



Request for Proposal (RFP)

SELECTION OF AGENCY

FOR

**IMPLEMENTATION OF GIS ENABLED
CLOUD BASED PROPERTY TAX
INFORMATION MANAGEMENT SYSTEM
(PTIMS) INCLUDING MAINTENANCE OF
SYSTEM FOR A PERIOD OF 7 YEARS FOR
AJMER MUNICIPAL CORPORATION**

Commissioner

Ajmer Municipal Corporation

Schedule

Sr. No	Event	Specification
1.	DevelopmentOfPTIMS	52 Weeks
2.	O&M	7YearsPostIssuance Of Completions Certificate
3.	WebAddressTo DownloadTheRFP	eproc.rajasthan.gov.in. www.sppp.rajasthan.gov.in
4.	EstimatedCost	500.00Lakhs
5.	Bid Security (2%)	10 lakhs
6.	BidDocumentCost	Rs. 5000/-
7.	RISL Processing Fee	Rs. 1000/-
8.	ModeOfPayment	DD/Bankers Cheque
9.	ModeOfSelection	Least Cost Method
10.	DateOfLoading OfTender	02-12-2022UpTo03.00 PM
11.	ClosingDate&TimeOfSubmissionOnlineBid	30-12-2022UpTo6.00 PM
12.	Pre-BidMeeting	09-12-2022 At14.00Hrs
13.	OpeningOfTechnicalBID	02-01-2023 At 4.00 PM
14.	OpeningOfFinancial BID	ToBeAnnouncedSeparately
15.	ModeOfSubmissionOfRFP	onlye-tenderwillbeaccepted

- This includes cost of manpower deployment also, and will be applicable as need based during O&M period.
- RISL & Tender fee (non-refundable) as mentioned table of detailed RFP document, will be payable online only.
- The bidders shall furnish Bid Security/Earnest money deposit (EMD) for amount as mentioned in table of detailed RFP as per provisions of RTTP Act Rules.
- Earnest money deposit (EMD)/receipt of online EMD submission and receipts of other online payments made; should have the RFP name & Reference No. and be addressed to the commissioner, Municipal corporation Ajmer Nagar Nigam with detail of addresses as well.
- The envelop should be sealed and should not contain any other documents.
- The undersigned reserves the right to accept or reject all proposals without assigning any reason therefore.
- Other details can be seen in the RFP documents and instruction to bidders.
- Bids without requisite details/documents are liable for rejection and department will not entertain any further communication in such cases.

Dy. Commissioner
Ajmer Municipal Corporation

Disclaimer

The information contained in this Request for Proposal document ("RFP") or any other information subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Client or any of its employees or advisers, is provided to the Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Corporation to the prospective applicants or any other person. The purpose of this RFP is to provide prospective applicants with information that may be useful to them in the formulation of their proposals pursuant to the RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Corporation in relation to the services. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the Corporation, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate or adequate. Each applicant should, therefore, conduct its own investigations, survey and analysis and should check the accuracy, adequacy, validity, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources within the purview of the laws prevalent in the jurisdiction that the Corporation falls in and adheres to.

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

The Corporation, its employees and advisers make no representation or warranty and shall have no liability to any person including any applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense, which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, 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.

The Corporation also accepts no liability of any nature whether resulting from negligence or otherwise however caused or arising from reliance of any applicant upon the statements contained in this RFP.

The Corporation may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the Corporation is bound to select an applicant or to appoint the selected agency, as the case may be, to provide the services and the AMC reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.

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

OFFICE OF THE COMMISSIONER, AJMER MUNICIPAL CORPORATION, AJMER

NO:- DATE:-

NOTICE INVITING E-TENDER

(NCB) from Ajmer Nagar Nigam invites single-stage Two Part(envelope) open competitive- e –Bid under National competitive bidding consultant/ companies having their registration with any Central state Government/ semi Government organization, in competent category for **IMPLEMENTATION OF GISENABLED CLOUD BASED PROPERTY TAX INFORMATION MANAGEMENT SYSTEM (PTIMS) WITH QR CODE TAGGING INCLUDING MAINTENANCE OF SYSTEM FOR A PERIOD OF 07 YEARS FOR AJMER MUNICIPAL CORPORATION.** on Lumpsum and item rate basis. The document can be seen and downloaded online in electronic format as per schedule given below:

S.No	Name of work	Bid Security (Rs. in Lacs) (2%)	Tender Fee	Period of completion	Publish date & Start date of downloading of Biddocuments	Pre-bid meeting	Last date of submission of online bids	Last date & time of submission of Hard Copies	Date of opening of technical bids
			Processing Fee payable to M.D. RISL, Ajmer						
	IMPLEMENTATION OF GISENABLED CLOUD BASED PROPERTY TAX INFORMATION MANAGEMENT SYSTEM (PTIMS) WITH QR CODE TAGGING INCLUDING MAINTENANCE OF SYSTEM FOR A PERIOD OF 07 YEARS FOR AJMER MUNICIPAL CORPORATION	10 lakhs	5,000/-	52 Weeks and 7 years O&M	02-12-2022 from 15 Hrs.	09-12-2022 at 14.00 hrs.	30-12-2022 upto 18.00 hrs.	01-01-2023 Up to 18.00 hrs.	02-01-2023 At 16.00 hrs.
			1,000/-						
			Processing Fee						

Note:-

1. Registered one-Procurement Portal of Government of Rajasthan <https://eproc.rajasthan.gov.in> and <https://sppp.rajasthan.gov.in> for online Bid submission.
2. If the tenders are cancelled or recalled on any ground, the tender document fees and service fee will not be refunded to the agency.
3. Tender cost./Earnest Money and Processing Fees to be deposited through DD/Bankers Cheque in Favour of Commissioner Municipal Corporation Ajmer payable at Ajmer
4. Related Other Condition of Tender will be seen in office time.
5. Conditional Tender will not be accepted.
6. The provision of RTI Act 2012 and Rules 2013 there to shall be applicable.

**Dy. Commissioner
Municipal Corporation
Ajmer**

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Chapter 1 Definitions and Abbreviations

1. "AMC" refers to AJMER MUNICIPAL CORPORATION
2. "Employer/Corporation" refers to AJMER MUNICIPAL CORPORATION
3. "Firm/Agencies/Bidder" mean any Pvt. Ltd. Company/LLP/Partnership Firm duly registered or public entity that will provide the services to the AMC under the contract.
4. "Companies Act" means the (Indian) Companies Act, 1956 or the (Indian) Companies Act, 2013, to the extent applicable.
5. "Contract" means the legally binding written agreement to be executed between the AMC and the selected agency. A draft of the contract has been set out and includes all the documents listed in the draft contract.
6. "Data Sheet" means such part of the instructions to the bidder used to reflect the specific assignment and local conditions.
7. "Day" means calendar day.
8. "First Year / Year" means Financial Year.
9. DLB means Directorate of Local Bodies
10. "GIS" means a geographic information system.
11. "Government" means the Government of Rajasthan unless explicitly specified otherwise
12. "Instructions to Bidder" means the document which provides the shortlisted bidder with all information needed to prepare their proposals.
13. "MSP" Master Service Provide:- Firm successfully Selected for the Project
14. "Personnel" means qualified persons provided by the bidder and assigned to perform the services or any part thereof.
15. "PID" means a property Identifier.
16. "Proposal" means a technical proposal or a financial proposal, or both.
17. "RFP" means this Request for Proposal dated along with its schedules, annexure and appendices and includes any subsequent amendment issued by the AMC.
18. "Terms of Reference (TOR)" means the document that explains the objectives, scope of work, activities and tasks to be performed, respective responsibilities of the AMC and the bidder, and expected results and deliverable of the assignment.
19. "RTPP" means Rajasthan Transparency in Public Procurement Act 2012 & Rules 2013.
20. "Services" means the work to be performed by the agency pursuant to the contract, as described in greater detail in the TOR.
21. "Users" refers to the employees of AJMER MUNICIPAL CORPORATION
22. "API" stands for Application Program Interface.
23. "SoW" stands for Scope of Work
24. "USSASUP" stands for Unique Smart Sequential Addressing Solution For Urban Properties.
25. "DGPS" stands for Differential Global Positioning System
26. "GCP" stands for Ground Control Points.
27. "SRS" stands for Software Requirement Specifications.
28. "SI" stands for System Integrator.
29. "DEM" stands for Digital Elevation Model.
30. "HRSI" stands for High Resolution Satellite Imagery.
31. "RFP" stands for Request for Proposal.
32. "PSU" stands for Public Sector Undertaking.

33. "RTI" stands for Right to Information.
34. "OIC" stands for Office In charge.
35. "O&M" stands for Operations and Maintenance.
36. "MIS" stands for Management Information Systems.
37. "BOQ" stands for Bill of Quantities.
38. "MSP" stands for Master Service Provider.
39. "GOI" stands for Government of India.
40. "SAAS" stands for Software - as - a - Service.
41. "GIS" stands for Geographic Information System
42. "GoR" stands for Government of Rajasthan
43. "GoI" stands for Government of India
44. "SRS" stands for System Requirement Specification
45. "FRS" stands for Functional Requirement Specification
46. "OGC" stands for Open Geospatial Consortium
47. "SLA" stands for Service-Level Agreement
48. "OEM" stands for Original Equipment Manufacturer
49. "GUI" stands for Graphical User Interface
50. "RDBMS" stands for Relational Database Management System
51. "NSDI" stands for National Spatial Data Infrastructure
52. "ODBC" stands for Open Database Connectivity
53. "DBA" stands for Database Administrator
54. "OLTP" stands for Online Transaction Processing
55. "IPR" stands for Intellectual Property Rights
56. "LOA" stands for Letter Of Award
57. "ULB" stands for Urban Local Body
58. "MIS" stands for Management Information System
59. "LIS" stands for Land Information System
60. "STP" stands for Sewerage Treatment Plant
61. "VMS" stands for Virtual Management System
62. "ISP" stands for Internet Service Provider
63. "IT" stands for Information Technology
64. "LOI" stands for Letter Of Intent
65. "Mbps" stands for Megabits Per Second
66. "NOC" stands for No Objection Certificate
67. "OS" stands for Operating System
68. "SOP" stands for Standard Operating Procedure
69. "GCP" stands for Ground Control Points
70. "MoA" stands for Memorandum Of Agreement
71. "SOI" stands for Survey Of India
72. "ICCC" stands for Integrated Command Control Center
73. "WMS" stands for Web Map Service

Chapter 2 General Outline

Geographic Information System (GIS) technology has found its way into many municipalities across the India. Many Urban Local Bodies (ULB) now rely on GIS technology as a support tool to design development plans to make important decisions. Geographic Information System (GIS) activities are undertaken for implementation of data base generation, planning, preservation and proper monitoring of the Municipal Administration. It also shows the geospatial view of the current municipal area linked with the corresponding database. The introduction of automated system in place of conventional manual system has improved manifold the work efficiency of the Municipality. Now, GIS is being used as one of the main tools of e-Governance for transparent administration.

The solutions that AMC seeks under this project are mainly centrally managed GIS providing the advantage of lower cost of ownership through single, centrally managed GIS application that is scalable to support multiple users from anywhere any time. Urban local bodies (ULB's) in India are statutorily responsible for provision and maintenance of infrastructure and services in cities. Many of these ULBs are becoming increasingly dependent on the state and central governments for their operation and maintenance requirements. Besides the limitations of small resource base, poor planning process, lack of poor resource generating abilities, poor information system and records management are some of the basic weaknesses in the present municipal administration. For better management of ULBs, GOI has taken several steps.

Department of Expenditure, Ministry of Finance GoI vide order no 15(2) FC-XV/ F C D/2020_25 has released Operational Guideline vide which other than activities well defined, some of the following aspect/activities which are mainly related with consultancy, needs to be taken on top priority, so that action taken report shall be shared with M O H U A, G o I in given time frame:

1. Integration of GIS mapping of all ULB's & zone/ward boundaries
2. Integration of GIS mapping of SBM-
U assets with priority on communications & public toilets, urinals, MRFs, "waste to energy" infrastructure & waste to wealth "parks.
3. All ULB's to prepare and make available online public domain web portal useful for all purpose, as directed in recommendation for uploading various kinds of information.
4. Aligning property tax floor rates with market rates with periodic revisions in line with the concerned State's own GSDP.
5. Notification of properties/UD tax floor rates by States including notification of user charges are mandatory condition for eligibility of central assistance.
6. Property tax formulation including GIS mapping to be conducted for property Survey on periodic interval.
7. ULB to show consistent improvement in collection of property taxes in line with the growth rate of the concerned State's own GSDP.

Therefore, to receive the central assistance in FC-XV, GIS application based Urban Land Management, in first phase it's important to first design the PTIMS, System, so that later on door to door/existing survey data shall be incorporated/directly integrated using mobile application on well-designed PTIMS online platform.

In light of the above mentioned guidelines, Ajmer Municipal Corporation intends to develop a GIS based online platform where it can have easy and real time access to the physical/revenue status of all of its property

es. As per the census 2011 data City of Ajmer has a population of 5.42 lakhs spread over an area of approx. 55 km Sq. Municipal Corporation has 80 wards at present and an estimated of 1.2 lakh households.

AMC has a total of 16000 properties registered under the UD tax as of now. It is estimated that this figure should be between 35000-40000 properties. Last city survey of taxable properties of the city was conducted in 2005. Post that the data has been updated on a case to case basis only as the department has faced serious dearth of staff. Also, as of now, there is lack of a composite city plan/survey. In addition to assessing the UD tax details, it is also envisioned to depict other property details such as building permissions, name transfers etc. on a GIS based platform, to improve overall monitoring on a common platform, this approach will be followed on need based prioritization as per BOQ items.

Requirement of a complete survey on GIS based enabled platform therefore seems to be the need of the hour.

This GIS based PTIMS project at Ajmer Municipal Corporation is planned to provide a robust and reliable decision support system to AMC officials by integrating the GIS data and the proposed e-Governance. The broad scope of work and the responsibility of the System Integrator (SI) for the GIS implementation include, but not limited to the following:-

2.1. General Instructions to Firm/Agencies

1. AMC will select firm/agency/organizations (Firms) in accordance with the method of selection specified in the Data Sheet.
2. Firms/Agencies should familiarize themselves with the local conditions and take them into account while preparing their Proposals. To obtain first-hand information on the assignment and local conditions, firms/agencies are encouraged to visit the project sites.
3. Firms/Agencies shall bear all costs associated with the preparation and submission of their proposals. Costs might include site visit, collection of information and if selected, attend the contract negotiation etc.
4. AMC is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the firms/agencies.
5. In preparing their Proposals, firms/agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.2. Objectives of Consultancy Work

Ajmer Municipal Corporation intends to procure a firm/agency who will act as Developer cum Licensee for undertaking the project of Physical survey, design & implementation of unique smart addressing solution for urban properties/establishments for the Municipal limits of the Ajmer city area with 7 years O&M contract with training. Along with this the firm has to develop and maintain online ledger repository with provision for generating demand bills for Urban Development Tax all accessible in real time.

The objective of this Request for Proposal is to provide AMC with a Unique Smart Sequential addressing Solution for Urban Properties / Establishments (USSASUP) depicting an Alpha Numeric Smart Address code for each property/establishment in Ajmer with the information of main road, subroad/lane, Landmarks building and the floor. A Geo-spatial based solution has been proposed keeping in

mind the benefit of providing navigation details and address location services along with the linkages of metadata with attributes for features such as electricity/water property tax license fee, type of construction occupant's/owner's detail etc.

AMC plan to design, develop and prepare GIS Database and a customized Web based GIS Application for the Ajmer Municipal Corporation and its Zone/ Ward offices for distribution of data to support their decision making processes and secured updating of spatial attributes and related information. The broad objective of the work is creation, integration & Maintenance of Web-based GIS Application & Database for planning, management and governance in context of entire functioning of the organization. The system so developed shall have flexibility of integrating other departmental applications and other functionalities. The application shall be open for forward and backward linkages for the integration/upgradation in future. AMC has an intention to make a Full fledged & User friendly GIS system for its internal official use as well as for the citizen of Ajmer.

2.2.1. Specific objectives include:

The system should be able to address the following specific requirements:

- A. Provide a GIS enabled cloud-based system with dual target audience:
 - i. Corporation's employees
 - ii. Citizens
- B. Provide the following interfaces for the aforementioned two targets:
 - i. A GIS based Web portal integrated with AMC's website
 - ii. Android based application for handheld devices
- C. The above interfaces should address the following requirements

2.2.1.1 For Corporation's employees

i. Data Capturing and Update

- a. The system should enable the user to capture the property tax data while surveying the field area
- b. The system should be GIS enabled with the ability to geo-tag the properties
- c. The system should enable the user to upload documents and live image along with timestamps
- d. Once the data is captured, the system should allow the user to make corrections in it, if required, through an approval-based workflow system
- e. The system should also enable GIS data capture of SBM-U related assets

ii. Data Monitoring

- a. The system should enable the user to identify the properties that fall under the tax net, properties with outstanding tax amounts, categorization of properties etc.
- b. The system should also enable the management to monitor the user-wise tax collection based on a zone/ward system.
- c. The system should enable client to have access to wider range of data analysis and provide customized reports based on demand of client.
- d. System should provide access to layered geospatial and geo-tagged maps of various utilities and physical conditions compatible with ARCGIS software.

iii. Generation of ledgers, bills, demand and notices

- a. The system should maintain the property tax related data in the form of per property-wise ledgers where in each property is considered as an individual account that captures all tax demands and all payments.
- b. The system should automatically calculate the tax dues along with penalties and interest amount per property based on the local laws
- c. The system should enable the user to generate property-wise bills, demand notes and issue notices
- d. The system must be enabled to adjust the calculations based on rebates or other calculation related notifications issued by the government from time to time.
- e. It should be able to provide different reports based on different categories and algorithms as demanded by the client.

iv Notifications

The system should enable the Corporation to launch notifications to

- a. Citizens with outstanding amounts
- b. Create custom notifications for users
- c. Auto-notification to users based on policies/provisions implemented from time to time.
- d. Real-time updating of the ledger combined with automated messages service.

