity.gov.in">smartcity@ahmedabadcity.gov.in</a> , <a href="mailto:scadl.amc@gmail.com">scadl.amc@gmail.com</a>

**Relaxation to Micro, Small & Medium Enterprises:**

- a) The firms registered under MSME are exempted from submitting the Earnest Money Deposit (EMD).
- b) If a bidder falls under MSME, then a copy of the valid registration certificate must be provided to SCADL along with the proposal. Further, the bidder must keep SCADL informed of any change in the status of MSME. MSME certificate must clearly mention the products / services asked in this tender, then only MSME exemption shall be accepted. SCADL will have final rights to accept or reject the registration certificate based on mentioned products / services.

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

**Chief Executive Officer**

**Smart City Ahmedabad Development Limited**

**Paldi Rd, Paldi Gaam, Paldi,**

**Ahmedabad, Gujarat 380007**

**E-mail:** smartcity@ahmedabadcity.gov.in

Ahmedabad smart city limited (SCADL) invite proposals for RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City. The Authority will enter into separate agreements with the Successful Bidder selected in accordance with this RFP. The agreements will be in the format specified by the Authority.

A "Two Stage" bidding process is being followed for determining the Successful Bidder. Only the bidders matching the pre-qualification criteria will be selected for further evaluation. The bidders are required to meet the minimum threshold limit for technical evaluation mentioned herein, post which their financial bid will be reviewed. The proposal with the lowest cost will be awarded the contract.

The Bidders are required to meet the minimum threshold technical and financial capability criteria, as stated in the Notice Inviting Tenders ("NIT") advertisement published in the local & National newspapers. Pursuant to that, the Bidders would be evaluated on the basis of detailed technical and financial proposals and qualify for undertaking the Project as set out in this RFP.

This qualification assessment would be carried out as part of the current bidding and evaluation process. The financial proposal of only those Bidders that possess the minimum eligibility requirements specified herein would be opened and evaluated.

The RFP document contains information about the Project, bidding process, proposal submission, qualification and financial proposal requirement. Proposal in the form of BID is requested for the item(s) in complete accordance with the documents/attachments as per following guidelines.

- ✓ 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.
- ✓ Bids complete in all respects should be uploaded on or before the BID DUE DATE.
- ✓ Services offered should be strictly as per 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 reserve the right to revised financial offer.

**Instruction 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 e-tendering route i.e. the financial bid shall be submitted online on the website <https://amc.nprocure.com>.
- 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 bidder 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 Introduction and Background

Ahmedabad is one among forefront in implementation of smart initiatives for urban development projects. Under Smart City Mission Ahmedabad has introduced Integrated Transport Management System, City Surveillance project, Digital Payment and e-Governance projects with Integrated Command and Control Centre. As per the GoI guidelines, Ahmedabad Municipal Corporation has formed a separate Special Purpose Vehicle (SPV) as Smart City Ahmedabad Development Limited (SCADL) for the implementation of projects under the smart city mission for the city of Ahmedabad. SCADL carry end to end responsibility for vendor selection, implementation and operationalization of various smart city projects.

Ahmedabad has been experiencing an exponential growth in vehicles. The city has 39 lakh vehicles out of which 7 lakhs are four wheelers. Except for a few key locations, parking in Ahmedabad is not charged. On-street parking is not clearly demarcated on most roads leading to haphazard parking, which narrows down the carriageway. On many roads, footpaths are used for parking. Building by-laws stipulate minimum standards for parking; however, many building flout standards.

Some areas of Ahmedabad also see trucks parked along major roads. This is due to absence of truck terminals near industrial estates. Such parking has led to supporting land uses (garages, spares, eateries etc.) to be established in and around, which lead to further degradation in environment and safety standards.

Planned parking provision plays a pivotal role in transportation, building design, quality of life and environmental issues. The provision of off-street or separated on-street parking spaces in urban areas benefits a city by way of removal of obstacles from the carriageways, thus improving the steady flow of traffic and the carriageway capacity. This contributes to a city's economic activities by ensuring a turnaround of different vehicles rather than long stay of the vehicles in commercial areas.

Ahmedabad now needs to relook at its parking strategies to cope with the ever-increasing demand for parking spaces. Ahmedabad needs a parking policy that has a holistic vision, with strategic objectives and is in sync with Ahmedabad's Parking Policy, By-Laws, and statutory Development Plan.

## 1.2 Summary of Project

1. Definition of Parking Bay: A Single flap lock based smart parking device.
2. Definition of Parking Cluster: Set of Parking Bays installed at a location.
3. The selected entity will be responsible for the development of Parking bays including supply, installation, testing, Operation, Maintenance, Monitoring and Management of all elements installed per SoW of this RFP along with Collection of Parking Fees & Penalty amount at Selected Locations in Ahmedabad City
4. Collect parking fee as approved by AMC.
5. Collect penalty from vehicles on approval of AMC and at approved rate.
6. Develop, Operate and maintain mobile application and dashboard.
7. Bidder will have to supply, install & maintain mechanical flap lock-based units at the locations / space provided by AMC. These units may work on different technologies like magnetic sensors or loop detection method to detect vehicle parked on the parking slot.
8. There will be a controller / gateway installed at each parking location (connected with multiple mechanical flap lock based units). It is bidder's responsibility to design overall solution, therefore bidder will decide the number of controller / gateways required at any particular location for total installed mechanical flap lock based units.
9. Also, it is bidder's responsibility to design connectivity between controller / gateway & mechanical flap lock based units.

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10. Generally, the controller / gateway will be installed in an industrial grade junction box which will be installed on a pole.
11. The mobile application and dashboard need to be hosted on cloud. All edge end devices/solution will need connectivity for same.
12. The bidder to plan separate sim based router that will be connected to controller / gateway through a cable/wireless.
13. Bidder will have to size & design the junction box as per their overall technical solution & electrical power requirement (for ex.: controller / gateway and / or router may need DC power through adaptor). Overall space requirement should be taken care by bidder while deciding the size of the junction box. Bidder is free to plan wireless sim-based (dual Sim with redundancy) connectivity solution from any telecom operator. The junction box to contain SIM based router and Gateway.
14. Each parking location (with multiple mechanical flap lock based parking units i.e. multiple parking bays) must be covered under surveillance. Therefore, bidder will have to supply, install & maintain CCTV cameras that will enable monitoring of all parking bays / slots at a particular location. It is up to bidder to design technical solution of connectivity of all CCTV cameras with cloud-based VMS and NMS. For All CCTV cameras, feed needs to store at locally into SD card of local CCTV cameras. Further, cloud based VMS should provide functionality to watch real time video feed as well as video feed recorded in local SD card and for that VMS should provide feature to specify from & to date & time stamp for which recorded video is to be watched.
15. Bidder shall have to provide cloud solution to host mobile application, dashboard, corresponding database & VMS.
16. Bidder is responsible for installation and maintenance of the pole on which CCTV camera and junction box is mounted.
17. Bidder will have to maintain uptime of connectivity of controller/gateway and/or sim-based router and CCTV cameras till cloud. SCADL officials will access VMS (both installed on cloud) through internet link already available at ICCCL, Paldi. The scope for the bidder also includes the monitoring tool for all active elements & creation of ticket management system that supports functionality in mobile and web-based applications. In case the uptime of connectivity is not maintained as specified in this RFP, the penalty will be applied. Therefore, bidder may plan connectivity with the cloud using sim-based router having multiple slots to install sim cards that will provide primary & secondary connectivity.
18. This Contract is valid for Five (5) years of time and can be extended to another two (2) years based on performance and mutually agreed terms between parties.
19. Selected bidder has to provide web base admin access to SCADL/AMC along with access for dashboard that should have features to customize date, day& time wise filtering report, parking bay's mapped to a unique Id along with their working/non-working status, along location wise with revenue details till the entire contract duration.
20. Selected bidder have to create NMS-ticket/incident management system where real time data & devices can be monitored as and when required and also pull performance reporting features monthly, quarterly, customize dates of remote sites zone wise, location wise, device wise, etc.
21. QR code should be planned to be placed on mechanical flap device that is easy to spot and clearly visible to the user & should be unique per device and must be waterproof by keeping in mind cyber security and to avoid fraud. Database installed on cloud will maintain a details of mapping of particular unique QR code vs. a flap based machine on which it is installed.
22. QR code must be scanned by the user / citizen through mobile application only. Once the QR code is scanned, database will first verify the validity / genuineness of the QR code and mobile application will offer / display the next page of payment gateway only after successful verification of the QR code. After successful transaction of payment, the mobile application will show transaction details along with AMC logo in secure manner.
23. Once QR Code scanned, Payment Transition must follow two factor secure authentications.
24. In any case, if transition successfully completed but mechanical flap lock based smart parking

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system doesn't unlock, the selected bidder shall ensure that a helpline number is prominently displayed on the signage board at the parking facility. The bidder's support team must respond and provide assistance immediately and must be capable of manually unlocking the system if necessary to resolve the issue promptly. The bidder has to ensure uninterrupted service and timely support for citizens utilizing the smart parking system.

25. Operation of the Flap Lock based parking management system: When a vehicle arrives and is parked at designated area of a parking bay, the mechanical flap of a lock goes up and now it will not allow the vehicle to cross over the flap. During check out the user opens the mobile app, scan the QR code and make payment based on the number of minutes/hours vehicle was parked and as per the approved fare rate of AMC, and then the flap will go down automatically allowing the vehicle to go.
26. Real time parking guidance system should be provided on the mobile application so that people can search nearby parking location w.r.to their present location & they have to spend minimum amount of time searching for a parking space.
27. Operation and maintenance of entire system including software and hardware for entire Contract Duration is including in bidder's scope of work.
28. The bidder shall have to maintain comprehensive records of all parking transactions, feedback of customer services, fine collection and parking management, and so on.
29. AMC will define fees for the designated Parking Areas in the City. The parking fees can vary depending on the, location, time of the day, duration of vehicle parked, demand and type of parking etc. Bidder will have to make required provision in the parking system & mobile application to levy & collect parking fees accordingly.
30. Parking fees shall be displayed at appropriate locations in the City. AMC may modify the fees from time to time as required.

**Parking Fee**

- i. AMC will set Fee Rates and Fine Rates, including the determination of how Fee Rates and Fine Rates will vary by vehicle type, location, time of day, duration of vehicle parked, demand and type of parking etc. AMC may modify the parking fee amount from time to time. Cycle parking will be free as an incentive for the use of this non-polluting mode. Similarly, autorickshaws standing in designated slots will not be charged.
- ii. AMC shall adopt the principle of determining/ revising parking fee rate based on demand and will review it every quarter.
- iii. AMC shall also have variable parking rates depending on the time of the day, such as higher rates during peak hours and lower rates during off-peak hours. SI/Bidder has to plan the rate card with an approval of AMC/ Police department's competent authority approval.
- iv. For the collection of parking fee – SCADL can issue printed & stamped memo book and reconciliation to be done monthly for used / issued memos for calculating fines collected in cash.
- v. The payment standards for all electronic transaction shall comply with the security norms as mandated by RBI and revised time to time. All the damages and liabilities arising out of security failures shall be the responsibility of the Bidder alone.
- vi. In case of Parking fine, successful bidder will be responsible for monitoring the parking clusters through CCTV cameras and if any vehicle is improperly parked i.e between two parking bays, the bidder will have to collect fine from that particular citizen.

## ***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.

## 2.1 Pre-Qualification (PQ) Criteria

Sr No	Description	Minimum Requirement	Documentary Proof
PQ 1	Legal Entity	1.1 Bidder should be an Indian firm 1.2 Bidder should be registered under the Companies Act 1956 in India or a Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 at the time of the bidding 1.3 Bidder should have a registered number of, GST, Income Tax / Pan number 1.4 Bidder should be in operation in India for a period of at least 3 years as on publication of this tender.	a) Copy of certification of incorporation issued by competent authority/ Registration Certificate/ Shop & Establishment certificate b) Copy of PAN card c) Copy of GST registration
PQ 2	Financial Capability	2.1 The Bidder should have average annual turnover of at least <b>Rs. 6 Cr</b> from ICT/IT/ITES Projects in the last three (3) financial years (i.e. FY 2020-21, FY 2021-22 and FY 2022-23 or FY 2021-22 and FY 2022-23 and FY 2023-24 (non-audited)) 2.2 The bidder must have positive net worth or should be profit-making in last three (3) financial years (i.e. FY 2020-21, FY 2021-22 and FY 2022-23)	<b>For Annual Turnover:</b> (a) Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years i.e. FY 2020-21, FY 2021-22 and FY 2022-23 or FY 2021-22 and FY 2022-23 and FY 2023-24 (non-audited)) (b) Copy of Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover for each of the last 3 financial years, i.e., FY 2020-21, FY 2021-22 and FY 2022-23 or FY 2021-22 and FY 2022-23 and provisional certificate of FY 2023-24(non-audited) <b>For Positive net worth:</b> (a) Certificate from the Statutory Auditor on net worth (i.e., FY 2020-21, FY 2021-22 and FY 2022-23)
PQ 3	Bidder's Experience	3.1 <b>Similar Work</b> - The bidder should have demonstrable experience in either Supply or ITC (Installation, Testing, Commissioning) or Operation & Maintenance (O&M) of IT based vehicle parking system including integration with payment gateway in the last seven (7) years from RFP released date (excluding RFP released date) in Municipal Corporation/ Central Govt. / State	<b>For completed projects</b> (WO copy / LOI / LOA contract copy), work completion certificate from end client mentioning satisfactory performance & functionalities implemented

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Sr No	Description	Minimum Requirement	Documentary Proof
		<p>Govt. / PWD / M.E.S. / SPV / Semi Govt. / Government / Private Organizations / any international Government or private organizations.</p> <p>Project executed or on going with project value more than <b>1 Cr (INR)</b> will be considered.</p> <p>WO date / Work completion certificate date must fall within below criteria.</p> <p><b>For completed projects</b> If WO date is older than seven (7) years from RFP released date(excluding RFP released date), then work completion certificate must not be older than 6 years from RFP released date.</p> <p>If WO date &amp; Work completion date falls within seven (7) years from RFP released date(excluding RFP released date), it is ok.</p> <p><b>For ongoing projects</b> WO date must be earlier than one (1) year from RFP released date(excluding RFP released date).</p>	<p>(satisfactory performance &amp; functionalities implemented may be mentioned separately as a performance certificate)</p> <p><b>For ongoing projects</b> (WO copy / LOI / LOA contract copy), Performance certificate from end client mentioning satisfactory performance &amp; functionalities implemented</p>
PQ 4		4.1 The bidder must have at least 15 technical employees from IT/ICT background on its payroll at the time of bidding, performing software design/development testing/maintenance activities.	Certificate from HR head confirming compliance.
PQ 5	OEM Partnership	<p>5.1 The Lead Bidder should submit valid letter from each of the OEM (OEM for each component) - confirming the following: OEM shall ensure that all equipment / components / sub- components being supplied by them shall be supported for entire contract period. If the same is de-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>5.2 OEM Partnership Certificate – Bidder should submit Authorization letter from OEM (mechanical flap-based parking device, camera, sim-based router, camera, switch, voltage stabilizer, mobile application, software).</p>	<p>(a) Authorization Letter from OEM at company's letter head signed by authorized signatory in format described in RFP.</p> <p>(b) Authorization letters / MAF (as per Annexure) from OEM at company's letter head signed by authorized signatory whose products are being quoted by the Bidder (only applicable to mechanical flap-based parking device, controller/gateway, camera, sim-based router, camera, switch, voltage stabilizer, mobile application, software).</p> <p>(c) Copy of valid technical certificate from each OEM whose products are being quoted by the Bidder (only applicable to</p>



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Sr No	Description	Minimum Requirement	Documentary Proof
			mechanical flap-based parking device, Controller/gateway, camera, sim-based router, switch, voltage stabilizer, mobile application, software).
PQ 6	Mandatory Undertaking	<p>The bidder &amp; OEM should:</p> <p>6.1 Not have been blacklisted by Central Government / Any State Government / Urban Local Body (ULB) /Smart City (SPV)/ Supreme Court of India / Any government / PSU in India as on the date of bid submission.</p> <p>6.2 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.</p> <p>6.3 The bidder should have at least one office in Ahmedabad. If the Bidder is not having any office in Ahmedabad, then 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 he is awarded the work</p> <p>6.4 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.</p>	Self-declaration by the Bidder duly signed and stamped by the authorized signatory in format described in RFP.
PQ-07	Land border	7.1 The bidder 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 23rd 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 (Annexure – II), separately.
PQ-08	Certificates	<p>8.1 The lead bidder or OEM 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>	Copies of valid certificates in the name of the bidding entity

**Note:**

- i. The Bidder must attach valid documents in support to their Pre-Qualification as mentioned above. Without proper supporting documents, the bid proposals are liable to be rejected. The technical proposal should be submitted in hard copy with soft version stored in pen drive.
- ii. Consortium is allowed for this bid. Either party(Lead bidder or consortium) fulfilling the stage -1 (PQ) ,stage-2(TQ) eligibility criteria will qualify for stage-3.
- iii. OEM (Manufacturer of Flap Lock Based Smart Parking System) will be jointly and severally liable with selected bidder for the successful operation and performance of Flap Lock Based Smart Parking System for entire contract duration of this bid.
- iv. For all cited projects under bidder's experience criteria; the bidders have to submit LoI/work order with full BoQ, contract agreement go-live/amount of work completion certificate and copy of invoice submitted to the client as a supporting document for each project.
- v. The bidder needs to provide contact detail (email & phone number) of senior official from client.
- vi. SCADL (or the nominated party) reserves the right to check/validate the authenticity of the information provided in the Pre-qualification and Technical evaluation criteria.
- vii. For all resource CVs provided under manpower details, profiles will only be considered if they are on company payrolls as of the bid submission date.
- viii. In case of conditional bid or major deviations from the RFP requirements, SCADL may at its discretion reject the respective bid and will not be considered for further evaluation process.
- ix. The bidder should submit authorization certificate of Original Equipment Manufacturer (OEM) (or multiple OEMs) specific to the bid. The bidder should have a support agreement/arrangement for services including supply of spare parts etc. which includes the post-sales support activities for the entire project period.
- x. In case of any change in eligibility criteria during bidding stage, it is bidder's responsibility ( including OEM) to bring any change to Purchaser notice if there is a change in the status of the bidder during bidding stage, with reference to any of the above-mentioned criteria for eligibility.
- xi. Experience of the parent firm (in case bidder firm is a 100% subsidiary of the parent firm) or experience of the 100% subsidiary firm (if parent firm is applying for the bid) or Experience of Sister Firm only if both (Bidder Firm & Sister Firm) are 100% subsidiaries of the same Parent Firm shall be considered. However, in such case the authorized signatory of corresponding firm(s), whose experience is being considered, should submit certificate to transfer knowhow to the bidder firm as and when required. (This note shall be also applicable for technical scoring of the bids).

