

**Delhi Development Authority
(Systems Department)
Vikas Sadan, INA, New Delhi 110023**

No. F3(52)/2019/Sys

Serial No.

M/s

Dated:

Subject: E-Tender for “Selection of Agency for Development of Governance Applications : Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and IntraNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology- Design, Development and implementation - Three Bid Systems (Pre-Qualification (PQ), Technical & Financial Bids).

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(Tenderers are required to participate as per e-tendering procedure of DDA on cpp portal of NIC)

IMPORTANT DATES:

	Date	Time
a) Document download start	12.03.2019	3:30 PM
b) Pre Bid meeting	03.04.2019	3:30 PM
c) Response to Pre-bid queries	16.04.2019	3:30 PM
d) Bid submission end	08.05.2019	3:30 PM
e) Pre Qualification Bid opening	09.05.2019	3:30 PM

E-tenders are invited for the “**Selection of Agency for Development of Governance Applications : Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and IntraNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation**” at <http://eprocure.gov.in/eprocure/app>, as per the requirements described in Scope of work given in Annexure-1.

General Instructions and Terms & Conditions

The General Instructions and Terms of Reference to the Tenderers shall be as under:-

1. Tenderers are required to deposit E-Tender Annual Charges Rs. **20,000** and EMD amounting Rs. 10,00,000 through separate transactions with RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan, I.N.A. branch, New Delhi (IFSC Code CBIN0282695). The unique transaction reference of RTGS/NEFT shall have to be uploaded by the prescribed date. The Dy. Director (Systems) will get EMD verified from Sr. A.O Cash Main on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened. **Tenders not accompanied with EMD shall not be considered.**
2. The unique transaction reference on RTGS/NEFT against EMD, E-Tender Annual Charges shall be placed online at specified location for Tender for “Selection of Agency for Development of Web based Workflow Applications (Internet and Intranet) for the existing and operational computerised system in Departments of Housing and Land Disposal of DDA, for Ease of Doing Business (EoDB)”.
3. Tenderers must read complete tender document before filling bids.
4. Tenderers who are desirous of bidding, may seek further clarification during pre-bid meeting.
5. The bid shall remain valid for **180 days** from the opening of tender (Technical Bid).

Preparation and Submission of Proposal

6. The information on the outer sealed envelope should clearly mention; **“Selection of Agency for Development of Governance Applications : Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and IntraNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation.**
7. 3 Inner envelopes should clearly mention:
The tender shall be submitted online in three parts, viz., Pre-Qualification (PQ) Bid, Technical Bid and Financial Bid. The offers should be made strictly as per the formats enclosed.
8. **Both PQ and Technical Bids shall be opened online** in the presence of a Committee or their representatives by authorized bid openers. Technical Bid of only those who qualify the PQ Criteria, shall be opened. Financial Bids of only those tenderers shall be opened whose technical bids qualify, at a time and place of which notice will be given. The Tenderer technically qualified will be at liberty to be present either in person or through an authorized representative at the time of opening of the Financial Bids with the Bid Acknowledgement Receipt or they can view the bid opening event online at their remote end.
9. The Tenderer’s Earnest Money, deposited in the form of NEFT/RTGS, will be retained by DDA as part of security deposit, in case tender is accepted, **otherwise it will be refunded after the Award of work.** However, no interest shall be payable on the Earnest Money.
10. **Modification and Withdrawal of Bids:** No bid may be altered/modified after submission to the Purchaser. In case, the tenderer does not submit the Offer as per terms and conditions, and / or modifies and / or withdraws offer, **the entire amount of Earnest Money would liable to be forfeited.**
11. No Conditional Tender shall be accepted and is liable to be rejected.
12. Unsolicited Correspondences from Bidder, after submission of the Bid will not be considered.
13. The Tenderers shall be free to discuss the issues, if any, in the Pre-bid meeting.
14. The Tenderers should bear all the costs associated with the preparation and submission of its proposal and DDA will in no case be responsible or liable for these costs, regardless of the conduct or outcome of bidding process.
15. The Tenderers are expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents.
16. Submissions with insufficient information and which do not strictly comply with the stipulations given above, are liable for rejection.
17. At any time, prior to the deadline of submission of proposals, DDA may modify the document/issue addenda. These addenda/Corrigendum shall be posted at the website of DDA and shall be treated as a part of the Tender documents.
18. DDA may, at its discretion, extend the deadline for submission of proposals.
19. DDA may, at its discretion, abandon the process of selection associated with this document anytime.

Code of Ethics

20. DDA requires that bidders under this contract observe the highest standard of ethics. In pursuance of this policy, DDA defines, for the purpose of these provisions, the terms set forth below as follows: -
- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public servant; and
 - ii. "Fraudulent practice" means a misrepresentation of facts in order to influence the decision to award the consultancy contract to the detriment of DDA and targeted stake holders and includes collusive practice among bidders (prior to or after the proposal submission) designed to establish bid prices at artificial non-competitive level and to deprive DDA and targeted stake holders of the benefits of free and open competition.
 - iii. DDA will reject a proposal for award of work if it is determined that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question or in concealment of material or fact.
 - iv. DDA will declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract/contracts, if it at any time determines that the bidder has engaged in corrupt or fraudulent practices in competing for, or in executing the consultancy contract.
 - v. The bidder should not have been declared 'bankrupt' by any court of law.
 - vi. The bidder should not be blacklisted by Central/ State Government Department/ PSU/Government Company/Local Bodies. Bidder also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Department/ PSU/Government Company/Local Bodies etc.
 - vii. The seat of arbitration/disputes resolution/settlement shall be at New Delhi
Arbitration clause will be the part of consultancy agreement to be signed between DDA and the selected firm.

Security Deposit and Performance Bank Gaurantee

21. The successful Bidder, for due and faithful performance of its obligations and as a pre-condition for signing of Advisory Agreement with DDA, shall be required to submit a demand draft of the amount equivalent to 5% of the tendered cost of the work (Total Fee as given in Financial Bid) as **Security Deposit** after adjusting the earnest money and shall also furnish a **Bank Guarantee** of the amount equivalent to 10% of the tendered cost of the work (Total Fee as given in Financial Bid) as **Performance Bank Guarantee**.
22. Security Deposit and Performance Bank Guarantee shall be retained for 180 days after completion of the project or 2 years, whichever is later.

Pre-Qualification Bid – Compliance Sheet

23. The Tenderers shall furnish all the required documents as given the Compliance Sheet (**Annexure-2**).

Technical Bid

24. The Tenderers shall furnish following documents in Technical Bid:-

- i) Scanned Copy of Memorandum & Article of Association of the Company.
- ii) Scanned Copy of ISO 9001-2015 and CMMi-3 certification (or above).
- iii) Scanned Copy of Proforma of firm's / Co's Description (**Annexure-5 : Form-5A**).
- iv) Scanned Copy of Details of the firm's / Company's experience in Application Software (including GIS Application) solution development and maintenance (**Annexure-5: Form-C**).

- v) Scanned Copy of details of the CVs of the Officers / Officials who may be deputed for the Project - (Annexure-5: Form-5D).
 - vi) Scanned Copy of Audited Balance sheets for preceding **3 years** preferably showing the revenue earned from software development, system integration, and total solution provider for ICT services (Annexure-5: Form-5B)
 - vii) Scanned copy of the certificates for satisfactory services from the Government Organizations, Public Sector Undertakings, reputed Private Companies where the work of software development and digitization etc., has been carried out, in last three years with name, designation and telephone numbers of the contact person.
 - viii) Scanned Copy of reference of RTGS/NEFT(Registration Fee& EMD)
 - ix) Scanned Copy of Tender Acceptance Letter (Annexure-11).
 - x) Scanned Copy of GST Registration Certificate
- 25.** Any tender found lacking with respect to the necessary information and /or documents and/or Earnest Money with the Technical bid, **will not be considered.**
- 26. Scope of Work** (Annexure-1) is about the details of the application softwares developed and implemented with details of the environment for which the Facility Maintenance and Management Services are required.

Financial Bid

27. Schedule of price bid in the form of BoQ_XXXXX.xls

The Tenderers shall submit the financial bid as provided in BoQ_XXXXX.xls along with this tender document. **Bidders are advised to download and quote rates and upload in the site at the respective location. Quoted rates must be inclusive of GST, all taxes and duties applicable, and any other charges (if any).** However, all applicable deductions on account of taxes and duties etc., shall be made by DDA.

28. Tenderers are requested to quote in Annexure-5: Form-5F.

Technical Evaluation and Financial Evaluation

29. On the basis of Pre-qualification(PQ) evaluation of technical bids, the Committee constituted for the purpose of evaluation of the tenders, may find it necessary to visit the organizations where similar jobs done by tenderer and/or may confirm on phone the quality of performance and/or may visit tenderer's client premises/service Centre, where the such services are being provided by the Tenderer. The Committee will short list the bids according to capabilities and skills of the tenderers as per Technical Evaluation Criteria and open the financial bids of only the short-listed tenderers who are found technically suitable.
30. Purchaser may seek any clarifications or additional documents, during Tender Evaluation Process, as considered necessary.
31. The decision arrived at for finally short-listing the tenderers by the Technical Evaluation Committee (TEC) and the Principal Commissioner (Systems) shall be final and binding upon all the Tenderers.
32. Vice Chairman (VC), DDA shall have the right to reject all or any of the bids including the financially lowest bid, without assigning any reason whatsoever.