2.2.1.2. Citizens

The system should enable the citizens to:

- a. view the property details online
- b. to make payment online using UPI Wallet/online banking/QR Code based payment/Debit and credit card payments.

Correction Request

- c. The system should also allow the citizen to file correction requests in case they observe any discrepancy in the data along with the ability to upload the relevant documents
- d. In case of correction requests, the citizen should also be able to file in a Site Visit request.

2.2.2. Benefits to be derived for Citizens.

1. Improved access to Municipal Services to all citizens
2. Single-window access to various services.
3. Improved delivery of services and information.
4. Quick service delivery at a decent realized level.
5. Improved communications.
6. Simplification of procedures.
7. Streamlining of the approval process.
8. Opportunity for greater participation in decision-making.
9. Improved interaction with municipal government at various levels.

10. Transparency and accountability in functioning of the Corporation.
11. Effective grievance redressal.

2.3. Benefits to Be Derived For the Government and AMC

The AMC would benefit from this project as it would drastically improve the capturing of property-based details on a GIS enabled platform. The system would improve the visibility of data, overall monitoring and cut down on plausible errors, redundancy and duplication. The processes of data collection, analysis and audit would be simplified. Additionally, the Decision making would be expedited along with tangible improvements in specialized areas such as collection of revenue, micro and macro planning etc.

Some of the key advantages to State Government and the AMC are as follows:

1. Automation of AMC functions and citizen services
2. Common GIS enabled information base across departments on a single integrated platform.
3. Better co-ordination between citizens, departments and agencies due to a cloud-based system.
4. Improved and clear channels of communications (with proposed Call center facility)
5. Creation of effective management information system (MIS).
6. Better mobilization and utilization of resources.
7. Improvement in revenue collection and monitoring.
8. Efficient citizen grievance resolution.
9. Overall improvement in governance, delivery of services and citizen interface.
10. Real time monitoring and reporting.
11. Increased objectivity in decision-making.
12. Post Project evaluation could provide feedback for further improvements

2.4. Key Stakeholders

1. Ajmer Municipal Corporation
 - i. UD TAX
 - ii. Other Revenue
 - iii. Health Section
 - iv. Urban Planning Section
 - v. Nirman Section
 - vi. Electricity department
 - vii. Fire Department
 - viii. NULM
 - ix. other sections of AMC

2. Firm/Agency

3. Citizen/Property Owner
4. Other Government Agencies.

2.5. Site Visit before Tendering

Consultants should familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the assignment and local conditions, consultants are encouraged to visit the sites and allowed to meet concern officers of AMC & before submitting a proposal and to attend a pre-bid meeting. Attending the pre-bid meeting is optional. Consultants should contact the Corporation's representative named in the Bid Data Sheet to arrange for the visit or to obtain additional information for the pre-bid meetings. Consultants should ensure that these officials are advised for the visit in adequate time to allow them to make appropriate arrangements.

2.6. Conflict Of Interest

That Agency shall have professional, clear objective and impartial service/advice and at all times hold the AMC's interest's paramount. The Agency is recruited for PTIMS assignment but in the interest of better Co-ordination any other related work/aspect the successful agency of this assignment shall always be remained eligible to participate in transparent procurement competitive tendering process under RTPP Act.

2.7. Unfair Competitive Advantage

Fairness and transparency in the selection process requires that the Applicant or their affiliates competing for a specific assignment do not derive a competitive advantage from having provided services related to the assignment in question. To that end, the Corporation shall indicate together with this RFP all information that would in that respect give the Applicant any unfair competitive advantage over competing Agencies.

2.8. Corrupt Or Fraudulent Practices

1. The Applicant (including its officers, employees, agents and advisors), its personnel and affiliates shall observe the highest standards of ethics during the process. Notwithstanding anything to the contrary in this RFP, the Corporation shall reject a proposal without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has directly or indirectly through an agent engaged in any corrupt practice, fraudulent practice, coercive practice, collusive practice, undesirable practice or restrictive practice.
2. To this end the Applicant shall permit and shall cause its agents and personnel to permit the Corporation to inspect all records, and other documents relating to the submission of the Proposal.

2.9. Acknowledgement by the Applicant

1. It shall be deemed that by submitting the Proposal, the Applicant has:
 - A. made a complete and careful examination of the RFP and any other information provided by the Corporation under this RFP;
 - B. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Corporation;
 - C. Satisfied itself about all things, matters and information, necessary and required for submitting an informed Proposal, and performing the Services in accordance with the Contract and this RFP.
 - D. acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the RFP or ignorance of any matter in relation to the Project shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations or loss of profits or revenue from the Corporation, or a ground for termination of the Contract; and
 - E. Agreed to be bound by the undertakings provided by it under and in terms of this RFP and the Contract.

2.10. Rights of the Corporation

1. The Corporation, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 - A. Suspend the bid process and/or amend and/or supplement the bid process or modify the dates or other terms and conditions relating thereto prior to the issuance of the letter of award to the agency;
 - B. Consult with any applicant in order to receive clarification or further information;
 - C. Retain any information, documents and/or evidence submitted to the Corporation by and/or on behalf of any applicant;
 - D. Independently verify, disqualify, reject and/or accept any and all documents, information and/or evidence submitted by or on behalf of any applicant, provided that any such verification or lack of such verification by the Corporation shall not relieve the Applicant of its obligations or liabilities, or affect any of the rights of the Corporation;
 - E. Reject a Proposal, if:
 - (a) At any time, a material misrepresentation is made or unraveled like not submitting work order/part or full completion certificate, in accordance with requirements of pre-qualification criteria; or
 - (b) The Applicant in question does not provide, within the time specified by the Corporation, the supplemental information sought by the Corporation for evaluation of the Proposal.
 - F. Accept or reject a Proposal, annul the bid process and reject all Proposals, at any time prior to the issuance of the letter of award to the Agency, without any liability or any obligation for such acceptance, rejection or annulment and without assigning any reasons whatsoever to any Applicant.
 - G. If the Corporation exercises its right under this RFP to reject a Proposal and consequently, the first/highest ranked Applicant gets disqualified or rejected, then the

Corporation reserves the right to invite the next ranked Applicant to negotiate the Contract as per RTPP Rules.

H. In case has already issued work-order and makes a decision to cancel the same, then, the Corporation will have sole rights to judge and decide over the financial investment so far made by the agency on resources and outcome basis.

2.11. Multiple Proposal

1. If a Firm/Agency submits or participates in more than one proposal, such proposal shall be disqualified.
2. While preparing the Technical Proposal, Firms/Agencies must give particular attention **that Joint Venture (JV) / Consortium is not allowed.**

2.12. Proposal Validity

The Data Sheet indicates the time period for which the Firm/Agency's Proposals must remain valid after the submission date. During this period, the Firm/Agency shall maintain the availability of experts nominated in the Proposal. The Corporation will make its best effort to complete negotiations within this period. In case of need, the Corporation may request Firm/Agency to extend the validity period of their proposals. Firm/Agency has the right to refuse to extend the validity period of their proposals.

2.13. Participation of Government Employees

No current government employees shall be deployed by the Firm/Agency without the prior written approval by the appropriate authority.

2.14. Selection Method

Least Cost factor based selection among all the successful bidders who fulfill the technical criteria.

2.15. Bid Security (Earnest Money Deposit)

The Bid Security shall be as per Section 42 of RTPP Rules 2013 and RTPP (Second Amendment) Rules, 2020 or as amended time to time.

1. The bid security of amount indicated in Data Sheet in favor of as mentioned in bid data sheet. Shall be in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in an acceptable form,
2. The bid security is to remain valid for a period of ninety (90) days beyond the final bid validity period.
3. The Corporation shall reject any bid not accompanied by appropriate bid security being non-responsive.
4. The bid security of the successful Bidder shall be returned within 15 days positively once he has signed the contract and furnished the required performance security.
5. Bid securities of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract to successful bidder.
6. As per GoR gazette notification RTPP act (second amendment) rules 2013; dated 18/12/2020; provisioned relaxation for MSME and small scale industries will be applicable.
7. The bid security may be forfeited:

- A. when the bidder withdraws or modifies its bid after opening of bids;
- B. when the bidder does not execute the agreement, if any, after placement of supply/work order within the specified period;
- C. when the successful bidder fails to commence the supply of the goods or service or execute work or supply/work order within the time specified;
- D. when the successful bidder does not deposit the performance security within the specified period after the supply/work order is placed; and
- E. if the bidder breaches any provision of code of integrity prescribed for bidders specified in the RT PP Act 2012 and Chapter VI of the RT PP Rules 2013.

2.16. Clarifications and Amendments to RFP Documents

Bidder may request a clarification on any clause of the RFP documents prior to the date of Pre-bid meeting indicated in the Data Sheet. Any request for clarification must be sent in writing to the address indicated in the Data Sheet. The Corporation will respond in writing and will send written copies of the response, including an explanation of the query but without identifying the source of inquiry, to all Firms/Agencies. Should the Corporation deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under Sub-Clause 2 of this section.

1. At any time before the submission of Proposals, the Corporation may, whether at its own initiative, or in response to a clarification requested by a firm, amend the RFP by issuing a corrigendum. The corrigendum shall be sent to all bidders and will be binding on them.
2. To give bidders reasonable time in which to take an amendment into account in their Proposals, the AMC may at its discretion, if the amendment is substantial, extend the deadline for the RFP submission; at its sole discretion.

2.17. Preparation of Proposal

1. The proposals are to be submitted online in electronic format on website <https://eproc.rajasthan.gov.in>
2. Tender fee, EMD, and Processing Fee are to be paid in the form of DD or Cheque in favor of "Commissioner, Ajmer Municipal Corporation".
3. Registration certificate in appropriate class & GST clearance certificate valid up to the date of bid also must be uploaded along with the bid. If any reason of government holiday is declared on the opening of technical/financial bid date, the tenders shall be opened on the next working date at the same time and place.
4. Bidder's Proposal (the Proposal) will consist of three (3) components
 - (i) Bid Security
 - (ii) the Technical Proposal, and
 - (iii) the Financial Proposal
5. Bid Security: Bid security as mentioned in Bid Security section above & Data Sheet, shall be deposited offline..
6. In case bid security is not to be found in the, then technical and financial proposals will be rejected.
7. The technical proposal should clearly demonstrate the firm/agency's understanding of the assignment requirements and capability and approach for carrying out the tasks set forth in the TOR through the nominated experts.
8. The proposal should include a cover letter signed by person(s) with full authorization to make legally binding contractual (including financial) commitments on behalf of the firm/agency.

9. Bid offers shall have to be uploaded online only. The hard copy of offer document can be submitted or soft copy be emailed within the submission schedule.
10. The Proposal, as well as all related correspondence exchanged by the bidder and the AMC, shall be in English. All reports prepared by the contracted Firm shall also be in English.

SN	Proposal Content	Details for Technical Proposal
1	Experience of the firm	<ol style="list-style-type: none"> 1. Proposal submission form (Form Tech-1) 2. Maximum two pages introducing the firm (Form TECH-2) 3. Relevant completed / Ongoing projects in the format of Form TECH-3 illustrating firm work experience. 4. Maximum of twenty (20) pages of relevant completed projects illustrating firm and associate(s) firm's relevant experience. 5. No promotional material should be included.
2	General approach and methodology, workplan	Maximum thirty (30) pages inclusive of chart and diagrams
3	List of Proposed Experts	List of Proposed Expert Team with required qualifications and experience

2.18. Technical Proposal

2.18.1. General

The Technical Proposal shall not include any information related to financial proposal and any Technical Proposals containing information related to financial proposal shall be declared non-responsive.

2.18.2. Technical Proposal Format

SN	Proposal Content	Details for Technical Proposal
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1	Experience of the firm	<p>6. Proposal submission form (Form Tech-1)</p> <p>7. Maximum two pages introducing the firm (Form TECH-2)</p> <p>8. Relevant completed / Ongoing projects in the format of Form TECH-3 illustrating firm work experience.</p> <p>9. Maximum of twenty (20) pages of relevant completed projects illustrating firm and associate(s) firm's relevant experience.</p> <p>10. No promotional material should be included.</p>
2	General approach and methodology, workplan	Maximum thirty (30) pages inclusive of chart and diagrams
3	List of Proposed Experts	List of Proposed Expert Team with required qualifications and experience

The Firm/Agency shall submit technical proposal as per the data sheet which indicates the format of the Technical Proposal to be used for the assignment. Submission of the wrong type Technical Proposal will result in the Proposal being deemed non-responsive. The following table summarizes the content and maximum number of pages permitted for Technical Proposal:

2.18.3. Technical Proposal Content

1. The Technical Proposal shall contain information indicated in the following paragraphs using the standard Technical Proposal Forms (Form Tech-1 to Form Tech-4). Such information must be provided by the Firm/Agency.
2. A brief description of the organization and outline of recent experience of the Firm/Agency on assignments of a similar nature is required in prescribed form. For each assignment, the outline should indicate inter-alia, the assignment, contract amount and the Firm/Agency's involvement. Information should be provided only for those assignments for which the Firm/Agency was legally contracted by the Corporation as a corporate entity. Assignments completed by individual experts working privately or through other consulting firms cannot be claimed as the experience of the Firm/Agency.
3. A concise, complete, and logical description of how the Firm/Agency's team will carry out the services to meet all requirements of the TOR.
4. A work plan showing in graphical format the timing of major activities, anticipated coordination meetings, and deliverables such as reports required under the TOR.
5. The Technical Proposal shall not include information related to financial proposal. Technical Proposals containing information related to financial proposal shall be declared non-responsive.

2.19. Financial Proposal

1. All information provided in bidder's Financial Proposal will be treated as confidential.
2. The Financial Proposal is to be submitted in the requisite forms enclosed in electronic format on eproc website (<https://eproc.rajasthan.gov.in>).
3. No proposed schedule of payments should be included in firms/Agency's Financial Proposals.
4. Bidders shall quote the rates in INR only.
5. Form FIN -2 is an acknowledgement that, in preparation and submission of the Technical and Financial Proposals, Agency has:
 - A. Not undertaken any act that is or constitutes a corrupt or fraudulent practice
 - B. Agreed to allow the Corporation, at their option, to inspect and audit all accounts, documents, and records relating to the Agency's Proposal and to the performance of the ensuring Agency's Contract.
 - C. The rates to be quoted shall be in the format given in Data Sheet and it shall include all costs / expenses and statutory taxes exclusive of GST or any other tax applicable as per law in future during operation and maintenance phase.

2.20. Submission, Receipt and Opening of Proposals

1. The Proposal (Earnest Money Deposit, Technical and Financial Proposals) shall contain no interlineations or overwriting, except as necessary to correct errors made by Firms' themselves. Any such corrections, interlineations or overwriting must be initialed by the person(s) who has signed the Proposal.
2. Tenders are to be submitted online in electronic format on website (<https://eproc.rajasthan.gov.in>).
3. Physical copy of Proposals can be delivered to the Office of "**Commissioner, Ajmer Municipal Corporation, PR Marg, Ajmer 305001**" on or before the time and date stated in the Data Sheet
4. An authorized representative of the Firm shall initial all pages of the Technical and Financial Proposal that are uploaded online.
5. Earnest Money Deposit to be sent to the Corporation shall be placed in an inner sealed envelope clearly marked as "**BID SECURITY**" along with the proc Portal receipt. The outer envelope shall bear the submission address:- "**Commissioner, Ajmer Municipal Corporation, PR Marg, Ajmer 305001**" along with reference number and title of the tender project.

Chapter 3 Proposal Evaluation

3.1. General

1. From the time the Proposals are opened to the time the contract is awarded, the Firm/Agency should not contact the Corporation on any matter related to its Technical and/or Financial Proposal. Any effort by a Firm/Agency to influence the Corporation in examination, eval

uation, ranking of Proposals or recommendation for award of contract may result in rejection of the Firm/Agency's Proposal.

2. The "**BID SECURITY**" Envelope shall be opened first. If the bid security is not found to be in order then the online proposal shall be treated as non-responsive and shall not be evaluated further.
3. Then Technical Bid shall be opened **online**. The eligibility criteria will be first evaluated as defined in RFP for Proposals for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed eligibility criteria.
4. The Corporation has exclusive rights for evaluation of the Proposals received.
5. The Corporation will evaluate the Technical Proposals on the basis of Proposal's responsiveness to the TOR/SoW using the evaluation criteria.
6. A Technical Proposal may not be considered for evaluation in any of the following cases:
 - A. The Firm /Agency that submitted the Proposal be amongst any one of the rejected cases described in RFP and failed to make a proper statement to that effect in the cover letter of application; or
 - B. The Firm/Agency that submitted the Proposal was found not to be legally incorporated or established in India; or
 - C. The Technical Proposal was submitted in the wrong format;
 - D. The Technical Proposal included details of costs of the services.
7. After the technical evaluation is completed, the Corporation shall notify Firms/Agencies whose Proposals qualify technical criteria or Firms/Agencies whose Technical Proposals were considered responsive to the RFP requirements, indicating that their Financial Proposals will be opened. The Bid evaluation process and status shall be notified by the e-Procurement site to all competing bidder.