## **Note 2: Consortium Clause**

- a. The Bidder is allowed to make a consortium with only one other bidder.
- b. One Consortium partner can tie up with only one lead bidder for this RFP.
- c. 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.
- d. In case of consortium, the Lead Bidder must be specified by the bidder.
- e. 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.
- f. The consortium bid submitted without valid MoU / Consortium Agreement shall be treated as non-responsive.
- g. The contract shall be signed with the Lead Bidder with mentioning name of the consortium partner and the Lead Bidder shall be single Point of Contact for this Project. PBG shall be submitted by the Lead Bidder.
- h. The payments for the said project shall be released only in the name of Lead Bidder.
- i. Lead Bidder shall be solely 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.
- j. 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 only.

## 2.2 Technical Qualification (TQ) Criteria

As part of the bid evaluation process the Bid Evaluation Committee (BEC) appointed by AMC/SCADL shall evaluate the technical capability of bidders and proposed solution. The evaluation categories would be divided into various sub-categories, as broadly mentioned below:

S.No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines	
1	Experience in IT Based Parking System	Following PQ-3 experience scope definition, additional project/s other than projects submitted in PQ-3, of IT based vehicle parking system	10	<ul style="list-style-type: none"><li>Min. one (1) Project – 3 Marks</li><li>Two (2) Projects – 6 Marks</li><li>Three or more Projects – 10 Marks</li></ul>	
2	Financial Capabilities of the Bidder		10	Average annual turnover of last three (3) years (in crores)	Marks
				> INR 8 Cr.	10
				> INR 7 Cr. and <= INR 8 Cr.	9
				>= INR 6 Cr and <= INR 7 Cr.	8
				Maximum Marks	10
3	On-Field Testing – Proof of Concept	As part of bid evaluation, the PQ qualified bidders need to undertake a demonstration cum one-day pilot of Proof of Concept (PoC) & Demonstration of Offered Solution and Products.	40	<ul style="list-style-type: none"><li>Readiness and Deploy ability of Flap Based Parking Device as per requirement asked in RFP – 10 marks</li><li>QR Based Parking Fee Collection – 5 marks</li><li>Mobile Application – 5 marks</li><li>Ruggedness, Quality of Material – 5 marks</li><li>CCTV cameras installation - 5 marks</li><li>Demonstration of other feature/ component on request of evaluation committee - 10 marks</li></ul>	
4	Bidder’s Approach and Methodology Presentation	The bidder shall prepare a presentation on the technical proposal to be submitted for this project. Bidder may demonstrate Methodology and Action Plan detailing how the	40	<ul style="list-style-type: none"><li>Technical Capability &amp; Relevant Experience of Bidder – 2 Marks</li><li>Understanding of Scope of Work– 4 Marks</li><li>Project plan with Timelines – 4 Marks</li><li>Proposed Team – 4 Marks</li><li>Proposed OEM capability – 5 marks</li><li>Project Component Design and Readiness – 4 marks</li><li>Reporting Plan – 4 Mark</li><li>Risk and O&amp;M Plan –5 marks</li><li>Revenue collection plan – 2 marks</li><li>Training Plan – 1 mark</li></ul>	

RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Maintenance of On-Street Parking at Selected Locations in Ahmedabad City

S.No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines
		bidder(s) shall deliver and manage the scope of project. The Bid Evaluation Committee will evaluate the presentation.		<ul style="list-style-type: none"> <li>Quality of Response against queries raised by Bid Evaluation Committee– 5 Marks</li> </ul>

**(Passing Score – 70 out of 100)**

## On-Field Testing

As part of the bid evaluation process the Bid Evaluation Committee (BEC) appointed by AMC/SCADL shall evaluate the proposed solution of bidders on the field in live demonstration environment. The participating bidders will have to submit testing report subject to the scrutiny by SCADL / AMC officials. The on-site field test shall be carried out in the presence of SCADL / AMC officials to validate the submitted test reports. All charges for such on-site testing shall have to be borne by the Bidder. All the Bidders will have to prove that the entire ecosystems of the proposed solution are complying with the mentioned Technical and Functional specifications as mentioned in the RFP.

The bidder is expected to install proposed solutions at one location suggested by AMC/SCADL. The exact locations would be communicated to the bidders during the On-Field testing process. The actual expected function as per project requirement, alert, reports or change in status are to be generated. All the parameters mentioned in the On-Field Test criteria, Technical and Functional specifications are to be attained in totality, and any deviation / non-compliance, in the mentioned specifications will lead to the disqualification of the bidder. Safety & security of products will be sole responsibility of bidder; AMC/SCADL will be not responsible for any damage of product during pilot.

## ***SECTION: 3 EVALUATION OF BID***

### **3.1 Evaluation Process**

#### **Stage 1: Pre-Qualification Evaluation**

- i. SCADL shall validate the - “RFP Document fee & Bid Security/Earnest Money Deposit (EMD)”.
- ii. SCADL shall open the bid and check the bidder’s eligibility as per the “Pre-Qualification Criteria”. Each of the Pre-Qualification condition mentioned in above Section is MANDATORY. In case, the Bidder does not meet any one of the conditions, the bidder shall be disqualified.
- iii. Technical and Financial bids for those bidders who don’t pre-qualify will not be opened.

#### **Stage 2: Technical Evaluation**

- i. “Technical bid” will be evaluated only for the bidders who succeed in Stage 1.
- ii. SCADL will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority’s discretion.
- iii. Bidders will be asked to give demonstration/Pilot (as per section 2.2 of RFP) of the proposed product & solution to SCADL as per the use cases that shall be shared with the Bidders who qualify the Pre-Qualification Stage.
- iv. It is mandatory to participate in pilot & demonstration during bid evaluation, non-compliance may lead to rejection of bid.
- v. The bidders' technical solutions proposed in the bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in above Section.
- vi. Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get an Overall Technical score of 70 or more in the Technical Evaluation Framework as given in above Section will qualify for financial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid.
- vii. Technical bids of the Bidders qualifying in the Pre- Qualification Criteria will be opened and will also be invited for doing the technical presentation.

#### **Stage 3: Financial Evaluation**

- i. All the technically qualified bidders will be notified to participate in Financial Bid opening process.
- ii. The Financial bids for the technically qualified bidders shall be opened on the notified date and time. They will be reviewed to determine whether the financial bids are substantially responsive or not. Bids that are not substantially responsive are liable to be disqualified at Authority’s discretion.
- iii. The bidder quoting the lowest price to SCADL(i.e. against Table-C in financial bid) shall be the Successful Bidder (L1) for the Project.
- iv. Bidders shall be ranked L1, L2, and L3 etc. in increasing order quoted by them in their financial bid.
- v. 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.
- vi. Financial Proposals of Bidders who do not qualify the eligibility/technical criteria will not be opened and will be returned unopened.
- vii. The Proposal should be unconditional, and any conditionality attached with the proposal may result in the rejection of the Proposal.

## **Rights to Accept/Reject any or all Proposals**

SCADL reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for SCADL's action.

## **Notifications of Award and Signing of Contract**

- i. Prior to the expiration of the period of proposal validity, the bidders will be notified in writing through email or letter that its proposal has been accepted.
- ii. SCADL shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Purchase Order/work order/Letter of Acceptance (LOA)/Letter of Intent (LOI), whichever is earlier. All reference timelines as regards the execution of the project and the payments to the Implementation Bidder shall be considered as beginning from the date of issuance of the Purchase Order/Letter of Acceptance, whichever is earlier.
- iii. The notification of award (LOI/LOA/Purchase Order) will constitute the formation of the Contract. Upon the Bidder's executing the contract with SCADL, it will promptly notify each unsuccessful bidder and return their EMDs.
- iv. At the time SCADL notifies the successful Bidder that its bid has been accepted, SCADL will send the Bidders the Pro forma for Contract, incorporating all clauses/agreements between the parties. Within 2 weeks (14 working days) of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to SCADL.

### **Note**

- i. Any conditional bid would be rejected.
- ii. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
  - a. "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.
  - b. If there is a discrepancy between words and figures, the amount in words will prevail."
- iii. If the Bidder does not accept the error correction, its Bid will be rejected and EMD may be forfeited.
- iv. Bidder must attach valid documents in support to their Pre-Qualification and Financial, Technical capabilities/strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.
- v. The bidder should submit authorization certificate of Original Equipment Manufacturer (OEM) (or multiple OEMs) specific to the bid. The bidder should have a support agreement/arrangement for services including supply of spare parts etc. which includes the post-sales support activities for the entire project period.
- vi. All the proposed equipment should not be declared End-of-Support by the OEMs for next 7 years from the date of bid submission.
- vii. The Manufacturer's Authorization Form (MAF) is required for any hardware or software component being supplied as part of this project.
- viii. Kindly note that the indicative/estimated quantity provided in the RFP would be used for evaluation purposes; however, the payment would be done on actual usage basis



## ***SECTION: 4 SCOPE OF WORK***

- i. Assessment and Location Survey for finalization of detailed technical architecture and project plan - The bidder shall be responsible to carry out the detailed field survey for each location land plot in order to finalize infrastructure requirement, network bandwidth requirement, operational & administrative challenges etc. and shall submit detailed Location Survey Report and Project Implementation Plan to SCADL.
- ii. System Requirements Gathering Study, Design & UAT - The Bidder shall carry out the detailed assessment of the functional requirements and prepare the System Requirements Specifications (SRS) for the systems, in consultation with SCADL and project management consultant. The SRS prepared by the Bidder shall be submitted to SCADL for its review and approval. UAT shall be carried out for the software solutions. It is necessary to obtain a formal sign-off from SCADL for the SRS, before proceeding with the design/development of the Smart Parking Management system.
- iii. The bidder shall procure, supply, install, commission, maintain and manage all components, hardware, software etc. as per quality, standard and technical and functional specifications as mentioned in this RFP Document throughout the contract period.
- iv. The bidder will be responsible for all related kind of civil and installation work related to network connectivity, power supply extensions to devices, installation of devices and equipment, and any other networking, communication, and infrastructure requirements related to any work under this Tender document. Internally allocated parking slot(geographical lot) civil work for the all kind of devices installation, painting and related work will be carry out by selected bidder, However, other civil work AMC will support wherever possible.
- v. The selected bidder is solely responsible to resurface/restoration in the original condition of any damage property / infrastructure during integration of field activities especially flap lock system/pole/etc. For other activities AMC will support wherever possible.
- vi. The bidder has to replace the material(s) / equipment(s) /device(s) in case of any theft or loss due to any other reasons, which affects the services/ assets under this project. Bidder should take insurance for smart parking devices and accessories.
- vii. The bidder shall execute the whole and every part of the work in the most substantial and workman-like manner and both as regards materials and in other respect in strict accordance with specifications.
- viii. The ownership of all hardware/software developed/customized/ configured/ procured as part of the project and related documentation for the project lies with the AMC/SCADL. All licenses for software procured related to project have to be in the name of Ahmedabad Municipal Corporation. The bidder 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. .

#### 4.1 Flap Lock Based Smart Parking System and Surveillance

- i. Install Flap Lock Based Smart Parking devices (with IT application) along with mobile app and dashboard to track and monitor the arrival and departure of every vehicle that parks in each slot to send real time information of the parking event.
- ii. The successful bidder is responsible for Supply, installation, testing, operation and maintenance of **Flap based smart parking devices**. These devices can be equipped with either sensor based or loop detection-based technology.
- iii. The timings of operation of Parking bays will be as per Ahmedabad Parking policy (yet to be published by AMC). The successful bidder is required to adhere to the same.
- iv. When any citizens enters the parking cluster, they should be seamlessly able to park in the designated flap based system enabled area. Once the car reaches a certain position the car should be locked with flaps enabling the vehicle to be parked.
- v. When any citizen wants to leave the parking bay, they can scan the QR Code placed on the device and make the necessary payment. Once the payment is completed, the flap is to be releasing, allowing the

vehicle to leave.

- vi. The successful bidder is responsible for the supply, installation, maintenance and operation of **Master controller/gateway** which can manage at least 5 nearby mechanically operated flap lock-based hardware devices. The connection between controller/gateway and flap-based devices can be wired/ wireless. The bidder has to plan and execute the solution on field with minimum layout of cables (both electrical/utility and networking cables(copper/fibre) for pole, cameras, FMS/sim based router,stabilizer,etc) collocated into junction box and connectivity in between all other necessary equipments so solution can be deliver properly and satisfactory to the citizens.
- vii. The bidder should provide a **junction box** that is to be mounted on pole to accommodate controller/gateway, SIM based routers or any other electrical wiring/cables.
- viii. Bidder has to ensure other than pole and hardware of mechanically operated flap based parking devices not any other items/devices/cables/etc. visible in public and must be in secure condition. Safety of all field equipment and all other items installed under this RFP, Bidder will be solely responsible. Also, ensuring to not to damage any of the public or private property on field as bidder will be solely responsible for it.
- ix. The bidder also needs to provide **SIM based routers** for Connectivity that offers an uplink of more than 2Mbps per location. 2Mbps is indicative however, selected bidder has to design and arrange bandwidth to serve maximum output of deliverable defined in this RFP without any interruption. For any upgradation of bandwidth, no additional cost will be paid by SCADL/AMC. The sizing of the link will have to be done by the bidder such that the SLA commitments are met as defined in the RFP.
- x. SIM card registration with usage plan and a memory card that is to be used in routers & manpower for SIM card registration etc must be provided by the bidder. Bidder will have to pay for the SIM card registration cost & plan cost. The SIM card to be registered under SCADL/AMC's name, and the selected bidder will be required to pay monthly/quarterly/yearly plan cost to the service provider.
- xi. The bidder is also responsible for installation of **CCTV cameras** at the allocated parking locations. These CCTV cameras are to be installed for surveillance purposes. These CCTV cameras's should cover maximum area of parking site. Video footage from all these cctv cameras need not to be stored on cloud and same will be stored in local SD card installed in cctv camera.
- xii. The bidder shall provide **cloud-based VMS** with facility to view the CCTV camera feed. The VMS software licenses provided by the bidder should be perpetual in nature. The VMS software provided with Cameras must have facility to view the camera feed at remote location with internet on mobile & computer system. The bidder needs to provide access of VMS to view the camera feed from command-and-control center. Video footage from all these cameras need not to be stored on cloud and same will be stored in local SD card installed in cameras. Further, cloud-based VMS shall provide functionality to watch real time video feed as well as video feed recorded in local SD card. Also VMS shall provide feature to specify from & to date & time stamp for which recorded video is to be watched.
- xiii. The successful bidder shall also provide 100 concurrent VMS user licenses to view the camera feed remotely without any additional cost to SCADL/AMC.
- xiv. The storage solution for CCTV camera feed for both image and video must be done through locally at CCTV inbuilt SD cards. After fully occupying SD card, the video-image feeds would be overwritten unless it is flagged or marked by the SCADL / Police /AMC for investigation or any other purpose. The video feeds of all relevant cameras capturing the incident or flagged in question would be stored until the Police deem it good for deletion.
- xv. The Successful bidder shall develop and maintain a **Open source Network Management System (NMS)** for measurement of SLA. The bidder shall have NMS/ ticket incident creating and monitoring system hosted on cloud. The NMS software licenses provided by the bidder should be perpetual in nature. The bidder shall give NMS interface view login access to SCADL/AMC in order to view the status of the number of ups and downs of Cameras, Sensors etc. and incident progress status.
- xvi. NMS should able to present the reports through web/NMS and also generate "pdf" / CSV / reports of the same.
- xvii. NMS should have the capacity to discover as many pingable device as procured through this RFP as per SoW and successful bidder will have to provide sufficient number of licenses for same.
- xviii. The NMS shall also poll all IP address through IP/SNMP at regular intervals to determine their status and working.