Post Tender Evaluation

33. Once the quotation of the Tenderer is accepted and the acceptance is communicated to the Tenderer, the Tenderer shall present itself in the office of the DDA and shall execute an agreement within 7 days, as per Annexure-19(Draft of Agreement) appended herewith, and shall furnish a **demand draft** of the amount equivalent to 5% of the tendered cost of the work (Total Fee – Financial Bid) as Security Deposit after adjusting the earnest money and shall also furnish a Bank Guarantee of the amount equivalent to 10% of the tendered cost of the work (Total fee – Financial Bid) as Performance Bank Guarantee
34. Security Deposit and Performance Bank Guarantee (PBG) shall be retained for two years or the completion of the work which ever is earlier.
35. The Performance Bank Guarantee (PBG) will be invoked by DDA, in case the performance of the vendor is not found satisfactory during the period of Work.
36. If the tenderer, whose tender is accepted, does not furnish the Security Deposit and Performance Bank Guarantee and does not execute the agreement within the prescribed time limit, **the entire earnest money shall stand forfeited.**
37. The tenderer shall be provided with adequate office space with electricity and air conditioning with minimal furniture for its operations. All the officials deputed by the vendor shall be paid the salaries, travel allowances etc. by the tenderer and the officials shall continue to be employees of the tenderer even after expiry of the assignment and DDA shall have no liability whatsoever, in this regards.
38. The material, if any, is required to be brought to or removed from DDA premises by the tenderer shall be brought/removed only on working days as per DDA's calendar. A list of the material brought/removed shall be provided to the Dy. Director System coordinating the operations of the tenderer and the gate pass shall be issued by him for removal.

Project Duration and Extension of Service thereafter

39. The contract will initially be **for a period of 1 year**, excluding O&M, after which the contract may be renewed in the form of annual O&M contracts based on satisfactory performance, at the discretion of DDA, at the same rate and same terms and condition.
40. However, the assignment may be terminated any time at the discretion of DDA without assigning any reason thereof if the services are not found satisfactory or service/services are not required by DDA after certain period.

Capacity building of DDA officials

41. The Bidder will be responsible to conduct workshops and other training, handholding activities for the DDA personnel, as well as providing on-the-job training in data entry and verification, preparation of reports, system maintenance and upgrading, etc.

Grievance Redressal

42. If the Tenderer finds any hindrance in the start of the services resulting in and necessitating an extension of time allowed in the tender, the tenderer shall apply in writing to VC, DDA or Nodal Officer authorized by VC, DDA, for grant of extension of time.
43. The extension can be granted by the VC, DDA or Nodal Officer authorized by VC, DDA, in their absolute discretion and if the cause shown is genuine and sufficient.

Validity of Rates/Offer

44. The rates/offer shall be valid for ***the period of 180 days*** from the date of opening of tender(Technical Proposal).

Payment Terms

45. The payment to the Bidder shall be made for 3 heads i.e. Development Fees, Security Audit, and Annual O&M:
- i. **Development Fee:** will be on the basis milestone achieved, number of Function Points completed (or assessed as the case may be), cost per function Point (C). . 90% of the payment will be made based number of Function Points completed after each Application / module becomes live & operational to the satisfaction of DDA. However, there will be some instalments on achieving each of the milestone as per Table I below. These installments will be deducted while making final payment for the development fee.
 - ii. **Warranty Support :**Balance 10% of the function point cost will be released after completion of six months of achieving ‘Go-Live’ milestone, and after completion of warranty support and knowledge transfer for all versions. Completion of this phase will be treated as ‘Exit’ for each completed module/ Application separately.
 - iii. **Annual O&M Fee:** will be payable for every 12-month period from the Development Phase Exit (for each completed module/ Application).It shall be calculated on the basis of O&M Fee (per FP) quoted (M) and the Actual FPs of the Applications/ modules that are live / operational. Schedule of Payment of O&M fee will be as given in Table-1.O&M Fee shall be payable, subject to satisfaction of DDA of proper O&M support, and up to a period of one year (extendable at the discretion of DDA).. Fees for the last Quarter of O&M will be paid on a pro-rata basis for the total number of months.
 - iv. Payment of Fee for Milestones (2-6) of Development Fees will be done after successful completion of preceding milestone (i.e. signing of agreement) only.

Table-1: Payment Milestone

Payment Milestone	Payments due to the developer	Tentative timelines
DEVELOPMENT FEES		
1. Signing of Consultancy agreement between DDA and Bidder		ED
2. SRS, SDD and FRS Sign off and Plan Review Sign off	First Sub-payment A= 10% of Development Fees based on assessed FP for each module	ED + 5 weeks
3. Forms Digitalisation for WorkFlow Applications : Portal Development, Application Design and Development, and UAT	Second Sub-payment B = 25% of Development Fees based on assessed FP for each module.	ED + 15 Weeks

Approval by DDA		
4. Go-Live Acceptance: Launch of Forms Workflow Applications Portal after Technical and User testing	Third Sub-payment C= 35% of Development Fees based on Actual FP calculated for each module launched in live environment	ED + 20 weeks
5. The Application becoming Functional/ operational in live environment to the satisfaction of DDA	Balance Amount of Development fee payable for achievement of the Milestone That is - [90% of development fee based on Actual FP – subpayments made (A+B+C)] for each of the module	ED + 26 weeks
6. Development Phase Exit (after warranty support)	10% of Development Fees based on actual FP	ED + 53 weeks
O&M FEES		
7. Payment of O&M fees	25% of Annual O&M fees (after review of Monthly MIS Reports and QPR)	Every 3-month period after Development Phase Exit (i.e. ED+ 52 Weeks).

- v. All applicable statutory deductions such as GST, Income Tax, Cess etc shall be made from the bill. Rates are inclusive of all taxes/duties and any other charges. However, GST tax amount included, should be mentioned in the bill.
 - vi. No extra payment shall be made on any account including for visits to various offices of DDA, or any other local travel.
 - vii. Travelling, if any, outside Delhi with prior approval of competent authority in DDA , will be reimbursed as per actual and as per DDA policy on entitlements.
 - viii. **Security Audit :** The Security Audit payment will be processed after third party security audit clearance certificate based on the size of software submitted (in terms of FPs), and security Audit Cost per function point (S).
46. Following documents will be referred/used for fundamental concepts, interpretation of FSM principles and measurement of the software size in Function Points
- i. ISO/IEC 14143-1:2007 Information technology — Software measurement — Functional size measurement
 - ii. ISO/IEC 20926:2009 Software and systems engineering — Software measurement — IFPUG (International Function Point Users Group) functional size measurement method
47. The decision of the Vice Chairman (VC), DDA or Nodal Officer authorized by VC, DDA with respect to any of the matters pertaining to the tender or the

agreement or arising therefrom **shall be final and binding**, and shall not be called in question in any proceedings or at any forum whatsoever.

Forfeit of Security Deposit

48. The tenderer will not sub-let / sub-contract in part, or in full after getting the Assignment / Award of Work. In the event of tenderer sub-letting the work / sub-contracting in part or full after the Award of the Work, the tenderer shall be considered to have thereby committed a breach of agreement and DDA shall forfeit the Security Deposit. The tenderer shall have no claim, whatsoever, for any compensation or any loss on this account.

Termination of Contract

49. The Contract to be executed with the tenderer (selected agency) may be terminated by DDA for non-performance of any of the clauses of the contract and/or for violation for any terms and conditions of the contract by the tenderer, after serving a prior **notice of one month** on the registered address of the tenderer and also through registered email address of the tenderer.
50. If the DDA, for any reason, whatsoever decides to terminate the contract, **a written notice of termination to the Bidder shall be given with a notice period of 3 months as per provision of Tender** and Fees for the work done approved till the time of termination, shall be made as mutually decided between DDA and the Bidder.
51. If the contract is terminated due to non-submission of deliverables within prescribed time schedule, inferior quality of reports, non-compliance to instructions, fraudulent practices, corrupt practices and misrepresentation, **then fee for that work will not be paid and the Security Deposit & Performance Security (PBG) deposited by Bidder will be forfeited.**

Signing of Contract

52. Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications and the Proposal of the Bidder, between the Purchaser and the successful Bidder. In case of exigency / non-performance / default, if Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

Failure to Agree with the Terms and Conditions of the Tender

53. Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the Purchaser shall invoke the PBG of the successful Bidder.

Intellectual Property Rights

54. In case of **Bespoke development of the application**: The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals as may be necessary as per the existing laws in India to effectively transfer such

rights to the Purchaser. Once transferred, the Purchaser shall own and have a right to use all such Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.

55. In case of **deployment of COTS products**: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the Bidder shall be property of the Purchaser. The Bidder should create a repository of such resources and provide access to Purchaser. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser: -
- Bidder shall not only support Purchaser with the proposed COTS during the contract period, but also, confirm that after the expiration / termination of the initial contract, continued support will be provided by the Bidder to the Purchaser, in case Purchaser chooses to maintain / upgrade the COTS proposed, either directly or through third party agency(ies);
 - Continued support to the Purchaser will be subject to the purchase of support by the Purchaser post termination / expiry of contract;
 - The customized source code with its full rights shall be handed over to the Purchaser.
56. If Purchaser desires, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, and which may be assigned by the Purchaser to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract, shall be acquired in the name of the Purchaser, prior to termination of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.
57. The Bidder / Bidder's Team shall ensure that while it uses any software, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or the Bidder's Team during the course of performance of the Services. In case of any infringement by the Bidder / Bidder's Team, Bidder shall have sole control of the defense and all related settlement negotiations.

Exemption for Micro, Small & Medium Enterprises

58. If a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, then a copy of the registration certificate must be provided to Purchaser. Further, the bidder must keep the Purchaser informed of any change in the status of the company.
59. Following facilities have been extended to the SSI units registered with NSIC:
 - a. Issue of tender sets free of cost.
 - b. Exemption from payment of Earnest Money to the extent of 50 per Cent (50%) of the EMD asked for.

Limitation of Liability

60. Limitation of Liability is as follows: -
 1. Neither the Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.
 2. Except in the case of Gross Negligence or Wilful Misconduct on the part of the Selected Agency or on the part of any person acting on behalf of the Selected Agency executing the work or in carrying out the Services, the Selected Agency, with respect to damage caused by the Selected Agency including to property and/or assets of Purchaser or its clients shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Selected Agency may be entitled to receive from any insurance maintained by the Selected Agency to cover such a liability, whichever of (A) or (B) is higher. For the purposes of this Clause, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property. "Wilful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.
 3. This limitation of liability slated in this Clause, shall not affect the Selected Agency's liability, if any, for direct damage by Selected Agency to a Third Party's real property, tangible personal property or bodily injury or death caused by the Selected Agency or any person acting on behalf of the Selected Agency in executing the work or in carrying out the Services.