3.2. Public Opening And Evaluation Of Financial Proposals

1. The Financial bids of all bidders who qualify the technical evaluation will be opened **online**.
2. The Bid evaluation process and status shall be notified by the e-Procurement site to all competing bidder

3.3. Important Instruction to Bidders

S. No.	Content	Instructions
1.	TenderNumber	
2.	NameofTheProject/RFP	IMPLEMENTATIONOFGISENABLEDCLOUDBASEDPROPERTYTAXINFORMATIONMANAGEMENTSYSTEM(PTIMS) WITH QR CODE TAGGINGINCLUDINGMAINTENANCEOFSYSTEMFORAPERIODOF 0 7YEARSFORAJMERMUNICIPALCORPORATION
3.	ProjectEstimated Cost alongwithO&M	500.00Lacs
4.	ObligationofBidder	<ol style="list-style-type: none"> 1. ProgramPlanningandManagement 2. TheBidderwoulddevelopanddeployrequiredfunctionalitythatiscopedundertheproject 3. HosttheSolution as PTIMS MSP 4. Generate USSASUP with door to door QR Code Tagging. 5. Capacitybuilding 6. AwarenessandSensitizationofbenefitsofITalongwiththeapplication-leveltraining,TrainersTraining,SystemAdministrationandSupportTraining,Handholdingsupportetc 7. UtilizationStatements/ProgressReports 8. Application,SystemandNetworkMaintenance 9. OnlineHelpdeskSupport 10. OperationsandMaintenancefor7YEARS <p>Thebidderwouldberesponsiblefortheoutcomesoftheprogramandtheirpaymentswouldbelinkedtotheprogressoftheprojectaswellastheoutcomesoftheprogram.ThepaymentschedulewillbebasedonachievingmilestonesoftheProject.</p>
5.	ObligationofCorporation	<ol style="list-style-type: none"> 1. ToprovideallexistingdatasuchasDLCratedcolonieswiseforpreviousyears 2. To provide UD tax data base with yearwisetaxdeposited/arrear/dues/penalty.

		<p>3. To make available within 90 days from date of signing of agreement all data as available with AMC maintaining the property/UD tax data base/ previously /current surveyed data/futuristic surveyed data in any manner, otherwise delay condoned will not be counted on part of bidder.</p> <p>4. To appoint nodal person for integration of old data with newly surveyed data.</p> <p>5. Reviewing the Request for proposal.</p> <p>6. Issue of the LOI to the successful bidder</p> <p>7. Contract signing with selected bidder.</p> <p>8. Policy Directions and Guidance for successful execution of the Project,</p> <p>9. Creating a supporting environment for the successful implementation of the project.</p> <p>10. Release of Payments as per BOQ.</p> <p>11. To extend project after 6 Months of O&M minimum for 1 year or as agreed on mutually agreed terms of price escalation</p>
6.	Contact Person & Email	<p>Commissioner</p> <p>Ajmer Municipal Corporation Prithviraj Marg, Ajmer 305001</p> <p>email: ajmermc@gmail.com</p>
7.	Other queries Contact Person, mobile number & Email	<p>Name of person: Tax Assessor, UD Tax , AMC</p> <p>Mobile Number: 7230057380</p> <p>Email: udt.amc@gmail.com</p>
8.	Method of Selection	Least Cost Method
9.	Implementation Period and Contract Period	52 weeks for software development, drone based physical survey and QR Code plate tagging. 7 years O&M (Post work completion and project go live)
10.	Validity of offer	Proposals must remain valid for 90 days from date of submission of bid
11.	Technical Evaluation	Technical Proposal shall be evaluated/ Deemed qualified on the basis of the evaluation matrix

3.4. Bid Evaluation

1. The bids will be evaluated in a phased manner.
2. The objective of the technical evaluation shall be to assess the technical competence of the bidder. First eligibility will be analyzed as per the criteria below so as to identify qualified bidders:

3.5. Qualification Criteria/Bidding Eligibility Criteria

The following table outlines the eligibility criteria along with the supporting document that the bidders need to upload as a proof for fulfilling the respective criterion:

S.No	Eligibility Condition	Documentary Proof
1	The bidder should "be a company registered under the Companies Act, 1956/2013 or Private Limited/Partnership Firm Having experience in urban sector more than 5 years from date of incorporation. Joint Venture/Consortium is not allowed	Certificate of incorporation, Self-Certification of being in business should be attached. PAN number is mandatory.
2	Bidders should have positive net worth for last 3 financial years	Certificate signed by Chartered Accountant
3	Bidder should have minimum certified ISO 9001:2015 and CMMi level 5 certificate issued at least 45 days prior to the closing date of application and having validity at least up to six months post the closing date of application.	Related Certificate
4	Minimum average annual turnover of the bidders should not be less than INR 10 Crore (INR ten Crore) in last 3 financial years (2019-20, 2020-21, 2021-2022)	Audited Balance Sheet with Profit Loss Statement duly certified by Chartered Accountant and ITR

5	Bidder should have experience of mobile application based door-to-door property tax survey (universal coverage) with geo tagged real time images ;successfully handled/handling in town having more than one lakh households as per census 2011 with minimum contract period of O&M for 2 year.	Work Order/Completion Certificate (Provide phase of completion of implementation for ongoing projects duly certified by the head/ administrator of concerned municipal body)
6	The Bidder to have experience with the execution of a technology enabled digital door numbering (USSASUP) project for an Indian city with at least one Lakh households/Properties, as evidenced by the awarding of a municipal corporation contract/any other Govt. Development Corporation/Govt. Agency.	Copies of orders obtained/contract executed should be enclosed, along with Certificates, if any, issued by Government Organizations /Municipal Corporations from India for developing and commissioning the project in last 5 (five) years.
7	The Bidder must have the ability and experience in Thematic /Utility mapping for minimum 20 GIS layers mapping for use by Corporation.	Certificate of completion for minimum 20 GIS layers for utility/thematic mapping from competent authority not below the rank of executive engineer
8	Bidders should be working in ARCGIS software in GIS Domain for at least 5 Years.	Any related Work Order/Completion Certificate showing use of Arc GIS software r.t respective work order. Bidder must provide invoice as proof of procurement of GIS software in firm name, including work order with completion certificate clearly certifying use of Arc GIS software
9	Approach Concept, Work flow, creativity, Architecture, User interface, Security features, methodology, staffing and Project implementation Plan, scalability of the proposed system, etc., for effective execution of the Project. Following attributes will be considered for eligibility/qualification: i. The vendor should have experience in building technology platforms	The Bidder to submit a detailed proposal not exceeding 20 pages on the approach for Project implementation and development. The Bidders shall also have to give a digitally interactive presentation before the Evaluation Committee about the same.

	<p>that automatically generate a sequential, consistent, unique ID for both buildings and dwellings using a road-network data and to also automatically provide unique identifiers for every road using current AMC administrative boundaries. The platform should show integration ability with navigation applications via smartphones but still be intuitive enough to be used in a non-smartphone environment using regular road signs.</p> <p>ii. The Vendor's technology platform should be immediately available for execution as evidenced by a working demonstration during the technical evaluation</p> <p>iii. Thematic Mapping based on utility with at least 20 GIS Layers working seamlessly across the system</p> <p>iv. Should have experience with expertise in the following areas: - Large-scale computation - Technology platform development - Geo-spatial platform with proven track record in other mapping companies</p> <p>v. Project managing large scale Digital Surveys (at least one lac properties)</p> <p>vi. The Vendor's Technology platform should work on all mapping systems and not require enterprise licenses for deployment and general usage by the AMC and its citizens.</p> <p>vii. The vendor should have a robust and reliable mechanism and infrastructure in terms of devices, software, connectivity, trained manpower to collect real time digital</p>	
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	<p>data during the onsite survey of properties and seamless integration with USSASUP database hosted on server.</p> <p>viii. ix) Digital survey deployment/action plan, methodology, data fidelity while conducting the survey, MIS/Progress dashboard</p>	
10	<p>Bidders should have provided/providing services to at least 2 ULBs which include the following tasks:</p> <p>a) Door-to-door survey for property type data collection using mobile application integrated with webportal/ software</p> <p>b) Building property tax database of all the properties in a ULB</p> <p>c) QR code based Geo-tagging of all the properties</p> <p>d) Capturing GPS tagged drone UAV picture for each surveyed property clearly depicting type, use and location attributes of a property</p> <p>e) Development of GIS application based webportal/ software for urban property management duly integrated with mobile application on real time basis</p>	<p>Work Order(s)</p> <p>Go-Live Certificate/Completion Certificate</p> <p>(Provide phase of completion of implementation for ongoing projects duly certified by the concerned Corporation)</p>
11	<p>Bidders should have experience of hosting & Maintaining Application in Cloud/ Web based Environment for at least 3 ULB not below 1 lakh population</p>	<p>Work Order/agreement</p> <p>documentary proof clearly mentioned cloud/web based hosting for relative work</p>

12	Submission of EMD as defined in the RFP	Color scanned copy of D.D./Banker's Cheque / Bank Guarantee from nationalized bank
13	The bidders should have submitted document fee and MD, RISL Fees as defined in the RFP	Color scanned copy of D.D./Banker's Cheque
14	The bidders should have a valid GST registration	GST Registration Certificate
15	Clean Track record of dealing; bidder/Any consortium partner should not be blacklisted by any Government Agency in India. The Bidders shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any State/Central Government/ Municipal Corporation / Municipal Body/ Government Agency as on date of submission of the RFP	Self-Declaration/Undertaking in this regard by the authorized signatory of the bidder
16	Firm should have at least 20 technically qualified resources on its Payroll	Bid Authorized Signatory/Head of HR Signed Undertaking. (Upload the organization structure details along with broad category of department and personnel duly certified by the Authorized Signatory of the firm)

Note:-

1. The above qualification/eligibility criteria would be considered for technical evaluation.
2. All the documents should be placed only in this (as listed in this clause) order and an index be provided separately.
3. Bidder is required to submit necessary credentials/ documentary proof of Purchase Order/ Agreement, detailing Scope of Work, Timelines, project experience certificate etc. or relevant documents in support each of above parameters.
4. Technical bid evaluation will be done by a Technical Evaluation Committee (TEC) constituted by AMC.

5. TEC will go through all the documents submitted by the Bidder to do the technical evaluation. TEC will also be free to do reference checks with the client(s) of the Bidder as per the details provided by the Bidder. In addition, TEC may seek clarifications from the Bidder during the presentation session of the Bidder. The decision of TEC will be final.
6. The write-up/presentation copy of the evaluation item at Sr. No. (...) of the table above to be submitted by the bidder after presentation and shall become part of the technical bid of the bidder.
7. Presentation: Each bidder has to make a presentation to the bid Evaluation Committee at a date, time and venue as informed by AMC. The Technical presentation must inter-alia - include the following:
 - a. Understanding of the Project Requirements
 - b. Highlights of the Proposed Solution
 - c. Proposed Approach & Methodology
 - d. Detailed Project Plan
 - e. Coverage of individual Modules in Proposed Application
 - f. Proposed architecture
 - g. Proposed team composition
 - h. Live Demo of the Solution for Proof of Concept.
 - i. Digital survey deployment/ action plan, methodology, data fidelity while conducting the survey
 - j. MIS/Progress dashboard.
8. The bid will be summarily rejected if any of the documents mentioned above are not enclosed in technical bid. All supporting documents must be clearly visible and readable.
9. After that qualified bidders for financial proposal shall be selected.

3.6. Selection of Successful Bidder and Issuance of Loa

1. The selection of Successful Bidder will be based on Least Cost Method which will be applied to all those who QUALIFY in the technical qualifications.
2. The Bidder quoting lowest amount post the above qualifying selections shall be deemed successful bidder for this RFP.

3.7. Contract Negotiation and Award of Contract

1. AMC may choose either to accept the Proposal of the Qualified Company/ Firm or invite him for negotiations. In case the negotiation fails, AMC has the right to act according to RTTP Act, 2012 and Rules, 2013.
2. After completing negotiations, the AMC shall issue LOA to the successful bidder.
3. After issuing the LOA, the Corporation shall return the unopened Financial Proposals to the un-successful Bidders.
4. The selected Firm/ Agency is expected to commence the Assignment on the date and at the location specified in the Data Sheet.

3.8. Duration of Assignment

The duration of assignment of the services under the contract shall be as per clause 3.18 for development of software and complete physical survey. O&M period of 7 (seven) years shall commence post work Completion certificate (to be issued by Corporation). The contract it can be extended as per RTPP Act, 2012 and Rules, 2013. Any such extension shall be in lines with the revision of rates based on RBI Index formula.

3.9. Performance Security

1. The bidder has to submit within 30 days of the issuance of LOA, an Unconditional Bank Guarantee, (Performance Bank Guarantee) in prescribed format, in favor of "Commissioner, Ajmer Municipal Corporation" payable at Ajmer, from any nationalized or scheduled commercial Bank in India for an amount equivalent to 2.5 % of the total order value towards Performance Security for the duration of the complete Contract period i.e. upto 31.3.2030 (plus six months.)
2. This Bank Guarantee will be valid for a period of six months beyond the stipulated date of completion of services.
3. The proceeds of this security deposit (performance security) shall be payable to the Commissioner, Ajmer Municipal Corporation payable at Ajmer as a compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.
4. In the event of any contract amendment, the Bidder shall, within 15 days of receipt of such amendment, furnish the revised performance security, rendering the same valid for the duration of the Contract, as amended.
5. The Bank Guarantee will be released after six months and rectification of errors, if any, found during appraisal/ approval of Reports by competent authorities whichever is later.

3.10. Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the bid documents carefully along with existing Tax collection structure of AJMER MUNICIPAL CORPORATION. Submission of bid will be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
2. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents 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 its proposal and forfeiture of the Bid EMD.
3. The bidder must comply with all the terms and conditions given in this document and their offer must be unconditional.

3.11. Proposal Preparation Cost

1. The bidder shall be responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduction of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the AMC to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The AMC will in no case be responsible or liable for those costs, regardless of the conductor or outcome of the bidding process.
2. This RFP does not commit the AMC to award a contractor to engage in negotiations.
3. Further, no reimbursable cost may be incurred in anticipation of award or for preparation of this bid.
4. All materials submitted by the bidder as a part of the bid will become the property of the AJMER MUNICIPAL CORPORATION

3.12. Non-Disclosure Agreement

1. The successful bidder shall be required to execute a Non-Disclosure Agreement with the Corporation so as to secure the proprietary information of the AMC that can be of technical, procedural, commercial or of valuable nature.
2. This agreement is mandated to be executed along with the execution of the contract consequential to being successful in this RFP process.

3.13. Right to Terminate the Process

1. The AMC may terminate the contract with preliminary issuance of show cause notice assigning reasons for delay in work or any justified reason. The notice period will not be less than 30 days. If firm is not able to reply on show cause notice with proper justification and proof, then in such case AMC will proceed further for termination of the contract
2. This bid does not constitute an offer by the AJMER MUNICIPAL CORPORATION. The bidder's participation in this process may result in the AMC selecting the bidder to engage in further discussions and negotiations towards execution of a contract.
3. The commencement of such negotiations does not, however, signify a commitment by the AMC to execute a contractor to continue negotiations. The AMC may terminate negotiations at any time without assigning any reason.

3.14. Pre - Bid Meeting

- A. The AMC will conduct a pre-bid meeting with the prospective bidders on the date mentioned in the RFP Document.
- B. All enquiries /clarifications from the bidders, related to this RFP, must be directed in writing through email only exclusively to the contact person notified in this RFP document. The queries should be submitted in the following format:

AMCPTIMS and Survey RFP Query Form

Agency/Firm/Bidder _____ Address _____ Contact Person and email ID _____

S.No	RFP Document Reference(s) Page Number	Content of RFP requiring clarification	Points of clarification
1.			
2.			

C.

The preferred mode of delivering written questions to the aforementioned contact person would be through email. Telephone calls will not be accepted. In no event will the AMC be responsible for ensuring that bidders' inquiries have been received by the AJMER MUNICIPAL CORPORATION.

D. After publication of the RFP, the contact person notified by the AMC will begin accepting written questions from the bidders. The AMC will endeavour to provide a full, complete, accurate and timely response to all questions. However, the AMC makes no representation

or warranty as to the completeness or accuracy of any; neither response nor does the AMC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be displayed on the website of the AMC and will not be intimidated individually.

3.15. Amendment of Bid Document

1. At any time prior to the last date for receipt of bids, the AMC, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid Document by an amendment.
2. The amendment will be notified and uploaded on the website of the AMC for the information of all intending bidders.
3. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the AMC may, at its discretion, extend the last date for the receipt of Bids.

3.16. Supplementary Information to the RFP

1. If the AMC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

3.17. Miscellaneous

1. The successful Bidder is bound to execute this work on its own without subcontracting the whole work, Bidder is permitted to hire skilled manpower from different sources, either on pay roll or on contract/project basis, an information for the same shall be made available to AMC within 10 days positively.

2. The decision of the AMC arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any Bidder to apply external forces of any kind, may disqualify the Bidder for the present bid.
3. Any conditions mentioned in their bids by the bidders which are not in conformity to the conditions set forth in the bid will not be accepted by the AJMER MUNICIPAL CORPORATION. All the terms and conditions for the supply, testing and acceptance, payment terms penalty etc. will be as those mentioned herein and no change in the terms and conditions set by the bidders will be acceptable. Alterations, if any, in the bid should be attested properly by the bidders, failing which the bid will be rejected.
4. The AMC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon Project priorities vis-a-vis urgent commitments. The AMC also reserves the right to accept /reject any bid, to cancel / abort bid process and / or reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected agencies on the grounds of such action taken by the AJMER MUNICIPAL CORPORATION
5. Any default by the bidders in respect of bid terms & conditions will lead to rejection of the bid and consequently, a forfeiture of EMD/Security Deposit.

