



Gwalior Municipal Corporation

Request For Proposal

For

**Selection of Agency for providing
TECHNICAL CONSULTANCY AND ICT ENABLED TOOLS
FOR MONITORING PROGRESS OF SBM INITIATIVES**

For

Gwalior Municipal Corporation

Invitee

**Gwalior Municipal Corporation
Call Center 102, Narayanan Krishnan Shejwalkar Bhavan
Near Captain Roop Singh Stadium,
City Center, Gwalior, M.P. – 47400
<https://gwalior municipal corporation.org>**

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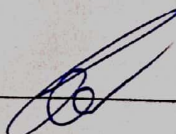
Definitions

In this tender document, the following word(s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

1. "IEC" means Information Education Communication.
2. "GMC" means Gwalior Municipal Corporation.
3. "Bid/Proposal" means the proposal submitted by the Bidder(s) in response to this tender in accordance with the provisions hereof including Technical Proposal and Financial Proposal along with all other documents forming part and in support thereof as specified in this tender document.
4. "Bidder" means a Firm or Agency or the supplier of the Publicity Material Items.
5. "Earnest Money Deposit (EMD)" means Security furnished by the Bidder.
6. "Bid Process" means the process of selection of the Successful Bidder through competitive bidding and includes submission of Proposals, scrutiny and evaluation of such Bids as set forth in the tender document.
7. "Completion Certificate/GO Live Certificate" means the certificate issued by the Authority upon successful installation and demonstration of all functionalities as specified in the tender document. The Authority shall issue Go Live Certificate separately for each release.
8. "Deadline for Submission of Bids/ Proposal" or "Proposal Due Date/Bid Due Date" shall mean the last date and time for receipt of Bids as set forth in 'Invitation for Proposal' of this the tender or such other date / time as may be decided by authorized person in its sole discretion and notified by dissemination of requisite information.
9. "Agreement" means the legal agreement including, without limitation, any and all Appendix thereto, which will be entered into between GMC and the Successful Bidder for printing & supply of publicity material items. The terms of this tender, along with any subsequent amendments at any stage, shall become part of this Agreement.
10. "Selected Bidder" shall mean the Bidder who has emerged as preferred bidder in terms of this RFP and has been issued the Work Order/Letter of Acceptance (LoA) by GMC and awarded the work under this tender.
11. "Letter of Acceptance" or "LoA" means the letter issued by GMC to the Successful Bidder to undertake and execute the project in conformity with the terms and conditions (T&C) set forth in the RFP and any subsequent amendments thereof.
12. Corrupt practice means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Purchaser who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI(Letter of Interest) or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Purchaser, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA/work order or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Purchaser in relation to any matter concerning the Project;

13. Fraudulent practice means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process or process after the issue of the LOA/work order or after the execution of the Agreement, as the case may be.

Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this section.



Notice Inviting Online Tender/RFP

GWALIOR MUNICIPAL CORPORATION ONLINE TENDER NOTICE NO.: _____

Gwalior Municipal Corporation invites Request for Proposal for Selection of Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiatives

No. of tenders	1
Non-Refundable Bid fee	12,500/-
Total Estimated Cost of Tender	₹ 1.90 Cr
Downloading of tender documents	Start on 22.11.2022 on (10:30 AM)Hrs.
Last Date of Online submission of Technical Document, Tender fee & EMD. Note: Any Documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.	On or before Dt.: 09.12.2022 (5:30 PM)Hrs.
Submission of Bid fee & E.M.D. and Tender Documents	Online Only
Opening of Online submission of Technical Bid along with other documents	On Dt. 12.12.2022 11:00 AM)
Opening of online Price Bid (Online)	As PER Intimation

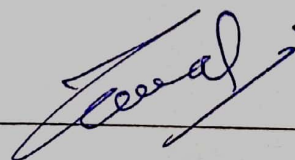
- **Pre-Bid Meeting:-** Dt. 01.12.2022 Time:02:00 PM, Adress-3rd Floor Room No.314, Head Office Municipal Corporation Gwalior Behind Hotel Sun Beam City Centre, **Email Address nn.gwalior@mpurban.gov.in**
- The Gwalior Municipal Corporation (G.M.C.) reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof.
- For more information, please see our website: www.mptenders.gov.in

No. PRO/
Dt. / /2022


Tender Officer
SBM

Gwalior Municipal Corporation

The selection of Agency for appointment shall be based on QCBS Method (80:20). Technical Evaluation of only those agencies shall be opened who fulfil the pre-qualification criteria. Financial Bids of the agencies who secure more than 70% in the technical evaluation shall only be opened.



General Instructions of the Tender

1. The tender Document can be downloaded from the website of <https://mptenders.gov.in>
2. Tender should be filled in ON-LINE clearly indicating the figures and value in words.
3. The tender in format prescribed should be submitted duly filled in and digitally signed. The tender in any other form will not be considered.
4. Initially for two years, extendable for one year, subject to satisfactory performance of the firm during the contract period.