INDEMNITY

61. The empanelled vendor must indemnify the Purchaser against all third party claims of infringement of patent, trademark/copyright or industrial design

rights arising from the use of the supplied software/ hardware/manpower etc and related services or any part thereof. Purchaser stand indemnified from any claims that the hired manpower / selected bidder's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. Purchaser also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / empanelled vendor's manpower while discharging their duty towards fulfilment of the purchase orders (Annexure-7).

Termination for Insolvency

62. Purchaser may, at any time, terminate the purchase order by giving **four weeks written notice** to the selected Bidder, without any compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent.

Force Majeure

63. If at any time, during the continuance of the Contract, the performance in whole or in part by either party of any obligation under the Contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may, at his option, terminate the Contract..

Termination for Default

64. Default is said to have occurred
- i. If the selected Bidder fails to accept the Purchase Orders
 - ii. If the selected Bidder fails to deliver any or all of the services within the time period(s) specified in the purchase order or during any extension thereof granted by the Purchaser.
 - iii. If the selected Bidder fails to perform any other material obligation(s) under the contract
65. If the selected Bidder defaults in the above circumstances, a cure period of 30 days will be given to the selected Bidder to rectify the default, failing which the selection against this tender will be cancelled and 8.5% of the Work order value will be levied as cancellation charges. Purchaser can get the work done through alternate sources with the difference in the cost of getting the work done to be borne by the successful bidder with capping of maximum 10% of the value of the goods/services for which alternative option is sorted to. In case of any

Termination, the Purchaser shall be liable to pay the selected bidder for all the goods and services accepted till the effective date of termination.

Penalty

66. In case the Bidder fails to adhere to the time frame for starting the work as per the schedule, or any unjustified and unacceptable delay beyond the delivery, installation and commissioning schedule as per contract, will render the bidder liable for penalty or liquidity damages as per the rate as mentioned in the **“Annexure-21: Service Level Agreement” .Measurement of Service Level Agreement (SLA)**
- i) The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. **All SLA calculations will be done on quarterly basis.** The SLA also specifies the liquidated damages for lower performance and breach conditions.
 - ii) Payment to the Successful Bidder is linked to the compliance with the SLA metrics.
 - iii) The metrics specifies **three levels of performance**, namely,
 - The Agency will get 100% of the Contracted value if all the baseline performance metrics are compiled and the cumulative credit points are 100;
 - The Agency will get lesser payment in case of the lower performance. (For e.g. if SLA point score is 80, then the SI will get 20% less on the quarterly payment);
 - If the performance of the Agency in respect of any parameter falls below the prescribed lower performance limit, debit points are imposed for the breach.
 - The credit (+) points earned during the quarter will be considered for computing penalty. The quarterly payment shall be made after deducting the liquidated damages as mentioned above.
 - iv) The aforementioned SLA parameters shall be measured per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the SI and audited by the Purchaser or its appointed Consultant for accuracy and reliability.
 - v) Purchaser shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit / revision of the SLA parameters. The SLAs defined, shall be reviewed by the Authority on an annual basis after consulting the Selected Bidder and other experts. All the changes would be made by the Purchaser after consultation with the Selected Bidder and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of liquidated damages, which are noticed after project has gone live.

- vi) Total liquidated damages to be levied on the Selected Bidder shall be capped at 10% of the total contract value. However, Authority would have right to invoke termination of the contract in case the overall liquidated damages equals 10% of total contract value.
- vii) Liquidated damages to be levied during Post Implementation period shall be capped at 15% of the O & M contract value. Authority would also have right to invoke termination of contract in case cumulative debit point (breach points) are above 30 in 2 consecutive quarters.

67. Under The Service Level Agreements (SLAs) :

- i) The Selected Bidder shall accomplish the scope of work under this Agreement as per the Timelines and as per the Service Level Agreements. If the Selected Bidder fails to achieve the Timelines due to reasons attributable to it, or if it fails to achieve the Service Levels (in the SLAs) for any reason whatsoever, the Systems Integrator shall be liable to pay penalty/liquidated damages as mentioned in the tender.
- ii) In case the Selected Bidder is not solely liable for the breach of Timelines, amount of liquidated damages shall be deducted on proportionate / pro rata basis depending upon the Systems Integrator's extent of fault in such breach of Timelines.
- iii) Authority shall have the right to determine such extent of fault and liquidated damages in consultation with Selected Bidder. Payment of liquidated damages shall not be the sole and exclusive remedies available to Authority and the Selected Bidder shall not be relieved from any obligations by virtue of payment of such liquidated damages. The liquidated damages will be capped as mentioned in Tender.

Liquidity Damages

68. In the event that

- i) The Selected Bidder does not provide or procure fulfilment of any or all of the conditions precedent set forth in **the tender**, and
 - ii) the delay has not occurred as a result of breach of this Contract by the Authority or due to Force Majeure,
- the Selected bidder shall pay to the Authority, damages in an amount calculated at the rate of 0.5% (zero point five per cent) of the Performance Bank Guarantee (the 10% of the Quoted Price Bid amount) for each week (part of a week being treated as a full week) of delay, up to a maximum deduction of 10% (Ten percent) of the total contract price until the fulfilment of such conditions precedent.

Applicable Law

69. The Applicable Law are as follows:-

- i) The selected Bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- ii) All disputes in this connection shall be settled in Delhi jurisdiction only.
- iii) Purchaser reserves the right to cancel this tender or modify the requirement at any stage of Tender process cycle without assigning any reasons. Purchaser will not be under obligation to give clarifications for doing the aforementioned.
- iv) Purchaser also reserves the right to modify/relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective bidders / parties to be kept informed about it.
- v) Purchaser, without assigning any further reason, can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing state.
- vi) All procedure for the purchase of stores laid down in GFR shall be adhered-to strictly by the Purchaser and Bidders are bound to respect the same.
- vii) Any functionality which is neither in the tender document nor explicitly specified as mentioned above, either by accident or by design, will be considered to be a breach of contract, such that the bidder must be liable for legal actions and be charged for damages.

Resolution of Disputes & Arbitration

- 70. The Authority and the selected bidder shall make every effort to resolve amicably, by direct formal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If, after 30 (thirty) days from the commencement of such formal negotiations/Claims (through written communications), including the final bill for payment, to the Project-In-Charge, the Authority and the selected bidder are unable to resolve amicably such dispute, the matter will be referred **to the Vice-Chairman of the Authority, for his/her opinion.**
- 71. If the selected bidder doesn't agree with the opinion of the Vice-Chairman of the Authority, the matter shall be referred to a panel of three Arbitrators: one Arbitrator to be nominated by Authority, the other one to be nominated by the selected bidder and a third arbitrator to be appointed by the two arbitrators jointly. The award of the Arbitrators shall be final and binding on the parties. Proceedings under this clause shall be subject to applicable law of the Arbitration and Reconciliation Act, 1996 and the venue of such arbitration shall be Delhi. Cost of arbitration shall be borne by each party proportionately, as per the Schedule IV of the Arbitration and Reconciliation (Amendment) Act, 2015. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. The provisions of this clause shall survive termination of this Agreement.
- 72. The Arbitrators, if warranted, shall be deemed to have entered on to the reference on the date the notice was issued to both parties, through authorised and working official email addresses, calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the Arbitrators in their sole discretion. The fees, if any, of the Arbitrators, shall be paid only after the Award is made. **Arbitration process shall also make use of Internet for interaction between Arbitrators**

and Purchaser and the selected Bidder, and shall end within 30 working days of first notification issued to both Purchaser and the selected Bidder. Any award submitted after the Arbitration Period (i.e. 30 working days), is debarred.

73. The cost of the Reference and of the Award shall be in the discretion of the Arbitrators. However, the fee for the Arbitrator shall not exceed INR 2500 per working hour plus Taxi bill within Delhi as per actual.
74. If the contractor does not make any demand for reconciliation in respect of any claim, in writing, within 30 days of receiving the intimation from the Officer-in-Charge that “final bill is ready for the payment”, the claim of the contractor shall be deemed to have been **waived and absolutely barred** and the Purchaser shall be discharged and released of all liabilities under the contract in respect of such claim.

Risk Purchase

75. In the event selected bidder fails to execute the project as stipulated in the delivery schedule, or to the satisfaction of the Authority or fails to perform its obligations (or any part thereof) under this Agreement or if the Agreement is terminated by the Authority due to breach of any obligations of the selected bidder under this Agreement, Authority reserves the right to procure similar or equivalent Services/Deliverables from the next eligible Bidder or from another alternate source at the risk, cost and responsibility of the Selected bidder.
76. Any incremental cost borne by the Authority in procuring such Services/ Deliverables shall be borne by the selected bidder. Any such incremental cost incurred in the procurement of such Services/ Deliverables from alternative source will be recovered from the undisputed pending due and payable payments, Security Deposit/Bank Guarantee provided by the Selected Bidder under this Agreement, and if the value of the Services/Deliverables under risk purchase exceeds the amount of Security Deposit/Bank Guarantee, the same may be recovered if necessary by due legal process. Before taking such a decision under this Clause, Authority shall serve a notice period of 1(one) month to the Selected bidder.

Warranties for Software

77. The Selected Bidder represents warrants and covenants that on the acceptance date and for the Warranty Period, the Software will be free of material programming errors and will operate and conform to the respective Software’s Documentation including, inter alia, SRS (System Requirement Specification) and other manuals. The Selected Bidder also represents warrants and covenants that the medium on which the Software is contained when delivered to Authority, will be free from defects in material or workmanship, and shall be free from any viruses, bugs etc.
78. The Selected Bidder represents warrants and covenants that the Technical Documentation delivered to Authority for the system developed and operationalised will be sufficient to allow a reasonably knowledgeable information technology professional to maintain and support such Software. The System Integrator represents warrants and covenants that the User Documentation for the System developed and operationalised will accurately

describe in terms understandable by a typical end user the functions and features of the System and the Procedures for exercising such functions and features.

Procurement and Ownership of Hardware and Software Tools

79. Hardware & Software tools (including Open Technology RDBMS, Open GIS Tools, etc., and their licenses if any), paid for by DDA, shall remain the property of DDA and in its custody after conclusion of the project.”. **These items will be procured by DDA, based on the improved specifications (over provided in Annexure-22), to be given by the selected Bidder meeting the SLA criteria. During procurement of these items, the selected bidder will provide handholding with DDA.**

Security Audit of Software and Website

80. The selected Bidder shall undertake appropriate Cyber Security Audit of the Portal/Website and the associated application software through the empaneled agencies of CERT-IN of the Government of India, before “go-live” stage, and shall ensure that all uploaded digitized Layout Plans / Zonal Plans are not replacable with other Layout Plans / Zonal Plans respectively.