3.18. Deliverable/Payment /Penalty Schedule

Under this contract the successful payments will be based on the following milestones:

S.No	Bill item No.	Deliverables/ outputs	Time period of deliverable	Payment structure (% of quoted Fee)	Payment approving authority	Penalty on delay
A. SaaS Development and Geo Tagged Survey Including QR Code Tagging						
1	BOQ Item S1	Implementation of GIS platform enabled cloud based software along with mobile application development for purpose of field survey data capture with complete configuration as per SoW	T+4 weeks	60 % of quoted fees under BOQ item S1	After certification by Tax incharge /OIC and approval by Commissioner	In case of delay, penalty of 1% (of % of payment of item) per week of delay
	BOQ Item S1(a)	legacy UD Tax Data migration and integration for	T+ 6 weeks	60 % of the total fees for the BOQ item no	After certification by Tax incharge /OIC and	In case of delay, penalty of 1% (of % of payment of item)

		purpose of demand bill generation		S1(a)	approval by Commissioner	m)per weekofdelay
	BOQ ItemS1 and S1(a)	FinalapprovalofDesign ofPTIMSsoftware and mobile applicationasperscope ofwork	T+ 8 weeks = T1	20%ofthetotalservicefeesfor theBOQ itemnoS1 and S1(a)	After certificationby Tax incharge /OIC and approval by Commissioner	In case of delay, penaltyof1%(of%a geofpaymentofitem)per weekofdelay
	BOQ ItemS2(a)	Complete nonresidential(commercial/industrial/institutional/mixed use) property survey GPS enabled droneassisted survey with backend QC and data updation.	T1+12 weeks = T2	80% of the totalservicefeesfor theBOQitemnoS2(a)	After certificationby Tax incharge /OIC and approval by Commissioner	In case of delay, penaltyof1%(of%a geofpaymentofitem)per weekofdelay
	BOQ ItemS2(b)	Complete survey of all remaining properties buildings and real estate units as per scope of work. GPS enabled drone assisted survey with backend QC and data updation.	T2+ 18 weeks	80% of the totalservicefeesfor theBOQitemnoS2(b)	After certificationby Tax incharge /OIC and approval by Commissioner	In case of delay, penaltyof1%(of%a geofpaymentofitem)per weekofdelay
	BOQ ItemS2(c)	To procure and prepare drone UAV imagery base map with utility mapping on thematic base map as finalized by AMC	T2+20 weeks	80% of the totalservicefeesfor theBOQitemnoS2(c)	After certificationby Tax incharge /OIC and approval by Commissioner	In case of delay, penaltyof1%(of%a geofpaymentofitem)per weekofdelay
	BOQ ItemS2(d)	Affixing QR boards as per scope of work	T3+6 weeks	80 % of the totalservicefeesfor theBOQitemnoS2(d).	After certificationby Tax incharge /OIC and approval by Commissioner	In case of delay, penaltyof1%(of%a geofpaymentofitem)per weekofdelay

	BOQ Item S1+S1(a)+S2(a)+S2(b)+S2(c)+S2(d)+S2(e)	Final work completion certificate issuance and Go Live of project post complete survey, with base map preparation , QR plates Affixing, Software application modules approval and UD Tax demand generation with one successful bill distribution cycle.	T3+12 weeks	20% of the total service fees for the BOQ item no S1+S1(a)+S2(a)+(b)=(c)+(d) And 100% payment of item under S2(e) which will be paid on per successful unit item basis.	After certification by Tax incharge /OIC and approval by Commissioner	In case of delay, penalty of 1% (of % of payment of item) per week of delay
B. Operation and Maintenance						
	BOQ Item S3	Maintenance of property tax data base including : i. Hosting and maintenance of PTIMS on GIS enabled Cloud based application/ software cum mobile application for data collection and requisite updating from time to time. ii. Complete maintenance and upkeep of UD Tax ledger for AMC as online application/ software developer	7 years	service fees for the BOQ item no S3 per year to be released on monthly basis	After certification by Tax incharge /OIC and approval by Commissioner	

		<p>and host</p> <p>iii. Host and link all popular online pay methods including but not limited to UPI, Net Banking and card payment.</p> <p>iv. Host citizen window regarding any complaint/objection related to UD Tax survey data demand notices</p>				
	S3(a)	<p>One time training to AMC staff as and when decided by the corporation.</p> <p>i. To provide one manager with maximum two supporting staff with relevant qualification and experience in hosting urban tax modules.</p> <p>ii. Minimum qualification equivalent to a certified</p>				

		GIS expert (Degree/diploma) iii. Supporting staff in form of operator should have minimum two years experience of operating UD Tax or similar data operations.				
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1. Payments to the firm will be as per above deliverables and its acceptance
2. In the interest of the Project, Corporation will make all necessary arrangements and give the feedback/approval/acceptance within 10 working days of the data submission.
3. In case of any feedback from Corporation, necessary corrections shall be done by the firm and it shall re-submit for approval/acceptance at the earliest.
4. AMC will provide the bidder with one single point of contact for necessary support on-field (if required) as well as off the field

3.19. Penalty Clauses

This section outlines the penalties clauses for Non-Performance by the Agency. Non-performance has the following parameters:

- A. Delays in stipulated project timelines
- B. Delays in ticket resolution

Contract Signing Date = T as in table under 3.21.

Wrong tax estimation wherein there occurs an evident case of ambiguity on tax collection criteria, if the tax calculated by the surveyor/bidder is found to be on lower end, then, an amount equivalent to the double of the tax difference shall be charged as penalty upon the bidder. That is to say that the bidder is expected to always calculate tax on the higher end in case of any ambiguity arising due to lack of information or required property area and usage details. Property owner/ occupier may always make an appeal under clause 122 of the Rajasthan Municipal Act 2009 to the Commissioner Nagar Nigam Ajmer in case of discrepancy.

3.20. Delays in Ticket Resolution

Penalties will be imposed as per below in case of delays in time stipulated for ticket resolution:

S.No	NatureoftheTicket	ExpectedTimeLine	Penalty
1	CriticalNature	Within72workinghours	Incaseofdelay,penaltyofINR100/-perdayofdelay
2	RoutineNature	Within3workingdays	Incaseofdelay,penaltyofINR100/-perdayofdelay

3.21. Time Schedule

S.No.	Milestone	Timelines T=Dateofworkorder
1	Software DesignandDevelopment, complete UD Tax data migration, DLC rates, ward and Colony boundaries finalization	T1=T+8 weeks
2	Complete nonresidential (commercial/industrial/institutional/mixed use) property survey GPS enabled drone assisted survey with backend QC and data updation	T2=T1+12 weeks
3	Complete survey of all remaining properties buildings and real estate units as per scope of work. GPS enabled drone assisted survey with backend QC and data updation.	T3=T2+ 20 weeks
4	Affixing QR boards as per scope of work and final Go Live post work completion Certificate Issuance	T3 + 12 weeks
5	AnnualMaintenance(willbeimmediatelyeffectivefromthedateof issuance of work completion certificate and final Go Live post Security Audit)	For7YEARSafter work completion and golive

3.22. Arbitration

In case of any dispute, either party may issue a notice of reference, invoking resolution of disputesthrough arbitration in accordance with the provisions of the Arbitration Conciliation Act, 41

1996.

The arbitration proceedings shall be referred to the arbitral tribunal comprising of three arbitrators in accordance to the Arbitration and Conciliation Act, 1996 as amended on the date of the references. Each Arbitrator shall nominate one arbitrator and such arbitrator shall nominate the third arbitrator. Arbitration proceedings shall be conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Ajmer and following are agreed:

1. The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.
2. The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel)
3. When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Agreement.
4. Any legal dispute will come under Ajmer Civil Court jurisdiction only.

3.23. Termination for Insolvency

Corporation may at any time terminate this Agreement by giving prior written notice of thirty [30] days to Service Provider, only if Bidder becomes bankrupt or otherwise insolvent, provided that such terminations shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to Corporation.

Bidders subject to approval by Purchaser may terminate this Agreement before the expiry of the Term by giving Client a prior and written notice, at least 4 months in advance indicating its intention to terminate this Agreement.

3.24. Consequences of Termination

- a. In the event of termination of this Agreement prior to Term, due to any cause whatsoever, Client within purview of terms of scope of work and services, shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Project which Bidders shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/ breach, and further allow and provide all such assistance to Client and/or the successor service provider, as may be required, to take over the obligations of the Bidder in relation to the execution/continued execution of the requirements of this Agreement.
- b. Where the termination of the contract is prior to its Term on account of the default on part of Bidder or due to the fact that the survival of Bidder as an independent corporate entity has ceased, Corporation, or through mutual redetermination of the consideration payable to Bidder, shall pay Bidder for that part of the services which have been authorized by Corporation and satisfactorily performed by Bidder up to the date of termination. Without

prejudice to any other rights, Corporation will release all pending amount and will compensate the justifiable cumulative amount to compensate the investment made on software and other setups by the bidder keeping in view of 7-years span of services as per terms of tender.

Chapter 4 Terms of Reference (ToR) and Scope of Work

4.1. Objectives

The objective of this Request for Proposal (RFP) is to provide AMC with a Unique Smart Sequential addressing Solution for Urban Properties/Establishments (USSASUP) depicting an Alpha Numeric Smart Address code for each property/establishment in Ajmer with the information of main road, subroad/lane, Landmarks, building and the floor. A Geo-spatial based solution has been proposed keeping in mind the benefits of providing navigation details and address location services along with the linkages of metadata with attributes for features such as property tax, license fee, type of construction, occupant's/owner's detail etc. Ajmer city has an estimated 6 lakh population with approximately 1.2 lakh households spread over an area of around 74km sq.

The properties shall be affixed with QR Code enabled USSASUP plate/board. To develop this platform and solution an onsite digital door to door survey is required to be carried out for capturing the Geo position and other attributes describing the property explained in this chapter of RFP document.

The main objective of this assignment is to improve its urban tax data base and simultaneously to have a comprehensive data of city landscape. For this the bidder is expected to develop, deploy and maintain a compressive GIS enabled cloud-based system for physical mapping of entire city on a single platform. The developer cum licensee is expected to provide universal spatial coverage of each topographical factor including all buildings, roads, open spaces and major geographical features. The surveyor has to simultaneously generate UD Tax demand along with generation of various reports for property tax purpose for the Corporation as per the acts and rules of Rajasthan Municipalities Act 2009. The project involves migration of all the existing data of all the properties registered under Urban Development tax with AMC including but not limited to Property Ownership Details, Assessment Details, collection and arrears, and Documents like building plan.

The selected firm will host and maintain the system on MeitY/ DOIT Rajasthan's approved secured cloud space for a period of 7 YEARS from date of completion of survey and base map finalization that includes final PTIMS solution Go Live. A Security audit certificate shall in turn be mandated to be submitted to AMC.

The Selected Bidder will be Project Developer cum Licensee and shall be responsible for designing, customizing, procurement, implementation, operation and maintenance of the Project under and in accordance with the provisions of the contract agreement (the "Contract Agreement") to be entered into between the Selected

ted Bidder and the Corporation in the form provided by the Corporation as part of the Bidding Documents pursuant thereto.

The selected firm shall implement the project as required by the AMC. The AMC will oversee the project and evaluate the situation and conceptualize the plan for execution along with the AMC. The AMC will also supervise the execution process of the entire project.

4.2. Implementation of PTIMS

The broad scope is to provide services by design, develop, implement and maintain Software mechanism and content management system with bilingual support (Hindi and English) for a period of 7 years. AMC would thus like to appoint an experienced Master Service Provider (MSP) for implementation and maintenance of GIS enabled, cloud-based service portal with supporting mobile application for conducting universal physical survey of Ajmer City and providing GIS based solution in form of Property Tax Information Management System (PTIMS).

The overall scope of work of include the following specific activities:

1. Implementation of the GIS enabled Cloud-based Property Tax Information Management System (PTIMS) Application which shall allow for easy access of Assessment and demand details to its citizens and Municipal Property Tax Administrative Staff. The application shall allow effective and transparent management of property tax administration.
2. GPS latitude and Longitude survey of Urban limits defined by the Ajmer Municipal Corporation shall be conducted using mobile/ handheld device and drone imagery, using Map Interface to geo-tag the property for maximum accuracy.
3. GIS based Property Area measurement and verifying the same by making door-to-door survey assessment of all the properties with help of latest geopositioning and mapping technology for each municipal ward; additionally covering peripheral areas upto 2kms.
4. The database shall be supported by the application which can portray data base collected and created, in form of Urban Development Tax Digital Platform MIS and the same shall be accessible to the AMC.
5. The data for USSASUP shall be collected by the Developer cum Licensee through physical/onsite digital survey of each and every property/establishment in the AMC jurisdiction by deploying the adequate and optimal trained Man-Power using the mobile tools (including devices and software and connectivity) and drone image based survey solution for capturing real time data and its real time updation and integration in the database of USSASUP software developed and maintained and hosted by the firm on the AMC (State/DoIT/MeITY) Datacenter.
6. The Developer cum Licensee of Unique Smart Addressing Solution for Urban Properties (the "USSASUP") Project shall carry out the deployment of customized technology infrastructure and the creation of unique and sequential addressing data for the urban Properties in Corporation's jurisdiction using the existing design of

the technology owned by the Project Developer Cum Licensee. The customization and deployment for implementing the Project rests with the Project Developer cum Licensee and hence the control and the maintenance of the technology shall rest with the Project Developer cum Licensee during the Contract Period.

7. Project Developer cum Licensee has to Provide technology-enabled system to auto-generate a smart, unique and sequential door number at building and Properties level based on the road network for the Corporation.
8. Provider robust, android/iOS mobile DDN generation application for agent to use in their digital survey to generate the unique door number
9. To develop navigational tools using unique addressing smart system platform using the door to door numbers data for used by AMC.
10. To design, customize and implement a platform to auto-generate a smart and unique house number (alpha-numeric code) that is contiguous with pattern-based road-network encoding logic and can be accessed on web and mobile platforms.
11. Survey has to cover each and every Property, Colony and Streets survey across the urban area under the jurisdiction of Ajmer Municipal Corporation at present and cover the area up to 2 km radius on each city boundary/periphery exit point.
12. Survey has to cover each and every Property, which may belong to Forest/revenue/ADA/AMC/PWD in MC limits are to be surveyed . All properties such as Vacant, locked , denied , water body, forest, Colony and Street survey across the urban area under the jurisdiction of Ajmer Municipal Corporation at present and cover the area up to 2 km radius on each city boundary/ periphery exit point.
13. During survey property owner/attendant /occupier may not allow the surveyor for measuring the plot area /floor wise built areas of properties, or for denied/locked and vacant properties, in all such cases the tax information such as area, use and type , are to be ensured by bidder. The approximate area measurement from Drone UAV and number of floor from property photo are to be entered , and later on all such properties shall be provided an opportunity to update or modify parameters based on documentary proof during the re-assessment period of 60 days free of cost , the bidder shall provide its manpower to resolve all such applications within period of 60 days post physical survey phase completion as per BoQ item S2 a & S2 b.
14. The bidder shall provide all data backup in desired digital format which includes but is not limited to tax tables, reports, base map with utility layers and data analytics to AMC biannually for purpose of audit and data protection.
15. The MSP has to provide the required application in Software-as-a-Service (SaaS) model for a period of 7 years from the date of completion of survey and base map finalization that includes final PTIMS solution Go Live. This onwards the any service provider shall work and maintain software as user only entity.

4.3. The Digital On Site Real Time Survey Should Collect the Following Mandatory Information:

- i. Full Address including House Number, Floor Level , Building /Apartment Name/Landmark near the building /establishment ,Street Name/Road /lane , main road, interior, exterior road location Sub-Locality, Locality, nearbylocality/.sub-locality, City, State, PinCode.
- ii. Meta-data to include GPS enabled multiple images of the property (drone or mobile app based) and link to other database provided by AMC. Metadata link and forms/schema/template to be developed by the firm and
- iii. Dwelling type (Commercial/Residential/Mixed/institutional/recreational etc.)
- iv. Colour coding for QR code plates to be finalized separately by the bidder and AMC.
- v. Ownership status. e.g- Self-occupied/Rented/partly rented/vacant
- vi. Civic facilities such as parks, Public Toilet Units, Garbage stations/BQS/Foot-Overbridges/ recreational sites, stadium,
- vii. Type of use/ kind of business/ institutional activity in the property Digital Surveyed.
- viii. Construction type: concrete/brick pucca structure/steel/metal fabricated/ Porta-cabin/temporarily shed structure.
- ix. Geo-coordinates-Latitude-Longitude capture for each property unit using drone image capturing
- x. AMC circle wise Door-numbers/properties details.
- xi. Map tool facility for calculations of distance between properties/landmark.

4.4. The Physical Door to Door Number (DDN) Digital Survey also to collect and map/link the following information with the properties surveyed:

1. To generate Property Tax Identification Number (PTIN) in form of USSASUP necessarily having alpha numeric identity not less than 8 characters
2. mandatory fields for survey shall be location, property area, type of use and owner /occupant identification details.
3. Collection of Mobile Number of the residents/ occupants/ tenants/managers/caretakers of property

4. Total land area of the property: which will have measurement of the plot area/individual dwelling unit area/commercial unit area/institutional unit area/civic facility unit
5. Electricity Connection, gas connection etc details have to be taken in tick box format.
6. Lease/ Scheme Allotment number (for areas specifically provided by AMC)
7. Petrol pumps, LPG Station, Hospitals, marriage gardens Hotels, cinemas, Schools, Vehicle Charging stations etc are to be detailed under respective categories. details of the same shall be finalized by AMC and bidder in form of survey format before commencement of physical survey
8. License number/ shop establishment number (for AMC scheme areas)

4.5. Project Specifications

With the given background, its vision and objectives of a Unique Smart Addressing Solution for Urban Property/Establishment (PTIMS) project, this section outlines the high-level requirements of the PTIMS Solution. Ensuring scalability and integration of add-on services and enabling proliferation of public and private service providers are cardinal requirements of the project.