NMS Alerts and Alarms:

1. When any device goes down, the system should send out an alert in NMS such as this device is to be reported as down since when.
  2. The NMS Interface module should provide an interface to view and list all alarms and alerts. There should be a filter also to view only new alerts and alarm.
- xix. The proposed Network Management System (NMS) shall have comprehensive customization features to enhance report accuracy and relevance according to specific operational needs. One such requirement is the ability to raise alerts based on defined operational hours. For example, if the parking bay operation hours are from 9:00 AM to 11:00 PM, the NMS should raise alerts of devices (up/down) within this specified timeframe.
- xx. **Definition of Licenses:** 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, Police (includes admin access including dashboard)) and citizens without any cost to AMC/SCADL. Also, Software's /applications are minimum scalable upto 10 times (10x) of existing scope of this RFP for both flap-based devices monitoring and cameras throughout the contract duration without any additional cost to SCADL/AMC.
- xxi. Install and maintain **LED based signage boards** to display parking rules and provide customer information. The signage boards should also display toll free number, to which citizens can reach out in case of any grievances faced on field. Post raising any grievance it should be resolved within 45 minutes otherwise concerned penalty as mentioned in Table 6.2 will be applicable.
- xxii. The successful bidder should also maintain grievance logs of the same and submit to SCADL whenever requested.
- xxiii. The bidder shall provide connectivity (electrical, network, etc.) to all devices/equipment placed in the field.
- xxiv. The bidder is responsible to provide internet through sim based router at each of the parking lot to bring (i) parking related data on real-time basis; and (ii) CCTV data on demand basis,
- xxv. The successful bidder is responsible **to Erect poles** at their own cost for installation of signages for parking guidance and management system. These structures/poles shall be of hot dip galvanized corrosion resist after Fabrication with Silver coating, and aesthetically designed and structurally stable and as per specifications. The Bidder shall also indemnify AMC for any damage due to such structures.
- xxvi. The bidder may utilize street light poles, with prior permission from AMC, for installation of CCTVs, repeaters/Gateways, switches/routers as necessary and used exclusively for the purpose of this project, without compromising the aesthetic sense and strength of the pole.
- xxvii. Paint and maintain road markings to demarcate paid parking, no parking areas and free parking slots (upto 100 m from paid parking area) according to the standards of AMC.
- xxviii. All instruments calibration shall be done by manufacturer representative at site. Necessary Test & Calibration certificates shall be submitted by selected vendor.
- xxix. **Dismantling and Reinstallation** – In case of dismantling and re-installation of hardware at project site due to reasons not attributed to vendor's performance, authority will pay the amount for dismantling and reinstallation work as per the rate discovered in commercial bid. Vendor will have to take prior approval from authority before executing such tasks. For the items, which is not discovered in price bid and is essential for project requirement, authority may take reference from other on-going projects at AMC/SCADL and market rate to finalize the rate for such items. However, it is the responsibility of vendor to execute the task of Dismantling and Reinstallation on request of authority. The quantity mentioned in financial bid is indicative, In the future, if the request for Dismantling and Shifting goes beyond the indicative quantity the bidder is bound to perform Dismantling and Reinstallation activities at the mentioned rate in financial bid under this RFP for the entire contract period.

- xxx. **Electricity and Utility Connection** – The vendor shall be responsible for ensuring electricity connection and other utilities to make the device/hardware operational.
- xxxi. Bidder shall carry out following activities (included but not limited to) pertaining to the provisioning of electric connection:
- Submission of application for new connection.
  - Submission of requisite fee.
  - Liaising with agency, visiting their offices and end to end co-ordination and meeting with utility/electricity boards and their staff.
  - Submission of test report, Requisite certification, Drawing as per the agreed format.
  - Installation and Commissioning of ELCB / MCB, as required by the electricity department.
  - Laying of power cable from point provided by electricity board and provisioning of requisite power points for all components.
  - Ensure expedition of provisioning of power connect at desired location.
  - Availability of Bidder's team member during the provisioning of power by the Electrical department.
- xxxii. However, the expense incurred in provisioning of power connection shall be reimbursed by SCADL at actuals upon submitting documentary evidence (Electricity board payment receipts, test report payment charges etc.).
- xxxiii. Please note that Bidder shall also be required to provide necessary support for the recurring payment of electricity board, the support shall include ensuring reaching of electricity bill with SCADL concerned officer, follow-up on bill generation, reconnection process, registering and taking necessary follow-up from electricity department in case of power failure etc. However, Bidder need not to make recurring payment to the electricity board, it shall be made by SCADL only.
- xxxiv. Please note that SCADL shall not reimburse any additional cost like penalty (Other than the actual payment made by the Bidder including deposits, if any) towards charges incurred for provisioning of power at desired locations.
- vii. Bidder is allowed to subcontract but maximum to one layer. However, The Bidder shall solely responsible for the work carried out by subcontracting under the contract. Bidder shall be the sole point of contact throughout the project contract duration.

## 4.2 Mobile Application, QR Code & Dashboard

- i. AMC/SCADL shall have perpetual right of software (mobile app and dashboard) for unlimited number of users both for internal officers of SCADL, AMC, Police and citizens.
- ii. The parking solution must be entirely digital and cashless, eliminating the need for parking attendants or physical parking meters. This ensures a seamless, efficient, and modern payment process, free from the daily tasks of cash collection and change loading associated with traditional parking meters.
- iii. Capable of handling significantly large number of users.
  - a. Initially AMC/SCADL may allocate scope for 1000 devices. However, selected bidder has to develop the mobile and web application with geo tag information which will support unlimited number of users access from day 0. And will have the capability to support to create unlimited user access for citizen and internal officer's even though scope increases without any additional cost to SCADL/AMC.
- iv. The successful bidder to develop **Smart Parking Mobile app** should have Attractive user interface and user-friendly features like highlight, Zoom In/Out and search etc.
- v. The mobile application is to be supported by all android/ios versions.
- vi. The mobile application should enable citizens to register either through Gmail/Facebook.
- vii. Login and Authentication - Users/Citizen must be able to Login using email/username/Phone and password/OTP considering the security and data theft prevention and standards to be implemented.
- viii. The mobile application should be able to pay parking fees, track citizen's parking history, payments and penalties.
- ix. Users/Citizen should have comprehensive parking history available in their app, offering details such as the date and time of parking, location, and the corresponding payment information. Additionally, they should have the capability to filter this history based on specific time frames, allowing for convenient sorting by week, month, or any desired date range
- x. Through mobile application citizens should be able to view nearby available/free parking bays/slots in real time. Citizens can view all the available zones and upon selecting the zones/wards Citizens can get the directions to the location.
- xi. Once a User/Citizen registers they will have their own profile and it must link with every vehicle they will add into their account, Users/Citizen must be able to change basic information from the profile.
- xii. Mobile application shall be integrated with Ahmedabad-Seva Mobile App.
- xiii. The mobile application should also provide an option to raise an incident. If any flap-based device abruptly stops working, citizen should be able to raise grievance seamlessly through mobile application. Once raised the issue needs to be resolved within 45 minutes otherwise concerned penalty as mentioned in Table 6.2 will be applicable.
- xiv. The successful bidder should also maintain logs/data pertaining to incident and submit the reports of the same whenever requested by SCADL.
- xv. The Mobile application should also have an option for the citizen to pay penalty. When citizen clicks on pay penalty option, one should be redirected to payment gateway with multiple virtual payment options (no cash options to be provided). Once the citizen makes necessary payment, then he/she should receive a receipt with details of penalty paid via SMS.
- xvi. The mobile application should have a role-based access. One for Citizens and One for Admin/SCADL/successful bidder.
- xvii. The mobile application interface for the successful bidder will have options such as Collect penalty, display status of up/down parking devices along with location of the devices, alert to be received when any grievance is raised by the citizen along with details of complaints raised etc. More features for this module will be decided by SCADL at later stage.
- xviii. The successful bidder should also develop an **QR code** and stick it on the flap based smart parking devices, this QR code should be visible and clear.
- xix. QR code should be unique per smart parking device.
- xx. If a citizen has installed mobile application in his/her device, upon scanning the QR Code one needs to be directed to the mobile application. Where citizen can review details like Time entered the parking zone, exit time, amount to be paid, confirm button.
- xxi. Upon clicking on Confirm, citizen needs to be redirected to **payment gateway**.
- xxii. Bidder shall integrate the AMC/SCADL bank account detail with payment gateway into which all revenue, including Fees and Fines, shall be deposited.

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- xxiii. The successful bidder needs to Procure software for the processing of customer payments via credit card, net banking, mobile-based banking systems, and other media.
- xxiv. Citizen to have the flexibility to pay using wallet balance or opt for a straightforward checkout process, facilitating cashless transactions via UPI or credit card.
- xxv. The payment standards for all electronic transaction shall comply with the security norms as mandated by Reserve Bank Of India (RBI), National Payment Corporation Of India(NPCI), any latest law/circular released from any Court and revised on timely basis. All the damages and liabilities arising out of security failures shall be the responsibility of the Bidder alone
- xxvi. The payment needs to be directed through secure platform with necessary authentications.
- xxvii. If any citizen does not have smart parking mobile app, then upon scanning the QR code one needs to be redirected to a **web page** showing details like Time entered the parking zone, exit time, amount to be paid, confirm button. Upon clicking on confirm option, the citizen needs to be redirected to secure payment gateway.
- xxviii. **The payment fees** and terms will be decided by SCADL at the later stage.
- xxix. To enhance the convenience for Users/Citizen who frequently utilize paid parking spaces, the Ahmedabad Municipal Corporation aims to introduce a seamless payment solution. This initiative allows Users/Citizen to effortlessly add funds to their **AMC Parking wallet**, facilitating a quick and hassle-free experience. By implementing the Fast Go option, Users/Citizen can simply click to deduct the parking fees directly from their wallet. This approach eliminates the need for manual checkouts, sparing Users/Citizen the effort of entering credit card or UPI details each time they park.
- xxx. Users/Citizen should have continuous access to their wallet transaction history, encompassing both money additions and expenditures. The credit record should provide detailed information about the date, amount added, and the payment type used. Similarly, expenditure records should include details such as the amount spent, specific parking slot, and the corresponding parking zone.
- xxxi. If any vehicle which is parked between two smart parking devices/parking bays or not parked properly in the designated area is identified while monitoring through CCTV cameras, a field resource will be notified of the same by the bidder. The field resource reaches that location to collect necessary **penalty** from the citizen.
- xxxii. Post reaching the location, the field resource will wait for that particular citizen. If after waiting for certain time, the citizen does not arrive at the location, the field resource can lock the vehicle with temporary locks. The necessary permission for the same to be acquired from Traffic police department with the help of SCADL.
- xxxiii. If the citizen reaches that location later and finds the car to be locked, he/she will contact the toll-free number visible on QR code sticker or sign board mounted on pole. Post calling a particular field resource, the resource arrives at the location to collect the penalty. The resource should reach the said location within 15min of receiving the call.
- xxxiv. If the citizens wishes to pay the penalty in cash, then the field resource to open their mobile application and select collect penalty option. Post entering necessary details like vehicle number, name, mobile number of the citizen and cash is collected an SMS with details to be sent to concerned citizen.
- xxxv. The successful bidder shall to also develop dashboard to track multiple KPIs.
- xxxvi. SCADL should be able to login to the **smart parking dashboard** and view utilization of flap based smart parking devices area, ward, zone wise.
- xxxvii. The dashboard should be able to display the locations generating maximum & minimum revenue, maximum & minimum penalties, number of cars parked zone and ward wise, number of users using mobile application, necessary weekly, monthly parking data etc using data visualization tools
- xxxviii. Dashboard should also be able to display each parking device working/not working status, total number of devices installed on field etc. One should be able to monitor overall health of smart parking devices.
- xxxix. Through dashboard one can Add, edit, or remove the parking location. View details about each parking Zone, such as location, capacity, and operating hours.
- xl. Dashboard shall provide Transaction and Payment Management View a log of all parking transactions. Monitor payment statuses and reconcile any discrepancies. Generate reports on revenue and financial transactions.
- xli. Bidder should submit a payment reconciliation report downloaded from the dashboard every month specifying:
- The parking & penalty fee by each type of vehicle
  - Total fine collected by each type of vehicle

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- Service tax, and any applicable surcharge or cess on it, if any, payable on the amount.
  - Supporting evidence, captured from the IT system, verifying the claim for revenue sharing.
- xlvi. Mobile application, Web page and Dashboard to be hosted on cloud only.
- xlvi. Bidder is responsible for Integration with CCC of Ahmedabad, APIs for integration with Integrated City Command & Control Center (ICCC), so that the complete operations of the project can be monitored from City ICCC and can be reflected on city dashboard of ICCC.
- xlv. Integration with other monitoring systems – The Bidder shall provide an open API for integration of the proposed PARKING MANAGEMENT SYSTEM with existing or any future systems developed by SCADL, to enable information exchange between the systems.
- xlv. Selected bidder has to share KLM file (Geo-tagging) information of mechanically flap lock based smart parking devices monthly and as and when required with latest information and utilization of devices. Mobile and web base application have this inbuilt facility for analysis.
- xlvi. The proposed parking management mobile application should be a Commercially Off-The-Shelf (COTS) solution. For the product to be qualified as COTS product:  
The solution should have capability to integrate with Email, SMS gateway and What's App Gateway to send Email What's App Message and SMS.  
Once any citizen parks their vehicle at the designated spot, an SMS/Mobile application notification needs to be sent to them giving confirmation of parking.
- xlvii. Bidder shall provide API of mobile app for integration with AMC Seva 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.
- xlviii. Any item not mentioned in BOQ but mentioned in Scope of work / tender specification is deemed to be included in the scope of work of bidder without any extra cost.
- xlix. Though QR Code/Mobile application/Web page citizen should be able to reach out successful bidder for any kind of citizen support. Any Toll-free number can be provided by the bidder on mobile app/Web page/post scanning QR code/ On QR sticker.
- l. The successful bidder should also provide an feedback link to the citizens through mobile application/Web page, it can be done post citizen successfully pays the parking fees.
- li. **Scalable:** The system shall be scalable to future growth in number of parking plots. The proposed software solutions shall support these scalability requirements without requiring any change. The additional hardware required to include locations beyond the mentioned locations under SOFTWARE is to be mutually decided by SCADL and the Bidder at an additional cost.
- lii. **High Performance:** The system design shall be in such a way as to be resilient to technological sabotage. To take care of remote failure, the systems shall be configured to mask and recover with minimum outage. The Bidder shall be required to make the provision for high availability for all the services of the systems.
- liii. **Secure:** The network shall have built-in security features as per industry practices in line with the requirement for SOFTWARE. Access control shall be implemented at all levels. The Bidder shall make provisions for security of field equipment as well as protection of the software systems from hackers and other threats. The virus and worms' attacks shall be well defended with gateway level Antivirus system. Furthermore, all the system logs shall be properly stored & archived for future analysis and forensics whenever desired. The following guidelines shall be observed for security:
- Build a complete audit trail of all activities and operations using log reports, so that errors in system – intentional or otherwise – can be traced and corrected.
  - Access controls shall be provided to ensure that the systems are not tampered or modified by the unauthorized persons or system operators.
  - Implement data security to allow for changes in technology and business needs.
  - The security of the field devices shall be ensured with system architecture designed in a way to secure the field devices in terms of physical damage & unauthorized access.



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- liv. Security Management: The SOFTWARE shall be designed in a way so as to ensure maximum security of all sub-systems/ components of the System. The SOFTWARE shall be suitably protected from internal as well as external threats.
- lv. The main features of Security Management will include the following:
  - All relevant IT platforms (Mobile Applications/Websites/etc.) developed under this bid must follow cyber security CIA pillar and selected bidder has to go through cyber security audit regularly and submit certificate as and when asked by AMC/SCADL.
  - The System will be fully protected from the attacks of viruses, malware, etc.
  - Suitable security policies, processes and monitoring will be built-in and enforced to the fullest extent to ensure unauthorized access, hacking, denial of service attack or other security breaches are prevented.
- lvi. The software application should be readily deployable to suit the customer's specific process requirements and should not involve product development from scratch.
  - a. Proposed COTS software solution should be available with complete transparency including operation manuals and help documents.
  - b. Proposed COTS software should be implementable and maintainable by any other competent bidder other than the manufacturer or bidder which has developed the COTS software – an undertaking in the same regard will have to be issued by the OEM.
  - c. Proposed COTS product should have a product roadmap published on the OEM website, and the same must be submitted along with the bid document.
  - d. Further solution will have to be customized based on the functional requirements and integration requirements mentioned in the RFP.
  - e. For COTS based solution, SCADL/AMC will hold all IP (Intellectual Property) rights and complete ownership of the customizations or configurations made.