5. Tender Document & Earnest Money Deposit:

The bidder must submit the tender fee of ₹ xxxx + xxxx (x% GST) = ₹ xxxx/- and submit EMD (Earnest Money Deposit) ₹ xxxx/- (1% of the Estimated Tender Cost) online. The tender document fee is non-refundable, non-adjustable and non-transferable and The EMD submitted by unsuccessful bidders shall be returned to them without any interest whatsoever, within 15 to 90 days after conclusion of the contract with successful bidder.

6. Disqualification of Tender

Tender shall be disqualified and will not be considered at all if -

- a) The Earnest Money is not deposited in the manner specified in this RFP
- b) The tender is filled in a language other than English.
- c) The validity period of tender / bid / proposal are less than 180 days from the actual date of opening of tender.
- d) Submission of tender without tender fees/E.M.D.
- e) Conditional offers or vague offers.
- f) Rates have been shown elsewhere than on line price bid.
- g) Items with changes/deviations in the specification/standard packing/quality.
- h) Submission of misleading / contradictory / false statement or information and fabricated / invalid documents.
- i) All Documents are well scanned and should be readable. Un-Readable Documents may Leads to Disqualification.
- j) Demand Draft for EMD & Tender fee shall not be submitted in electronic format only through online (by scanning) while uploading the bid.
- k) Submission of tender without Pre-qualification, Technical Qualification, any other documents in supporting of bid as asked in this RFP.


Nodal Officer

SBM

Gwalior Municipal Corporation

General Instructions

1. The prices/rates quoted online should be indicated in words as well as in figures and in INR only.
2. Tenderers are requested to quote their prices on a firm & fixed basis only for the entire period of the Rate Contract. Tenders of the firms received with prices quoted on variable basis shall be rejected straightaway.
3. Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly.
4. Tenderers are requested to enclose a copy of their valid certificate of PAN No. with their tender.
5. All tender documents uploaded with the invitation of tender are sacrosanct for considering any offer as a complete offer. Tenderers are, therefore, requested to ensure that all documents duly completed and signed are uploaded with their offer, failing which, the tender is liable to be treated as incomplete and ignored.
6. Tender Document can be downloaded from website <https://mptenders.gov.in>
7. Tenderers may note that if the date of tender opening given in this Tender Document is declared a closed holiday by the Gwalior Municipal Corporation, the tender shall be opened on the next working day at the same timing.


Nodal Officer
SBM

Gwalior Municipal Corporation

Purpose

Authority seeks the services of an Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiatives. This document provides information to enable the Agencies to understand the broad requirements to submit their Proposals.

The Bidder

Bidder must possess the requisite experience, strength and capability in providing the service necessary to meet the requirements as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required for successfully providing services sought by the Authority, for the entire period of contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document. Joint Ventures / Consortium are not allowed. The invitation to proposal is open to all bidders who qualify the eligibility criteria as given below.

Availability of RFP Document

The document can be purchased from the website <https://mptenders.gov.in>.

Completeness of Bid

Bid should be complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Bid. The GMC's decision would be final and no further communication will be entertained in this regard.

Validity of Application

The Application shall be valid for a period of not less than 30 days (Thirty Days) from the Application Due Date hereinafter called "Application Validity Period". Authority reserves the right to reject any Application, which does not meet this requirement.

Amendment of RFP Document

All the amendments made in the document would be published on the e-Tendering Portal and shall be part of RFP. The Agencies are advised to visit the e-tendering portal on regular basis to check for necessary updates. Authority also reserves the right to amend the dates mentioned in this RFP.

Supplementary Information to the RFP

GMC 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.

GMC's Right to Terminate the Process

GMC may terminate the RFP process at any time and without assigning any reason. GMC reserves the right to amend/edit/add/delete any clause of this RFP Document. This will be informed to all and will become part of the RFP and information for the same would be published on the e-Tendering portal.



Bid Submission Format

The entire Bid shall be submitted strictly as per the format specified in this RFP. Bids with any deviation from the prescribed format are liable for rejection.

Bid Submission Instruction

Complete bidding process will be online (e-Tendering) in three cover system. Hard copy submission of bids shall be in accordance to the instructions given in the Table below:

Particulars	Instruction
Cover 1	Proof of submission of RFP Document Fee and Scanned copy of EMD
Cover 2: Pre-Qualification Proposal	The Pre-Qualification Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in Annexure 1 of the RFP Pre-Qualification Proposal should be submitted through online bid submission process only
Technical Evaluation Proposal	The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in Annexure 2 of the RFP Technical Proposal should be submitted through online bid submission process only
Cover 3: Financial Proposal	The Financial Proposal shall be submitted in accordance with the requirements specified in this RFP and in the format prescribed in Annexure 3 of the RFP. Financial Proposal shall be submitted online only.

Note:

GMC will conduct the bid evaluation based on documents submitted through online e-tendering portal.

The following points shall be kept in mind for submission of bids;

- GMC shall not accept delivery of Bids in any manner other than that specified in this RFP. Bid delivered in any other manner shall be treated as defective, invalid and rejected.
- The Bidder is expected to price all the items and services sought in the RFP and proposed in the technical proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of work and in accordance with the terms and conditions as set out in the Contract, without any exclusions / omissions / exceptions. Price to be inclusive of all adjunct / ancillary services and works, whether specifically mentioned or not
- GMC may seek clarifications from the Bidder on the technical proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.