Web Site Development and Quality Certification

81. Development, Deployment and Maintenance of Web-portal (Internet and Intranet) which provides both informational and transactional facilities to Customers, meeting the Guidelines of Indian Government Websites (<http://web.guidelines.gov.in>), including Website Quality Certification by STQC of Government of India.

Publicity

82. Except as required by law, Selected Bidder shall publish or permit to be published either alone or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA without the explicit written permission of the Authority.

Other Terms and Conditions

83. During the O&M period, the Bidder will have the total responsibility for operating, managing, and updating of all the systems that have been developed, installed and commissioned. During this period, any modifications/alterations in Software shall be carried out free of cost by the Bidder.
84. The Bidder will ensure that all works envisaged under the assignment are carried out in discussion with and to the satisfaction of DDA, and will submit **interim monthly progress reports** during the development period, and fortnightly status reports during the entire operations period.
85. Bidders shall, under no circumstances, share any data/information provided by DDA, with any individual/agency.

IMPORTANT NOTE

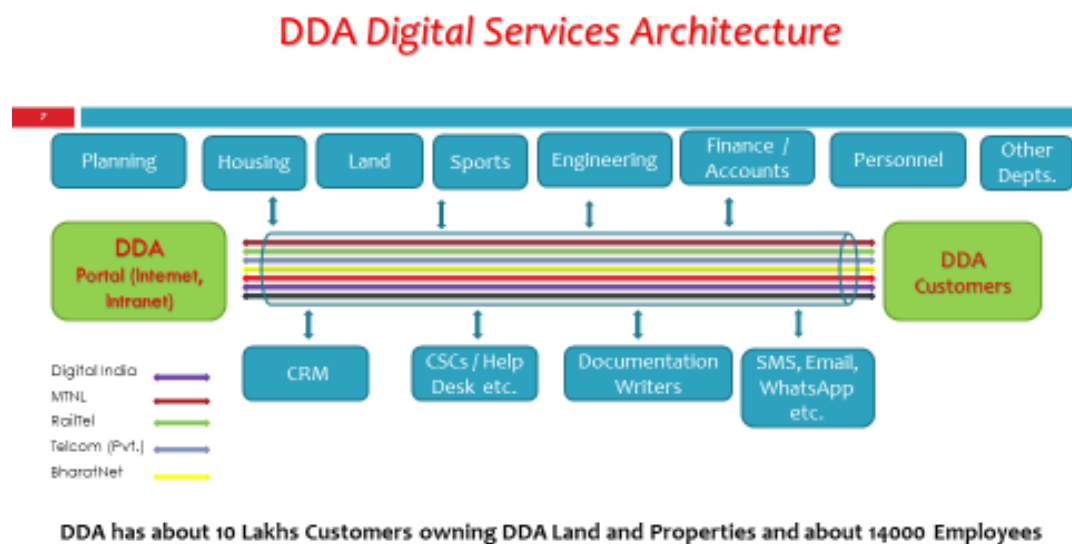
86. Tender documents may be downloaded from Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> . Aspiring Tenderers who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app> . The portal enrollment is free of cost. Tenderers are advised to go through instructions provided at **Annexure-10 regarding 'Instructions for online Bid Submission** .
87. Tenderers can access tender documents on the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <https://eprocure.gov.in/eprocure/app> .
88. Tenders and supporting documents should be uploaded through e-procurement. **Hard copy of the tender bids will not be accepted.**

Dy. Director(Systems)

Scope of Work

Development of e-Governance Applications : Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and IntraNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation

1. To meet the need of various administrative operations such as infrastructure planning and management, allotment and regulation of the properties, establishing new Areas at various locations, and as well to facilitate Investors to get glimpse of the near real-time property/plot availability and status, DDA wants to adopt the Information Technology as their key solution. It will cover spatial dimension which facilitates to visualize outlook of Zones at dynamic geographical scale. Integration of domain Knowledge with Geo-spatial datasets and technology will lead to successful implementation of the System. This System will provide the capability to process and render “enterprise level decisions” and also aid to plan, regulate and control land use. DDA desires to usher in Digital Service based on the Services Architecture depicted in the Diagram given below:-



2. As a result, DDA desires to (i) to operationalize Integrated Workflow Automation for all Services, to strengthen “back-end Databases”, (ii) ICT Infrastructures to support these Workflow Services, and (iii) to undertake capacity building / Competency Development of associated DDA Engineers/Officers/Officials etc., with the following features: -
 - a. Web based Portal and to work, both on the Intranet and Internet - DDA IntraNet Portal and DDA InterNet Portal;
 - b. Appropriate bandwidth requirements so as to give a reasonable response time for Users on the Intranet/Internet;
 - c. Software Interface to be Intuitive and User-Friendly;
 - d. Centralized Database Server for data synchronization issues;
 - e. Application based 3-tier architecture to support large number of Users;

- f. High Security “Database Vs. End - User “for any kind of reporting;
- g. Queries to be optimized in Databases to avoid Locking and Performance Degradation Issues with large number of Users;
- h. Seamlessly integration with the other existing Operational Software Applications and
- i. Application of SMAC Technology (Social Networking, Mobile Technology, Data Analytics and Cloud Computing).
- j. Citizen-Centric System in view of their relationship with DDA: Aadhaar enabled Access, Public Dealing Module & Various related Software Modules shall be integrated so that relationships (lessee, license holder, member of any sports complex etc.) and services by DDA to a Citizen/Entity are accessible and provided through a Unique Account of the Citizen/Entity. These may include the updated particulars of all the relationships of that Citizen/Entity, latest status of application, communication of deficiency, if any, facility for uploading /down loading the documents, updated payment information and calculation of balance to be paid, if any, at any point of time and facility to make the Payment through Payment gateway.
- k. Business Process Re-Engineering (BPR) – Mapping of Processes wherever possible, to make it Citizen-Centric. Reference may be made to the Business Process & Support Processes Study Report – computerisation of DDA (http://dda.org.in/tendernotices_docs/dec13/BUSINESS_PROCESS2260917.pdf).
- l. Keeping of Electronic Depository of Property Rights (DEMAT) in Digital Locker Authority (<http://www.dla.gov.in>), constituted under the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker facilities) Rules, 2016.
- m. DDA will ensure the procedure adopted is open and transparent, promotes healthy competition and is in accordance with both GOI and CVC Guidelines on the subject.

The Bidder is required to meet all the requirements of this RFP including the activities listed, timelines and deliverables mentioned in this RFP. While providing a solution, the bidder shall follow the “Key Design Principles” as mentioned in RFP Volume 1 of DDA-CMS RFP Document, and also its Scope, which include:-

- (a) *Understanding of FRS and Preparation of SRS and SDD; Undertaking Business Process Re-Engineering (BPR) is a MUST;*
- (b) *Development, deployment and maintenance of a comprehensive Software Solution to meet all business processes as included (but not limited to) in this RFP and associated Annexures; including new processes emanating from BPR;*
- (c) *Finalization of templates for various forms, notices and other document required for manual forms and e-Services forms used for DDA;*
- (d) *Sizing & procurement, installation and commissioning of recommended IT infrastructure at Data Centre & Disaster Recovery Site and DDA’s network size and design based on load tests, User Loads, scalability and future considerations;*
- (e) *Development, deployment and maintenance of web-portal (Internet and Intranet) which provides both informational and transactional facilities to Customers, meeting the Guidelines of Indian Government Websites*

- (<http://web.guidelines.gov.in>), including Website Quality certification by STQC; **Portal will be in both in English and Hindi languages;**
- (f) Migration of Data from legacy applications and scanning of paper based records;
 - (g) Creating central repository for all legacy data through integration and consolidation. Tasks involve Data consolidation, de-duplication and storage in form of single view of the citizen and their related information.
 - (h) Setting up, Operations and maintenance of Helpdesk, Call Centre etc., to resolve customer queries regarding various processes, services of the department etc. as well as internal user queries regarding the Application trouble shooting etc.
 - (i) Preparation of Training Plan, Training Material, Delivery of Training to Personnel of DDA in various Departments;
3. In addition, DDA has also embarked upon developing aSpatial Data Management Platform Project (Delhi Land Pooling Policy) facilitating:
- i. Integration of Single Window System with GIS-based seamless revenue and land mapping database developed by DDA;
 - ii. Interactive map-based online facility for providing sector identification and other relevant information to applicants;
 - iii. Regular updating of GIS based seamless revenue map with data regarding land parcels that have been pooled, based on applications received;
 - iv. Verification of total pooled area in each planning sector through the integrated GIS application;
 - v. Infographics and generation of maps based on pooling data; and
 - vi. Geo-referencing of Land Parcels and associates Attribute Data Sets for enriching GIS-based Revenue and Land Mapping Database of DDA.

Separate RFPs have been floated for operationalising the Land Pooling Policy and about 34 Forms Digitalisation using Workflow Engine for Ease of Doing Business in DDA. However, this proposed application may be required to interface with the Systems envisaged under the above two RFPs, in order to provide a seamless experience to the Users.

Scope of the Work

4. DDA has operationalised computerised MIS Software on Housing (AWAAS) and Land MIS Software (BHOO MI) and these application software Systems are timetested and working in Client-Server Architectural environment (IntraNET), and other applications have been developed in Web Technology environment. The AWAAS is developed in Oracle Application Developer (D2K) and Oracle 8i RDBMS facilitating online transaction processing, data warehousing and mixed database workloads. However, the BHOO MI Software is developed in Visual Basic (front-end) with Oracle 8i RDBMS (back end).

DDA, **through this Tender**, intends to make these computerised applications developed using Open Technology Tools & Environment (Web Technology, Workflow Engine, RDBMS, GIS, Analytics and DashBoards, etc) through Re-Engineering and Reverse Engineering methods (wherever required) and also migrating existing databases into new environment and make it operational during the project duration.

Detailed description of the existing Application Systems are given at Annexure-4.