#### **Definition of " Go-live of Site":**

The Go-live of Site means the location where all devices installed on field for that specific site are integrated with mobile application, Dashboard . QR code is activated along with necessary payment gateways. CCTV cameras installed at that particular site are integrated in VMS and all pingable device are discovered in NMS. Logs of sites of each devices utilizations, submission of Site proper documentations/as- is built including but not limited to all field items Photos (which covers all field sites like cameras, pole, switches, routers, mechanical flap lock based smart parking devices with their mac addresses, Payment gateways and cyber security parameters validation, etc of all installed materials/apps) are submitted and approved by SCADL/AMC.

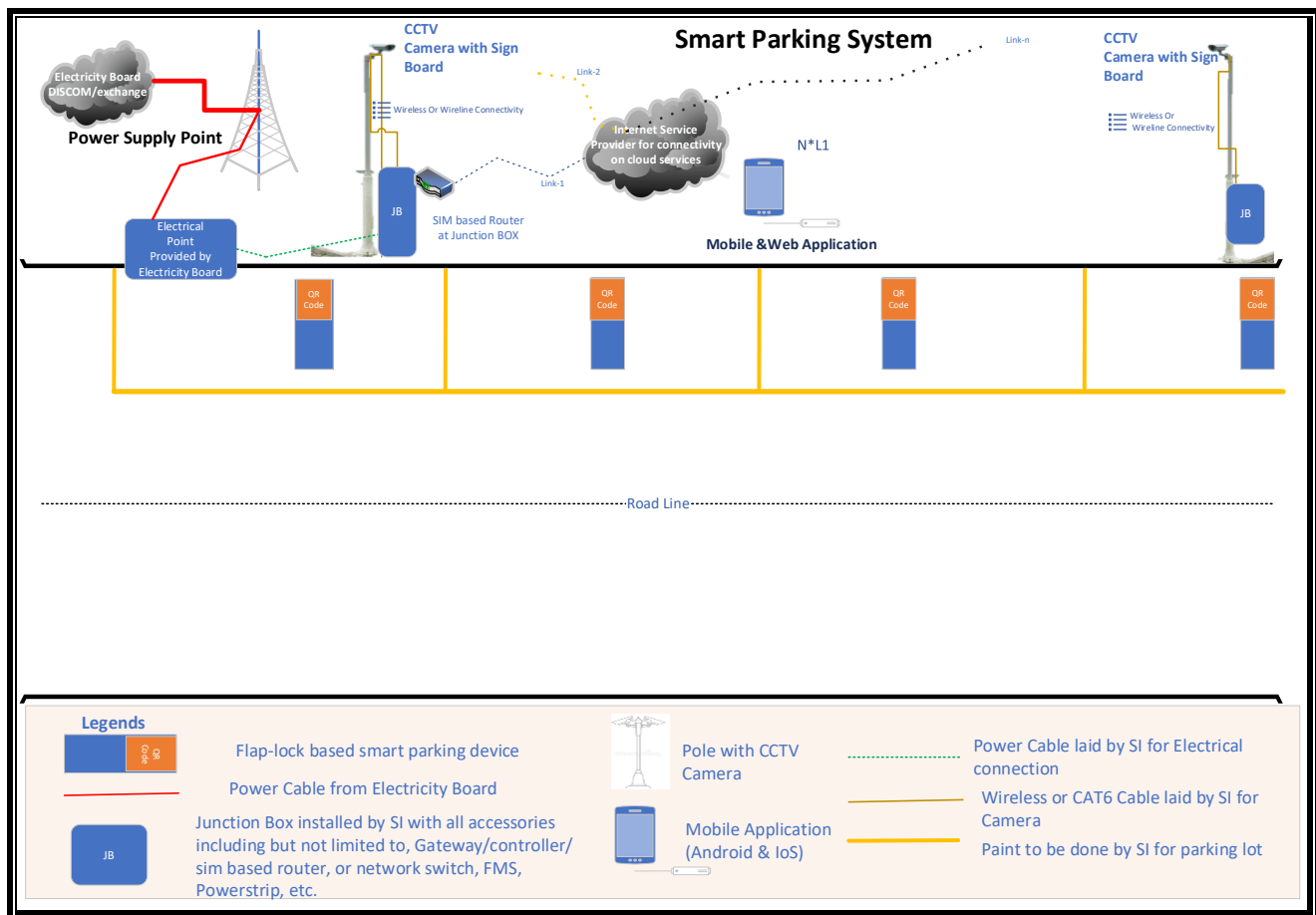
### ***Compliance with Industry Standards***

The proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However the list below is just for reference and is not to be treated as exhaustive.rW3C specifications.

Information access/transfer protocols SOAP, HTTP/HTTPS

- i. Deity, GoI guidelines on Application Development.
- ii. Photograph JPEG (minimum resolution of 640 x 480 pixels)
- iii. Scanned documents TIFF (Resolution of 600 X 600 dpi)
- iv. Latest HTML standards
- v. Digital signature RSA standards
- vi. Document encryption PKCS specifications
- vii. Information Security to be ISO 27001 compliant
- viii. Operational integrity & security management to be ISO 17799 compliant
- ix. IT Infrastructure management ITIL / EITM specifications
- x. Service Management ISO 20000 specifications
- xi. Project Documentation IEEE/ISO specifications for documentation

## Basic Diagram



## 4.3 Operation and Maintenance

- Operations & Maintenance- The Bidder shall be responsible for Operations & Maintenance of Hardware, Accessories, Software Applications/Modules, IT Infrastructure for the period of entire contract duration.
- The O&M of the parking bay cluster shall commence immediately after the successful installation and integration of the first location and the bidder shall claim a revenue percentage generated from parking fees.
- Selected bidder has to open escrow account for revenue sharing. Additional details will be share to selected bidder once onboarded against this bid.
- Develop, and modify from time to time, a detailed operating plan ("Operating Plan") for the Parking System. The Operating Plan will detail all aspects of operations including but not limited to branding, signage, geometric design (i.e. delineation of free parking, paid parking and no-parking areas), fee collection, enforcement, facility maintenance, and customer service procedures.
- The bidder also will prepare detailed Parking Management Plans for all Parking Lots assigned to them.
- Monitoring of improper parking if any done by citizens and collecting of fines against the same.
- New application must be hosted in cloud and integrated with existing Command control centre, paldi Ahmedabad. Selected bidder is responsible to establish for this end to end connectivity so,that will

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- monitor operations of the Parking System in real time from Command control centre, Paldi-Ahmedabad.
- viii. Ensure that there is end to end coordination between the staff of bidder and AMC/SCADL.
  - ix. AMC will not provide the space for any equipment/storage in any of its premises.
  - x. Provide periodic reports to AMC/SCADL as and when requested as per SoW of this RFP.
  - xi. Provide periodic summary reports to AMC/SCADL using the data generated through the dashboard, such as time based (hourly, daily, weekly, monthly, annually) trends, area specific trends, type of vehicle trends, usage and vacancy periods, parking demand etc. for the purpose of better management of parking.
  - xii. Establish customer service platforms for the Parking System, including a call centre (selected SI can keep number of members based on maximum 2 mins of waiting time) to address necessary citizen grievances.
  - xiii. If any citizen is facing issues with flap based system, it should be resolved within 45 min of citizen reporting the incident.
  - xiv. Selected bidder will be solely responsible to Carry out marketing/awareness activities using online/offline content (unpaid marketing), video on websites/social media and offline signboards about the Parking System after approval from SCADL/AMC by following all government laws.
  - xv. At the end of the contract period, the Bidder has to hand over all physical assets belonging to the AMC/SCADL in proper working condition. In case of any deficiency noticed at the time of such handing over, the Bidder has to get it rectified at his own cost within 15 days of such handing-over, otherwise, AMC will get it rectified at the risk and cost of the Bidder. Performance guarantee of Bidder will be released only after successful handing over of the all physical assets in working condition to AMC.
  - xvi. The bidder shall be responsible for repairing any damage within 72 hours of the occurrence caused to other services during installation, execution, repair, or maintenance work. If the bidder fails to complete the repairs within this timeframe, the AMC reserves the right to undertake the necessary repairs at the bidder's risk. In such cases, the AMC will charge the bidder double the cost incurred for the repairs.
  - xvii. If any vehicle which is parked between two smart parking devices or not parked properly in the designated area is identified while monitoring through CCTV cameras, a field resource will be notified of the same. The field resource reaches that location to collect necessary **penalty** from the citizen. This penalty to be monitored and collected throughout the contract period.
  - xviii. At the time of completion of implementation period the bidder shall inform the AMC/SCADL in writing for the same along with a list of all the assets (details of equipment, software, services etc.) deployed during the implementation period under this Tender document, including their costs. The bidder shall update such assets list on yearly basis throughout the contract period.
  - xix. The bidder shall be responsible to manage dispute related to any damage/loss of vehicles parked in parking lots and shall be responsible for settlement of the dispute, if any, including under the Court of Law, and also follow all instructions and guidelines issued by Police / statutory rules & regulations / AMC for prevention of misuse of parking lots, including usage by anti-social elements, terrorist(s) etc.
  - xx. Undertake all measures for Cyber security, protection of information and communication technology systems of this project from cyber-attacks that are purposeful attempts by unauthorized persons to access ICT systems in order to achieve the target of theft, disturbance, damage, or other illegal actions. The Bidder will detect analysis and do mitigation of vulnerabilities and protect Command & Control Centre from cyber-attacks throughout the contract period.
  - xxi. The Bidder is not allowed to sublet/outsource the parking lots under this Tender. However, the Bidder can arrange manpower from any source.

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- xxii. All the PROJECT hardware components supplied by the Bidder shall carry comprehensive on-site warranty whereas system software and application shall carry offsite warranty for entire contract duration.
- xxiii. Documentation and Promotion of Project Outcomes - The vendor shall be responsible for project documentation including case study, impact assessment report, success report, explanatory video and stakeholder benefit video, training material with project brief ppts (detail of requirement is mentioned in scope of Work section). This will help in educating project stakeholders about functions and benefit of the project. Also, such material will be helpful in replicating the projects at other locations and submitting the documentation at national and international forum.
- Text content: The Bidder shall prepare content for text write-ups, success stories, press release, newsletter etc. in English, and Gujarati language, as required.
  - Graphical content: The Bidder shall prepare graphical content such as logos, posters, flyers, pamphlets, hoardings, calendars, photo collage etc.
  - Audio Visual content: The Bidder shall prepare the digital content in audio and visual formats. This may include but not limited to short video clips, high quality presentations etc.
- xxiv. The bidder will have to ensure that all the procured hardware components are stored in their own warehouse under protective and controlled environment. Any loss/damage occurred to any of the components which are placed in bidder's inventory will be the responsibility of the bidder.
- xxv. The Bidder shall arrange to construct, maintain, and afterwards remove and reinstate any temporary access required for and in connection with the execution of the works. Reinstatement shall include restoring the area of the access route to as before.
- xxvi. The bidder should submit below documents:
- User Manuals: For all the application software modules, required for operationalization of the system.
  - System Manual: For all the application software modules, covering detail information required for its administration.
  - Standard Operational Procedure (SOP) Manual: The Bidder shall be responsible for preparing SOP Manual relating to operation and maintenance of each and every service as mentioned in the RFP. The draft process (SOP) document shall be formally signed off by AMC/SCADL before completion of Final Acceptance Test.
- xxvii. The bidder will ensure upkeep & update all documentation and manuals during the entire contract period. The ownership of all documents, supplied by the Bidder, will be with SCADL.
- xxviii. The bidder shall be responsible for O&M of hardware flap-based parking device, field devices of inventory, troubleshooting, maintenance for entire contract duration. O&M for Software such as mobile app, cloud-based data server & storage including bug resolution, ensuring SIM based Internet Connectivity for the entire contract duration.
- xxix. Hand-over of the system at the end of contractual period – Bidder will handover information relating to the current services rendered and data relating to the performance of the services; Entire documentation relating to various components of the Project, any other data and confidential information related to the Project; All other information (including but not limited to documents, records and agreements) relating to the products & services related to the project to enable AMC/SCADL and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the Project Services to AMC/SCADL or its nominated agencies, or its replacing vendor (as the case may be).
- xxx. Change Request: For any change request/shifting Selected Bidder & OEM will be solely responsible and AMC/SCADL will not pay any additional cost.

## 4.4 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. Warranty Period is defined as 5 years from the date of issue of work order The bidder shall be

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- responsible to maintain the system for 5 years which includes onsite repair warranty and comprehensive Annual maintenance.
3. All prices should be inclusive of all required accessories/parts, installation charges and 5 years onsite repair warranty and comprehensive annual maintenance.
  4. 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.
  5. Technical Support shall be provided by the respective OEM for till the end of the contract period.
  6. 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; 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.
  7. 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.
  8. 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)
  9. The Tenderer shall promptly notify the Selected Bidder in writing of any claims arising under this warranty.
  10. 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.
  11. 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.
  12. 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. The Warranty Period of different Request Order items shall end at different dates. The Selected Bidder shall not dispute the same in future in any manner. 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.

## 4.5 Manpower

Successful bidder will have to deploy below mentioned minimum manpower for entire contract duration without any additional cost to SCADL.

Designation	Qty	Roles & Responsibilities	Desired Qualification
Project Manager	1	i) Supervise the entire project/resources on regular basis during implementation & O&M Phase and co-ordinate with the authority nominated by AMC/SCADL. ii) Will ensure that everything is getting implemented as per the agreed plan and SLAs. Preparing MIS Reports, etc. iii) Coordination with their field manpower for fault resolution, project implementation, coordination other stakeholders etc.	· BE /B. Tech with M.Tech/MBA with Minimum 8 Years of Experience in large scale ICT/IT/ITES infrastructure projects.  Relevant Experience: Minimum 4 Years of experience as a project manager of large-scale IT projects.

Designation	Qty	Roles & Responsibilities	Desired Qualification
Field Coordinator	1	<ul style="list-style-type: none"> <li>. Act on any critical issues.</li> <li>. Coordinate with various departments and stakeholders for necessary permissions</li> <li>. Should have entire end-end knowledge regarding the parking devices.</li> </ul>	<ul style="list-style-type: none"> <li>. Graduate in Any stream</li> <li>. 4+ years' work experience in similar field.</li> </ul>

### Note:

1. The bidder shall not replace any of the proposed resources during the contract period without prior approval from SCADL.
2. All members of project team need as mentioned in above table to be available with BIDDER from start of assignment (i.e., issue of LOI/LOA/Work Order).
3. Any change, except for the reasons not in control of the bidder (like resignation by the resource or unavailability of the resource due to valid personal reasons – agreed by SCADL) shall attract penalty of Rs. 50,000/- per event.
4. SCADL reserves the right to ask for replacement of the resource on the ground of non-performance by the existing resource.
5. In case of replacement if any, The BIDDER will need to replace the resource with same or higher qualification and experience as approved by SCADL/AMC.
6. Any replacement profile shall be equal or better in terms of Qualification and Experience and shall be subject to approval from SCADL.
7. SI shall provide minimum 2 weeks for hand-over between the existing & replacement resource.
8. Depending on the requirement, SCADL may request the deployment of specific resources (as identified in the Financial Bid), with billing for these resources commencing only after mutual agreement between SCADL/AMC and the Bidder."
9. The Project manager shall be available for discussion, meeting and working jointly with AMC/SCADL team during implementation and O&M phase.
10. The BIDDER will ensure that in the event of change of project resources during the course of the project, prior intimation to the SCADL and suitable knowledge transfer takes place. Also, the replacement of the resource should be of higher or similar skill set, experience level and shall need to be approved by AMC/SCADL.
11. Number of manpower required for successful implementation and O & M of the project within SLA are to be deployed by the bidder.

### Incident Management System

Selected bidder shall deploy an incident management system to monitor the adherence of SLA for CAPEX and OPEX phase both. It deals with service issues, and with all other service and user requests recorded by a support personnel. It also monitors the completion of requests by the service desk or by all other service units. Finally, Incident Management has the task of informing the service requester on the status of a service request. The selected vendor must follow ITIL/ISO 20000 incident management process for duration of the contract.

Sr. Processes to be followed to deliver services	
1	Every incident and all required data are recorded.
2	Every incident runs through a set of standardized activities and procedures, in order to ensure effective and efficient processing.
3	Every incident is categorized and prioritized regarding its (potential) impact and urgency, in order to schedule its resolution in a business-oriented way.
4	Functional and hierarchical escalation procedures are in place in order to ensure that each incident is investigated by qualified members of staff, either by internal or external experts.