- Technical Proposal shall not contain any financial information.
- If any Bidder does not qualify the pre-qualification criteria stated in this RFP, the technical and financial proposals of the Bidder shall not be opened. Similarly, if the Bidder does not meet the technical evaluation criteria, the financial proposal of the Bidder shall be unopened in the e-Tendering system.
- It is required that all the proposals submitted in response to this RFP should be unconditional in all respects, failing which GMC reserves the right to reject the proposal.

Late Bid and Bid Validity Period

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. The validity of the bids submitted before deadline shall be till 180 days from the date of submission of the bid.

Modification and Withdrawal of Bids

No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the validity period specified by the Bidder on the bid form. Entire EMD shall be forfeited if any of the Bidders withdraw their bid during the validity period.

Non-Confirming Bids

A Bid may be construed as a non-conforming proposal and ineligible for consideration:

- If it does not comply with the requirements of this RFP
- If the Bid does not follow the format requested in this RFP or does not appear to address the particular requirements of GMC.

Language of Bids

The Bids should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid, and English translation shall be validated at GMC's discretion.



Objective of RFP

The objective of this RFP is to enable transparency in information and improve citizens connect through digital enablement of IEC and related activities for Swachh Bharath Mission. The main objective of this RFP is to improve IEC by effecting behavioural change with help of Survey & feedbacks, task management, employee attendance & tracking and intelligent fleet management system.

GMC proposes below Scope which will enable GMC to improve IEC & Public Awareness and provide better services to citizens:

- Tracking of waste collection vehicles to ensure timely collection of waste
- Survey apps to take citizen feedbacks
- IEC task management and employee tracking and attendance

Solution should be based on customizable, COTS (Commercial off the shelf) application. For detailed SOW refer below.

Scope of Work

The Scope of Work broadly includes following:

Intelligent Fleet Management System

Advance Vehicle Tracking and Monitoring

- The system should have functionality for tracking and monitoring of all vehicles and provide its real time status
- System should have tools for planning and allocating resources (manpower, vehicle and inventory)
- System should be able to monitor the entry and exit of the vehicle in every lane
 - It should be able to calculate the average time that the vehicle spends in each lane.
 - System should be able to ensure that geo-fences are enabled on routes of all vehicles (esp. those of SWM), administrative boundaries, transfer stations, workshop, landfill and other features/locations as and when defined upon requirement.

Alert Management System

- System will need to generate alert if the vehicle spends more than the usual time required to traverse the route from its waste pickup point to the transfer station and back. (This analysis will need to be done using the traffic congestion data like those available on Google maps or other similar platforms/applications)
- Based on data availability for number of households in each lane; the time spent in each lane, stoppage time should be defined and an evaluation beyond permissible limits either side should be alerted
- It should be able to record intermittent stoppages along a particular lane, so that it can be used for indirect inference that time was provided for the residents to deposit their garbage and accordingly it can be deduced that waste has been collected from each and every household of every lane
- System should have alert generation facility against delays or other issues during solid waste pickup duties

- If the vehicle takes more than 10% of its total allocated time at a particular lane/area according to the route guide (pre-defined), then immediate alert should be raised.

IEC Task Management and Employee Tracking

For better execution of IEC activities

Employee Management

- AGENCY should provide a web portal to create employee directory and assign each employee a designation & department.
- AGENCY should provide an app-based system for employee registration and attendance marking.
- Application should allow employee to mark attendance via:
 - Face detection
 - Manual submission
- System should generate attendance reports

Beat Work Progress Monitoring

- System should have capability to add/configure daily schedule of work, area and beat wise
- System should be able to send notification to staff for their scheduled beats
- System should have capability to capture before and after photograph at Start and End of each task to monitor work progress.

Solid Waste Management System

Route Field Survey and Digitization

The Agency shall provide application and assist GMC to perform Site Survey of all the existing & new locations of GMC. This will include mapping of routes and transfer stations/landfill through field survey and plot the actual locations (latitude / longitude) on the GIS map for tracking and monitoring purpose.

Route Management

- System should be able to record vehicle movement. Basis for same will be GPS or Mobile location.
- System should have the ability to mark events such as start & end of each lane as well as mark household counts in each lane.

Asset Management & Monitoring

- System should have feature to manage resources including vehicles, GPS devices, QR code scanner and transfer stations by creating a centralized master data setup.
- System should have feature to view/add/modify/delete waste collection shifts, routes & region.
- System should have feature to create employee directory and assign each employee a designation & department.
- System should have feature to assign drivers, GPS device, and routes to vehicles.

Register/Logbook Management

- System should provide a platform to manage registers/logbooks and provide functionality for data entry to manage SWM activities

MIS Report Generation System

- System should create a master data management module.
- System should be able to generate reports based on waste collected, routes covered - citizen wise, zone wise, ward wise, vehicle wise.
- System should be able to generate reports based on driver performance. Reports should include parameters including but not limited to total households covered, average vehicle speed, total alerts generated, total time taken, total distance travelled.

Mobile Application

For Citizens:

- App should enable citizens to register and subscribe for multiple waste collection routes to know the ETA of vehicles.
- App should show the live location feed of subscribed vehicles to citizens.
- App should allow Citizen to register Grievance
- App should allow Citizen to give feedback review post Grievance resolution
- App should allow Citizen to register Ad-hoc requests
- The app should have a bi-lingual interface (Hindi/English).