Solution Requirements:

S.No.	PTIMS Requirement	Description of the Requirement
1	Digital Door Numbering (DDN) platform (PTIMS) for sequential addressing USSASUP system	The digital door numbering platform must generate sequential, consistent and distinct IDs for buildings and unique codes for the associated properties/establishments/dwellings including apartments, high-rise buildings and multi-tenant dwellings based on the city's road network topology. The coding algorithm should go beyond simple latitude-longitude mapping, align with the city's road network and municipal jurisdictions, landmarks, lanes, bylanes thereby rendering sequential IDs to all roads in a city in a grouped and intuitive manner. System has to generate Property Tax Identification Number (PTIN) in form of USSASUP necessarily having alpha numeric identity not less than 8 characters for each individual unit.
2	Multi-channel access to digital door numbering platform	The platform must be accessible in web, smartphone and offline channels such as SMS. Its uses should not be restricted to certain mapping platform or navigation systems.
3	Maintain seamless relation between main	The PTIMS code format for the address must take into account the relation

	roads, incident roads/lanes, buildings landmarks and associated dwellings/properties	between a dwelling and its building, the numbering should be contiguous and automatically identify and link the home's access road.
4	Support projected urban growth for the next 20 years	The code format should have ability to take into account division and unification of properties without disrupting the code format and maintain intuitive numbering with neighboring properties.
5	Facilitate efficient governance through quick identification of Incident/Grievance Location.	Identify civic and governance issues by finding the location faster allowing AMC to deploy appropriate resources to mitigate and de-escalate situations faced by both citizens and AMC officials.
6	Possibility of reuse and extension of existing Unique area based identifiers.	The solution must aim to extend or reuse to the extent possible any existing solution that uniquely identifies area or a particular region.
7	Provide an internet enabled Mobile-App based Digital Survey Application to collect survey information	The Solution must provide an internet enabled Mobile-App based Digital Survey application that captures each individual dwelling address information in a format mutually agreed upon by AMC and the bidder
8	Utility platforms	Information for Property Tax, License fee, Road Information Management Application to be developed linked with PTIMS by the deployed firm.
9	Old and New property service number integration for UD tax	As the current data is very old and does not have any coordinates, hence to achieve the integration especially for properties which are paying UD tax regularly, the AMC shall appoint a coordinator who shall help the service provider in data integration. The service provider shall provide mobile application and trained AMC staff for onsite integration. Rest of non-integrated properties shall be get integrated on case to case basis , if owner name /colony name/area of properties matched in old record this will be carried out whenever the property owner appear in AMC for no dues/sub division or other clearance.

4.6. Migrate following existing datasets into the PTIMS

The licensee cum developer is expected to migrate/upload/integrate the following information on its developed software:-

- A. Complete U D Tax property records with owner name, contact details and all the parameters/required fields as available with AMC
- B. Property tax demand as applicable
- C. Arrear still date for all the properties across the Municipal jurisdiction
- D. All the available property related documents like owner's Aadhaar card, property ownership papers and building plans need to be uploaded by the licensee on the new application software.
- E. Property tax payment detail still date for each property registered with U D Tax.

4.7. Technical Requirements:

S. No	Header	DDN Requirements	Description of the Requirement
1	Infrastructure	Data Hosting	All data related to the Unique Addressing solution will be hosted on the cloud.
2	Infrastructure	Scalable infrastructure	For the DDN property ID data, the ability to handle large traffic through quick spin up of new servers and load-balance across data centers
3	Infrastructure	Data Retrieval	An efficient data retrieval mechanism should be built to ensure that access to data is quick and comprehensive. This module should be available to users based on permissions and privileges
4	Infrastructure	Concurrent Access	Since the platform will be both citizen and business focused, it will need to support concurrent connections at large scale with acceptable response times for up to 2 (two) lakh dwellings/properties/establishment
5	Core Platform	Address Uniqueness and Smartness	The addressing solution for urban dwellings/properties/establishment must be unique and must provide extensibility for future growth of the AMC. In this regard the addressing solution must support at least 2 lakh urban dwellings of the AMC region. The address format should have an intuitive design which allows the possibility of pinpointing locations or region as it relates to the road network

6	CorePlatform	Multi-Channel Delivery	The unique addressing solution must support multiple channels including the internet through a web-browser and Mobile phones through a Native, or Web or a Hybrid Application. The solution must facilitate the following facets: <ul style="list-style-type: none"> • Non-internet Scenario • Non-smartphone Scenario
7	CorePlatform	Data Quality	The system should use self-learning algorithms to take in sample data for cleansing and use to collate high-quality data sets that can be used for future reference.
8	CorePlatform	Quick Search	Ability to search for the address codes should be available across multiple mobile and non-mobile platforms with redundancies inbuilt for failure and speed.
9	CorePlatform	Mobile integration methods	Mobile integrations should be available to authenticated 3rd party partner through secure key. The actual integration can be done either through an SDK (Software Development Kit) or APIs
10	CorePlatform	Integration-ready for other tech platforms like Kiosks/Point of Deliveries (PoDs)	System architecture should be robust to be used in other instrument or platform such as kiosks that could be installed in the neighborhoods, bus stop etc.
11	CorePlatform	Integration with navigation, routing and other GIS systems	Based on the IDs, the system should be able to provide address information to one or more navigation, routing and GIS systems. At the same time, navigation should not be limited to specific platforms but work with all available products in the market
12	Digital Survey Platform Features	Activation Platform	Since the project entails giving IDs through physical inspection and verification, the system will have a technology platform (Available on one or more mobile platforms) and uses device sensors (such as GPS, Altimeter) to capture property information including multimedia files and sync with an ID for future reference. The platform should not require specialized technical skills from activation agents to ensure the activation can be done in an economical manner
13	Digital Survey Platform Features	Activation Platform Requirements	On-ground activations should be possible with mobile phones running the Android Operating system at 4.4.x and higher. The device requirements should not be more than standard devices required for running general apps, location services and graphics card.

14	Digital Survey Platform Features	Multi-attribute Address tagging system	The Mobile Digital Survey app must allow each address to include an number of attributes as defined by the AMC.
15	Digital Survey Platform Features	Remote-install applications across agents	Ability to push updates to agent systems during activation to ensure any upgrades are immediately available and data quality is high
16	Privacy and Security	3rd Party Access	Using frameworks such as API and SDK, the information should be available to other non-governmental bodies with multi-layer authentication (public+private keys) to ensure secure, broad adoption
17	Privacy and Security	Access security and DDoS Attacks	Automated and manual measures in place to ensure private information is adequately secured according to latest industry guidelines.
18	Privacy and Security	Multi-layer Privileges and Permissions	Based on a detailed information available from all parties, a comprehensive multi-layer permissions/access module that limits and exposes information based on the user's role within the system.
19	Data Management	Activation monitoring	The platform should allow for real-time review agent performance of creation of digital door numbers during the Digital Survey, ability to verify the accuracy of information against specific quality parameters and make changes as required
20	Data Management	Segmentation of Digital Survey Data	The data that is collected through the Mobile Digital Survey Application contains Personal Identifiable Information, Address Information and Dwelling Information. The Digital Survey applications should provide segmentation of data such that each of these information can be stored in separate configurable physical databases
21	Data Management	Data Integration	The system should be designed to quickly integrate with other departmental information to provide a comprehensive data module that can be used by different heads for effective governance
22	Data Management	Data Flexibility and Extensibility	Ability to add more information to the platform from other systems or inferred data as required without the need to re-execute the entire project
23	Data Management	SMS-based grievance cell	A technology platform to provide SMS-based address information based on defined text protocols established in collaboration with all parties.

4.8. GeoEnabled Door to Door Property Survey

Properties shall be categorized as Open Land, Own household and Multistory Building/premise. The Categorized property shall be marked as per its usage i.e. Residential, Commercial, Industrial, Institutional, Government owned, Religious, mixed usage etc.

Urban Development Tax digital platform will be provided by Bidder. The Bidder/SI would be required to maintain the application and integrate the same with the existing Web Application used at AMC for Property Survey. The same needs to be hosted by the bidder (the infrastructure space for hosting would be provided by the department) and use the software for managing Urban Development tax data collected, tax registers, notices as per demand during operation and maintenance phase.

Officials as may be authorized by AMC shall be allowed to access the systems or its components including databases, subject to such rights & privileges as AMC may decide from time to time for the purpose of testing, audit, certification, review, inspection etc.

The bidder will provide regular data backup to the AMC. The sole discretion of property database generated during the survey is of AMC and should be handed over to AMC on timely basis.

The Agency has to provide all surveyed data to AMC only & shall not share with any other organization without prior permission from AMC.

4.9. Comprehensive Maintenance for Seven Years (Phase-B)

No.	Title	Description
1	System Support & Maintenance	<p>A. Once the systems have been commissioned, the Successful Bidder shall maintain the GIS portal for the period of 7 (Seven) years. The Successful Bidder shall propose the persons for this along with their roles, job descriptions and profiles.</p> <p>B. Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Successful Bidder shall keep the application software in good working order; perform changes and upgrades to applications as requested by the AMC.</p> <p>C. All tickets related to any issue/complaint/observation about the system shall be maintained in an AMC compliant comprehensive ticketing solution.</p> <p>D. Manpower Deployment - Successful Bidder shall deploy fulltime</p>

		<p>onsiteteamduringmaintenancephasewhichshallpreferablyconsistofmembers with qualification as specify in BOQ item S3a.</p> <p>Keyactivities tobepreformedbySuccessfulBidderintheapplicationsupportstageareas follows:</p> <p>a. HandholdingsupportandDataManagement</p> <p>ProvidehandholdingsupportandtrainingservicesaspartofthepostImplementation services,on ascheduledbasisaswell ason aneedbasis.</p> <p>Updatethe GIS data/services as andwhenrequired.</p> <p>b. CompliancetoSLA</p> <p>Successful Bidder shall ensure compliance to SLAs as Indicated in this RFPand any upgrades/major changes to the system shall be accordingly plannedby Successful Bidder ensuring the SLA requirements are met at no additionalcosttotheAMC.</p> <p>c. AnnualTechnologySupport</p> <p>SuccessfulBiddershallberesponsibleforarrangingforannualtechnologysupportfortheOEMproductsbytherespective OEMsduringthe entireProjectduration.</p>
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	<p>d. Application Maintenance</p> <p>Successful Bidders shall provide unlimited support through on-site team/telephone /E-mail installation visits as required.</p> <p>Successful Bidders shall address all the errors/bugs/gaps in the functionality in the solution implemented by the Successful Bidder (vis-a-vis the SRS & FRSS signed off) at no additional cost during the O&M phase.</p> <p>All patches and upgrades from OEMs shall be implemented by the Successful Bidder ensuring customization done in the solution as per the AMC's requirements are applied. Technical upgrade of the installation to the new version, as and when required, shall be done by the Successful Bidder.</p> <p>Any version upgrade of the software /tool /appliance by Successful Bidder to be done after taking prior approval of AMC and after submitting impact assessment of such upgrade.</p> <p>Any changes/upgrades to the software performed during the support phases shall be subject to the comprehensive and integrated testing by the Successful Bidder to ensure that the changes implemented in the system meet the specified requirements and do not impact any other function of the system.</p> <p>Issue log for the errors and bugs identified in the solution and any changes done in the solution shall be maintained by the Successful Bidder and periodically submitted to the AMC.</p> <p>Successful Bidder, at least on a quarterly basis, shall inform AMC about any new updates/upgrades available for all software components of the solution along with a detailed action report. In case of critical security patches/alerts, the Successful Bidder shall inform about the same immediately along with his recommendations. The report shall contain:</p> <p>Successful Bidder's recommendations on update/upgrade, benefits, impact analysis etc.</p> <p>e. Problem Identification and Resolution</p> <p>Successful Bidders shall identify errors and bugs that persist for a long time, impact a wide range of users and is difficult to resolve becomes a problem. Successful Bidders shall identify and resolve</p>
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		<p>all the application problems in the identified solution (e.g. system malfunctions, performance problems and data corruption etc).</p> <p>. Monthly report on problem identified and resolved would be submitted to AMC team along with the recommended resolution.</p>
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No.	Title	Description
		<p>f. Change and Version Control</p> <p>All planned or emergency changes to any component of the system shall be through the approved Change Management process.</p> <p>. For any change, Successful Bidders shall ensure</p> <ul style="list-style-type: none"> i. Detailed impact analysis ii. Change plan with rollback plans iii. Appropriate communication on change required has taken place iv. Proper approvals have been received <p>Schedules have been adjusted to minimize impact on the production environment</p> <p>All associated documentations are updated post stabilization of the change. Version control maintained for software changes</p> <p>. Successful Bidder shall define the Software Change Management and Version Control process. For any changes to the solution, Successful Bidder has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/ additional features added to the developed GIS System.</p> <p>Note- No extra cost shall be remunerated by AMC on account of such operations & maintenance activities mentioned herein above.</p>
2	Hardware Maintenance Support	<p>Successful Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the O&M period bidder shall replace or augment or procure higher-level new equipment or additional licenses/hardware at no additional cost to the AMC in case the procured hardware or software is not enough or is undersized to meet the service levels and the project requirements.</p> <p>Successful Bidder shall be responsible for tasks including but not limited to setting up servers, configuring and apportioning storage space, account management, performing periodic backup of data and automating reporting tasks, and executing hardware and software updates when necessary. It shall be noted that the activities performed by the Successful Bidder may also be reviewed by AMC.</p> <p>On an ongoing basis, Successful Bidders shall be responsible for troubleshooting issues</p>

		<p>in the IT infrastructure solution to determine the areas where fixes are required and ensuring resolution of the same.</p> <p>Successful Bidder shall be responsible for identification, diagnosis and resolution of problem areas pertaining to the IT Infrastructure and maintaining The defined SLA levels;</p>
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No.	Title	Description
		<p>Successful Bidders shall implement and maintain standard operating procedures for the maintenance of the IT infrastructure based on the policies formulated in discussion with AMC and based on the industry best practices/frameworks. Successful Bidders shall also create and maintain adequate documentation/checklists for the same.</p> <p>Successful Bidders shall be responsible for managing the usernames, roles and passwords of all the relevant subsystems, including, but not limited to servers, other devices, etc.</p>
3	Data Preparation & Updation	Bidder shall be responsible to create, manage & update with spatial & non-spatial data related to GIS Project.
4	Customize Development for Departments (Dashboard/Modules)	<p>As per requirement of AMC Departments bidder shall prepare a Solution based Document that ensures resolution & Process with defined application/ module/ dashboard/ reports.</p> <p>Bidders shall define GIS solution by integrated technologies that easily integrate with GIS System or Project. Bidder will provide end-to-end Support for customized developed application/module/dashboard/reports with Departments.</p> <p>Bidders shall be responsible for Support, Training to Concern Department & Module Usage with User Defined detailed documentations.</p>

		SourceCode: The bidder shall hand over source code with all and exclusive rights to AMC at the end of O&M period.
5	PropertyTax UpdationviaM obile App	<p>BiddershallDevelopMobileApplicationforGISbasedPropertyTaxSurvey forAMC.MobileApp for usebyAMCOfficers/Staff/Surveyorspurposeonly.</p> <p>MobileAppshould haveAnalyticsDashboard, Capacity & Resource Management by various department levelsof filters to get customized reports. Bidder responsible to create methodologyof Real time Property Survey integration with existing GIS System to prepare,manage&update consistentlywithoutinterruption.</p> <p>UsingPropertySurveyMobileappalongcustomGeo-spatialsurveycapability to generate form (for spatial feature includes attribute, photo, video,movies, QR Code),Officers/Staff/Surveyors can be able to locate Buildings usingcurrent location to fill concern property information using GIS based PropertyID.MobileAppcanbe useforUnlimitedusewithoutanyuserrestrictions.</p> <p>Usable Spatial Layers to Integrate: Property, Property Ward Boundary & GridMobile AppPlatform:Android&IOS</p> <p>SurveymobileappalongcustomGeo-spatialsurveyform,thisincludesattributes, photo, QR code and/or RFID code ec.in both platform in IOS and AndroidmobileforunlimiteduseforAMC.</p>

4.10. Preparation Of Base Map:

The base map shall contain all key physical features, the boundaries of each plot & building (structure) and a plot & building identification number as described below. The map shall be multipurpose and could be used by various sections of the Ajmer Municipal Corporationsuchas engineering, revenue (taxation) and town planning.

1. Demarcation of ward boundaries as per published gazette & field survey.
2. Administrative boundaries(planning, municipal ward,digitalCadastral/khasra boundaries etc.)
3. City base map based on satellite image & ground survey as AMRUTGuidelines.
4. Property coverage based on survey

Note: - all above layers should be .shp, .kml&geodatabase format with UTM coordinates.

Map	Contents (layers)	Remarks
Base Map of Planning Area / Census Urban Agglomeration Area/ Municipal boundary	<ul style="list-style-type: none"> • National Highway, State Highway, Major District Road, Other District Road, Expressway, Bypass, Ring Road, Service Road, Major City Road, Minor City Road, Other Public Road, Other Private Road, Village road, Over Bridge, Under Pass, Flyover, River, Stream, Agricultural area, forest, wasteland, open land and railways, settlements etc. • Planning area / Census Urban Agglomeration Area boundary, Village and Municipal area boundary, zone, slum ward and tax zone boundaries as specified by AMC 	Map based on latest Satellite Data on Scale 1:1000 (As per AMRUT Guidelines).
City Base Map of Municipal Area	All major physical features with reference names, such as, main roads, other important roads, railways, airport, cantonment areas, important landmarks, colony names, water bodies, drains, canals, rivers, etc. Municipal area boundary, zone, ward, tax zone boundaries.	Base Map of Municipal Area on scale of 1:1000 (As per AMRUT Guidelines)

Property*	Plot and Building (structure) with unique IDs Vacant plot and open land, Spatial distribution of slums, Municipal area boundary, zone, ward and tax zone boundaries.	Property Mapping including slums on scale 1:1000 (As per AMRUT Guidelines)
Administrative Jurisdiction	Census Urban Agglomeration/Planning, Village, Municipal, Ward, Digital Cadastral/ Khasra, Municipal area boundary with superimposed satellite image where needed	Map based on latest Satellite Data on Scale 1:4000or better (As per AMRUT Guidelines)
Land use/ Landcover Map of Planning Area / Census Urban Agglomeration Area	Residential, Commercial, Industrial, Mixed, Educational, Health Services, Central Govt. Property, State Govt. Property, Railway Property, Public& Semi-public, Religious, Recreational, Public Utilities, Solid Waste Management, Communication, Heritage, Slum, Vacant Land, Transportation, Rural, Green Areas, vacant area, park Agricultural Land, Wetlands, Wastelands, Specific Land Use, Eco-Sensitive Areas, Agricultural area, Forest cover,Others.	Map based on latest Satellite Data on Scale 1:4000or better (As per AMRUT Guidelines)

4.11. GIS Project Development

The attributed data collected shall be converted into tables and then to the GIS database server. A unique code shall be maintained to link to the spatial data.