# ***SECTION: 5 TECHNICAL & FUNCTIONAL SPECIFICATIONS***

## 5.1 Flap Lock Based Smart Parking System

The Bidder shall carry out design, development, testing, supply, installation, integration, commissioning, operation and maintenance of Parking Management System. AMC/SCADL requires a fully automatic smart parking solution where users can autonomously park their cars without the need for manual intervention or paper tickets. The smart parking device must be equipped to detect the arrival of cars, initiating automatic calculations for parking duration.

- To ensure a seamless process, a locking mechanism must be integrated into the system. This mechanism prevents car movement until the parking fees is paid.
- SCADL has undertaken a pilot study in February 2024 for Flap Lock Based Smart Parking System and achieved exciting result from this solution. Therefore SCADL is planning to scale up this solution to other locations.
- In this section the asked functional and technical specification is minimum requirement and has been derived from the experience of pilot study.
- The Flap Lock Based Smart Parking System should promptly secure a parked car upon arrival and will only release it once the requisite parking fees have been successfully paid.
- The system must be designed with two integral components: a sensor and car tire blocking hardware. Upon a car's arrival, the sensor must promptly communicate with the server, marking the slot as occupied and activating the car tire blocking mechanism, preventing the car from being moved.
- Upon the Users/Citizen's return and successful payment of the parking fees, the car tire blocking hardware seamlessly retracts.
- Should the Users/Citizen do not move their car within 10 minutes of payment, the system intelligently reverts the slot to an occupied status and reinstates the car tire blocking hardware, ensuring optimal parking management.

Sr. No	Parameter	Minimum required specification (a bidder can offer similar or better technical specifications)
<b>Ground Mounted Vehicle Detection Component Specifications</b>		
1	Operating voltage	220V AC $\pm 10\%$
2	Power Consumption	$\leq 5\text{VA}$
3	Output relays	240V/5A AC
4	Frequency range	20 kHz to 170 kHz
5	Reaction time	10 ms
6	Signal holding time	Unlimited / limited when loop is permanently covered 10 minutes or better
7	Sensitivity	adjustable in 8 increments
8	Wiring	50 $\mu\text{H}$ to 1000 $\mu\text{H}$ . Ideal is 150-300 $\mu\text{H}$
9	Loop connection wiring	Minimum length 10 meters,
10	Autocorrecting time	1 to 2 seconds
11	Operating temperature	-20°C to +65°C
12	Storage temperature	-40°C to +85°C



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Sr. No	Parameter	Minimum required specification (a bidder can offer similar or better technical specifications)
13	Communication range	300 meter
14	Detection technology	Electromagnetic or loop based or similar
15	vehicle detection	Omnidirectional [0-50cm]
16	Detection accuracy	More than 99%
17	Built-in Bluetooth	5.1
18	Installation	Surface mounted
19	Load Capacity	up to 2.5 tons
20	Design	Anti-Slip
21	Material	ABS
22	Back up Battery pack	Lithium Thionyl Chloride
23	Voltage	3.6V 18Ah
24	Battery Life	7 Years
25	Integration	Open Web API
26	Dimension	Color- Black, Weight– 0.5Kg, Size- Ø 170mm, Height 40mm

**Tire Lock Flaps Specification**

1	Working voltage	DC24V
2	Power consumption	0.012W (standby), 15-25W (when open or close)
3	Rising flap degree	45 degrees
4	Lifting weight	20KG
5	Arm rising time/falling time	6s
6	Size	L*W*H 1100*300*95MM
7	Net weight	45kg
8	Thickness of material	5 mm
10	Working temperature	10°C ~+55°C
11	Communication	Wifi
12	Identification	Unique serial number

## 5.2 CCTV Camera, Pole and Other Technical Specification

Parameter	Minimum Requirements
IP Based CCTV – IR Bullet Network Camera	<p>1/2.8'- 2MP Varifocal Bullet with Motorised Lens.</p> <p>Video Compression:H.265 (backward compatible with H.264) , MJPEG or better</p> <p>IR Distance: Distance up to 30m or better range</p> <p>Storage : Micro SD Built-in SD card slot, minimum 256 GB , Footage of Minimum 10 Days should be available at local SD card.</p> <p>Focal Length: 2.7mm~13.5mm or 2.8 mm to 12 mm (Actual focal length to be decided based on field situation)</p> <p>Resolution: 1080P(1920×1080)</p> <p>Resolution &amp; Frame Rate : Minimum 25 frames per second (FPS) for both the Streams. Full HD (1080P) @ 25 FPS with H.265 compression on one stream &amp; HD (720P) @ 25 FPS with H.265 compression on other stream.</p> <p>S/N Ration: More than 50dB</p> <p>Wide Dynamic Range: 80 dB or better</p> <p>Day&amp; Night: Auto(IR) , Color / B/W</p> <p>Backlight Compensation: minimum 3D DNR BLC</p> <p>Text Superimposing: Camera shall support superimposing the title and date &amp; time on the video</p> <p>Streams : Minimum two video Stream supported. Each Stream configurable for resolution , fps.</p> <p>Ethernet Port: RJ45 (10/100Base-T) self-adaptive</p> <p>White Balance: Auto/Natural/Street Lamp/Outdoor/Manual</p> <p>Protocols : IPv4/IPv6, TCP/IP, UDP, HTTP, HTTPS, DHCP, DNS, DDNS, PPPoE, NTP, UPnP, SMTP, RTSP</p> <p>Ingress Protection: IP66 or above</p> <p>Operating Conditions: -0 °C to 50 °C, Humidity 80% or less (non condensing)</p> <p>Standard : ONVIF 2.0 and above supported</p>
POE Injector Switch	<p>8 Port Gigabit PoE Switch with 1 Giga (RJ-45) UP-Link Port and 1G Fiber UP-Link Port</p> <p>PoE Port</p> <p>Output Power – 15.4/30W IEEE802.3af/at</p> <p>PoE Power Budget 55W minimum</p> <p>Transmission distance – 150 m</p> <p>Working temp: -10 – 55 Degree C</p>

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Parameter	Minimum Requirements
Stabilizer	220 V AC Stabilizer: Working Range – 90V-290V, Capacity- 3A
Field Junction Box	Field Junction Box with waterproof rubber with PDU, Fan with Canopy, air filter, locking system. Size as per requirement of the proposed solution/6U. Shall avoid dust, water and anti-corrosive materials. Pole mountable with 8 inch diameter and above.
Processing Module	Processor: Cortex-A53 (ARMv8) 64-bit SoC @ 1.4GHz 2.4GHz and 5GHz IEEE 802.11.b/g/n/ac wireless LAN, Bluetooth 4.2, BLE RAM 1 GB
Poles for Sign Board, Cameras and Equipment	Street pole of metal (iron/SS/MS) with 11 meters with Lights and proper foundation
Mount for Camera	Network Camera Pole Mount Bracket/ Wall Mount Bracket as per requirement of the sites Back Junction Box - Cable hole on bracket & Screw Minimum 6 inch diameter
CAT 6 Cable	CAT6 Outdoor cable & Patch Cord as per ISI, industrial standard as per requirement
Optical Fibre	As per industrial standard and field situation, 2F / 4F / 6F / 8F / 12F / 24F for ITU-T-G.655/g.657.A1,etc. Cable must be suitable for UG as well as aerial installation. Cable must be suitable for outdoor as well as indoor applications.
Operating temp.	Up to 55 degree C
SIM card based router	A router with a provision for sim card to connect the edge analytics processor to the local server.
Outdoor Rack/Field Junction Box	An Outdoor Rack/ Field Junction Box shall be used to place the components (edge analytics processor, sim card based router, stabilizer, battery, etc)
QR Code Metallic Sticker	QR Code (abbreviated from Quick Response Code) is a matrix barcode (or two-dimensional bar code). A unique QR code sticker shall be installed at each pole. The bidder shall install QR code engraved in a metal for longer durability and life. The min. size of metallic plate QR code shall be of 2 inch*2inch

## ***SECTION: 6 DELIVERABLE, TIMELINE & PAYMENT PROCESS***

## 6.1 Project Deliverables, Timeline and Payment Process

During project the Implementation Bidder shall submit the deliverables as mentioned below as per the timelines mentioned below.

Selected Bidder has to create a unique ID for each flap lock based smart parking devices as well cameras mentioning location name, lat/long-geo coding and ensure same to be properly mapped in mobile application (both in android/IOS).

Initially SCADL is planning to release scope of work for 1000 devices however, based on selected bidder's performance and with mutual agreement, SCADL/AMC reserves its rights to award up to 4 no. of additional work order in multiple of 1000 qty. each at the same price and terms & conditions quoted in the original contract.

**Table – 6.1**

**To – To is date of award of LOI/LOA/Work Order whichever is earlier.**

The initial work order will consist of 1000 devices, and the 'To' date will be defined as the date on which any work order is issued. For example, if a work order for 1000 devices is issued on 6th July 2024, the 'To' date will be 6th July 2024. Similarly, if another work order for an additional 1000 quantity is issued on 1st January 2024, the 'To' date for that order will be 1st January 2024

**"Ti" – Installation order issued date:** SCADL will issue an installation order containing specific location details. The installation quantity specified in this order may vary between 225 to 275 devices. These orders will be issued periodically until the successful installation of all 1000 devices completed as per the initial work order.

#	Deliverables	Timeline	Penalty levied	Payment Terms	Reference for Measurement
M1	Work Order/LoI shared by SCADL	To	-	-	To be released to Selected Bidder by SCADL
M2	Signing Of Contract	2 weeks post issuance of draft contract by SCADL.	Rs. 20,000/week or part thereof. SCADL may terminate the contract and forfeit the PBG beyond delay of 5 weeks	-	Contract Signoff copy
M3	Manpower mentioned in table 4.5, Other than line items discovered in financial bid table B.	T1 = To + 2 week	Rs. 3,000 for every week of delay or part thereof per pending resources.		(i)CV's & if required Interview of critical Team Members (ii)Overall manpower deployment plan (Field, ICCC etc)

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#	Deliverables	Timeline	Penalty levied	Payment Terms	Reference for Measurement
M4	Requirement gathering & Development, Testing, Integration of Mobile application, QR Code, web page & Dashboard	T2 = To+6 Weeks	Rs. 5,000/week or part thereof. SCADL may terminate the contract and forfeit the PBG beyond delay of To+ 8 Weeks	80% of A3 value as mentioned in price bid format of section 7.3	(i) Functional & Technical specifications for hardware & software applications. (ii) Demo of End – end payment process as mentioned in SoW. Testing Report (FAT, UAT), Signoff with AMC & SCADL as per requirements. (iii) Demo of Report generation through Dashboard. (iv) Cyber Security Successful Compliance with Certificates from a CERT-In empaneled firm
M5	Delivery of all Hardware – Flap based smart parking devices, CCTVs, Pole, Junction Box, Controller etc as mentioned in work order.	T3 = To+12 Weeks	Rs. 10,000 per week or part thereof for any delays in the supply of hardware for the confirmed location  For penalty refer point 7 in Note for Capex	50% of value mentioned against each line item in Sr.No 1-5 as per Table - A of section 7.3.  Refer Point.no 6 in Note for CAPEX.	(i) List of procured flap based smart parking devices and CCTVs mapped against their unique Id's. (ii) Delivery inspection report along with concerned photographs signed off by AMC/SCADL.
M6	Feasibility study and Site Survey, submission of implementation plan.	T4 = Ti + 2 Weeks	Rs. 10,000/week or part thereof. SCADL may terminate the contract and forfeit the PBG beyond delay of Ti + 4 weeks		Site feasibility & survey report with BoQ and relevant geo tagged photographs.
M7	Installation, Testing & Software Integration of delivered hardware - Flap based smart parking devices, CCTVs., Pole, Junction Box, Controller etc. as	T5 = T4 + 4 Weeks	<b>Part a:</b> Rs. 10,000/week or part thereof. SCADL may terminate the contract and forfeit the PBG beyond delay of T4 + 8 weeks	<b>Part a:</b> On Pro-rata basis as per actual installed quantity, derived from A1 value of Table -A of section 7.3  Please refer Point.no 8 in Note for CAPEX.	(i) Integration report of field devices with Mobile application/ dashboard/web page. Mobile application demo. (ii) Installation Report. (iii) Field report and Geo tagged Photographs. (iv) Testing Report

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#	Deliverables	Timeline	Penalty levied	Payment Terms	Reference for Measurement
	mentioned in work order.			<b>Part b:</b> 40% of supply value mentioned against each line item in Sr. No 1-5 as per Table -A of section 7.3.  Please refer Point.no 9 in Note for CAPEX.	(FAT, UAT), Signoff with AMC & SCADL on agreed requirements, and clearance of all open punch/observation points. (v)Cameras discovered in VMS and integration report of all pingable device of NMS. (vi) Installed flap-based devices mapped to a unique id updated on dashboard. (vii) SOP documents.
M8	Cooling off period for Mobile application, QR Code, web page & Dashboard	T6 = T0+24 Weeks		20% of A3 value as mentioned in price bid format of section 7.3	(i)Testing Report (FAT, UAT), Signoff with AMC & SCADL on agreed requirements, and clearance of all open punch/observation points (ii)Cameras discovered in VMS and integration report of all pingable device of NMS.
M9	Cooling off period for Hardware	T7 = T5 + 12 Weeks		10% of supply value mentioned against each line item in Sr.No 1-5 as per Table -A of section 7.3.	
M10	Operation & Maintenance		As mentioned in table 6.2	20% of total amount collected from Parking fee.  50% of total amount collected from Parking fines.	(i)NMS and VMS reports (ii)Parking devices working/not working report. (iii)Payment reconciliation report downloaded from the dashboard. (Payment received details through fees and penalties) (iv) No. of users along with maximum and least utilized location. (v) SLA report (vi) Grievance call logs and Grievance logs

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#	Deliverables	Timeline	Penalty levied	Payment Terms	Reference for Measurement
					through mobile application.

**Note for CAPEX:**

1. The maximum penalty for the implementation phase will be 20% of work order/repeat work order value. SCADL will have a right to terminate the contract upon total penalty of this section crossing the maximum ceiling.
2. The payment will be done as per the quantities defined in the financial bid of this RFP.
3. Post completion of necessary milestone, bidder to submit the requested documents as per table 6.1. Post verification of documents and calculating penalties as mentioned in Table 6.1, payment to be made against that milestone.
4. Bidder at any point of SITC, should not change the technical specifications of flap based smart parking devices as mentioned in this RFP, unless it is intimated and approved by SCADL.
5. Any delays in the project timeline attributable to the TENDERER's failure to provide necessary support (such as space, and clearances) will not be considered when determining actual delays and applicable penalties. Dependencies from the TENDERER's side will be excluded from the calculation of delays. Informing the client in due time of the cause of such delay falls within the responsibility of the SI.

6. **Note for Milestone-5 payment:** The successful bidder is required to deliver all quantities specified in Sr. No. 1-5 of Table-A, Section 7.3 within 12 weeks from the date of issuance of the work order. The bidder can raise an invoice in accordance with the payment terms mentioned for Milestone 5 upon the delivery of at least 50% of the quantity specified for each line item in Sr. No. 1-5. Subsequent invoices can be raised based on the quantities delivered, with a maximum of one invoice is allowed per month.

For example, if the work order mentioned the delivery of 1000 flap-based smart parking devices within 12 weeks, and the bidder delivers 250 devices in 4 weeks, they are eligible to raise an invoice for 50% of the value of these 250 devices. If an additional 250 devices are delivered in the following 6 weeks, the bidder can then raise an invoice for 50% of the supply value of these 250 devices after delivery and so on. This invoicing pattern applies to each line item specified in Sr. No. 1-5 of Table-A, Section 7.3.

7. **Penalty for Milestone 5:** This milestone penalty shall be applicable to the bidder if the bidder does not have the required materials available for the confirmed locations as specified by SCADL. The bidder shall ensure that the supply quantity is greater than or equal to the installation order quantity. For instance, if SCADL issues an installation order for 10 locations, the installation quantity for each parking cluster is likely to be in the ratio of 10:2:1:1:2:2. This means the bidder must have the following quantities available in their warehouse:

- 100 flap devices
- 20 fixed poles
- 10 junction boxes
- 20 bullet cameras
- 20 signboards

If the specified quantities for any line item are not available in the bidder's warehouse for that installation order, and it is proven from previously submitted supply quantity invoices that the quantities are insufficient to fulfill this installation order, a penalty of Rs. 10,000 per week or part thereof shall be imposed. This penalty will continue until the necessary quantities are supplied of each



short fall line items and shall be deducted from any amount payable to the successful bidder by SCADL.

8. **Note for Milestone 7 (Part “a” Payment):** Part (a) of the payment for Milestone 7 will be made to the successful bidder based on the installed and integrated quantity. The pro-rata value will be derived from the A1 value mentioned in Table A, Section 7.3.