For Officials:

- App should allow users to have a consolidated view of daily activities such as route coverage, region wise vehicles status on the dashboard. This should be based on authentication and assigned privileges
- App should enable officials to view live tracking of vehicles based on waste collection shifts.
- All alerts generated for system should be visible to officials over app & action on alerts from app should be possible.
- Officials should be able to view various types of MIS reports.
- Any information / action performed in the app should be real time and in sync with the web-based actions

ICT Based Survey System

Segregated Waste validation platform

- Agency shall provide an app to ULB to ensure that segregated waste (wet/dry/sanitary/domestic hazardous/plastic, etc. as may be required) is provided by Citizen.
- Should have functionality to click Geo tagged snaps for evidence and / or Signatures. This ensures that Citizen is providing segregated waste.
- Functionality to generate random gate/collection point for waste validation and in should be able to identify new gate in the absence of a gate representative.
- Application shall have functionality to maintain Vendor details.
- MIS reports based on segregated waste collection parameters.
- Option should be readily available for QR Code/ RFID integration as per need.

GIS based Urban Utility Asset Mapping System

- Geo coordinate mapping (in terms of ULB boundary, ward number, ward boundary, landmark etc) of
 - Waste Generators (Residential, Commercial, Industrial, RWAs, BWGs, etc)
 - Garbage Transfer Station
 - Storm Water Drains/Nullahs

- Water Bodies
- 3R initiatives
- Centralized and Decentralized waste processing facilities
- Sanitary Landfills
- Dumpsites
- Litter Bins
- Secondary storage Bins
- Wastewater treatment Plants (FSTP/STP)
- CTs, PTs & Urinals
- C&D waste collection points
- Septic Tank with Soak pit
- Machine holes
- Other POIs as identified by specific ULB

Swachhta Ranking Survey

- AGENCY shall provide an application to conduct Swachh Ward rankings and shall cover all Hotels, Schools, Hospitals (Healthcare facility), RWAs/Mohallas, Government Offices and Market Association
- Application shall be able to capture evidence and generate winner results. Functionality to export winner results shall be available.

Desludging Scheduler and Monitoring

- Functionality to add desludging operators (Private/Contracted etc.)
- Desludging History maintenance and desludging notification on next cycle arrival
- Functionality to capture before/after images to track progress
- Tracking and monitoring of Desludging vehicle and Desludging locations

Documentation and MIS data entry under Swachh Survekshan

Documentation for SS 2023

- Supporting Gwalior Municipal Corporation SBM team for Data collection, documentation and maintenance of records
- Analysis of SS-2022 short comings of Gwalior Municipal Corporation. Gap Analysis/Identification and Suggestions/Recommendation for improvement in present scenario
- The AGENCY should provide technical support for preparing City profile (As per MoHUA Guidelines)
- Assistance in documentation under SBM like SS 2023, GFC Star Rating Protocol, ODF+/ODF++/Water+ Certification
- Research Executive shall be stationed at ULB office, who shall provide technical consultancy, format design, presentation tactics for City Profile submission
- Technical consultancy support for preparing Municipal Documentation shall be provided, wherein; mandatory documents checklist and format structuring shall be briefed by the engaged team to ULB officials
- Indicator wise documents shall be prepared with the help of ULB officials of the concerned department based on the technical guidance given by the engaged team
- Municipal documentation preparation shall be done in continuous consultation with ULB Officials & other related stakeholders



- For development of ODF and GFC documentation, guidance shall be provided by the AGENCY

Documentation for Safai Mitra Suraksha Challenge

- Supporting Gwalior Municipal Corporation for Data collection, documentation and maintenance of records
- The AGENCY should provide technical support for preparing City profile (As per MoHUA Guidelines)
- Assistance in documentation under Safai Mitra Suraksha Challenge Documentation.
- Research Executive shall be stationed at ULB office, who shall provide technical consultancy, format design, presentation tactics for City Profile submission
- Technical consultancy support for preparing Municipal Documentation shall be provided, wherein; mandatory documents checklist and format structuring shall be briefed by the engaged team to ULB officials
- Indicator wise documents shall be prepared with the help of ULB officials of the concerned department based on the technical guidance given by the engaged team
- Municipal documentation preparation shall be done in continuous consultation with ULB Officials & other related stakeholders

Documentation and MIS for Jal Shakti Abhiyan

- Supporting Gwalior Municipal Corporation for Data collection, documentation and maintenance of records
- The AGENCY should provide technical support for preparing City profile (As per MoHUA Guidelines)
- Research Executive shall be stationed at ULB office, who shall provide technical consultancy, format design, presentation tactics for City Profile and MIS submission
- Technical consultancy support for preparing Municipal Documentation shall be provided, wherein; mandatory documents checklist and format structuring shall be briefed by the engaged team to ULB officials
- Municipal documentation preparation shall be done in continuous consultation with ULB Officials & other related stakeholders

ICT based tool for On-field Mock Assessments

- AGENCY shall provide an ICT based tools for On-field Mock Assessments which shall be conducted based on SS 2023, ODF+/ODF++/Water+ and GFC guidelines.
- Assessment toll shall have functionality to capture before and after pictures.
- Tool shall be used by NGOs/Agencies appointed by Authority to conduct on-field assessment. Data collected from these assessments shall help Authority to perform internal assessments and identify shortcomings and gaps and rectify them before the actual on-field assessments takes place.
- MIS reports based on assessment parameters provided in SS 2023, ODF+/ODF++/Water+ and GFC guidelines shall be generated for Analytics

Control Room Setup and Operator Stationing
Agency will setup a control room at a location (to be identified by GMC) with 2 TV screens and 1 PCs.
Authority will provide the basic Infrastructure – Building, Furniture, Power and Internet facility.