Note :DDA may add / delete / substitute the Forms / applications to be developed through this agreement. The deviation would be within 25% of the project cost.

Development Platform:

- Open Source Java/PHP Technology stack as recommended by OTC;
- Common Minimum Framework (cmf.gov.in) for Portal development
- Open Technology Workflow Engine
- Open Technology RDBMS – MySQL, PostGres etc.
- Customisation of Open Technology COTS Product or Bespoke development model.
- Cloud Enabled

Project Deliverables

- A. Software Project Management Plan
 - IT Architecture, Resource Acquisition, Procurement and Deployment
 - Quality Assurance, Verification/Validation
 - Configuration/Change Management
 - Risk management
 - Disaster Recovery Planning
 - Weekly project status report including server utilisation, Issue resolution
- B. Software Requirement Specifications
- C. Software Design Description
- D. Source code
- E. Test cases/Reports
- F. Security Audit Clearances
- G. GIGW Compliance Certificate
- H. User Documentation
- I. Upgrades and Release Notes
- J. Website policies as per GIGW

Software Development Life Cycle Activities

- Project Management
- Workflow Applications Software Development Activities
 - System study and requirement analysis
 - Systems design and development
 - Development through Open Technology COTS Product or Bespoke Model
 - Software testing
 - Pilot installation on staging server for training and security audit

- Trainers training
- Security Audit (third party) and Website Quality Audit by STQC
- System Deployment
- Go live
- Application Software framework features, based on Workflow Engine, with following functions:
 - Integration Services /APIs (Interoperability) with related Both Central and State Government Organisations' Operational Information Systems;
 - MIS Reports Generation
 - Feedback/Suggestion management system;
 - Process work flow and audio trail
 - Integration with call centre operation, if any
 - Dashboards and Data Analytics
 - Performance Reports
 - Exceptional reporting
- O&M Support
 - Software maintenance
 - Technical help desk support
 - Warranty support and Operational Support
 - On site Level-I support for immediate resolution for issues where the application is not working.
 - Level-II support within 48 hours' resolution of issues where application is working and an alternate solution is given
 - Level-III support within a week for solution of issues where formatting or other kind of cosmetic changes are required.
 - Knowledge Transfer
 - Server maintenance and DR setup
- Standards/Guidelines
 - ISO/IEEE standards for software development
 - ISO/IEO 14143:2007 Information technology - Software measurement - Functional size measurement
 - Guidelines for Indian Government websites.
 - e-Governance Standards.

Development Methodology

1. Function points play a significant role in the management of information systems. Function point analysis is a proven, reliable method for measuring application development work-products (<http://www.softwarems.com>);
2. Bidder shall adopt “function point method” for project so as to take of flexibility in requirement; delivery based payment; delivery is measurable in terms of software size i.e. **function points**; without limitation of internal technical know-how etc;
3. Software sizing estimate shall be taken as per SRS understanding;

4. There may be short duration milestones to ensure software Delivery in an incremental way and timely payments to vendor based on delivered function points;
5. The rate per function point shall be taken to make payment only for delivered functions (may be less).
6. The internal technical officer from user side shall verify every delivered transaction function (Input, Output or Query) and data function (logical file), in order to count function points. At the end of day, the user shall be well versed with system functionality and database design delivered under the scope of the project.
7. Following documents will be referred/used for fundamental concepts, interpretation of FSM principles and measurement of the software size in Function Points
 - iii. ISO/IEC 14143-1:2007 Information technology — Software measurement — Functional size measurement
 - iv. ISO/IEC 20926:2009 Software and systems engineering — Software measurement — IFPUG (International Function Point Users Group) functional size measurement method

Resource Deployment Plan

5. The Tenderer shall deploy sufficient staff of skilled professionals and supporting staff for undertaking the project. To meet the urgent requirement of DDA, Bidder will deploy 24X7 manpower in three shifts for back office operation. Resources will be mix of Onsite & Offsite and core Project Management team will work with System department of DDA & Users' community for day to day coordination and implementation of System.
 - i. **Development stage:** The team should be comprised of **adequate number** of experts for development of software, web design, testing, security systems, data management etc., as provided in Annexure-5. The team should also include sufficient support staff comprised of coders, database designers, user interface designers, and professionals trained in WebTechnology and Open Technology Workflow Engine , to undertake development work.
 - ii. **Post Go-live Warranty Phase:** team should be comprised of **adequate number** of experts for preparation of Documentation, Help Manual, Support Manuals, fixing of bugs in the applications gone live, Support to users & staff of DDA, Trainers, so as to hand-hold the implementation process.
 - iii. **O&M stage:** The Tenderer should provide all necessary staff for managing the systems and operations, and **should quote** and provide the following staff:
 - o Operations Head (Overall coordinator for O&M Phase)
 - o One Software Engineers/Coders (required for application maintenance and modification) - Any additional personnel required for managing the operations (as directed by DDA) shall be provided by the Tenderer at the same cost as indicated in their financial quote.
 - o One MIS/data managers - Any additional personnel required for managing the operations (as directed by DDA) shall be provided by the Tenderer at the same cost as indicated in their financial quote.
 - o Supporting office staff.
 - o Helpdesk staff (for user queries and other helpdesk support)
 - iv. The Tenderer shall provide Resources Details (Manpower and Rate/Cost) in the Financial Bid (Annexure-5).

Project Resources Deployment Plan should be provided with the Financial Bid (**Annexure-5/ Form 5F, Table 1**)

Timelines and Deliverables

1. The Tenderer will complete all responsibilities as per the schedule given below:

S. No.	Deliverables	Completion timeline (in weeks)
A. Project Preparation and Business Blueprint Phase		
1	Detailed Project Plan	ED* + 1 week
2	Resource Deployment Plan	
3	Roles and Responsibilities of DDA and System Integrator	
4	Submission of System Requirement Specification	ED + 3 weeks
5	Submission of Solution Design Report including User and System Interfaces	
6	Training Strategy and Plan	
7	Sign off on the Software requirement specifications, Solution Design Document and Functional requirement specifications by the DDA	ED + 4 weeks
8	Plan Review and Sign Off	
B. Procurement and installation of Hardware, Network and System Software by DDA (based on the specification given by the Bidder)		
1	Procurement of hardware [Servers, Router, Switches, LLB, desktops, Laptops and other types of hardware], Software Tools and Installation	ED + 16 weeks
2	Commissioning and Installation of system software at the Workflow Automation Unit of DDA	ED + 20 weeks
3	Commissioning and Installation of hardware components	
4	Commissioning and Installation of networking components	
C. Application Design and Development		
1	Design and development of the Application	ED + 14 weeks
2	UAT with the PMC and selected users group	
D. Testing		
1	Preparation of various types of test cases [system, unit, integration, load]	ED + 15 weeks
2	Testing (including system test, unit test, integration test cases) and verification - Testing report along with UAT of the application	ED + 18 weeks
3	Submission of reports on testing	ED + 20 weeks
E. Application Implementation		
1	Production Environment setup including data load, full load and stress testing	ED + 22 weeks
2	Go Live including submission of user manual, source code, system manual and training manual	ED + 22 weeks
3	Go Live Acceptance	ED + 24 weeks
F. Database Migration		

1	Migration and Testing with Go-Live Applications	ED + 22 Weeks
G. Post Go-Live :		
1	Waranty Support	Submission of MIS Reports every month(ED +26 Weeks)
2	Operations and Maintenance** (ED+52 Weeks)	Submission of MIS Reports every month Submission of QPRs every 3 months
H. Capacity Building		
1	Documentation, Support Manuals, Help Manuals	ED + 52 weeks
2	Competency Development/ Capacity Building/Training of DDA Personnel & DDA Stakeholders'	ED + 23 weeks

* ED – Effective Date i.e. the date of signing of contract by both parties

Project Financials and Payment Milestones

2. The Bidder shall indicate the cost of undertaking the project under three separate heads in Financial Bid:
 - **Development Fee (C):** on PER FUNCTION POINT BASIS
 - **Security Audit Fee (S):** on PER FUNCTION POINT BASIS
 - **Annual O&M Fee (M) :** on PER FUNCTION POINT PER YEAR BASIS

Payment Milestones and schedule is given in clause 45.

2: Eligibility and Evaluation Criteria

2.1. Pre-Qualification (PQ) Eligibility Criteria

Pre-Qualification Bid – Compliance Sheet

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference &Page Number
1	Covering Letter for Technical Proposal and undertaking on total responsibility	As per Annexure-12 and Annexure- 13	Yes/No	
2	The responding firm / agency (a) should have made a payment of Tender Annual Charge, (b) should have submitted a EMD of amount., and (c) should have signed an MOU/Agreement in case of Consortium.	(a) DD/Online payment for Tender Annual Charge (b) The original Bank Guarantee for EMD must be furnished in the format prescribed in Annexure-14 (c) In case of Consortium of Members, the MoU/Agreement, on an appropriate Non-Judicial Stamp Paper, purchased by the Lead Partner/Member, between the Lead Partner/Member and his Consortium Member/Partner(s), as per the format given clearly depicting the roles and Responsibilities of each member(at Annexure – 15).	Yes/No	
3	Legal Entity: The Tenderer (a) should be registered legal entity in India, under the Indian Companies Act, 1956 / The Partnership Act 1932 / Limited Liability Partnership Act, 2008. (b) should have been in existence for at least five years as on 31 March 2018. (c) should be registered with the relevant Tax Authorities.	a) Certificate of Incorporation b) Registration Certificate c) Goods and Service Tax (GST) and other Taxes, if any, Registration d) Valid PAN, EPF and ESI Registration	Yes/No	
4	The Tenderer should be in the business of Development ofe-Governance Applications : Conversion of existing Intranet Applications into Internet and InterNetApplication, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementationfor Decision Support System (DSS) having project sub-components (viz., software design, RDBMS, development, deployment, installation, commissioning, and	Annexure-16 - Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity	Yes/No	