For example, if the SCADL has issued an Installation order ("Ti") for 250 parking bays, the bidder needs to complete the installation of the quantity mentioned in the installation order within 4 weeks time. Upon completing the installation, submitting the relevant documentation, and deducting any applicable penalties, SCADL will pay the bidder for 250 parking bays. The payment amount will be calculated by multiplying 250 by the unit price value listed in A1 of Table A, Section 7.3.

9. **Note for Milestone 7 (Part “b” of Payment) :** Part (b) of the payment for Milestone 5 will be made to the successful bidder following the installation of the "Ti" quantity as per the timeline outlined in Table 6.1. The successful bidder may submit an invoice for this payment in accordance with the payment terms specified in Milestone 7, based on the installed quantity of Milestone 7.

Upon completion of Milestone 7, if 250 no. of flapped device are installed and integrated, the bidder shall raise an invoice for an additional 40% of the supply value of the 250 Flap-based devices. This payment pattern will apply to all the line items listed in Sr. No. 1-5 of Table A, Section 7.3.

10. In the event that SCADL/AMC fails to provide all necessary location details within six months of the issuance of the work order, the successful bidder shall be raised a claim for the Milestone 9 payment and shall provide remaining all hardware which are installed in field to SCADL/AMC. The bidder shall be required to maintain these stock at their warehouse without any additional cost to SCADL/AMC.

## 6.2 O & M SLA's

Sr No	Service level parameter	Baseline Metric	Penalty	Basis for measurement
1	**Average uptime and Availability of Dashboard, QR Code, Mobile App, NMS, VMS.	>99% per quarter	No penalty	(i) Cloud based Ticket/Incident Management System developed by the Bidder. (ii) Cloud service providers report on all type of software (VMS/NMS/etc.) (iii) Mobile application uptime report which is installed/hosted/located on cloud deployed by Selected Bidder during the project.
		>98% to <=99% per quarter	5 % of total quarterly revenue share	
		>=97% to <=98% per quarter	10 % of total quarterly revenue share	
		< 97% per quarter	15% of total quarterly revenue share	
2	Hardware breakdown – Flap based smart parking system, CCTV, Controller, Router.	< = 12 hrs from the time of complaint	No Penalty	(i) Ticket Based Incident Management System developed by bidder. - NMS (ii) The measurement of the service availability will be based on the reports generated through monitoring tool deployed by bidder. (iii) Dashboard report showing status of smart devices systems up/down time over the duration for which invoice is raised.
		> 12 hrs to < =24 hrs or standby not provided	0.1 % of total quarterly revenue share per instance of hardware breakdown	
		Not resolved/standby not provided (> 24 Hrs)	0.2% of total quarterly revenue share per instance of hardware breakdown	
3	Customer Grievances & Management	Complaints resolved within 45 minutes	No Penalty	(i) Logs to be submitted from calls received, for the duration for which invoice is raised. (ii) Complaints logs which are generated from Mobile application. (iii) Any other supporting documents as requested by SCADL.
		Complaints resolved >45 Minutes and <=2 Hours	1% of total quarterly revenue share per complaint	
		Complaints resolved >2Hours and <4 Hours	2% of total quarterly revenue share per complaint	
		Complaints resolved beyond 4 hours	15% of total quarterly revenue share per complaint	

\*\* In case if any consecutive 3 Quarters the average uptime performance is < 97%, it will create base to terminate the contract. SCADL may have rights to initiate the process for contract termination and SCADL/AMC has also rights to recover the amount by deducting % revenue share or part thereof in financial O&M bid.

### Note for OPEX:

- The successful bidder should communicate to SCADL via mail post successful installation, integration of first smart parking device on the field.

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- b. Parking fee collected, penalty etc should begin right after installation and integration of first smart parking device in the field. The dashboard, mobile application, web page and QR code's SLA will be monitored from day first smart parking device is installed in the field.
- c. For OPEX, Bidder must manage all O&M activities mentioned in scope of work of this RFP for the entire contract period, AMC / SCADL will not pay any fixed price.
- d. 20% of earned revenue will be passed on to successful bidder every quarter.
- e. Maximum O&M penalty is restricted to 20% of the OPEX revenue share of that quarter or part thereof. Non-compliance to SLA beyond the penalty limit defined for CAPEX & OPEX phase may lead to termination of contract on discretion of AMC/SCADL.
- f. For O&M phase AMC/SCADL may add/ delete/ change/ modify the parking fees and penalty parameters, provided that at thirty days (30) day prior notice shall be given to the bidder before such parameters are applied.
- g. The bidder to raise invoice for O & M every quarter. Post verification of payment reconciliation reports generated from dashboard and calculating necessary penalties as per table 6.2 , payment will be processed by SCADL.
- h. Penalties shall be levied only for the reasons attributable to the implementing Bidder. Any risks/ issues foreseen by the implementing Bidder shall be brought to the notice of the SCADL immediately. If no such issues/risks are highlighted by the implementing Selected Bidder, then it is expected that no delays will be there in the implementation schedule.
- i. All works under or in course of execution or executed in pursuance of the contract shall always, be open to the inspection and supervision of AMC/SCADL or appointed representatives.
- j. AMC can increase or decrease manpower on discovered rate in OPEX Financial Bid table B as per requirement.
- k. Non-compliance to SLA beyond the penalty limit defined for CAPEX and/or OPEX for any 3 quarter may lead to forfeit the PBG and may lead to termination of contract.
- l. During the Operation & Management period the implementing bidder is expected to keep the Technology and Performance levels above the specified level. It will be the responsibility of the implementing Selected Bidder to design and code the software to ensure application is measurable in terms of uptime and performance.
- m. All works under or in course of execution or executed in pursuance of the contract shall always, be open to the inspection and supervision of AMC/SCADL or appointed representatives.
- n. If any hardware has hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent new equipment by the vendor at no cost to SCADL within 10 days from the date of last failure. Till the replacement is provided, the original equipment has to be kept in running condition or else a standby provided and all services restored. However, penalties for breakdown as per SLAs defined in the tender will be applicable.

**Partial/Full damage to hardware**

- a. Hardware installed through this Project would become an important public asset. During the contract period of the Project the BIDDER shall be required to repair / replace any equipment if stolen / damaged/faulty. Appropriate insurance cover must be provided to all the equipment supplied under this project.
- b. In case of Partial/ Full damage or loss of the equipment due to reasons beyond the control like Theft, accident, intentional damage by mishandling, Fire,Flood etc., the BIDDER should be in a position to supply working standby equipment with same configuration or higher with all services restored, as if it is a breakdown.
- c. In such a case the BIDDER will have to make provision for the supply of the new hardware against the lost/ damaged equipment/ component. If the BIDDER does not provide standby equipment, the penalties for breakdown as per SLAs will be imposed.
- d. Service Engineers/ Representatives of BIDDER shall invariably carry their identity cards with them, without which they will not be allowed to access department Systems. Service Engineers of the BIDDER shall have access to the Computer Systems/ Backup Solution only after obtaining clearance

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from department authorized officials. No component of the System/ data/ log information will be taken out of department premises without clearance from authorized Officials of the department.

- e. In the event of damages to field hardware's happening due to public or crowd causing a significant disruption to network uptime, the Procuring Entity/Tenderer reserves the right to give exclusion for that specific period/time for those devices with reference to successful submission of evidence of sites(photo/video/documentations/etc.) by the selected bidder. Such damages may include but is not limited to intentional or accidental actions by the public/crowd or any affiliated parties leading to network infrastructure developed through this RFP especially pingable devices of the network. The Vendor must accept responsibility for ensuring the integrity and security of the network infrastructure during implementation and O&M phase where public or crowd damage is foreseeable. Failure to do so may result to not to consider exclusion in network uptime.

### ***Review of SLA Parameters***

The SLA design is based on the scope of services and operational aspects of Implementation bidder. Due to evolving nature of the proposed project, a review of SLAs will be conducted at the end of three months from the date of go-live of the Implementation Selected Bidder. The purpose of this review is to reassess the SLAs based on the first three months' call volumes. SCADL, after thorough analysis of the monthly statistics monitored as per the above mentioned SLA parameters, may consider revision of the SLA parameters and update this agreement. And if the revision occurs, then the revised SLAs would be final and binding for the rest of the term of the contract

## ***SECTION: 7 PRICE BID FORMAT***

## 7.1 Commercial Bid Cover Letter

<<To be printed on letter head of Bidder and signed by Authorized signatory>>

Date: dd/mm/yyyy

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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)

Subject: RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Development, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City.

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

Dear Sir/ Madam,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of “RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Development, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City” do hereby propose to provide services as specified in the Bid Document referred above.

### PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for entire contract duration.

We hereby confirm that our Tender prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the Bid Document formats.

We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

### DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Bid Documents and there are no deviations

Further we agree that additional conditions, if any, found in our bid documents, shall not be given effect to.

### QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

### BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Bid Document. The bid price at which the contract is awarded shall hold good for entire tenure of the contract. These prices are indicated in the subsequent sub-sections of this Section.

### CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the Bid Document.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,  
Yours faithfully,

(Signature of the Authorized Signatory)

Name

Designation

Seal.

Date:

Place:

Business Address:

## 7.2 General instructions for Commercial Bid

- i. Bidder should provide all prices as per the prescribed format under this Annexure.
- ii. All the prices are to be entered in Indian Rupees (INR) only
- iii. Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties including GST and with excluding GST both.
- iv. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever asked for.
- v. The bidder will have to arrange for storage of the goods at his own cost for storage of any items supplied as part of this scope of work.
- vi. SCADL reserves the right to ask the SI to submit proof of payment against any of the taxes, duties, levies indicated.
- vii. The Unit Rate as mentioned in the following formats may be used for the purpose of 'Change Order' (limited to thirty percent of quantity described in commercial bid) for respective items including license fee, if any. The unit-rates discovered shall be valid for duration for entire contract duration from the date of opening of the financial bid.
- viii. 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.
- ix. 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.
- x. No escalations of prices will be considered under any circumstances.
- xi. The bidders may visit the site and obtain additional information at their own cost and responsibility.
- xii. SCADL to scale up and scale down resources based on requirements. Any line items may be removed from the scope based on SCADL's discretion.
- xiii. During the payment stage, SCADL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- xiv. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items. No additional/separate payment shall be made regarding the same.
- xv. For the purpose of evaluation of Commercial Bids, SCADL shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
- xvi. In case of repeat of same item in commercial bid, the least price quoted by bidder shall be considered while placing additional order.
- xvii. The Contract Price shall be firm and not subject to any alteration.
- xviii. The Implementation agency should be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.
- xix. Please note invitation of price discovery rate for future requirements does not imply guarantee of any additional work or any increase in scope. The price discovery rates are being invited to meet any exigency requirements if a need emerges during the period of contract with respect to deployment of additional manpower resources.
- xx. The rate/cost quoted for AMC and price discovery elements would be considered for additional procurement/payment in future.

### 7.3 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 (CAPEX)

**Table -A**

S.No.	Item Description	QTY	Unit	Basic Unit Rate (in Rs.)	Total Amount Without GST (in Rs.)	Total Amount With GST 18% (in Rs.)
<b>Capital Expenditure (CAPEX)</b>						
<b>Schedule A – Hardware – Delivery</b>						
1	<b>Flap Lock Based Smart Parking Device</b> - Delivery of Flap Lock Based Smart Parking Device as per RFP specification	1000	Nos			
2	<b>Fixed Poles</b> - Delivery of fixed poles for sign board, camera etc. (2 no. of qty. for each parking bay)	200	Nos.			
3	<b>Pole Mounted Junction Box</b> – Delivery of pole mounted industrial grade junction box with controller/gateways, SIM card -based router, stabilizer, switches and other electronic equipment's and required accessories	100	Nos.			
4	<b>Bullet Camera</b> - Delivery of Bullet Cameras (2 MP) with IR, Micro SD and required software licenses for video processing (2 no. of qty. for each parking cluster)	200	Nos.			
5	<b>Sign Board</b> – Delivery of Standardized Signage for Parking Management System (min size 4 ft*2ft) and LED light (2 no. of qty. for each parking bay)	200	Nos.			
<b>Total Hardware Components – Delivery Value (Ao)</b>						
<b>Schedule B – Installation, Testing &amp; Commissioning</b>						
6	<b>Installation</b> , Testing and Commissioning of Flap Lock Based Smart Parking Device with QR Code and Branding as per RFP specification, Fixed poles with pre-cast and earthing, signboard,( with logos approved content, LED light for night visibility) and Bullet camera, Junction box with controller/gateway, SIM based router, stabilizer, switches and other electronic equipment's and required accessories	1000	Nos.			



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<b>Total Hardware Components – Installation, Testing &amp; Commissioning Value (A1)</b>						
7	<b>Dismantling and Reinstallation</b> Cost of Flap Lock based Parking Device, Pole with all accessories <b>(A2)</b>	50	Nos			
<b>Schedule C - Software</b>						
8	<b>Smart Parking Software</b> - COTS based Mobile App (android and ios) and Web Application as per the requirement described in RFP for citizens and officials of AMC/SCADL to manage parking system on street with perpetual license and for unlimited no. of users.	1	Nos.			
9	<b>VMS</b> - VMS on Cloud (Necessary VMS software for viewing it at remote location along with sufficient number of licenses for all the cameras that can be procured under this RFP)	200	Nos.			
10	<b>NMS/</b> ticket -incident creating and monitoring system on Cloud (NMS Software to monitor all pingable device that can be procured under this RFP along with sufficient number of licenses)	400	Nos.			
<b>Total Software Components Value (A3)</b>						
<b>Total CAPEX (Ao + A1+ A2+ A3)</b>						

## B. Operational and Maintenance Expenditure (OPEX)

**Table -B**

#	Item Description	QTY	Unit	1 <sup>st</sup> Year Annual Rate (Without Taxes & GST) (INR)	2 <sup>nd</sup> Year Annual Rate (Without Taxes & GST) (INR)	3 <sup>rd</sup> Year Annual Rate (Without Taxes & GST) (INR)	4 <sup>th</sup> Year Annual Rate (Without Taxes & GST) (INR)	5 <sup>th</sup> Year Annual Rate (Without Taxes & GST) (INR)	Total Amount Without GST (INR)	Total Amount With GST (INR)
<b>Schedule D - Operation and Maintenance</b>										
1	<b>Software Engineer</b> for mobile app, web application and network	2	No.							
2	<b>Marketing /Awareness</b> Team for Field activity & Project deploy.	15	No.							
<b>Total OPEX (INR)</b>										

## Note for Financial Bid:

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- Initially AMC/SCADL may allocate scope for 1000 devices. However, selected bidder has to develop the mobile and web application/software which will support unlimited of user access from day 0. And will have the capability to support unlimited citizens and internal officer's user access even though scope increases without any additional cost to SCADL/AMC.
- For Sr.9 and Sr.10 of Table-A of financial bid, SCADL/AMC reserves its right to award additional quantity of work order +/- 25% of the original quantity (as per state and central govt. guideline) at the same price and terms and conditions quoted in original contract.
- Initially SCADL is planning to release scope of work for 1000 devices however, based on selected bidder's performance and with mutual agreement, SCADL/AMC reserves its rights to award up to 4 no. of additional work order in multiple of 1000 qty. each at the same price and terms & conditions quoted in the original contract. Selected Bidder (in case of consortium it is applicable for lead bidder) has to submit separate 5% performance bank guarantee for each additional work order value applicable for entire new contract duration excluding manpower rate discovered in Table B.
- For any additional installation of Flap Lock Based Smart Parking Device the price mentioned in Sr.No 6 will be considered on pro-rata basis and actual installed quantity of parking devices will be approved as per below mentioned example :  
If 12 Flap Lock based smart parking devices are installed costing "x", i.e value of A1 , then the total payment will be made 12x.
- The installation quantity for Sr.No 1-5 for each parking cluster is likely to be in the ratio of 10:2:1:2:2, however instead of 2 cameras if SCADL requests the bidder to install 3 cameras then the payment for the additional camera will not made, since SCADL considers the value of A1 inclusive of installation of all line items.
- Note for each Additional work order of 1000 qty:** For each additional work order of 1000 units, the following conditions will apply:
  - Performance Bank Guarantee (PBG):** The bidder shall have to submit a Performance Bank Guarantee (PBG) amounting to 5% of the total value of A0, A1 and total value of items listed in Sr. 9 and Sr.no 10 of Table-A of financial bid.
  - Payment Terms for Specific Items:** Payments for items listed in Sr. 9 and 10 will be made to the bidder based on the unit rate multiplied by the successful number of devices integrated into the Network Management System (NMS) and Video Management System (VMS). These payments will be made on a quarterly basis. SCADL will not pay sr.8 payment for additional work order qty.
  - Implementation Phase (Hardware Components):** Payment terms for the implementation phase for hardware components as mentioned in A0 and A1 as per table A, will remain as specified in section 6.1 of this RFP.