S. No.	Description	Quantity
1	LED TV for Control Room	2
2	PC for Control Room	1
3	Cabling and Networking	1

Operation and Maintenance for 2 Year

After the successful commissioning of the project, the system would be declared as Go-Live and enter into O&M phase and the Selected Agency would also be issued a commissioning certificate by GMC.

It shall involve but not limited to the following activities;

- Software/Hardware installation
- Ensure the desired functioning of the Interface / integration
- Provide technical support on system parameters as per requirement of GMC
- Provide handholding support and training services as part of the postimplementation services, on a scheduled basis as well as on a need basis.



Project Implementation and Payment Schedule

Sr. No.	Activity	Timeline (In Months)	Payment Milestone (CAPEX Only)
1	Project Kick off (acceptance of work order)	T	
2	Application Software Deployment	T + 4	40%
3	GPS Supply and Installation	T + 6	30%
4	Control Room Setup + UAT	T + 8	10%
5	Go-Live (Final Acceptance and Sign off by GMC)	T + 9 = G	20%

Sr. No.	Activity	Timeline (in Months)	Payment Milestone (OPEX Only)
1	I. Detailed Operation and Maintenance (O&M) Plan & Reports: <ul style="list-style-type: none"> ▪ Operation and maintenance procedures and Guidelines ▪ Issues logging and resolution report II. Documentation and MIS Work for Swachh Survekshan	G + 24	(To be paid in equal quarterly Instalments post GO-Live)

Note: GMC reserves the right to extend the contract after 2 years based on the mutual agreement between the successful agency and GMC. The extension shall be done for another 1 year with 10% incremental on a year-on-year basis.

Other Terms and Conditions:

- No advance Payment shall be made
- The Bidder's request(s) for payment shall be made to the GMC in writing, accompanied by an invoice describing, as appropriate, Acceptance certificate of services completed. The invoice should be submitted and upon fulfilment of other obligations stipulated in the contract
- Payment shall be made in Indian Rupees by RTGS / NEFT on Bank in the name of Bidder.

Criteria For Evaluation

Evaluation Process

The technical proposals submitted by Agencies shall be evaluated by the Evaluation Committee constituted by Authority. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The Evaluation Committee constituted by Authority shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection

The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence shall be entertained outside the process of negotiation/ discussion with the Committee

Pre-Qualification Criteria

Upon verification of EMD and Tender fee/bid document fee, technical bid shall be opened by GMC and test of responsiveness shall be done on following criteria.

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder should be: <ul style="list-style-type: none">Registered in India under Companies Act 1956/2013 as amended from time to time and should been in operation for at least 3 years as on date of bid submission	<ul style="list-style-type: none">Copy of Certificate of Incorporation / Registration under Companies Act, 1956/2013
2	Turnover	The Bidder shall have an average annual turnover of INR 3.0 Crores (audited financial statements to be submitted) in last three financial years(2019-20, 2020-21, 2021-22)	<ul style="list-style-type: none">Audited and Certified Balance Sheet and Profit/Loss Account for the last three (3) Financial Years OR Certificate from Statuary Auditor for the last three (3) Financial Years
3	Experience	The Agency should have Work Experience for providing ICT based projects for SolidWaste Managementto any ULBs/Govt. agency in India during the last 3 financial years. <ul style="list-style-type: none">1 Project: 1.5 Cr.2 Projects: 0.85 Cr.3 Projects: 0.60 Cr.	Work Order / Copy of Work Progress

- 4 Blacklisting
The bidder should not have been blacklisted or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a corporation or any other Autonomous Organization of Central or State Government for breach of Contractual Conditions as on bid calling date. Self-certificated declaring that the bidder is not blacklisted to be enclosed
Self-Declaration (duly signed by the authorized signatory)
- 5 Board Resolution / Power of Attorney in favor of Authorized Signatory
A Board Resolution or Power of Attorney, in the name of the person executing the bid, authorizing the signatory to sign on behalf of the Bidding entity.
Power of attorney / board resolution to the authorized Signatory of the Bid
- 6 Certificate
The bidding firm should have a valid ISO 9001 quality certificate
Valid copy of certificate

Technical Evaluation Criteria

Below is the table to evaluate technical evaluation of the bidder:

Sr.No.	A. BACKGROUND & STANDING			
	Technical evaluation Criteria	Grading Criteria	Marking Category	Max Marks
1	Bidder Experience* in ICT based Solid Waste Management Monitoring System for Urban Department of State Government / Urban Local Body with population more than 5 lakhs during the last 3 years as on date on bid submission (completed / on-going projects).	• 1 Project	15	25
	* (Bidder Experience: ICT based Solid Waste Management Project should involve at least 3 modules (refer SOW for details): o Experience in Vehicle Tracking and alert system o MIS and digital logbook system o Role based mobile apps	• 1 Additional Project	5	

o	ICT based Survey Systems	• 2 Additional Projects	10	
o	Attendance system			
	1 Project with minimum contract value of 1.5 Cr – 15 marks			
	Every additional project 5 marks (max 2 additional projects)(Minimum contract value for each additional project INR 70 lakhs)			
2	Experience of Bidder in Documentation and MIS for Swachh Survekshan under Swachh Bharat Mission for any Urban Department of State Government / Urban Local Body with population more than 5 lakhs during the last 3 years as on date on bid submission (completed / on-going projects).	• 1 Project	10	15
		• 2 Projects	15	
3	Bidder should have experience of deploying/running/maintaining ICT based SWM system in at least one city out of any of the top 10 cleanest city of India - Cleanest City rating to be taken from Nationwide ranking list for Swachh Survekshan 2020/2021/2022	• 1 Project	5	5
4	Bidder experience of setting up a Project Implementation Unit under Swachh Bharat Mission in at least one city out of any of the top 20 cleanest city of India (Cleanest City rating to be taken from Nationwide ranking list for Swachh Survekshan 2020/2021/2022) for any Urban Department of State Government / Urban Local Body with population more than 5 lakhs during the last 3 years as on date on bid submission (completed / on-going projects).	• 1 Project	10	10
5	Manpower for Documentation & MIS Work:	(Refer team evaluation matrix below)	10	10
	• SBM Consultant – 3 marks			
	• Urban Planner – 3 marks			
	• MIS/Documentation Expert – 2 marks			
	• Support Consultant – 2 marks			

Total Marks (A) 65

B. Technical Presentation			
Sr.No	Description	Evaluation Criteria	
			Sub Marks Max Marks
1	Technical Presentation	a. Past Projects executed by the firm:	10 35

learnings and best practices to demonstrate ability to execute similar works		
b. Project understanding, Approach and Methodology based on past project and feasible for implementation in Gwalior.	10	
c. Readily available of Features (as per Annexure 2.4)	10	
d. Work Plan & Schedule	5	
Total Marks		35

Team Evaluation Matrix

S. No.	Profile	Quantity	Maximum Marks	Qualification & other requirements
1	SBM Consultant	1	3	1. Educational Qualification: <ul style="list-style-type: none"> a. B.E / B. Tech in Electronics / Computer / IT – 1.5 marks 2. Project Monitoring/Management Experience in ICT implementation Projects for Urban department of State Govt / ULB – 1.5 marks
2	Urban Planner	1	3	1. Educational Qualification: <ul style="list-style-type: none"> a. Bachelor of Planning – 1.5 marks 2. Project Monitoring/Management Experience in Urban Planning Projects for Urban department of State Govt / ULB – 1.5 marks
3	MIS/Documentation Expert	1	2	1. Educational Qualification: <ul style="list-style-type: none"> a. B.E / B. Tech in Electronics / Computer / IT – 1 mark 2. Work experience in the capacity of MIS and documentation expert for Urban department of State Govt / ULB – 1 mark
4	Control Room Assistant	1	2	1. Educational Qualification: <ul style="list-style-type: none"> a. Graduate or Post Graduate

				degree in any stream – 2 marks
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Award Of Contract

Award Criteria

- The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. Omissions, if any, in costing of any item shall not entitle the Agency to be compensated and the liability to fulfil its obligations as per the Terms of Reference within the total quoted price shall be that of the Agency. The Agency shall bear all taxes (including GST), duties, fees, levies and other charges imposed under the Applicable Law as applicable. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be determined using the following formula:

$$Sf = 100 \times Fm/F;$$

In which Sf is the financial score, Fm is the lowest Financial Proposal, and F is the Financial Proposal (in INR) under consideration. Proposals will finally be ranked in accordance with their combined technical (St) and financial (Sf) scores:

$$S = St \times Tw + Sf \times Fw;$$

Where S is the combined score, and Tw and Fw are weights assigned to Technical and Financial Proposal that will be 80:20.

- Authority reserves the right to further negotiate the prices quoted by the successful Agency.
- Agency achieving the highest combined technical and financial score will be considered to be the successful Agency and will be issued the Letter of Acceptance (LoA).
- If there is more than one Agency achieving (combined technical and financial score) the equal score, Authority reserves the right to select the Agency(s) and that will be binding on all Agencies.

Letter of Acceptance

Authority will notify the successful Agency in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. LoA will constitute the formation of the contract.

Signing of Contract

Authority shall notify the successful Agency that its bid has been accepted. The successful Agency shall enter into contract agreement with Authority within the time frame mentioned in the Letter of Acceptance issued to the successful Agency by Authority.

Failure to Agree with the Terms & Conditions of this RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event GMC may invite the next best bidder for negotiations or may call for fresh RFP

GMC's Right to Accept any Bid and to Reject any or all Bids

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

A handwritten signature in blue ink, consisting of a stylized 'C' followed by a checkmark-like flourish.