The GIS PROJECT shall be enhanced and developed with the existing functionality of the following:

1. Can view the maps and data
2. Can edit or update the spatial and attributed data
3. Able to Query the GIS database through known query language
4. Modules applicable to the various departments of AMC.

Following are the requirements for Standard Software, Database Management functionality, Client Server Architecture & Quality Aspects for GIS Project:

4.12. Standard Software Specification

- 1) Enterprise GIS & Image Processing Solution proposed should be COTS (Commercially Off-the-Shelf) product and should be available on Windows and Linux Operating System.
- 2) GIS Solutions proposed is to be GUI based and shall be compatible on Windows, Android & iOS operating system/platform. The web based GIS PROJECT shall be functional with all type of standard browser like Internet Explorer®, Apple® Safari, Google™ Chrome, Mozilla® Firefox®, etc. The database shall be developed on any standard RDBMS.
- 3) GUI shall be highly user friendly (can be decided jointly and require approval before live) and self-explanatory. It shall provide the sample example wherever it seeks user input and also preserve the history of the inputs. GUI shall be customizable as per the user's choice.
- 4) The front-end GUI shall be minimal, preferably with icons. The background processing will be in the form of independent processes communicating with the parent from time to time about its processing status and resource requirements. All probable error conditions in inter-process communication or otherwise disk space, I/O device, memory error, file permissions, shall be handled with proper flashing message and graceful exiting of the process.
- 5) The GIS software could be any Industry standard GIS platform, easy to handle, operate, maintain & also train the AMC staff/end users.
- 6) The GIS PROJECT shall provide the ability to simultaneously use, manipulate, display, output and maintain raster & vector graphics. Multiple concurrent use of system is required.
- 7) The GIS PROJECT shall have simple user interface both for departmental users as well as for citizens with the easy navigation and querying facility. The details to be displayed for citizens and other officers shall be implemented as per AMC requirement.
- 8) Online Help & FAQ shall be provided at all points/circumstances.
- 9) Automatic Verification of Edit Functions: The GIS PROJECT shall have the facility to verify automatically, all edit functions. The verification process shall indicate to the user the graphic Element or textual data affected by the edit function. It shall then allow the user the option to proceed with the edit function or abort it.
- 10) The GIS PROJECT shall also be supported by bilingual Hindi & English font. The GIS PROJECT shall have mouse over feature information, accurate scale bar, address search (layer defined) and highly accurate distance measurement through various distance units.
- 11) The GIS PROJECT shall be supported by various types of Graphs/Charts as mutually finalized by AMC and bidder.
- 12) The GIS PROJECT shall have Full layer control as user can Toggle on/off any layers
- 13) The GIS PROJECT shall have dynamic switching feature between Map, Data/Attribute, Satellite and Hybrid modes anytime.
- 14) The GIS PROJECT shall have support of multiple GIS data formats
- 15) The GIS PROJECT shall have strong encryption support for data security.
- 16) The GIS PROJECT shall have dynamic on the fly creation/editing of Point of Interest.
- 17) The GIS PROJECT shall have the flexibility & provision for creating automatic MIS reports for the changes in land use and ownership data at regular intervals

- (monthly, quarterly, half yearly, yearly etc.) in predefined formats. The system shall also have provision for generating user defined MIS report for changes.
- 18) The GIS PROJECT shall also cater the requirements like data security, access level security, etc. The complete database system access tracking is required.
 - 19) Configuration: The GIS PROJECT shall be hybrid structure as Web based & bidder shall develop Client-Server application software. General structure with demarcation of various modules & all supporting information (program codes) shall be supplied with the sole purpose of providing on open system capability of incorporating modifications / additional modules as & when required by AMC.
 - 20) The GIS PROJECT shall be linked and integrated with the existing AMC website 'www.ajmeramc.org.in' for which the bidder may make a thorough understanding and observation of the existing website.
 - 21) Each and every software shall be of latest version in the present market and the bidder shall produce the license for the use of such software.
 - 22) The bidder shall ensure the compliance of various government norms / standards pertaining to application development.
 - 23) The GIS PROJECT shall follow the National Spatial Data Infrastructure (NSDI) meta standards and compatible with National Urban Information System (NUIS) Scheme.
 - 24) The GIS PROJECT shall have the feature of forward and backward linkages with standard available CAD software's (.dwg, .dxf, etc format) and shape files.
 - 25) Data sharing – Different departments can share the data in different ways. Data has to be stored on state server only. Anyone on the network can share the data with proper and prior permission of AMC authorities. There shall be user authentication facility (User Id and password for system administration and departmental users).
 - 26) The GIS PROJECT shall incorporate drawing / drafting facilities similar to a standard GIS package.
 - 27) The GIS PROJECT shall be able to draw / edit / delete any element of drawing and all other features of editing.
 - 28) The GIS PROJECT shall provide full flexibility & accuracy in selecting any position & shall be convenient for viewing the map.
 - 29) It shall be possible to label any Network entity with the data associated with it on the map.
 - 30) Support of element manipulation commands like copy, scale, move, rotate, mirror, delete etc. with single elements or group of elements.
 - 31) Support of English & Metric units of scale. Suitable interface for GIS PROJECT Programming (user commands)
 - 32) "Built in support for Graphics Accelerate through Open GL and Quick Vision interfaces on all Windows platforms.
 - 33) Smart Line and Accurate drawing tool to dramatically increase drafting productivity.
 - 34) Support to external databases directly & through ODBC to create intelligent designs.
 - 35) High Quality Rendering and Animation tool to enhance design visualization.
 - 36) The GIS PROJECT shall draw the maps in distinct color & develop a suitable layer structure for viewing the map of various entities.
 - 37) Either a whole or a part of the map shall be possible to accurately or conveniently be viewed. It shall be possible to conveniently size the map.

- 38) Labeling of the Network Elements: The GIS PROJECT shall have provision to label the data entities on the map being viewed. When viewing the map on screen owing to high density of Network items, labeling of map entities may cause cluttering. The labeling facility shall have flexibility to hide unwanted labels when required.
- 39) The GIS PROJECT shall provide a complete set of drawing tools & editing commands in order to enable the user to Draw & Modify any or parts of various geographical objects (viz. Circles, Rectangles, Polygons, Square etc.) on the map.
- 40) The GIS PROJECT shall be able to create / search any geographical objects within these boundaries like fill patterns, line symbols, text on map.
- 41) The GIS PROJECT shall have the facility for addition of symbols & rearrangement of data on the graphics screen, without affecting the database.
- 42) The GIS PROJECT shall ensure that when an item in graphic data is changed, this change shall be automatically reflected in non-graphic database & vice-versa.
- 43) The GIS PROJECT shall provide all standard on-line spatial & non-spatial details through GUI queries (e.g. on entering a property Number, the entire particulars and address shall be displayed and detail of its built-up up-to subscriber premises shall be displayed).
- 44) Sufficient error messages and warning messages shall be flashed on the screen when such conditions arise. All the error messages and warning messages interface shall be through external files. Error messages shall be self-explanatory and recovery actions shall be mentioned along with the messages. Package or process shall not hang in any case. In case of abnormal termination it shall be possible to start from where it has stopped. It shall also maintain log file. All the boundary conditions shall be taken care.
- 45) The GIS PROJECT shall have the capability to add interfaces, add city/ districts with GIS database, add additional modules and add new approvers/ administrators/ users after customization. The system shall be such that it has forward and backward linkages so as to integrate other agencies applications and database. For example, AMC GIS PROJECT may be integrated in future with the application of Utility service providers like Gas, Electricity, Telecommunications/mobile tower, etc.
- 46) The GIS PROJECT shall be able to process data entered in the database & generate/display useful information in the form of report/Graphs/Maps as per the requirement by AMC.
- 47) The GIS PROJECT shall be able to print the map. The GIS PROJECT shall produce plot of any area map, the size of map ranging from A4 to A0.
- 48) The GIS PROJECT must record and make available the user actions for audit trail.
- 49) Necessary security must be ensured at all levels so that the system is full proof and is safe from unauthorized access, hacking and attacks.
- 50) Geo-processing advance Image Processing functions such as buffer creation, clip, erase, image enhancement, image filtering, Vegetation Indices Calculation, Linear Algebraic Combination, Band Math, change detection, image extraction, etc. should be performed at server end by sending the request using the web client and should enable the WMS service to display the processed data on web
- 51) The software should be capable to process the temporal or time series image data. The software should provide change detection modules such as: Basic Change Detection, Advance Change Detection, Auto Change Detection and Site Monitoring. The advance change detection

module should be capable to ingest multiple input images to find the change detection using various methods. It should also handle the multi-resolution satellite image.

- 52) The software should allow visualization of data in 2D/3D in web as well as desktop application
- 53) GIS software should enable various services of the Geo-processing and Image processing function such as buffer creation, clip, erase, image enhancement, image filtering, Vegetation Indices Calculation, Supervised classification etc., to perform the particular processing at server end by sending the request using the web client and should enable the WMS service to display the processed data on web.
- 54) CAD functions with native DWG file support with 2D, 3D.
- 55) 3D support for terrain, HRSI, vector, 3D Models, 3D Mesh, point cloud, visualization and analyze different operation like measurement, slope analysis, line profile, line of sight, terrain analysis, animation, flood analysis etc. it should support digital twin.
- 56) Spatial data repository for spatial data management and distribution of spatial data/services to various AMC services like building permission, various license, fire NOC, drainage network, interior and exterior road network etc.

4.13. Database Management functionality

- a) The GIS PROJECT shall have the provision of a flexible and efficient database with each element and link to associated graphic entity.
- b) When an item in the drawing is changed, this change shall be reflected in the non-graphic database. This operation shall ensure that the drawings and non-graphic data records always remain consistent.
- c) The GIS PROJECT shall provide the following facilities:
 - Efficient Retrieval of Data,
 - Data Updating
 - Selective Highlighting,
 - Maintenance of Databases,
 - Backup & Restore etc
- d) Login Record: There shall be an access by database administrator (DBA) for the whole GIS PROJECT. The complete date & time wise record of log-in and log-out shall be recorded by GIS PROJECT and operate only through DBA.

RDBMS (Relational Database Management System) shall be used for the GIS PROJECT data management. Following are the features that shall be supported by RDBMS:

- Database shall have capability to compress and store data onto low cost storage partitions for faster performance. Partitioning of data will enhance the manageability, performance, and availability of the application.
- Database shall provide a rich variety of partitioning schemes to address the business requirement of the application. Partitioning shall be embedded tightly into the core database engine and supported by many administrative tools. From an application perspective, it shall be completely transparent which means no change shall be needed to be made to the application or to the SQL statements in order to use it.
- Database shall support options of different partitioning schemes within the database (Range, List, Hash & combinations) to split large volumes of data into separate pieces or partitions,

which can be managed independently. The partitioning shall enhance the performance, manage huge volumes of data and shall provide foundation for Information Life Cycle Management.

- Database shall be able to compress structured data and unstructured data such as documents, images, and multimedia in OLTP mode, and query execution shall be faster on compressed data.
- Database shall support data mining techniques and allow seamless integration with a data warehouse. The data mining techniques like classification, clustering, regression and association rule learning shall be supported by the database to support data mining applications developed in the application layer.
- Shall help in addressing regulatory compliance requirements by protecting sensitive data whether in transit or at rest from unauthorized disclosure.
- Data shall be encrypted before it is written to disk and decrypted before it is returned to the application. The encryption and decryption process shall be performed at the SQL layer, completely transparent to applications and users. Subsequent backups of the database files to disk or tape will have the sensitive application data encrypted.
- Shall support native optional database level encryption on the table columns or backups.
- Database shall provide High availability & Disaster recovery using cost effective option of automatically synchronizing the transaction logs to disaster site, which in case of failover the other node provides the availability of all data. This flexibility of log synchronization shall be supported from Enterprise to Entry Level server edition of the database.
- Database shall have received the security certification of at least level 1 (EAL1) from the International Common Criteria for Information Technology Security Evaluation
- A centrally Monitored Web browser/ MMC Based GUI Administration Tool shall be available with the RDBMS to Create, Delete & Manipulate different Database Objects and also Schedule Queries priorities centrally.
- Server Configuration Tools be available to automatically configure clients, network etc.

4.14. Client Server Architecture

AMC request the bidder to propose the complete client server architecture and required technologies for creating the web based GIS application to display Satellite data and other spatial data to the users. The technologies shall be robust and scalable. The architecture of the proposed system shall be multi-tiered to allow for modularity and scalability.

The complete application development will consist of software requirements specification, network requirement, design & development, testing, and deployment.

The physical architecture shall also be required to propose by bidder taking into consideration the parameters like administrative structure of AMC (Head Office, future Zone offices, proposed Ward Offices, various departments of the office, water and sewerage treatment plants, pumping stations, etc), number of users, size of the data, availability, future expandability, etc.

4.15. Quality Aspects

The following are some of the important quality requirements:

- a) Maintainability: It shall be appreciated that the GIS PROJECT is mainly a scientific software system. New and/or improved scientific algorithms will be incorporated

during the development and operations. Thus, it must be designed in such a way so as to easily incorporate new requirements or changes in data formats with minimal efforts.

- b) Portability: The GIS PROJECT shall be portable so that it shall be easily ported to other hardware and software platforms such as other machine architectures or operating systems (e.g. Linux and Windows) without requiring significant modifications to the software code.
- c) Reliability: The GIS PROJECT must be reliable so as to ensure high probability of failure free operations and must not suffer from problems such as abrupt crash due to illegal memory operations and memory leak etc. Furthermore, the GIS PROJECT must include a good amount of error checks. It must also flash pin-pointed error messages along with recovery suggestions.
- d) Reusability: The software components/classes must be chosen and designed in such a way so as to enable reuse of software elements across components.
- e) Testability: The GIS PROJECT shall be testable as that an external team can easily validate the same. For example, the GIS PROJECT shall have built-in provision to print values of critical variables. The GIS PROJECT will be evaluated for computational correctness at every stage with the help of synthetic data.
- f) Readability: GIS PROJECT elements must be coded in such a way that other persons who want to test and maintain the GIS PROJECT can easily understand them. For example, code for GIS PROJECT elements shall include descriptive comments, so that it is self-explanatory.
- g) User friendliness: The GIS PROJECT must implement the following measures so that it can be regarded as user friendly:
 - i. The GIS PROJECT shall have simple graphical user interface (GUI), which facilitates the operator to learn it easily and use efficiently.
 - ii. The software shall provide meaningful messages for operator interaction.
 - iii. Typical message types include informative messages, warning, error, and severe error messages.
 - iv. The GIS PROJECT shall provide on-line help for the ease of operation, explaining the normal and contingency procedures and error recovery actions for all error conditions.
 - v. Easy-to-use operator guides and manuals shall accompany the GIS PROJECT.

4.16. Responsibility Of The Bidder

- a) Bidder must appoint a Project Manager, directly accessible to AMC, to be responsible for the entire project including matters such as personal management, contracts administration, progress monitoring, logistic support, documentation, and operational set-up. He/she shall have the authority to make decision concerning the execution of all contractual activities & to accept & act upon any AMC decision & be responsible for the smooth implementation with the help of specialized experts working under his/her control for the whole project.
- b) Bidder must submit the detailed schedule of implementation for various activities to be performed under the contract & shall include the information required for AMC date wise. Bidders shall submit overall monthly progress & status report to AMC. In addition to that the Project Managers shall give report of the progress of the work up to date & the plans for the accomplishment of work remaining to be performed in the progress review meeting as & when required.
- c) The bidder shall also make multimedia presentations to the officers of AMC for clearing the concept of various technology / systems to be developed / systems developed / etc. as and when it seems necessary by the AMC so as to create greater awareness for computerization

and greater acceptance of developed systems. The hardware and other necessary material for the same shall be provided by AMC.

- d) Bidder shall not disclose/submit/supply/give the Map/attribute/database information that they shall access during the phase of preparation & implementation of this Work Order to any third party/person. A Non-Disclosure agreement to be signed.
- e) Till the validation of customized software by AMC all development work shall be carried out on Bidder's own hardware & software at their own premises.
- f) Bidder shall have an office physically located within AMC jurisdiction limits. The office shall be equipped with all necessary telecommunication like telephone, fax, internet, etc. and other hardware and software requirements for carrying out day to day work on the AMC's project/application.
- g) It is likely that AMC may extend the work to surrounding developed areas and bidder shall be liable to perform the work on mutually acceptable terms and conditions.

4.17. QR Code Tagging

Bidder has to conduct a Digital Survey of all dwellings within AMC limits and issue a unique code using the QR Code technology and application provided by the project developer cum licensee, Digital Survey and material description below:

- i. UID number plates will be installed simultaneously for those properties which will have completed ground verification.
- ii. the Agency will fix UID number plate to the verified properties as per given specification
- iii. Plate is to be fixed properly with suitable screws or adhesive material outside the property
- iv. Any types of advertisement etc. are not allowed on the plate other than specified information.
- v. The Agency has to submit progress report time to time on installation of UID plates and correction / updating of property data.
- vi. AMC will issue I-card to the team members of the Agency who will affix the plates
- vii. After fixing UID plate, by scanning QR code, the Agency will ensure that QR-code works purposefully.