	Operations& Maintenance) in India and should have executed / operationalised relevant projects in last 5 Years, as of 31st March 2018 (FY 17-18, FY 16-17, FY 15-16, FY 14-15, FY 13-14).			
5	The Tenderer shall not be banned/ debarred/blacklisted by any State or Central Government/any other Government institution/Local Bodies in India, as on the last date of submission of the Bid.	Individual self-certified letter by the designated official of the bidder per Annexure-17	Yes/No	
6	Net worth of Bidder Company must be Positive in last three years (Fy 2017-18, 2016-17 and Fy 2015-16) as per the audited Balance Sheet. For the purposes of this RFP, "Net Worth" mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited standalone balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation.	Chartered Accountant Certificate by each member as per Annexure-18	Yes/No	
7	The Tenderer must possess valid ISO 9001:2015 or latest as on last date of bid submission.	Copy of Certification to be attached	Yes/No	
8	The Tenderer should have valid CMMi Level 3 or above, on the date of Bid submission.	Copy of Certification to be attached.	Yes/No	
9	The Tenderer shall furnish documentary proof of their technical capability to undertake job of application software development and digitization etc., in Client-Server, Web based environment, and Mobile Apps.	Copy of Certification/Proof to be attached.	Yes/No	

10	<p>Empanelment Bidder having empanelled with any one State/Central Government Agencies/PSUs/Local Bodies, for e-Governance Projects (valid as on date of Bid submission)</p>	Copy of Certification to be attached.	Yes/No	
11	<p>Average Annual Turnover of the Tenderer - from ICT Services (Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (FY 17-18, FY 16-17 and FY 15-16) as per the last published balance sheets - shall be greater than or equal to INR 2.0 Crore(Rupees Two Crore only).</p>	<p>Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from Statutory Auditor or Chartered Accountant; OR Copies of Work Orders with Annexure-19 OR In case the bidder submits an audited financial result, a copy of the "Limited Review report" of financial results, prepared by the statutory auditor of the firm shall also be submitted.</p>	Yes/No	
12	<p>The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.)as System Integrator - Total Solution provider - Web Technology Based Application Software for Forms Digitalisation using Internet/Intranet : Design, Development and implementationof Decision Support System (DSS) having project sub-components(viz., software design, RDBMS, development, deployment, installation, commissioning, and Operations& Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): - (a) One Project of Value >= INR 4.0 Crore Or (b)Two Projects of Value each >= INR 2.5 Crore Or (c)Three Projects of value each >= INR 2.0 Crore.</p>	Completed Annexure 16 supported with Work Order and Proof of Go-live/ Successful Implementation	Yes/No	

13	Power of Attorney/ Letter of Authority executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this RFP.	Power of Attorney (Annexure-20)	Yes/No	
14	Local Presence – The Tenderer should have its own Service Support Centres in Delhi / NCR <u>or</u> to give an undertaking of opening a local service support Centre after Award of the Work/Contract.	Relevant Documents or Undertaking signed by the Authorized Signatory with List of office (s) and support Centres in Delhi /NCR	Yes/No	
15	The Tenderer must have minimum 25 technically qualified human resources ²⁵ Technically Qualified Human Resources in Open Source Technology (including Software Estimation and Function Point Analysis) and at least at least 200 full time resources on our permanent pay roll in India as as on 31st March 2018 for this project. Appropriate Certifications are necessary for the top Ten Resources handling different Areas of Projects.	Relevant Documents or Undertaking signed by the Authorized Signatory	Yes/No	

2.2. Technical Qualification and Evaluation Criteria

- i. Only those Tenderers who qualify Pre-Qualification Stage (Clause 3.1) will be considered for opening of their Technical Bids. Any bid not meeting the above criteria (Clause 3.1) will be summarily rejected.
- ii. **Method of selection of Preferred Bidder:** Technical Qualification and Shortlisting of applicants followed by selection on the basis of Least Cost (L1 Method).
- iii. Technical evaluation of bids will be based on the criteria given in Clause 3.2.iv below. The bid proposal should strictly be in line with the formats provided in Chapter 5. **The applicant must respond to all the technical evaluation criteria, and obtain a minimum of 80 marks (or above) to qualify for financial bid opening.**

iv. Criteria for Technical Evaluation

Technical Evaluation Parameters

(Bidder has to score 60% or above in each Categories A., B., and C., and final score (Categories A., B., C., and D.) shall be ≥ 80 Marks out of 100 to qualify for Financial bid opening. Even if one Resource Person's Profile (provided) does not meet the specified Profile Requirements, the Bidder will not be considered for Financial Bid Opening.)

Sl.No	Criteria	Basis for Valuation	Max Marks	Supporting Documents (Forms to be used)	Ref.No.
A. Bidder's Profile (25)					
1.	Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (Rs. 2 Crore – Eligibility Criteria)	<ol style="list-style-type: none"> 1. Greater than or equal to Rs. 10 Crores: 10 marks 2. Between Rs.10 Crores and greater than or equal to Rs. 8 Crores: 8 marks 3. Between Rs. 8 Crores and greater than or equal to Rs. 6 Crores: 6 marks 4. Between Rs. 6 Crores and Rs. 2 Crores: 4 marks 5. Equal to Rs. 2 Crores: 2 Marks 	10	Annexure -5 : Form 5 B (Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor)	
2.	Net Worth Net Worth of Bidder Company must be more than Positive in last three years as per the audited Balance Sheet.	The marks would be based on the following: <ol style="list-style-type: none"> 1. \geq Rs. 1 Crore: 5 Marks 2. \geq Rs. 50 Lakhs but $<$ Rs. 1 Crore: 4 Marks 3. \geq Rs.25 Lakhs but $<$ Rs. 50 Lakhs 3 Marks 4. \geq Rs.10 Lakhs but $<$ Rs. 25 Lakhs 2 Marks 5. > 0 (Positive) but $<$ Rs. 10 Lakhs 1 Mark 	5	Annexure - 18 (Certificate from the statutory auditor)	
3.	Certification and Credentials (valid on the date of submission of bid) ISO 9001: 2015 or latest; and SEI-CMMiL3 Certification or above	ISO 9001:2015 & SEI-CMMiL5: 5 Marks ISO 9001:2015 & SEI-CMMiL3 : 3 Marks	5	Annexure -23 (supported by documentary evidence.)	
4.	Empanelment Bidder having empanelled with any one State/Central Government Agencies/PSUs/Local Bodies, for e-Governance Projects (valid as on date of	Empanelled - 5 Marks <ol style="list-style-type: none"> 1. Software Services / Website Services – 5 Marks 2. Rollout Services – 3 Marks 3. Network Services – 	5	Annexure -24 Attested copy of Empanelment Certificate to be submitted	

	Bid submission)	2 Marks 4. Manpower Services – 1 Mark			
B. Relevant Strengths (25)					
5.	Prior experience Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Offices etc., in Decision Support System (DSS) having project sub-components (viz., software design, RDBMS, development, deployment, installation, commissioning, and Operations& Maintenance) in India completed in past 5 financial years.	Maximum Five Projects 1. Projects undertaken in India, with project value \geq Rs. 1 Crore (each project will carry 1 Mark) 2. Projects undertaken in India, with project value \geq 50 Lakhs but $<$ Rs. 1 Crore (each project will carry 0.75 Mark) 3. Projects undertaken in India, with project value \geq 25 Lakhs but $<$ Rs. 50 Lakhs Crore (each project will carry 0.5 Mark)	5	Annexure 16 & Annexure- 5 : Form 5C (supported by documentary evidence.)	
6.	Prior Experience in integration of 3 rd Party e-Governance Services to Citizen / Business interface with Portal or Online System, for Government Development Authority/Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Office etc., in India completed in past 5 financial years.	Maximum Five Projects 1. Projects undertaken in India, with project value \geq Rs. 1 Crore (each project will carry 2 Marks) 2. Projects undertaken in India, with project value \geq 50 Lakhs but $<$ Rs. 1 Crore (each project will carry 1 Mark) 3. Projects undertaken in India, with project value \geq 25 Lakhs but $<$ Rs. 50 Lakhs Crore (each project will carry 0.5 Mark)	10	Annexure 16 & Annexure- 5 : Form 5 (supported by documentary evidence.)	
7.	Past Experience in implementation of Workflow based Applications using Work Flow Engine (forms Automation) with User Authentication, completed and operational, during the last 5 financial years,	Maximum Five Projects 1. Projects undertaken in India, with project value \geq Rs. 1 Crore (each project will carry	10	Annexure 16 & Annexure- 5 : Form 5C (supported by documentary evidence.)	

	for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc., in India completed in past 5 financial years.	<p>3 Marks)</p> <p>2. Projects undertaken in India, with project value \geq 50 Lakhs but $<$Rs. 1 Crore (each project will carry 2 Marks))</p> <p>3. Projects undertaken in India, with project value \geq 25 Lakhs but $<$ Rs. 50 Lakhs Crore (each project will carry 1 Mark))</p>			
C. Solution Proposed, Approach and Methodology (40)					
1.	Solution Proposed : Demonstration of understanding of the Department's requirements	<p>Qualitative assessment based on Demonstration of understanding of the Department's requirements through providing:</p> <ol style="list-style-type: none"> 1. Solution proposed and its components (5) 2. Technologies used (3) 3. Scale of implementation (2) 4. Learning on Issues (1) 5. Challenges (1) 6. Challenges likely to be encountered (1) 7. Mitigation proposed (1) 8. Client references (1) 	15	A Note to be attached	
2.	Approach and Methodology to perform the work in this assignment	<p>Qualitative assessment based on</p> <ul style="list-style-type: none"> • Understanding of the objectives of the assignment: The extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Statement/Scope of Work (3) • Completeness and responsiveness: The extent to which the proposal responds exhaustively to all 	3	A Note to be attached	

		the requirements of all the Terms of Reference (2)			
3.	Project work break down structure	Qualitative assessment based on timelines, resource assignment, dependencies and milestones	2	A Note to be attached	
4.	Presentation by the Bidder	<ul style="list-style-type: none"> Quality of presentation and Clarity of Response (1) Approach adopted to provide DDA with the Roadmap and Strategy for making early inroads into MOH&UA Smart City Initiatives (3) Senior Management Commitment demonstrated during the presentation (1) 	5		
5.	Software Size Estimation (Marking Scheme as per given below)	<ul style="list-style-type: none"> Estimated Software Size in terms of Function Points (F) 	10		
		<ul style="list-style-type: none"> Productivity in terms of Hours of Function Point (P) 	5		
D. Resource Profile (15)					
6.	<p>Resume of all key technical resources proposed for the assignment</p> <p>Program Manager – Min.1 No.</p> <p>Solution Architect – Min. 1 No.</p> <p>Domain Expert – Min. No. 1</p> <p>Business Analyst Lead – Min. 1 No.</p> <p>Development/Application Lead– Min 9 Nos.</p> <p>IT infra Lead – Min. 1. No.</p> <p>Security Lead – Min. 1. No</p> <p>All resources</p> <p>i) preferably be directly on bidder's payroll;</p> <p>ii) should be graduates B.E/B.Tech/MCA/M.Sc/M. Com etc.; and</p> <p>iii) should have Min 5 years'</p>	<p>Relevant CVs >=15: 8 Marks</p> <p>Relevant CVs > 15 but <= 25 :10 Marks</p> <p>Relevant CVs >=25: 15 Marks</p>	15	A Note to be attached	

	<p>experience in Software development with relevant project execution experience.</p> <p>Note: Manpower proposed is only minimum resources required. Bidder to propose additional manpower as per requirement.</p> <p>Resources cannot be changed without written permission.</p>				
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1. For all the above, the Completion Certificate of the projects completed in the last 5 years (as on 31.3.2018) need to be provided which are issued to the responding firm by the respective customers.
2. The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation.