Annexure 1: Guidelines for Pre-Qualification Proposal

Annexure 1.1: Checklist for Pre-Qualification Proposal

Sr. No.	Documents	File Name / Page reference No.	Submitted (Y/N)	Description
1	Proof for Submission of Tender Fee and EMD			
2	Bid Cover Letter (Annexure 1.2)			
3	Bidding Firm Details (Annexure 1.3)			
4	Copy of Certificate of Incorporation / Registration under Companies Act, 1956/2013			
5	Board Resolution / Power of Attorney in favor of Authorized Signatory			
7	ISO 9001 Quality Management Certificate			
8	Turnover <ul style="list-style-type: none">Audited and Certified Balance Sheet and Profit/Loss Account for the last 3 (Three) Financial Years as on date of submission of bid <p style="text-align: center;">OR</p> <ul style="list-style-type: none">Certificate from Statutory Auditor for the last 3 (Three) Financial Years as on date of submission of bid			
9	Self-Declaration as per Annexure 4			
10	Work Order / Copy of Work Progress / Completion Certificate			
11	PAN, GST certificate			

Annexure 1.2: Bid Cover Letter

(To be submitted on the letterhead of the bidder)

Date: _____

To

Commissioner
Gwalior Municipal Corporation

Subject: Bid for "Request for Proposal for selection of Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiatives for _____"

Ref No: _____

Dear Sir,

With reference to your "Request for Proposal for selection of Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiatives for _____", we hereby submit our Prequalification Proposal, Technical Proposal, and Financial Proposal, for the same.

We hereby declare that:

- I. We hereby acknowledge and unconditionally accept that the Authority can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of bidder for providing services.
- II. We have submitted EMD of INR [] and Tender fee of INR [] online through e-Tendering Portal (mptenders.gov.in),
- III. We hereby declare that all information and details furnished by us in the Bid are true and correct, and all documents accompanying such application are true copies of their respective originals.
- IV. We agree to abide by our offer for a period of 180 days from the date of opening of pre-qualification bid prescribed by AUTHORITY and that we shall remain bound by a communication of acceptance within that time.
- V. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the RFP. We do hereby undertake to provision as per these terms and conditions.
- VI. In the event of acceptance of our bid, we do hereby undertake:
 - a. To commence services as stipulated in the RFP document
 - b. To undertake the project services for entire contract period from the date of signing of the contract as mentioned in the RFP document.
- VII. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.



VIII. We understand that the AUTHORITY may cancel the bidding process at any time and that AUTHORITY is not bound to accept any bid that it may receive without incurring any liability towards the bidder.

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

In case of any clarifications please contact _____ email at _____

Thanking you,
Yours sincerely,

For _____

{Seal & Signature}

Name:

Designation:

Date:

Place:

Address:



Annexure 1.3: Bidding Firm Details

Sr. No.	Information	Details
1	Name of Bidding firm:	
2	Address and contact details of Bidding firm:	
3	Company Year of Incorporation	
4	Web Site Address	
5	Status of Company (Public Ltd., Pvt. Ltd., etc.)	
6	Company's GST Registration No.	
7	Company's Permanent Account Number (PAN)	
8	Company's Revenue for the last 3 years (Year wise)	
9	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
10	Telephone number of contact person:	
11	Mobile number of contact person:	
12	E-mail address of contact person:	

Please submit the relevant proofs for all the details mentioned above along with your Bid response



Annexure 2: Guidelines for Technical Proposal

Annexure 2.1: Checklist for Technical Proposal

Sr. No.	Documents	File Name / Page reference No.	Submitted (Y/N)	Description
1	Technical Bid Cover Letter (Annexure 2.2)			
2	Work Order / Copy of Work Progress / Completion Certificate			
3	Approach & Methodology and Work Plan			
4	Readily available ICT based Solid Waste Management Solution basis functionalities asked in SOW			



Annexure 2.2: Technical Bid Cover Letter

(To be submitted on the Letterhead of the responding firm)

Date: _____

To
Commissioner
Gwalior Municipal Corporation

Sub: Request for Proposal for "Request for Proposal for Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiativesfor _____"

REF No.: _____

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the solution / professional services as required and outlined in the RFP for "Request for Proposal for Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiativesfor _____"

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Solution / Professional Services in "Request for Proposal for Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiativesfor _____", put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and or its appointed representatives.

If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, for a sum of equivalent to 5% of the contract value for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and _____.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead _____ as to any material fact.