**Table C. Commercial Bid Summary**

S.No.	Commercial Bid Summary	Total Cost (Excluding GST) (with Taxes & levies if any applicable) (INR)	Total Cost (Including GST) (with Taxes & levies if any applicable) (INR)
1	CAPEX(Table -A )		
2	OPEX (Table-B) (Total OPEX of 5 years)		
	Total Project Cost (INR) (Sr No 1 + Sr No 2)		
	Total Project Cost In words		

## ***SECTION: 8 GENERAL TERMS AND INSTRUCTIONS TO THE BIDDERS***

## **8.1 Instruction to Bidders**

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the Bid Documents carefully.
- Every page of the proposal should necessarily be numbered and signed with seal.
- The bidder should not tamper the templates, and file types. If any additional information should be provided in a separate sheet where required.
- 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.
- 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.
- Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein, will be considered for evaluation by SCADL.
- Any past projects where the bidder executed other works in addition to what is asked in Pre-Qualification Criteria in a single order, the bidder should consider only the value of asked project part and highlight only those components.
- RFP document can be downloaded from the web site (n)Procure (<https://www.nprocure.com/>) up to the date and time mentioned in the RFP Notice.

## **8.2 Purpose of Bid Document**

1. The purpose of this tender is to select bidder to RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, installation, testing, Development, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City. 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 in response to this invitation. The term "Bidder" means the Firm.
3. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP.

## **8.3 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.

## **8.4 Late Bids**

1. The Bids received after the due date and the specified time (including the extended period if any) shall not be entertained. The Bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. PURCHASER shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. PURCHASER reserves the right to modify and amend any of the above-stipulated condition/Criteria depending upon project priorities vis-à-vis urgent commitments.
2. For the online bid submission, it is advised that the Bidder takes all necessary precaution for the same, including submitting the Bid well in advance to avoid any last-minute hassles, ensuring that the names/ formats of the files to be uploaded are as per the e-tendering portal requirements, using the

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prescribed browser for upload etc. PURCHASER shall not entertain any bids which could not be uploaded or uploaded properly in the portal for whatsoever reasons.

### Queries (Online)

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, Bidder email, to the following e-mail id. Email Id for submission of queries: smartcity@ahmedabadcity.gov.in.

The queries should necessarily be submitted in the following format:

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:
S #	RFP Document Reference (Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought
1			

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

## 8.5 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) 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.

## 8.6 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.

## 8.7 Risk Purchase

1. Purchaser on identifying any material breach of contract by Bidder, shall give Bidder a cure period of 90 days to correct the breach. If Bidder fails to cure the breach in the said time duration and accept its

inability to correct, purchaser may terminate the part of the contract that is breached and employ a third party to do the work on behalf of purchaser.

2. Bidder shall not be liable for any compensation for the work executed this way. This procurement from a third party 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 / 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.
3. Bidder shall execute the balance part of work as agreed under the contract.
4. If the selected bidder fails to perform its obligations (or any part thereof) under this scope of 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.
  - (a) From L2 / L3 / ...Ln bidder (where n is the total number of bids received) with the first bidder out of L2 / L3 / ...Ln who agrees to match the price of L1 discovered rate.
  - b) 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.
  - c) 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 / 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.
  - d) In this case of risk purchase, new identified selected L1 bidder (in case of consortium it is applicable for lead bidder) ( earlier L2 / L3 / ...Ln bidder) or any alternate source will have to submit performance bank guarantee @ 5% of the total value of the work allotted to the bidder.

## 8.8 Right to reject any proposal

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.

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

General Rejection criteria:

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

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- vi. Technical Rejection criteria
- vii. Bid not sealed and packaged in envelope as asked in RFP;
- viii. Bidders not complying with the Eligibility Criteria given in this Tender
- ix. Technical Bid containing commercial details;
- x. Revelation of Prices in any form or by any reason before opening the Commercial Bid;
- xi. 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;
- xii. 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;
- xiii. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
- xiv. 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;
- xv. Attempt by bidders to influence the decision of bid evaluation committee in unlawful manner or proved cause to obstruct the process of fair and transparent bid evaluation by authority.
- xvi. 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.
- xvii. During the bid process, if any information found wrong / manipulated / hidden in the bid.

## 8.9 Discount

The Bidders are advised not to indicate any separate discount in the Financial Bid. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, shall not be considered for evaluation purpose. However, in the event of such an offer is found to be the lowest without considering the discount, the Purchaser shall avail such discount at the time of award of contract.

## 8.10 Commercial Rejection Criteria

- i. Incomplete price Bid
- ii. Unreasonably low or unjustified price
- iii. Price Bids that do not conform to the Tender's price bid format;
- iv. Not submitting commercial bid online at <https://amc.nprocure.com>
- v. Total price quoted by the Bidder does not include all statutory taxes and levies applicable;
- vi. 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.
- vii. 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.
- viii. Even though the Applicants meet the required criteria, they are subject to be disqualified if Applicant or any of its constituent partner/s, director/s have Made misleading or false representation in the forms, statements, and attachments submitted; or Been debarred or terminated or blacklisted by Central Govt. organization / State Govt. organization / AMC / Any Municipal Corporation / ULBs etc. If, any of the directors, partners or the proprietor has a criminal history or has been convicted by any court of law for any of the offenses under any Indian laws. If, any criminal proceeding is pending in any court of law in India against any of the directors, partners or a proprietor and if any such proceeding culminates into conviction.

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

- The bidder should pay non-refundable Bid Fee in favor of "Smart City Ahmedabad Development Limited" payable at Ahmedabad, from Nationalized or Scheduled Banks except Co-operative Banks



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(as approved by Gujarat State Govt. and AMC), payable at Ahmedabad. The Bid fees shall be in the form of a Demand Draft.

- The bidder should also pay bid security Earnest Money Deposit (EMD) in form of Demand Draft or Bank Guarantee in favour of “*Smart City Ahmedabad Development Limited*” (SCADL) payable at Ahmedabad from Nationalized or Scheduled Banks except Co-operative Banks (as approved by Gujarat state govt. and AMC). payable at Ahmedabad. The EMD shall be in the form of DD or BG with validity of 180 days beyond the original validity period for the bid.
  - Bank Name –ICICI Bank
  - Branch – Ahmedabad Branch
  - IFCS –ICIC0000024
  - A/C No. - 002405501096
- No interest will be payable by the SCADL on the Earnest Money Deposit (EMD).
- 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.
- 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.
- 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
- 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.
- 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.

## **8.12 Sealing, Marking and Submission of Technical Bid**

- a. The price bid must be submitted online only on <https://amc.nprocure.com>. It should not be sent physically, if submitted physically the bid shall be rejected.
- b. No Bidder shall submit more than one Bid for the Project.
- c. Bidders are required to submit their technical in separate sealed envelopes as per instructions given below:
  - The Technical Bid must be sent to SCADL, strictly by Postal Speed Post or Registered Post or in person by the representative of the bidder. Documents received in any other manner or mode (like email) will not be considered.
  - Envelope 1: Tender fee (original DD) & Bid Security/Earnest Money Deposit (EMD) (original DD/BG)
  - Envelope 2: Eligibility documents for Pre-Qualification criterion with all annexures described in RFP
  - Envelope 3: Support documents for Technical Qualification evaluation with all annexures described in RFP

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- Envelope 4: Soft copy of Technical Bid in a Pen Drive
  - All four envelopes should be packaged all together in big envelope with tender number.
  - Each page of the technical bid above should bear the initials of the applicant along with the seal of the Applicant in token of confirmation of having understood the contents. Also, each page of technical proposal should be numbered with a proper index.

Each Bidder shall submit only one proposal containing documents as below.

- i. Original DD/BG of the Bid fee & EMD
- ii. Pre-qualification Criteria related documents
- iii. 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.
- iv. Details of EMD & Tender fee shall be submitted in electronic format in a pen drive (by scanning) while uploading the bid. This submission shall mean that EMD & tender fees are received for purpose of opening the bid. Accordingly, offer/ tenders of those bidders whose EMD & tender fee is received electronically, shall be opened. However, for the purpose of realization of EMD and Tender fee, bidder shall send the EMD as well as Tender fee in required format in original through RPAD/ Speed Post/in person so as to reach to registered office of SCADL. Punitive action shall be initiated for non-submission of EMD & Tender fees in original to registered office by bidder including abeyance of registration and cancellation of E-tendering code for one year.
- v. Proposal should be signed by an authorized person of the bidder. It 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 to the terms and conditions detailed in this proposal.
- vi. The tenders by Corporation/ Companies must be signed with the legal name of the Corporation/ Company by the president/ or by the secretary or other person or persons legally authorized to bind the Corporation/ Company in the matter
- vii. Proposals must be direct, concise, and complete. 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. SCADL reserves the right to accept or reject any or all the proposals without assigning any reason.
- viii. Following documents shall only be submitted in HARD COPY to SCADL, Ahmedabad by all bidders.
  - a. Earnest Money Deposit as mentioned in the tender
  - b. Tender Fees as mentioned in the tender
  - c. Affidavit on Non-Judicial Stamp Paper of Rs. 100/-

Note: The EMD and the tender fee details should match the Details of the Original EMD and the Tender Fee DD/BG, Failing which the bid shall be out rightly rejected

The large envelope must be sealed and super scribed containing above documents and shall be sent as under:

**Details to be mentioned exactly on sealed envelop**

Tender Details  
Notice No.:  
Tender Name  
Last date of Submission:

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,  
scadl.amc@gmail.com

The Bid must be sent strictly by Postal Speed Post or Registered Post AD or in person by the representative of the bidder to SCADL. Documents received in any other manner or mode (like courier, email etc.) will not be considered. SCADL won't be responsible for any postal delays.

SCADL will not accept submission of a proposal in any manner other than that specified in the document.

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Proposals submitted in any other manner shall be treated as defective, invalid and rejected.

In case bidder needs any clarification or if training required for participating in online tender, they can contact the following office: -

(n) Code solutions – A division GNFC Ltd.

403, GNFC Infotower, Bodakdev, Ahmedabad – 380 054, Gujarat (India)

Tel: +91 26857316/17/18 Fax: + 91 79 26857321

E-mail: [nprocure@gnvfc.net](mailto:nprocure@gnvfc.net) Web-site: [www.nprocure.com](http://www.nprocure.com)

Toll Free: 1800-233-1010 (Ext. 501 & 512)

For further particulars contact above office/ or visit on following websites:

[www.nprocure.com](http://www.nprocure.com) ,

[www.amc.nprocure.com](http://www.amc.nprocure.com)

## 8.13 General Instructions

### a) Language of Bids

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.

If any supporting documents submitted are in any language other than English, Notarized copy of the standardisation of the same in English language shall be submitted by the bidder.

### b) 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.

### c) 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, and in compliance with RFP Clause all respects.

### d) Site visit and verification of information

Bidders are encouraged to submit their respective Bids after doing a thorough survey of project site and ascertaining for themselves the site conditions, traffic, location, surroundings, climate, availability of power, water and other utilities for construction, access to site, handling and storage of materials, weather data, applicable laws and regulations, and any other matter considered relevant by them.

It shall be deemed that by submitting a Bid, the Bidder has made a complete and careful examination of the Bidding Documents;

- received all relevant information requested from the Authority
- accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters;
- satisfied itself about all matters, things and information including matters herein above necessary and required for submitting an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations thereunder;
- acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Concession Agreement by the Concessionaire

- acknowledged that it does not have a Conflict of Interest; and agreed to be bound by the undertakings provided by it under and in terms hereof.

**e) Taxes**

The Prices mentioned in the Price Bid should include all applicable taxes & duties as applicable.

**GST**

GST (Goods & Service Tax) has come in existence from 1st July, 2017. Selected vendor/Successful Bidder is bound to pay any amount GST prescribed by the Govt. of India as per the terms of Contract agreed upon during the course of execution of this Contract.

During the course of execution of Contract, if there is any change in Rate of GST (Goods & Service Tax) by the Government, the same shall be reimbursed/recovered separately by SCADL, subject to the submission of Original Receipt/Proof for the amounts actually remitted by the Successful Tendered/Selected vendor to the Competent Authority along with a Certificate from Chartered Accountant of Selected vendor/Successful bidder certifying that the amount of GST paid to the Government and the same shall be intimated/submitted/claimed within 30 (Thirty) Days from the date of payment. Remittance of GST within stipulated period shall be the sole responsibility of the Successful bidder/selected vendor, failing which, SCADL may recover the amount due, from any other payable dues with SCADL and decision of SCADL shall be final and binding on the Selected vendor/Successful Bidder in this regard. Further the non- payment of GST to the Government may lead to the termination of contract and forfeiture of Security Deposit/Performance Guarantee Amount.

If imposition of any other new Taxes/Duties/Levies/Cess or any other incidentals etc. or any increase in the existing Taxes/Duties/Levies/Cess or any other incidentals etc. (excluding GST) are imposed during the course of the contract, the same shall be borne by the Selected vendor/Successful Bidder Only, in no case SCADL shall be liable for the same.

**f) 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.

**g) 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.

**h) Modification or Withdrawal of Bids**

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.

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."

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.

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.

**i) Work Order/ Purchase Order**

For all installations to be carried out in the AMC/SCADL under this contract, the contract will be signed with SCADL and the work order will be issued by the SCADL.

**j) Validity Period of the Contract**

Upon selection of the bidder and the contract is made, the validity of the Bidder contract period would be valid for 5 Years , unless revoked for whatever reasons. If at any stage during the tenure of the period, it comes to the notice of SCADL, directly or through some other complaint, that the Bidder had misinterpreted the facts or submitted any false information or hidden any information, which could have affected the signing of this agreement with the Bidder, this agreement shall stand terminated immediately under intimation to the Bidder.

The contract would be subjected to review at the end of its validity period for renewal. If any need, necessities for such review during the validity period would be considered by SCADL on its merit.

**k) Quantity variation**

The quantity mentioned in the Commercial Bid format (Section 7) is only for indicative in nature. The actual quantity depends on the actual site survey conducted by the bidder and after same is approved by SCADL for installations at various locations.

**l) Price Variation**

During the validity of the contract including the extended period if any, if the Bidder 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.

**m) 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.

**n) Restriction on Transfer of Agreement**

The Bidder 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 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., third party interest shall be created.

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.

**Terms and Conditions of the Tender**

Bidder is required to refer to the draft Contract Agreement, attached as Annexure-II in this Bid Document, for all the terms and conditions to be adhered by the successful bidder during Project Implementation and Post implementation period.

Please note that one needs to read the Contract Agreement as a whole document; and the Annexure mentioned there-in may not correspond to the Bid Document Annexure. Please refer to the Interpretation Section of the Draft/Master Service Agreement.

**o) Liability**

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.

**p) Force Majeure**

In the event that any damages to items due to Force Majeure events (such as earthquake, flood, 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 Bidder 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 Bidder, not involving the Bidder'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.

**q) Safety Regulation, Accident and Damage**

The Bidder shall be responsible at his own cost in and relative to performance of the work and bidder to observe and to ensure observance by his Sub-selected vendors, agents and servants of the provisions of Safety Code as hereinafter appearing and all fire, Safety and security regulations as may be prescribed by the Owner from time to time and such other Precautions, measures as shall be necessary and shall employ / deploy all equipment necessary to protect all works, materials, properties, structures, equipment's, installations, communications and facilities whatsoever from damage, loss or other hazard whatsoever (including but not limited to fire and explosion) and shall during construction and other operations minimize the disturbance and inconvenience to the Owner, other bidders, the public and adjoining land and property owners and occupiers, and crops, trees and vegetation and shall indemnify and keep indemnified the One from and against all losses and damages and costs, charges and expenses and penalties, actions, claims, demands and proceedings whatsoever suffered or incurred by or against the Owner, as the case may be, virtue of any loss, alteration, displacement, disturbance or destruction or accident to any works materials, properties, structures, equipments, installations communications and facilities and land and property owners and occupiers and crops, trees and vegetation as aforesaid, with the intent that the Bidder shall be exclusively responsible for any accident, loss, damage, alteration, displacement, disturbance or destruction as aforesaid resultant directly or indirectly from any breach by the Bidder of his obligation aforesaid or upon any operation, act or omission of the bidder his Sub-selected vendor(s) or agent(s) or servant(s).

The Bidder needs to take third party insurance to mitigate any accidental issues claimed by the citizen due to infra developed against this bid. Selected bidder will be solely responsible for any FIR or insurance claimed by citizen to AMC/SCADL and do further end to end processes to support citizen. AMC/SCADL will not pay any amount against it.

The Bidder's liabilities under Clause (a) and otherwise under the Contract shall remain unimpaired notwithstanding the existence of any storage cum erection or other insurance covering any risk, damage, loss or liability for which the Bidder is liable to the Owner in terms of the foregoing Sub-Clause or otherwise and / or in respect of which the Bidder has indemnified the Owner with the intent that notwithstanding the existence of such insurance, the Bidder shall be and remain fully liable for all liabilities and obligations under the contract and indemnified to the Owner, and the Owner shall not be obliged to seek recourse under such policy(ies) in preference to recourse against the Bidder or otherwise to exhaust any other remedy in preference to the remedies available to in under the Contract prior written approval of SSCDL. However, even if the work is sub-contracted / outsourced, the sole responsibility of the work shall lie with the SI. The SI shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to SSCDL.