Software Size Marking Scheme (As per Clause 5 of Scope of Work – Resource Development Plan Column (1))– Inclusion List (.No. 3-10)

S. No.	Deviation from Average S/w Size	S/w Size Deviation	Marks (Max 20)
1	> 50%	60%	0
2	> 40% and <= 50%	50%	4
3	> 30% and <= 40%	40%	8
4	> 20% and <= 30%	30%	12
5	> 10% and <= 20%	20%	16
6	> -10% and <= 10%	10%	20
8	> -15% and <= -10%	-15%	16
9	> -20% and <= -15%	-20%	12
10	> -30% and <= -20%	-25%	8
11	> -40% and <= -30%	-30%	4
12	<= -40%	-40%	0

Productivity Marking Scheme as per Bidders (As per Clause 5 of Scope of Work – Resource Development Plan Column (2)) – Inclusion List (.No. 3-10)

S. No.	Deviation from average (in Hrs/FP)	Productivity Deviation	Marks (Max 20)
1	> 50%	60%	0
2	> 40% and <= 50%	50%	4

3	> 30% and <= 40%	40%	8
4	> 20% and <= 30%	30%	16
5	> 10% and <= 20%	20%	18
6	> -10% and <= 10%	10%	20
8	> -20% and <= -10%	-20%	18
9	> -30% and <= -20%	-30%	16
10	> -40% and <= -30%	-40%	8
11	> -50% and <= -40%	-50%	4
12	<= -50%	-60%	0

- v. The qualifying technical bids shall be ranked highest to lowest as per total technical score (St) obtained. The qualifying Bids shall be shortlisted as per Clause 3.2(iii) for financial evaluation in the second stage. All the qualifying Tenderers in the Technical Bid evaluation, will be invited for the financial evaluation in the second stage.

2.3. Financial Bid Evaluation

- i. The financial proposals of the firms which are not pre-qualified and shortlisted, shall not be opened.
- ii. Applicants shall submit their financial quotes for the project as per the provisions of Clause 2.7 and in the format provided in Chapter 5 – Form 5F. Applicants shall submit their quotes on (3) financial bid parameters:

Component	Head	Financial bid (INR)
P1	Development Fee (C): on PER FUNCTION POINT BASIS	
P2	Security Audit Fee (S): on PER FUNCTION POINT BASIS	
P3	Annual O&M Fee (M) : on PER FUNCTION POINT PER YEAR BASIS	

**All quotes shall be inclusive of all taxes*

- iii. **The combined value of these bid parameters will be considered for financial bid evaluation. Thus, financial bid (F) of an applicant will be given as:**

$$(F= C+S+M)$$

2.4. Selection of Preferred Bidder

Selection of the final bidder for carrying out the assignment will be on a Least Cost (L1) Method. Technically qualified and shortlisted bidder with the lowest financial bid will be selected as the Preferred Bidder. **If “tie” exists, then consideration for L1 shall be of “highest marks gainer of tied bidders” in technically qualified phase.**

3: Detailed Project (Deliverables) Timelines Department Wise :Hosuing / Land Disposal

Sr. No.	Work Descriptions	Timelines in weeks												
A	Project Preparation and Business Blueprint Phase: 1. 2. 3. 4. 5. 6. 7.													
2	Workflow Forms Portal Development : 1. 2. 3. 4.													
3	System Integration - Application Design and Development based on COTS Product or Bespoke Model 1. 2. 3.													
4	System Acceptance and Operationalisation 1. 2. 3. 4.													
5	Database Migration													
6	Development Phase Exit													
7	O&M Phase													

Existing Applications Environment - A Situational Analysis in the Departments of Housing and Land Disposal

A) Applications for Housing Department

- a) **AWAAS (Detailed as given below)**
OS : Windows NT; ORACLE RDBMS ; Front end : D2K.
- b) **Online Application for Housing for various schemes**
OS : Windows; Front end – .net 4; RDBMS : Oracle 8i
- c) **PMAY (Pradhan mantriaawasyojana) MIS**
OS : Windows, Front end – .net , Back end – Oracle 8i
- d) **Online Application for on-line allotment of flats on first come first serve basis**

AWAAS

AWAAS is an application software being used for the automation of day to day activities of housing deptt. It is developed in Developer 2000(D2K) as front end and Oracle 8i as the backend. It has 8 modules as under :-

- i) *Registration Module*
- ii) *Master Maintenance*
- iii) *Allotee Payment Maintenance Module*
- iv) *Draw of Lots*
- v) *Queries*
- vi) *Demand Letters Maintenance Module*
- vii) *Post Draw Activities Module*
- viii) *Compactor Module*

Each module has some specific function. **Registration module** deals with the registration related activities of applicants of housing schemes. Data Entry of application records, uploading of applicants data and various reports based on applicant data are the main activities being covered under this module. **The master maintenance module** takes care of various masters for all the modules of Awaas. Creation and updation of masters and creation/deletion of users of AWAAS and giving them privileges are managed through this module. Through **allottees payment maintenance module** the payments received through banks, drafts and cheques are fed into awaas and various reports are processed for accounting purpose. The computerized allotment of flats is done through **draw of lots module**. The various day to day queries are answered through the **Queries module**. The demand letters of flats are generated and processed through **Demand Letters Maintenance module**. The activities such as transfer of name, addition/deletion of name , mutation , cancellation, updation of CDs etc. are post draw activities and are handled by **Post draw activities module**. **The Compactor Module** is devised for keeping the record of files of housing. This module presently is not in use. Some other utilities attached to AWAAS are as under :-

Sr.No.	Name of Software/Program	Utility
1	Non Recovery Certificate Program	It generates notice(NRC) to defaulters showing pending due installments and penalty etc.
2	Demand & Collection Ledger Program	It generates Details of receipts and due against an individual allottee with penalty.
3	Defaulter Listing Program	It enlists the details like file no.,flat details and allottee name of defaulters.
4	Sundry Debtors Program	It shows File number wise, Locality wise demand raised and payment received.
5	Electronic Receipts Uploading Program	It can upload the receipt data received through e-mail into AWAAS with various check mechanism.
6	Flat cost computing program	It can compute the cost of all types of flats based on costing parameters.

The detailed description of these programs is as under :-

Non recovery certificate Program: - The notices are required to be sent to the defaulters to recover the due amount. These notices are generated and printed through this program. These notices are called 'Non Recovery Certificates' i.e. 'NRC'. The details of the number of installments paid, the installments pending and the penalty on the delayed payments are described in the NRC. The recovery from the defaulters is expedited with the help of NRCs.

Demand & Collection Ledger Program: - For calculations in the file, the detail of the net amount received from an allottee and the net amount demanded are processed and printed by this program in the form of a balance sheet for individual allottee which is called Demand & Collection Ledger(D&C Ledger).It has in fact the listing of all the challans of the received amount against a fluted &C Ledger is not sent to allottees and is used by the accounts wing for various calculations.

Defaulter Listing Program: - This program lists the file numbers of the defaulters. By the help of this program the housing finance wing pin points the defaulters against whom the actions like cancellation etc. is to be taken.

Sundry Debtors Program: - This program calculates the total amount received and the total amount demanded against the allotted flats of any locality allotted through a particular housing scheme. It first calculates the demanded and received amount for individual files and by adding up the total demand and total receipt of a locality is calculated.

Electronic Receipts Uploading Program:-To automate the receipts of housing from various bank a program has been developed which shall upload the challans Data of receipts received through e-mail attachments. If this program is utilized then the verification of receipts can be expedited and thus

the cases in the housing management and housing finance wings can be quickly disposed off.

Flat cost computing program: - Presently the costing of flats is done Manually and the cost is entered manually in the AWAAS which is prone to errors. This costing program calculates the cost of flats in such a way that it is not required to be entered again for processing the demand letters rather it automatically feeds the cost in appropriate tables of AWAAS after computations.

Counter Monitoring System: - D2K front end and Oracle 8i back end. It is used for monitoring some key activities of housing such as cancellation, refund, transfer/mutation etc.

Free Hold System: - The applications for the freehold of flats are updated in this systems and the challans are processed and printed by it for conversion charges. Various reports are also processed (D2K front end and Oracle 8i back end).

Online Application for Housing for various schemes

It is web enabled software developed for “**Online Application of DDA Aawasiya Yojana 2017**” for submitting online application and making payment online through NEFT/RGTS and Netbanking. The process and main features of the software are given as under:-

Process:

1. DDA Housing Scheme 2017 Brochure is given in the software. Applicant can see brochure page by page and download it.
2. Instructions are also given in the software for filling the Application Form and make payment online.
3. First, applicant will register by entering following information:
 - i. *Name of Applicant*
 - ii. *Date of Birth of Applicant*
 - iii. *PAN No of Applicant*
 - iv. *Mobile No*
 - v. *Email-ID*

PAN Number is unique. Once entered, there is no scope to change PAN No., Email-ID and mobile no. After registration, User id (i.e. PAN No.) and password is sent to registered email id.
4. After registering, applicant will log-in into web enabled software by entering user id and password received in Email-ID through software at the time of registration.
5. After logging in into the web enable software, application form is filled by the applicant by entering the required fields.
6. Applicant will upload passport size photo and signature of applicant/ joint applicant which should be in jpg format and not exceed 50kb in size each.
7. After filling the details and uploading the photo and signature, details are saved in the database and message is displayed on the next screen with the application form number, applicant name and registration amount. Applicant Form no is automatically generated by the system.
8. Details entered by the applicant can be edited once.
9. After submitting final application form, applicant can make payment online.