4.18. QR Code Tag Specification

Features	Details
Material/ Metal of plate	Tin
Size of Plate	2.0 Inch 3.5 inch
Thickness	22 gauge (.8mm)
Printing color	As desired by AMC

Text Size	As shown insample: - Text Size-36 -Municipal Corporation Ajmer -32 -Property UID Number- text size40
TextFont	The text font should be Ariel on UID numberplate
Fixingmaterial	The board should be affixed with a suitable screw or adhesive material as suitable to building material
Placement of QRCode Printed	(Center of Plate)
Lamination	UID plate should be laminated or Water Repellent Coating
Logo and itsplacement	AMC Logo (upper left corner)
How to use QR code	Separate mobile application shall be developed and integrated by consultant, to integrate the property information as available on web portal

4.19. O & M Period

O & M period shall commence from the day of issuance of work completion certificate and final Go-live of project. Bidder should provide comprehensive maintenance support for a 7-year period for Project management support for updating, up gradation, modifications in properties/premises and maintaining the PTIMS solution platform through the Single point of Contact (SPOC) support available to AMC office to help coordinate with new building approvals, up-dation of the existing database on a regular basis, integration into various systems and also address related issues and maintenance/debugging. AMC Shall not pay any charges towards operation, maintenance, up-dation and hosting of the PTIMS solution except the amount quoted in the Price bid by the Developer cum Licensee for the purpose of conducting the door to door digital on site survey and putting it on the PTIMS platform.

The bidder is bound to update the billing data on 1st of April every year for the purpose of tax demand generation. Also the host firm has to maintain ledger of all tax demands with making time to time updations based on circulars and notifications issued by DLB. All information has to be shared in digital format in graphical/ table contents in form of reports or demand bills as and when demanded by AMC.

PTIMS data of sequential Door to Door Numbering (DDN) will be given exclusively access to developer whom may give access to citizen through suitable application inter-phase along with navigation tool throughout the contract period of 7 years from the date of commission of the project without any cost on the part of AMC.

The AMC may validate the Data of onsite Digital Door to Door /Property Survey furnished by these selected bidder by having random check through AMC officials/third party. In case of any wrong/incorrect/redundant information furnished, the firm shall correct the data without any cost to AMC.

4.20. Executive Dashboard

The software should have executive dashboard for providing overall information of the property tax. The dashboard should provide information in the form of graphics and tables for higher authorities for a quick understanding of the present situation of the property tax demand, collection, and arrears with ward level breakup. It should reflect real time tax collection updation on its home page.

4.20.1. UD Tax Reports

U D tax reports based on tax categories and usage categories have to be provided to the corporation
In form of MIS tables and Graphic charts.

4.21. Property Data Management

PTIMS shall provide features to maintain the property tax database. Most essential features for maintaining database include:

- i. Unique Property ID Generation (PIN): Each property to have its unique PIN coded and accessible through QR application
- ii. Search for property: based on any unique information or combination of attributes property ID, Contact Number, Owner Name and address etc.
- iii. Edit Property Data: Change the information of the property with login credentials to edit the property data
- iv. Add New Property: Feature will help to create a new property to the database. User should have appropriate credentials to create a new property.
- v. View and Generate Notice: Search for a property, view details and generate demand notices of the property
- vi. Print Property Details: Corporation users to be able to print available data sets and base map image in order to validate the same in the field. This exercise aims to validate and update existing property database
- vii. Update Contact Details: Update the contact details of the property owner like contact number, present address of the owner, etc.
- viii. Integration with other data: Property tax data to be integrated with other Municipal databases like trade license, lease, building permission, etc

4.22. Unique Property ID Generation (PIN)

The MSP shall provide a technology-enabled system to auto-generate a smart, unique and sequential door number at building and Property level based on the rules such defined. It should be based on the following information:

- i. Full Address including House Number, Floor Level , Building /Apartment Name Landmark near the building /establishment , Street Name/Road /lane , Sub-Locality, Locality, nearby locality/.sub-locality, City, State, Pin Code.
- ii. Meta-data to include multiple images of the property and link other data base provided by AJMER MUNICIPAL CORPORATION. Metadata link and forms/schema/template to be developed by the firm and Corporation jointly
- iii. Dwelling type (Commercial/Residential/Mixed/institutional/ recreational) civic facility unit with
locator color coding on base map

- iv. Ownership status e.g-Self-occupied /Rented /partly rented/ vacant
- v. Number of occupants in the dwelling unit/property in case of slum or multiple tenants
- vi. Civic facilities/public properties such as parks, Public Toilet Units, Garbage stations/ BQS/ Foot-Over bridges /information kiosks Type of use / kind of business / institutional activity in the property Digital Surveyed.
- vii. Construction type: concrete /brick pucca structure/ steel /metal fabricated/Porta-cabin/ temporarily shed structure.
- viii. Geo- coordinates- Latitude-Longitude capture for each property unit
 - ix. Additionally, the MSP/ licensee shall provide robust, android/iOS mobile DDN/ UID generation application for use in digital and/or physical survey to generate the unique door number.

4.23. Tax Ledger Management

This feature would enable users to view the tax demand from a particular property and generation of receipt after receiving the dues in the form of Cheque, DD or cash. The MSP shall enable AMC to adopt a multiple-channel-collection system (MCCS) for collection of taxes by AMC.

The channels would include:

- i. Generation of ledgers, bills, demand and notices
- ii. Citizens should be facilitated by the new developed system to make payments using net banking/card payment or UPI wallet based payment.
- iii. Once payment is received, system should sent auto-generated receipt messages to the citizen via SMS(mandatory) or email (if available).
- iv. An extension application interface for tax collection to be provided by MSP, where the tax payers can pay their taxes at Citizen Facilitation centers or ULB Zonal/ward offices in near future
- v. MSP shall provide a module for consolidated reports.
- vi. The system shall post the collection data real time, update the ledgers and enable auto-reconciliation. This module will be used by the Corporation users in field/camps/decentralized offices/head office.
- vii. The system should maintain the property tax related data in the form of per property- wise ledgers wherein each property is considered as an individual account that captures all tax demands and all payments.
- viii. The system should automatically calculate the tax dues along with penalties and interest amount per property based on the local laws
- ix. The system should enable the users to generate property-wise bills, demand notes and issue notices
- x. The online system should ensure that all bills are distributed electronically to property owners and automatic periodic reminders are sent via SMS.
- xi. Citizens should be able to access their Bill and also Demand Notice online. This facility should be linked to the search & assessment details facility, where citizens can View, Download & Print the Bill and Demand Notice in the .PDF Format, as per the specifications of Corporation.

4.24. Online Self-Assessment (SAF) Form

Online Self-Assessment (SAF) form shall be made available to the user to fill-in the details. Online SAF form shall include mandatory fields such as, Ward, Owner Name, Father's Husband Name, Gender, Address, PIN, Contact Number, e-Mail ID, Road Details, Address, pictures of the property, Type of use, Area – plot and plinth/constructed.

Government Photo ID upload of the citizen should be uploaded as far as possible.

Options to upload other relevant documents such as electricity bill, registry copy, pattaetc shall be provided but not to be mandatory

SAF shall be generated (exportable) in PDF after entering the details.

Each SAF generated online shall have a unique ID linked to the Service No or property ID thus created

After creation of property through SAF, it shall be visible on the ID of the concerned official as appointed by the Corporation for verification and approval. This should include facility of bulk approvals.

The Municipality User shall be able to generate and send a query to the citizen if required

Post approval, taxes shall be auto-calculated by the system and notification to be sent to the user (email or SMS)

For creation of SAF, citizen shall have to create a login-ID on the app/portal

A unique identifier shall be maintained for properties to indicate whether the property has been generated in the system through survey or through SAF.

Application should have option to integrate Payment Gateway to enable citizens to make online payment at Go-Live stage. Payment Gateway will be provided by the Corporation. Once payment is received, system should sent auto-generated receipt messages to the citizen via SMS(mandatory) or email (if available).

4.24. Approval Based Correction Mechanism

Once the data is captured, the system should allow the users to make corrections in it, if required, through an approval based workflow system. The correction request may be initiated by the citizen through the citizen interface or by Corporation users.

4.25. Issuance of NOC

The system should enable the Corporation users to issue No-Dues Certificate to citizens, and enable the citizens to file in a request for the same through the web portal or through the citizen app.

4.26. MIS Reports

PTIMS software provides MIS reports. Some of the essential reports generated include:

- i. Correction Report
- ii. Ownership name Modification report
- iii. Address Modification Report
- iv. Arrear Amount Related Report
- v. Property House No. Related Report

- vi. Combined Report Property Related
- vii. Combined Ownership Property Related
- viii. Receipts Report
- ix. Arrear Report
- x. Assessment Register
- xi. Tax Generation
- xii. Demand and collection Register
- xiii. Category wise property reports
- xiv. Sub-Category wise reports

Requirements of any customized reports, will be developed by bidder on demand free of charge and will be added to the reports.

4.27. Notifications

The Application shall enable the users to send the following kinds of notifications:

The system should enable the Corporation to launch notifications to:-

- Citizens with outstanding amounts
- Create custom notifications for users
- Auto-notifications to users in case of correction request

4.28. Mobile App for Surveyors

The Mobile app for tax collection shall be included with PTIMS application. The app shall be available on iOS/android based smart phones. The app shall provide features for:

- i. Data Capture Ability to capture data by the surveyors as per the pre-defined format.
- ii. Enable Geo Tagged data capture during survey for enabling geo tagging of existing properties and identification of new properties with option to attach photos that are time stamped and geo-tagged.
- iii. It should also enable the Corporation users to upload property related documents such as Name Transfer orders, Sub-division orders, Registry documents, Building Permissions, etc.
- iv. Property Management search for property, generate notices, view details, file correction requests and correct the data Collection

4.29. Property Tax Collections Logs

- i. The system shall include Process Start and Process End Times
- ii. It shall include application faults, errors and recovery processes
- iii. It shall include all log-ons and log-outs as well as all attempts (whether successful or not) to log-on
- iv. It shall be non-editable and log managements should not be and cannot be disabled for recording events
- v. Files of logged events shall be protected from amendments/deletions
- vi. Access should only be at the super-admin level

4.30. Audit Trail

Application shall be able to automatically record an audit trail of events under the control of the system, storing information about:

- i. Action which is being carried out
- ii. The object (s) to which the action is being applied
- iii. The user carrying out the action
- iv. The date and time of the event
- v. Application shall track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated.
- vi. Application shall ensure that audit trail data cannot be modified, or any part of the data be deleted by any user, including an Administrator.
- vii. Application shall allow the extent of audit trail tracking and recording to be user- configurable, so that an Administrator can select the events for which information is automatically recorded.
- viii. Application shall ensure that the selection for audit trail tracking and all later changes to it are also recorded in the audit trail.
- ix. The system must ensure that all corrections or events of data editing in tax demand bills are accessible in form for daily, weekly and monthly summary report

4.31. Hosting of Application

For the project, the bidder may develop and host the application and software on its cloud/ server space. However at the time of completion of project i.e. six months prior to the end of O&M period the bidder has to host the application on the state government serverpost security audit by AMC. Any requirement of software and license will be responsibility of the bidder.

4.32. Handholding & Maintenance

After successful Go-live, bidder shall provide hand holding & maintenance support for a period of seven years. The hand holding & maintenance includes:-

- i. Off-site technical support to the staff members
- ii. Maintenance of the application and property database
- iii. Monitoring the application services from the cloud
- iv. Generation of demand notices as per the schedule
- v. Updating demand and collection register
- vi. Technical support for any typical case that requires DB tweaking/application tweaking on demand from AMC and mutual agreement

4.33. Integration with Other Data Bases

Integrate other municipal databases with property tax database using the property ID. In future, use the single digital property database for billing of all properties for taxes and other fees and user charges.

Annexure A: Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall-

- a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- b) Not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- c) Not indulge in any collusion, Bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
- d) Not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- f) Not obstruct any investigation or audit of a procurement process;
- g) Disclose conflict of interest, if any; and
- h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict Of Interest

The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:

- a) Have controlling partners/shareholders in common; or
- b) Receive or have received any director or indirect subsidy from any of them; or
- c) Have the same legal representative for purposes of the Bid; or
- d) Have a relationship with each other, directly or through

common third parties, that put them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or

- e) The Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
- f) The Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or section. Services that are the subject of the Bid; or
- g) Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/consultant for the contract.

Date: Signature of bidder

Place: Name:

Designation: Address:

Annexure B: Declaration by the Bidder Regarding Qualifications

Declaration by the bidder

In relation to my/our bid submitted to.....for procurement of...in responseto their Notice Inviting bids No.....Dated I/we hereby declare under section 7 of Rajasthan transparency in public procurement Act, 2012, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the bidding document issued by the procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the state Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process. or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the bidding Document, which materially affects fair competition;

Date: signature of bidder

Place: Name:

Designation:

Address:

Annexure C: Grievance Redressal during Procurement Process

1) The designation and address of the First Appellate Authority is

Dy Commissioner Development,

Ajmer Municipal Corporation

2) The designation and address of the Second Appellate Authority is

Commissioner,

Ajmer Municipal Corporation

Filing an Appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved.

- Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings
- Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.
- The officer to whom an appeal is filed under para 1 shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of the appeal.
- If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

Appeal not to Lie In Certain Cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- a) determination of need of procurement;
- b) provisions limiting participation of Bidders in the Bid process;
- c) the decision of whether or not to enter into negotiations;
- d) cancellation of a procurement process;
- e) Applicability of the provisions of confidentiality

Form of Appeal

- i. An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- ii. Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- iii. Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person through registered post or authorized representative.

Fee for Filing Appeal

- a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
- b) The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

Procedure for Disposal of Appeal

- a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied with copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - i.) hear all the parties to appeal present before him; and
 - ii.) Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - a) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

- b) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- c) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

Annexure D: Additional Conditions Of Contract

Correction of Arithmetical Errors

Provided that a Financial Bid is substantially responsive, the procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. 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, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotal shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words and related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

1. Procuring Entity's Right to Vary Quantities

- I. At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease

shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions of the Bid and the conditions of contract.

- I. If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- II. In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the

additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the supplier fails to do so, the procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the supplier.

III. In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the supplier fails to do so, the procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the supplier.

Annexure E

Clause 1: Fair Wage Clause

- (A) The Contractor shall pay not less than fair wages/minimum wages to labours engaged by him on the work as revised from time to time by the Government, but the Government shall not be liable to pay anything extra for it except as stipulated in price escalation clause (clause 45) of the agreement.
Explanation: “Fair Wage” means minimum wages for time or piece work, fixed revised, by the State Government under the Minimum Wages Act, 1948.
- (B) The Contractor shall, notwithstanding the provision of any contract to the contrary, cause to be paid fair wages to labourers indirectly engaged on the work, including any labour engaged by his sub-contractors in connection with the said work as if the labourers have been immediately or directly employed by him.
- (C) In respect of all labours, immediately or directly employed on the work, for the purpose of the Contractor's part of this agreement, the Contractor shall comply with or cause to be complied with the Public Works Department Contractor's Labour Regulation made, or that may be made by the Government, from time to time, in regard to payment of wages, wage period, deductions from wages, recovery of wages not paid, and unauthorized deductions. Maintenance of wages registers shall have the right to deduct from the money due to the Contractor any sum required or estimated to be required for making good the loss suffered by a worker or workers, by reasons of non-fulfillment of the conditions of the contract, for the benefit of the worker or workers, non-payment of wages or of deductions made there from, which are not justified by the terms of the contract, or as a result of non-observance of the aforesaid regulations.
- (D) Vis-à-vis the Municipal Corporation Ajmer, the Contractor shall be primarily liable for all payment to be made and for the observance of the regulations aforesaid, without prejudice to his right to claim indemnity works:-
- (A) For works costing **Rs. 100 lac** above - One Graduate
 - (B) For works costing between **Rs. 50 lac** to **Rs. 100 lac** - One qualified diploma holder having experience of not less than 3 years.
 - (C) For works costing between **Rs. 15 lac** and **Rs. 50 lac** - One qualified diploma holder.

The technical staff should be available at site, whenever required by Executive-in-charge to take instructions.

Clause 2

The Contractor shall comply with the provisions of the Apprenticeship Act, 1961, and the Rules and Orders issued, there under, from time to time. If he fails to do so, his failure will be a breach of contract. The Contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the said Act.

Clause 3: Safety Code

The Contractor shall follow the safety code of electricity and fire strictly.

Clause 4: Near Relatives barred from tendering

The Contractor shall not be permitted to tender for works in Circle, in which his near relative is posted as Divisional Accountant or as an officer in any capacity between the grades of the Superintending Engineer and Assistant Engineer (both inclusive). He shall also intimate the names of persons, who are working with him in any capacity, or are subsequently employed by him and who are near relatives to any gazetted officer in the Organization/Department. Any breach of this condition by the Contractor would render him liable to be removed from the approved list of contractors of the Department. If such facts are noticed (a) before sanction of tender, his offer shall be declared void of the department. If such facts are noticed, (b) after sanction of the tender then the tender sanctioning authority may at his discretion forfeit his earnest money, performance guarantee, security deposit and enlistment deposit and the work/remaining work may allot to any registered contractor on the same rates as per rules.

Note: By the term 'near relative' is meant wife, husband, parents and grand-parents, children and grandchildren, brothers and sisters, uncles and cousins and their corresponding in-laws.

Clause 5: Retired Gazetted Officers barred for 7 years

No Engineer of Gazetted rank or other Gazetted Officer, employed in Engineering or Administrative duties in an Engineering Department of the Government of Rajasthan, is allowed to work as a Contractor for a period of 7 years of his retirement from Government service without the previous permission of Government of Rajasthan. The contract is liable to be cancelled, if either the Contractor or any of his employees is found, at any time, to be such a person, who had not obtained the permission of Government as aforesaid, before submission of the tender or engagement in the contractor's service, as the case may be.

Clause 6: Quality Control

The Municipal Corporation Ajmer shall have the right to exercise proper Quality Control measures. The Contractor shall provide all assistance to conduct such tests and shall bear the cost of all tests and random specimen checks.

Clause 7:

The work (whether full constructed or not) and all materials, tools and plant, scaffolding, Temporary building and other things connected therewith, shall be at the risk of the contractor until the work has been delivered to the Engineer-in-charge, and a certificate from him, to that effect, obtained.