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



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

Thanking you,
Yours sincerely,
For _____

{Seal & Signature}

Name:

Designation:

Date:

Place:

Address:



Annexure 2.3: Format for Project Experience

Item	Detail	Attachment Ref. Number
Name of the project Client for which the project was executed		
Name and contact details of the Client		
Duration of the project (no. of months, start date, completion date, current status)		
Other Relevant Information Work Order / Copy of Work Progress / Completion Certificate		



Annexure 2.4: Readily Available Functionalities Asked in SOW

S. No.	Feature	Ready Availability of Feature in Solution (Yes/No)
2	Intelligent Fleet Management System <ul style="list-style-type: none"> ▪ Advance Vehicle Tracking and Monitoring ▪ Alert Management System 	
3	Solid Waste Management System: <ul style="list-style-type: none"> ▪ Route Survey, Digitization and Management ▪ Asset Management & Monitoring ▪ Employee Management ▪ Beat Work Progress Monitoring ▪ Register/Logbook Management ▪ MIS Report Generation System 	
4	Mobile Applications <ul style="list-style-type: none"> ▪ Citizen ▪ Officials 	
5	ICT based Survey Systems <ul style="list-style-type: none"> ▪ Segregated Waste Validation Platform ▪ GIS based Urban Utility Asset Mapping System ▪ Swachhta Ranking Survey ▪ Desludging Scheduler and Monitoring 	

1. I/We hereby confirm and we shall accommodate and provide all reasonable assistance to GMC, if it requires us, in writing, to demonstrate any of the above modules and features.
2. I/We agree and undertake to abide by all the terms and conditions of the RFP.

Annexure 3: Guidelines for Financial Proposal

Annexure 3.1: Financial Proposal Cover Letter

(To be submitted on the Letterhead of the responding firm)

To
Commissioner
Gwalior Municipal Corporation

Date: _____

Subject: Request for Proposal for Agency for providing Technical Consultancy and ICT Enabled Tools
for monitoring progress Of SBM Initiatives for _____

REF No.: _____

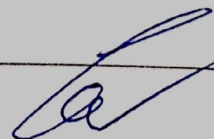
Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Service Level Agreement & in conformity with the said bidding document for the same.

- I. I / We undertake, if our bid is accepted, to deliver the goods & services in accordance with the delivery schedule specified in the RFP.
- II. I/We undertake to successfully operationalize as per scope of work mentioned in the RFP document.
- III. I/ We have examined and have no reservations to the Bidding Documents, including any corrigendum/addendums issued by _____;
- IV. I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee as prescribed in the RFP.
- V. I / We agree to abide by this bid for a period of 180 days from the date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
- VI. .Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
- VII. I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive. We agree to all the terms & conditions as mentioned in the RFP document and submit that we have not submitted any deviations in this regard.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP document.



Thanking you,
Yours sincerely,
For _____

{Seal & Signature}

Name:
Designation:
Date:
Place:
Address:



Annexure 3.2: Financial Proposal Format and Instructions

To be submitted on online e-Tendering Portal only

REF No.: _____

Request for Proposal for Agency for providing Technical Consultancy and ICT Enabled Tools for monitoring progress Of SBM Initiatives for _____

Total Price Summary

Sr. No.	Head	Amount (In INR) per annum	Amount(InWords)
1	Total Project Cost (A+B)		

Price Component for CAPEX (A)

S. No.	Item Description	Quantity	Unit	Basic Rate	Total Amount without Taxes
1	Digital Platform (Web & Mobile)				
1 (a)	Application Software Deployment + Field Survey	1	Lumpsum		
2	Control Room Setup				
2 (a)	Led TV	2	No.		
2 (b)	PC	1	No.		
2 (c)	Cabling and Networking	1	No.		
3	Hardware for Vehicle				
3 (a)	GPS device	200	No.		
Total in Figures					

Price Component for OPEX (B)

S. No.	Item Description	Quantity	Unit	Basic Rate	Total Amount without Taxes
3	Digital Platform Maintenance + Cloud Hosting for 2 Years	24	Per Month		
4	Technical Resource for 2 Years				
(a)	SBM Consultant	24	Per Month		
(b)	Urban Planner	24	Per Month		
(c)	MIS Documentation Expert	24	Per Month		
(d)	Control Room Assistant	24	Per Month		
5	Hardware Maintenance				

		(GPS, LED TV & PC)			
(a)	Year 1	1			
(b)	Year 2	1	Lumpsum		
Total in Figures			Lumpsum		

Annexure 4: Self Declaration for Blacklisting

(To be submitted on the Letterhead of the Bidder)

Date: _____

To
Commissioner
Gwalior Municipal Corporation

Subject: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

REF No.: _____

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not debarred / black-listed by any Central/State Government/ PSU entity in India or similar agencies globally for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, _____ reserves the right to reject the Bid or terminate the Contract without any compensation to the successful bidder.

Thanking you,
Yours sincerely,
For _____

{Seal & Signature}

Name:
Designation:
Date:
Place:
Address:



Annexure 5: Format for Annual Turnover

Financial Information

Financial Year	3 rd last Financial Year	2 nd last Financial Year	Last Financial Year
Annual Turnover (in INR)			
AVERAGE ANNUAL TURNOVER			



Annexure 6: Power of Attorney

(On Stamp paper of appropriate value)

Know all persons by the represents, we, *[Name of Consultant/Consultants and address of its registered office]*, do here by constitute, appoint and authorize Mr./Ms *[Name and residential address]*, who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal/Proposal for *[name of the project/assignment]*, including signing and submission of all documents and providing information/responses to *[designation of procuring entity]* in all matters in connection with our Proposal/ Proposal for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated _____ Accepted.

{Signature of Attorney}

Name:

Designation:

For _____,

Signature of Consultant/Consultants

Name

Designation

Corporate Seal