**r) 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 AMC/SCADL. All licenses for software procured related to project have to be in the name of Ahmedabad Municipal Corporation. The bidder 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. The payment for the respective item will be subject to submission of the aforesaid documents to SCADL

**s) Conflict of Interest**

A "Conflict of Interest" is any situation that might cause an impartial observer to reasonably question whether Bidder actions are influenced by considerations of your firm's interest at the cost of Government. The Bidder 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 Bidder foresees a Conflict of Interest, the Bidder 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.

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.

SCADL requires that the Bidder provides professional, objective, and impartial advice and at all times hold the SCADL's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.

The Bidder shall disclose to SCADL in writing, all actual and potential Conflicts of Interest that exist, arise or may arise (either for the Bidder or its team) during the term of the Agreement as soon as it becomes aware of such a conflict.

**t) General Clause related to Any Bidders & OEM from a Country which shares a Land Border with India**

- I. Any bidder & OEM 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 the Competent Authority (Registration committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)).
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider', or 'OEM' in certain contexts) means any person or firm or company, every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder" & "OEM" from a country which shares a land border with India" means:
  - a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
- IV. The beneficial owner for the purpose of (iii) above will be as under:
  1. The beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.
    - a. Explanation—
    - b. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
    - c. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
  2. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;



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3. Where no natural person is identified under i or ii or iii above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
4. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI. The successful bidder shall not be allowed to sub-contract works to any selected vendor from a country which shares a land border with India unless such selected vendor is registered with the Competent Authority (Registration committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)).

**u) Resolution of Dispute**

The SCADL and the Bidder 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 Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

**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.

**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.

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 Bidder. 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.

## **8.14 Performance Bank Guarantee**

- a. The successful bidder shall at his own expense, deposit with department, within 15 days of the notification of award (done through issuance of the Purchase Order/Letter of Acceptance/Letter of Inten/Work order), an unconditional and irrevocable Performance Bank Guarantee (PBG) from Nationalized or Scheduled Banks (approved by Gujarat State Govt. and AMC) except Co-operative Banks in favour of "CEO, Smart City Ahmedabad Development Limited" for the due performance and fulfilment of the contract by the bidder covering the period of contract and 180 days beyond the contract period.
  - The successful bidder (in case of consortium it is applicable for lead bidder) will submit an amount equivalent of 5% of the total CAPEX of Financial Bid as mentioned in Table -A . All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
  - 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.
- 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.
  - 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.
- b. The Performance Bank Guarantee letter format can be found in the Annexure of this document.
- c. Under this contract, wherever the selected vendor is required to submit F.D.R., bank guarantee, etc. against payment towards any deposit or advance e.g. EMD, SD, etc. Such F.D.R, bank guarantees, etc. shall be produced from any one of the approved bank as defined in Annexure-. During the contract period if the bank from which the PBG is submitted is removed from the list of approved bank, the selected bidder shall be required to replace the PBG and submit the PBG from the approved bank. The notification in this regard will be given to the selected bidder by AMC/SCADL and the same must be complied within 21 days of such notification.
- d. 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. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non-deposit of PBG within the stipulated time shall render the award of contract invalid at the discretion of SCADL.

## 8.15 Termination of Contract

Termination of Contract SCADL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 30 days stating the reason for default to the SI and as it deems fit, terminate the contract either in whole or in part in the following ways.

- Termination by Default: for failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non-adherence to time schedule.
- Termination for Convenience: SCADL by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for SCADL's convenience, the extent to which performance of the SI under the Contract is terminated, and the date upon which such termination becomes effective.
- Termination for Non-Performance: If the SI fails to deliver any or all of the project requirements / operationalization / go-live / performance parameters (PERFORMANCE STANDARDS) of the project within the time frame specified in the contract; or  
If the SI fails to perform any other obligation(s) under the contract.
- Termination for Insolvency/NCLT proceedings: The Department may at any time terminate the contract by giving written notice to the bidder(s), if the bidder(s) becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the bidder(s), provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Department. Bidder agrees to handover all requisite data in terms of code, documents, etc. along with requisite to the office of the SCADL identified team in this case.

Prior to providing a notice of termination to the SI, SCADL shall provide the SI with a written notice of 30 days instructing the SI to cure any breach/ default of the Contract, if SCADL is of the view that the breach may

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be rectified.

On failure of the SI to rectify such breach within 30 days, SCADL may terminate the contract by providing a written notice of 30 days to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SCADL. In such event the SI shall be liable for penalty/liquidated damages imposed by the SCADL. The performance Guarantee shall be forfeited by the SCADL.

## **8.16 Consequences of Termination**

- In the event of termination of this contract, SCADL is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the SI shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to SCADL and/ or succeeding vendor, as may be required, to take over the obligations of the SI in relation to the execution / continued execution of the requirements of this contract.
- In the event of termination of this contract, SCADL shall have ownership over entire volume of delivered & installed software and hardware irrespective payment made to successful bidder.
- In the event of the SI being unable to service the contract for whatever reason, SCADL would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department 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.
- 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
- All plans, drawings, specifications, designs, reports, other documents prepared by the Vendor and materials for which part delivery payment is made in the execution of the contract shall become and remain the property of SCADL/ AMC and before termination or expiration of this contract the SI shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to SCADL/ AMC.

## **8.17 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.

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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;

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- (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.

## **8.18 Completeness of the RFP Response**

Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of their proposal.

## **8.19 Naming Convention for files**

The bidders need to strictly follow the below mentioned File Nomenclature rules while uploading the documents in the bidding portal. For documents mentioned under Eligibility Criteria, the file naming should be Eligibility Criteria\_ [Document \_Name] For example:

- Eligibility Criteria\_ Copy\_of\_Certification\_of\_Incorporation
- Eligibility Criteria\_PAN\_Card
- Eligibility Criteria\_GST Registration
- Eligibility Criteria\_Financial\_Statement\_Turnover
- Eligibility Criteria\_Financial\_Statement\_Networth
- Eligibility Criteria\_OEM\_PO Copy
- Eligibility Criteria\_OEM\_Undertaking Letter
- Eligibility Criteria\_Self\_Declaration\_Blacklisting

For the documents in Annexures, the file naming should be: Anx\_ [S.no of Annexure] \_ [Annexure Name]  
For example:

- Anx\_I\_CoverLetter
- Anx\_II\_Bidder Information Sheet

In case of any large file (exceeding 3MB) which need to be split in two parts or more, the naming should be:

- Anx\_I\_CoverLetter \_Part\_1
- Anx\_I\_CoverLetter \_Part\_2

For any other file not covered under this, should be named appropriately as per its contents. All files should be in pdf formats and should not be password protected or encrypted. The files should not be zipped. Any other format of the file other than pdf shall not be considered as part of the submitted bid.

## **8.20 Severance**

In the event any provision of this Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

## **8.21 Compliance of laws**

1. SI shall perform their duties in strict compliance with all applicable laws in India along with rules & regulations of the duly constituted Government authorities in India and shall obtain all licenses and necessary approvals, if any, required by laws in India in connection with the services to be rendered hereunder.
2. SI shall be responsible for monitoring of data traffic from users w.r.to unlawful activities.

## **8.22 Indemnity**

1. The SI shall indemnify and defend SCADL and its representatives & employees and hold SCADL, its representatives, employees harmless from:
  - a) Damages and losses caused by its negligent or intentional act or omission or any damages and losses caused by the negligent act of any third party or sub-contractor or agency engaged by the SI;
  - b) Damages and losses resulting from the non-compliance with the established obligations; Third Party claim against SCADL or its nominated agency that any Deliverables/Services/Equipment provided by the SI infringes a copyright, trade secret, patents or other intellectual property rights of any third party in which case the SI shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against SCADL or its nominated agency.
  - c) Any environmental damages caused by SI and/or its representatives or employees or employees of any third party or sub-contractor or agency engaged by the SI.
  - d) Breach (either directly by SI or through its representatives and/or employees) of any representation and guarantee declared herein by SI;
  - e) Any and all claims, actions, suits, proceedings, taxes, duties, levies, costs, expenses, damages and liabilities, including attorneys' fees, arising out of, connected with, or resulting from or arising in connections with the services provided due to neglect, omission or intentional act.

## ***Section 9 : Annexure : Technical Bid Format***

## 9.1 Checklist for Technical Qualification Document

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

S.No.	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.) of Proposal
i.	Bid Processing Fee (DD) as per RFP		
ii.	Bid Security EMD (DD/BG) as per RFP		
iii.	Technical Proposal Packaged in Envelope with Pen Drive as per RFP		
iv.	Power of attorney / board resolution to the authorized Signatory of the RFP		
v.	Copy of Certificate of Incorporation/Registration certificate/ Shop & Establishment Certificate		
vi.	Copy of Audited Balance Sheet and Profit and loss statement for last three financial years Bidder		
vii.	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		
viii.	Copy of GST registration – Bidder		
ix.	Copy of PAN registration – Bidder		
x.	PQ-5 -MAF		
xi.	PQ-7 – Self declaration from Bidder & OEM		
xii.	TQ 1: Bid Covering Letter		
xiii.	TQ 2: Particulars of the Bidders		
xiv.	TQ 3: Details of Annual Turnover for last three financial years		
xv.	TQ 4: Certificate from the Statutory auditor / CA clearly specifying the annual turnover for the specified years		
xvi.	TQ 5: 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		
xvii.	TQ 6: Affidavit on Non-judicial Rs 100 stamp paper		
xviii.	TQ 7: Details of the similar projects executed		
xix.	TQ 8: Solution Design		
xx.	TQ 9: Curriculum Vitae (CV) of Project Team		
xxi.	TQ 10: Format for Authorization Letters from OEMs		
xxii.	TQ 11: Format for Bid Security EMD		
xxiii.	Make & Model of all Hardware & Software components		
xxiv.	Compliance to Technical Specifications as mentioned in the RFP on OEM's Letterhead.		
xxv.	Bill of Material without prices		

RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City

xxiv.	Datasheets highlighting the Functional and Technical Specification parameters in each datasheet for compliances		
xxv.	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		
xxvi.	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.



## 9.2 PQ-5 : MAF

### Manufacturer's Authorization Format (MAF) From OEM

Ref:

Date:

To

.....,

.....,

.....,

Subject: Manufacturer Authorization Letter for RFP No. ....

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 as pre-purchased for the supplied equipment for a period of 6 years for the supplied equipment and may get extend for more 2 years 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.

If any product is declared end of sale, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the existing bidder <(Bidder)> to SCADL/AMC for due approval, contract, and order executions thereafter without any additional cost to the SCADL/AMC.

Thanking You

For <OEM/ Manufacturer name>

< (Authorized Signatory)>

**Name:**

**Designation:**

**Contact Details:**

**Seal of the Company**

#### **NOTE:**

1. The letter should be submitted on the letter head of the manufacturer / OEM and should be signed by the authorized signatory.

### **9.3 PQ-7: 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,

<<<Client Name & Address>>>

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/OEM:

Address:

Company Seal:

## 9.4 TQ\_1: Technical Bid Cover Letter

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

Date: dd/mm/yyyy

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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)

Subject: RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City.

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 "RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations 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) document 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.

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 :

## 9.5 TQ\_2: Bidder Information Format

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

To whomsoever it may concern,

Please find below the details of bidder for participation in Selection of Bidder for RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City.

#	Particulars	Bidder
1	Name of the organization	
2	Type of Organization (Pvt. Ltd/ Public Limited)	
3	Address of Registered office	
4	Company Registration Details	
5	Date of Registration	
6	PAN	
7	GST	
8	Number of years of operations in India	
9	Authorized Signatory Name	
10	Authorized Signatory Designation	
11	Authorized Signatory Contact Details	
12	Authorized Signatory email ID	

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

## 9.6 TQ\_3: 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  
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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)

Subject: RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document Selection of Bidder for RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Development, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City.

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

#	Details	FY 2020-21 (i)	FY 2021-22 (ii)	FY 2022-23 (or provisional for FY 2023-24)	Average Turnover [(i)+(ii)+(iii)/3]
1	Annual Turnover- Bidder				

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.

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 of RFP.

## 9.7 TQ\_4: Auditor's/CA Certificate for turnover for bidder

Date: dd/mm/yyyy

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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)

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

#	Financial Year Ending	Annual Turnover (INR)
1.	31st March, 2020	
2.	31st March, 2021	
3.	31st March, 2022 (or provisional for FY 2023-24)	
	Average Turnover	

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 :

## **9.8 TQ\_5: Self-Declaration – No Blacklisting**

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

Date: dd/mm/yyyy

To

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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)

Sir/Madam,

In response to the Tender Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for RFP RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City, as an owner/ OEM / 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/ Urban Local Body (ULB) /Smart City (SPV)/ Supreme Court of India / Any government agency in India as on the date of bid submission.

We further declare that presently our Company/ firm \_\_\_\_\_ is 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 :

## 9.9 TQ\_6: Affidavit

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

Name of work: RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City.

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 our OEM 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 with regard to 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: \_\_\_\_\_



## 9.10 TQ\_7: Details of experience

Date: dd/mm/yyyy

To

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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com).

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City”.

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

Assignment Name:	
Location:	Approx. Value of Services:
Name of Client:	Duration of assignment (months):
Client Contact Person, Title/Designation, Tel. No./Address:	Total No. of Beneficiary from the system:
Start date (month/year):	Total No of client end users:
Completion date (month/year):	No. of professional staff-months provided by your firm/organization for the proposed Solution:
Description of Project:	
Description of Actual Services provided:	
Mandatory Supporting Documents:	
Work order / Contract for the project/ Purchase Order	
Client Certificate giving present status of the project and view of the quality of services by the Bidder	

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 :

## 9.11 TQ\_8: Solution Design

S.No.	Chapters of Technical Proposal	Description
Chapter 1: About Bidder		
1.1		
1.2		
1.3		
1.4		
1.5		
1.6		
Chapter 2: Understanding of Scope of Work and Approach of Bidder for Implementation		
2.1		
2.2		
2.3		
2.4		
2.5		
2.6		
2.7		
2.8		
2.9		
2.10		
2.11		
2.12		
Chapter 3: Approach & Methodology for Deliverables		
3.1		
3.2		
3.3		
3.4		
3.5		
3.6		
3.7		
3.8		
3.9		
3.10		
3.11		
3.12		
Chapter 4: Expectation of Bidder from Authority		
Chapter 5: Annexures		

## 9.12 TQ\_9: Curriculum Vitae (CV) of Project Team

S.No.	Details	Response
1	Proposed Position & Skill Set	
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
10	Number of years of experience	
11	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]: _____ To [Year]: _____ Employer: Positions held:
12	Detailed Tasks Assigned [List all tasks to be performed under this assignment]	
13	Highlights of assignments handled and significant accomplishments. [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 12.]	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

SIGNATURE: .....

DATE OF SGNING: Day Month Year



## 9.13 TQ 10: Format for Authorization Letters from OEMs

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

Date: dd/mm/yyyy

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, [scadl.amc@gmail.com](mailto:scadl.amc@gmail.com)

Ref : Tender No: <No> Dated <DD/MM/YYYY>

**Subject: Authorization of <company name of Bidder> to Supply and Provide Services of our Products/ Equipment/ Solution for RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City**

Sir,

1. This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the Products/ Equipment/ Solution listed below.
2. I/We confirm that <name of Bidder> have due authorization from us to supply our Products/ Equipment/ Solution and provide services to PURCHASER, for our Products/ Equipment/ Solutions listed below as per Request for Proposal (tender) document relating to Selection of Master System Integrator (MSI) for RFP RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City We further endorse the warranty and contracting terms provided by bidder to PURCHASER.
3. I/We also undertake that we will provide support to PURCHASER in quality of deliverables and in ensuring that the solution is implemented in the best of ways by exploiting all the capabilities offered by the solution, to meet the requirements of PURCHASER.
4. 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 contract duration of min 6 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

CC: Bidder's corporate name

Yours faithfully,

(Signature of the Authorized Signatory from OEM)

Name

Designation

Seal.

Date:

Place:

Business Address:

(Signature of the Authorized Signatory Bidder)

Name

Designation

Seal.

Date:

Place:

Business Address:

## 9.14 TQ 11: Bank Guarantee format for EMD

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

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

In consideration of the ..... (*Insert name of the Bidder*) submitting the Bid *inter alia*

For RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City, 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 Guarantor

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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 ..... 2024.

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

### **9.15 ANNEXURE- III: Format for Performance Bank Guarantee**

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

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

SCADL, Ahmedabad (Smart City Ahmedabad Development Limited) RFP - Selection of Agency for Flap Lock Based Smart Parking System with Supply, Installation, Operation, and Management of On-Street Parking at Selected Locations in Ahmedabad City. (hereinafter referred to as the "said work") on the terms and conditions of the AGREEMENT dated the .....day of ..... 2024 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) All claims under this guarantee will be payable at HDFC Bank Ltd., 3rd 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

- j) 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

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.....