Clause 8: Death of Contractor

Without prejudice to any of the rights or remedies under the contract, if the Contractor dies the legal heirs of the Contractor or the Chief Executive or duly authorized person shall have the option of terminating the contract without any compensation.

Clause 9: Force Majeure

Neither party shall be liable to each other, for any loss or damage, occasioned by or arising out of acts or God such as-unprecedented floods, volcanic, earthquake or other invasion of nature and other acts.

Clause 10: General Discrepancies and errors

In case of percentage rate tenders, if there is any typographical or clerical error in the rates shown by the department in the "G" Schedule. The rates as given in the basic Schedule of Rates of the Department for the area shall be taken as correct.

Clause 11: Postpayment Audit & Technical Examination

The Government shall have right to provide a system of per-check of Contractor's bill by a specified Organization, and payment by an Engineer or an Accounts Officer/Sr. Accounts Officer/Chief Accounts Officer/Financial Advisor, as the Government may in its absolute discretion prescribe. Any over-payments/excess payment detected, as a result of such per-check post-check of Contractor's bill, can be recovered from the contractor's bills in the manner, herein before provided and the Contractor will refund such over/ excess payments.

Government may in its absolute discretion prescribe. Any over-payments/excess payment detected, as a result of such per-check post-check of Contractor's bill, can be recovered from the contractor's bills in the manner, herein before provided and the Contractor will refund such over/ excess payments.

Clause 12: Check Measurements

The department reserves to itself, the right to prescribe a scale of check measurement of work in general, or decision of the department shall be final. Checking of measurement by superior officer shall supersede measurements by the subordinate officer and the former will become the basis of the payment. Any over/excess payment detected, as a result of such check measurement or otherwise at any stage up to the date of completion and the defect removal period specified elsewhere in this contract, shall be recoverable from the Contractor, as any other dues payable to the Government.

Annexure-F

Expected Provisional Spatial Layers by GIS Module (to be regularly updated)

No	Module	No	LayerName
1	Urban area census and town planning boundary	1	AMC Boundary
		2	AMC Election Ward Boundary
		4	Peripheral Village Boundary
		5	Town Planning Schemes
		6	AMC land and properties
		7	AMC scheme areas
		8	Kacchibasti areas
		9	Advertisement Board
		10	Mobile Tower
3	Town Development	1	Building Development Permission
4	Property Tax	1	Property Tax (Property Ward/Sub Ward Boundary, Property Point)
		2	Taxable residential properties
		3	Taxable Commercial properties
		4	Taxable industrial properties
		5	Taxable institutional properties
6	Public Utility	1	Government & Semi Government Office
		2	Health Center (Primary, Community)
		3	Hospitals (Government, General Hospital/Maternity Homes, Private, Dispensary)
		4	Government School

		5	Private School
		6	Colleges & University
		7	Private library/Coaching Center
		8	Sports(OpenPlayground, FacilityComplex/Stadium, Gym, YogaCenter)
		9	PublicToilets
		10	SwimmingPool
		11	Multiplex/Theatre/Cinema
		12	CommunityHall
		14	Old age home
		15	BurialGround
		16	ReligiousBuilding
		17	FireStation
		18	ParkandGarden
		19	Hotels
		20	PoliceStation
		21	FuelStations(Petrol, Diesel, Charging Stations)
		22	Eateries(Restaurant, Cafe, CloudKitchens)
		23	Vending Zone/ Non Vending Zone
		24	Mall/Shopping complex
		25	LakeFront
7	ServiceUtility	1	WaterSupplyNetwork(Pipeline, Valve, Junction, Flow

	Network		Meter)
		2	SewerageNetwork(Pipeline,Machinehole)
		3	SewageTreatmentPlant(STP)
		4	SewagePumpingStation(PS)
		5	StormWaterNetwork(Pipeline,Machinehole,InletChamber)
		6	FloodGate:Sluice,Flap
		7	ElectricityNetwork(PowerHouse,SubStation,FeederPillar,Cable,Transformer,HT/LTPoles,StreetLights)
		8	GasSupplyNetwork(Gasline,Valve,Meter)
8	Waterbody	1	River,Canal,Creek,Lake/Pond,Barrage
9	Industrial	1	Warehouses/Godown/RIICO area/Factory

RFP

TERMS/TECHNICAL FORMS

FORM TECH – 1: TECHNICAL PROPOSAL SUBMISSION FORM

To:

The Commissioner

Ajmer Municipal Corporation,

P.R. Marg Ajmer

Phone: Fax: 01452429953

Email: ajmermc@gmail.com

Dear Sir/Madam,

We, the undersigned, offer to provide the consulting services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed separately/uploaded separately as per conditions of the RFP.

We are submitting our Proposal in individual capacity without entering in association with/as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed personnel. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, that if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in the contract.

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

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory: _____

Name of Firm:

Address: _____

Form Tech – 2: Firm’s Background

Name of Firm/Agency:	
Address of Registered Office of Firm/Agency:	
Year of Establishment:	
Annual Turnover* in last three years 1. FY 2019-20 2. FY 2020-21 3. FY 2021-22 Average annual Turnover for above three Financial Years: * Audited Statements to be enclosed	
Experience: 1. Number of years: 2. Total Similar assignments: 3. Assignments completed/ongoing in last 5 years from date of submission of bid and as specified in BDS 4. Similar Completed Assignments in last 7 years:	
Any Award or Felicitations received by your Agency	
Any Other Relevant Details:	

1. Similar assignment means (wherever specifically asked in RFP), assignment related with survey/design & maintained the GIS application-based project related with property/utility services for urban Local Bodies. Only

Form Tech – 3: Firm's Experience

AssignmentName:		Country:
LocationwithinCountry:		ProfessionalStaffProvidedbyYour Firm/Entity(profiles):
NameofCorporation:		NoofStaff:
Address:		NoofStaff-Months;DurationofAssignment:
Startdate	Completiondate	Approx. ValueofServices(inINR):
(month/year)	(month/year)	
Name of Associated Company/Firms, If Any:		NoofMonthsofProfessionalStaffProvidedby AssociatedCompany/Firms:
NameofSeniorStaff(ProjectMunicipalCommissioner/Coordinator, TeamLeader)Involved andFunctions		
Performed		
NarrativeDescriptionofProject:		
DescriptionofActualServicesProvidedbyYourStaff:		

(CertificatefromEmployerregardingexperienceshouldbe furnished)

Note:UseseparatesheetforeachEligibleProject.

Firm'sName:

SignatureofAuthorizedRepresentative:

Form TECH-4:

**DESCRIPTION OF APPROACH, METHODOLOGY AND
WORK PLAN FOR EXECUTING THE ASSIGNMENT**

Technical Approach and Methodology:

In this chapter the bidder is to explain its understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. The bidder should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. The bidder should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

Work Plan:

In this chapter the bidder is to propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Corporation), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

Work Plan/Schedule

S.No.	Activity	Sub-Activity	Predecessor	Duration	StartDate	EndDate

1. Indicate all main activities of the assignment, including delivery of reports/deliverables as per Terms of Reference & Scope of Work and other benchmarks such as Corporation approvals.
2. Also enclose a PERT Activity Based graphical chart.

Financial Forms

Form Fin – 1: Financial Proposal Submission Form

[Location, Date]

To:

The Commissioner

Ajmer Municipal Corporation,

P.R. Marg, Ajmer

Phone/Fax: 01452422 Email:

Dear Sir/Madam:

1. We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹]. This amount is exclusive of GST or any other tax applicable as per law in future during operation and maintenance phase

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Data Sheet.

No fees, gratuities, rebates, gifts, commissions or other payments have been given or received in connection with this Proposal.

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

Authorized Signature [In full and initials]:

Name and Title of Signatory: _____

Name of Firm:

Address:

Note:

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1 AmountsmustcoincidewiththeonesindicatedunderTotalinFormFIN 2.

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FORM FIN – 2: SUMMARY BY COSTS (BOQ)

Financial Proposal Standard Form shall be used for the preparation of the Financial Proposal according to the instructions provided in the RFP.

Project Title: Tender No.:

Tender Date:

PRICESCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)					
S. No	Particulars	Unit of Measure	Unit Price	Quantity	Total Price
S1	A. Development of Software: Implementation of GIS platform enabled cloud based software along with mobile application development for purpose of field survey data capture with complete configuration as per SoW.	Lump sum (one time)	LS	01	
S1(a)	Transferring/uploading all existing UD Tax data to the new software for purpose of bill generation.	lump sum one time payment	LS	01	
S2(a)	In Phase I the surveyor shall conduct ward wise GIS based geo tagged door to door survey of all non residential taxable (commercial/industrial/institutional /mixed etc properties) falling within current Municipal limits and covering upto 2 kms radius of peripheral areas. Each and every taxable non residential unit has to be covered under the survey. Demand notice shall be generated simultaneously for all taxable non residential properties as per	one time payment	Per unit price	Estimated 30,000 properties (As per actual survey)	
S2b	In phase II surveyor shall conduct ward wise GIS based geo tagged survey of all remaining physical features covering all buildings properties and open spaces. Each physical property and land unit not covered in phase I has to be covered in this phase. Demand notice shall be generated simultaneously for all taxable residential properties as per applica		Per unit price	Approx. 70,000 units. (as per actual survey)	

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S2c	To procure and prepare drone UAV imagery base map with utility mapping on thematic base map as finalized by AMC	per Sq Km	Per sq km	Approx. 74 km sq	
S2d	Affixing weather resistant QR Code boards on each unit/property. specifications for board as mentioned in chapter 4 of RFP	per tag/board	per unit price	estimated 1 lakh property (actual numbers as per survey)	
S2e	final U D Tax demand generation with one successful bill distribution cycle for all taxable units under UDT (receipts of bills distributed to be submitted to AMC)	per bill generated and distributed	per unit price		
S3	Maintenance of property tax data base including : v. Hosting and maintenance of PTIMS on GIS enabled Cloud based application/software cum mobile application for data collection and requisite updating from time to time. vi. Complete maintenance and upkeep of UD Tax ledger for AMC as online application/software developer and host vii. Host and link all popular online pay methods including but not limited to UPI, Net Banking and card payment. viii. Host citizen window regarding any complaint/objection related to UD Tax survey data demand notices	LS	Per year	7 years	
S3(a)	One time training to AMC staff as and when decided by the corporation. iv. To provide one manager with maximum two supporting staff with relevant qualification and experience in hosting urban tax modules. v. Minimum qualification equivalent to a certified GIS expert (Degree/diploma) vi. Supporting staff in form of	Per staff/person per month	per month	7 years	

RFP

	operator should have minimum two years experience of operating UD Tax or similar data operations.				
--	---	--	--	--	--

4. While quoting financial offers, applicant firms are requested to refer relevant Clauses of Data Sheet to Instruction to Firms and relevant Clause of Terms of Reference of RFP Document.
5. The above quote price should be exclusive of GST or any other tax applicable as per law in future during operation and maintenance phase
6. The bidder must quote rate/month carefully keeping in view of services to be provided for 7 YEARS

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(Tentative Survey Format)

निकाय प्रति(Copy of Municipal Organization) **नगरनिगमअजमेर**
Municipal Corporation Ajmer

कर / स्वकरनिर्धारणहेतुभूमि / भवनसर्वेफार्म
Property Survey Form for Tax/ Self Assessment

दिनांक :- / /

(Date)

वॉलोनीकानाम.....

(Colony Name).....

वार्ड संख्या.....

(Ward No.)

1. सूचनाप्रदाता- (जो लागूहो/करे)

Data provided by (Please√ whichever is applicable)

(A)

मालिकस्वयं (Owner)	पारिवारिकसदस्य Family Member	किरायेदार Tenant	अधिभोगी Occupier
केयरटेकर Care Taker	पड़ोसी Neighbor	गार्ड Guard	अन्य Other

(B) सूचनाप्रदाताकानाम(Name of Data Provider)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

(C) मालिक से संबंध

(Relationship with Owner) :-

(D) मोबाइल नं.:-.....

(MOBILE NO.)(OWNER UID NO.)

(E) Email I.D:-.....

(ई मेल आईडी):-.....

मालिककाआधारनं.

(Owner UID No).....

बेसिकफोननं.....

2. करदाता / अधिभोगी / मकानमालिकका वितरण- (जो लागूहो/करे)

(Taxpayer/Occupier/Owner's Delall).(Please √ whichever is applicable)

क्र.सं. (sr.no.)	नाम (Name)	पिता / पतिकानाम (Father's / HusbandName)	आयु (Age)	वृत्ति(Profession)			
				सेवा Service	व्यवसाय Business	गृहिणी Housewife	अन्य Others

3. करदाता / अधिभोगी / मकानमालिकका पता- (जो लागूहो/करे)

Address of Taxpayer/Occupier/Owner-(Please √ Whichever is applicable)

(A) पत्र व्यवहारका पता (Address for communication) :-

(यदिसम्पत्तिस्वामीअन्यत्र रहताहै तो-):-

.....

(B) स्थायी पता (Permanet Address):-

.....

(C) मोबाईलनं. :-

(Mobile No.)

बेसिकफोननं. :-

(Basic Phone No.)

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(D) Email I.D :-

4. सम्पत्ति / भवनकाविवरण(Detail of Property/Bullding):-

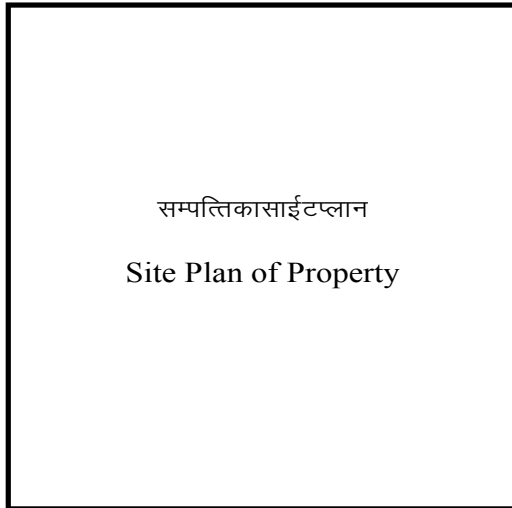
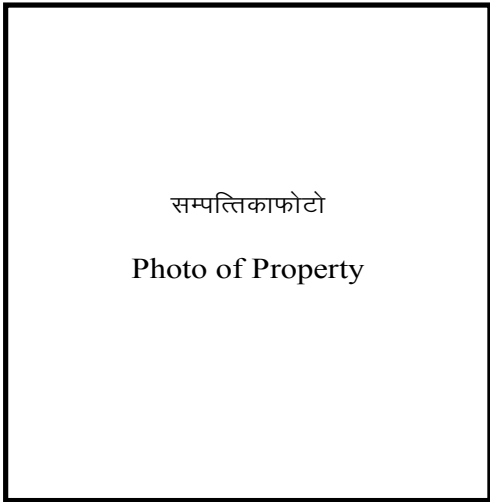
प्लॉट / प्लैट / दुकाननं. (Plot/Flat/Shop No.)	गली / रोड कानाम (Name of Lane/Road)	सैक्टर / वार्डनं. Sector/Ward No.	कॉलोनी क नाम (Colony Name)
लैण्डमार्क / Landmark(कोई हो)	शहर / City	जिला / District	राज्य / State
पड़ोस के मकान / भवनकानाम / नम्बर (आगे व पीछे)-Name/No. of Neighbor Building (Pre & Post)			
बहुमंजिलाभवनहोतोभवनकानाम(In case of Multistoried Building, Name of Bullding)			

5. सम्पत्ति / भवन के मालिकानाहकसम्बन्धीविवरण- (जो लागूहो/करें)

Details of Ownership - (Please √whlchaveris applicable

1. आवंटितभूखण्ड (Allotment Land/House)	2. पैतृकसम्पत्ति (Ancestral)	3. कब्जेधारी (Possesslon)
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6.



7. क्याभूखण्डपरनिर्माणहै:- (Whether Construction)	हाँ (Yes)	नहीं (No)	भूखण्ड की लम्बाई (फिट में) Length of plot (In ft.)	भूखण्ड की चौड़ाई (फिट में) Wldth of plot (In ft.)

7A. निर्माणकाप्रकार-(जो लागूहो/ करें)

Type of construction &(Please √whlcheveris applicable

1. आर.सी.सी. R.C.C.	2. टिन शेड Tin shed	3. कच्चा घर Kachcha House	4. अर्द्धपक्का Seml (R.C.C. + Kachcha House)
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भूखण्ड की माप (Measurment of plot)	वर्गफिटमें (In sq.ft.)	वर्गगजमें (In sq.Yard)
8. कुलभूखण्डका क्षेत्रफल (Total plot Area)		
9. भूतलकानिर्मित क्षेत्रफल (PlinthArea)		
10. खाली क्षेत्रफल (vacant Area)		
11. कुलनिर्मित क्षेत्रफल		

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(Total Constructed Area)		
12. निर्मिततलों/मंजिलों की संख्या (No.of Floors)		

13. भूमि/भवनकातल-वारउपयोग व क्षेत्र काविवरण :- (Use of Land/Building & Detail of floors Area)

भूमिकाउपयोग (Land use)	तल क्षेत्र काब्यौरा (Detail of floor)							
	तहखाना (Under ground)	भूतल(Ground Floor)	प्रथमतल (Ist Floor)	द्वितीय तल (IIInd Floor)	तृतीय तल (IIIInd Floor)	चतुर्थ तल(IV th Floor)	कुल क्षेत्रफल(वर्गफिट में) Total Area(In Sq.ft.)	कुल क्षेत्रफल (वर्गगज) Total Area(In Sq.Yard)
आवासीय (Residential)								
वाणिज्यिक (Commercial)								
संस्थागत(Instituonal)								
औद्योगिक (Industrial)								
विविध (Others)								

❖ अधिकतलहोनेपरअतिरिक्त शीटजोड़े। (Please attach additional sheet in case of more floors)