10. Payment can be done in one of the two mode i.e. NEFT/RGTS and Netbanking.
11. In NEFT/RGTS, challan is generated and applicant will submit the challan with the registration amount in bank.
12. In Netbanking, applicant will make payment online through payment gateway.

Features:-

1. Entire process i.e. filling application form and make payment online should be completed within 3 days (i.e. 72 hours) from the date of submission of Application Form.
2. Following categories are given in the software for the applicant to select:
 - i. General
 - ii. Ex-Service Man
 - iii. Person with Disability
 - iv. Scheduled Caste
 - v. Scheduled Tribe
 - vi. War Widow
3. Following provisions have also been incorporated in the software:
 - i. Provision to enter Aadhar No in the application form.
 - ii. Provision to select upto seven location preferences and select nationality
 - iii. Provision to regenerate password using “Forgot Password” facility.
 - iv. Provision to re-generate acknowledgement slip. Regeneration of acknowledgement slip can be generated once.
 - v. Provision to enter/edit offline applicant details by the bank and generate report like list of online/offline application details submitted by applicants and officers of empanelled banks and also export data into excel file.
4. Validation checks have been incorporated in the software for online and offline Application Form.

Housing Department

The main activity of Housing Department is to dispose and provide associated services for houses/flats constructed by DDA. The Housing department floats schemes for allotment of houses/flats. Other main activities of the department include enforcement of housing regulations (prevention of unauthorized construction, misuse of houses etc.), conversion of flats from leasehold to freehold and providing housing related services such as mutation, change of address etc.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric. Please refer to AS-is To be details for this Department , as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal. Please have detailed discussion with user deptt. and the systems deptt for further clarification .

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) will deal with automation of launch scheme for Flats and Houses, Allotment through Draw, Issue of Demand Letter, payment Management, Issue of Post Allotment Documents, Leasehold to Freehold and Housing Enforcement etc., and also include the following features, in addition to General Requirements given.

System Login & Access

The system shall be accessible to the internal user and the different divisions of DDA, as per access roles suggested by DDA for housing department.

Access

Internal DDA user as per the user role specified by the DDA for various components of

- VC
- PC
- Commissioner (Housing)
- Director (Housing)
- Deputy Director
- ADs
- AOs

Case Details

The Indicative Case details related fields include:

- Demand & collection statement
- Name of the allottee

File no

- Locality
- Category
- Floor
- Details of original allotment
- Flat description
- Position of vacant flat
- New flat request

Functional Requirement Specification (FRS) for Housing Requirement ID & Requirement Description

(a) Housing Scheme Management :

Receive details of flats available from Engineering:

- HSG_1. The system shall maintain complete list of flats which are available/under construction;
- HSG_2. The system shall maintain all details of a flat like zone, address, flat category etc., and also a Video walkthrough of the Flat;
- HSG_3. Interface with Engineering Module to obtain status of a flat and relevant details;
- HSG_4. The system shall enable the user to estimate the likely available date of a flat (date of completion of construction of the flat)
- HSG_5. Provide various MIS Reports and DSS (including Dashboard) as per requirements of the Department; Float a Housing Scheme

- HSG_6. System shall allow public to have access to Scheme Name, Date of inception, Date of Draw, Date of closure etc., when any new housing scheme gets declared;
- HSG_7. System shall provide for associating a flat with a particular scheme. Ensure that a flat is associated only with one scheme at a time;
- HSG_8. System shall provide for reservation of a flat for a particular category of applicants e.g. ground floor flats for physically challenged applicants;
- HSG_9. System shall provide facility for associating a priority number for each flat in the scheme based on list of waiting registrants, reservation of the flat etc.
- HSG_10. System shall maintain list of banks associated with the scheme along with bank details;
- HSG_11. System shall maintain details of brochures issued for a particular scheme including brochure cost;
- HSG_12. System shall maintain details of number of brochures issued to various sales counters/banks for a particular scheme; Receive Application form and Registration Money from Banks
- HSG_13. System shall maintain standard formats of application forms for housing schemes.
- HSG_14. System shall provide importing soft copy of applicant data received from banks;
- HSG_15. System shall provide verification and correction of applicant data (with physical application forms).
- HSG_16. System shall maintain applicant details for each scheme such as Applicant Name, Application Form No., Scheme Name, Address etc.

Conduct Computerized Draw based on operationality existing at present and well established procedure

- HSG_17. The system shall allow conducting of computerized random draw for allotments;
- HSG_18. The system shall allow pre-defined criteria for the draw;
- HSG_19. The system shall allow sorting and random shuffling of flats & applicants and generation of cross-reference tables prior to conduction of the draw;
- HSG_20. The system shall allow for use of lucky number as the starting number for the draw;
- HSG_21. The system shall generate reports of flat wise/applicant wise allotments;
- HSG_22. The system shall maintain details of flats allotted against each successful allottee;
- HSG_23. The system shall maintain list of un-allotted flats scheme wise. These shall be available for allotment under a different scheme;
- HSG_24. The system shall allow for generation of a soft copy of successful/unsuccessful applicant details for handing over to banks;
- Prepare Consolidated Refund Cheque Bank wise
- HSG_25. The system shall automatically calculate the refund amount for each scheme bank wise for all banks associated with the scheme;
- HSG_26. The system shall provide for automated Cheque printing facility with proper authorization

- HSG_27. The system shall generate reports of refund money bank wise and applicant wise.
- HSG_28. The system shall allow generation of a soft copy of refund amount bank wise and applicant wise for hand over to banks.

Calculate Housing Cost and Demand

- HSG_29. The system shall interface with costing module for obtaining relevant costing data.
- HSG_30. The system shall be able to import land premium and housing construction cost data.
- HSG_31. The system shall be able to calculate plinth area rates on a half yearly basis by using average housing cost data (standard costing).
- HSG_32. The system shall maintain plinth area rates for the current year and previous years.
- HSG_33. The system shall be able to calculate the housing cost using the plinth area rates and multipliers specified by the user.
- HSG_34. The system shall allow calculation of demand for two types of payments – Cash Down and Hire Purchase;
- HSG_35. For cash down, the system shall be able to calculate the cash down payment for each flat allottee wise and scheme wise;
- HSG_31. For Hire Purchase (installment plan), the system shall be able to calculate the first installment and EMIs.
- HSG_37. The system shall allow the user to specify pre-defined criteria such as first installment amount (% of total cost), interest rate, number of installments etc., for calculating the first installment amount and EMIs for Hire Purchase schemes.
- HSG_38. The system shall maintain the payment terms (demand) for each allottee.

Issue Demand Letters to Allottee

- HSG_39. The system shall maintain standard formats for demand letters;
- HSG_40. The system shall automatically generate demand letters for each allottee based on the demand calculated;
- HSG_41. The system shall allow for bulk and individual printing of demand letters for each scheme;
- HSG_42. The system shall maintain the date of printing of demand letter allottee wise. The system shall not allow duplicate printing of demand letter without authorization.
- HSG_43. The system shall maintain the date of issue of demand letter. The System shall facilitate transmission of such letters through eMail / WhatsApp (with appropriate Disclaimer details) / SMS Alert & for advance information of the Allottee.
- Receive Payment Details from Banks
- HSG_44. The system shall have facility to import soft copy of payment details received from banks;
- HSG_45. The system shall be able to generate discrepancy report allottee wise against payments received from banks;
- HSG_41. The system shall allow for manual verification and correction of discrepancy cases;

- HSG_47. The system shall track payments received allottee wise and generate exception reports;
- HSG_48. The system shall have facility to generate notifications to appropriate users in case of late payment of first installment;
- HSG_49. The system shall have facility to generate defaulter list and generate e-mail/SMS/WhatsApp notifications to appropriate users;
- HSG_50. The system shall have facility to generate reminder letters for defaulters.
- HSG_51. The system shall generate reports on payments received/balance allottee wise;
- HSG_52. The system shall have provision for cancellation of allotment in case of default through standard formats.
- Issue Possession Letter
- HSG_53. The system shall generate reports of allottee eligible for issue of possession letter (i.e. all payments have been made by Allottee);
- HSG_54. The system shall allow issue of a reminder letter asking for the allottee to apply for possession along with details of documents required;
- HSG_55. The system shall provide a checklist of supporting documents required for allotment;
- HSG_56. The system shall allow generation of possession letter only if all payments are made and all documents are received;
- HSG_57. The system shall maintain standard formats for possession letter;
- HSG_58. The system shall generate reports on possession letters issued date wise, scheme wise etc.
- HSG_59. The system shall maintain date of issue of possession letter for each allottee; The System shall facilitate transmission of such letters through eMail / WhatsApp (with appropriate Disclaimer details) / SMS Alert & for advance information of the Allottee.
- Intimate Hand Over of Possession to Engineering Department
- HSG_60. The system shall allow authorized users in Engineering Department to view the possession letter issued to an Allottee, through a Workflow System;
- HSG_61. The system shall allow Engineering Department to input date of hand-over of possession of flat;

Execute Conveyance Deed

- HSG_62. The system shall maintain pre-defined formats of Conveyance Deed (C.D.);
- HSG_63. The system shall allow for printing of Conveyance Deed (C.D.) allottee wise;
- HSG_64. The system shall allow printing of C.D. only if intimation has been received from Engineering Department on hand-over of possession of flat;
- HSG_65. The system shall generate reports on C.Ds issued allottee wise/scheme wise;

Housing Lease Administration

- HSG_66. Receive Application for Conversion to Freehold from Applicant(Allottee)
- HSG_67. The system shall have facility for entering applicant details such as applicant name, address, flat address,scheme under which allotment was made etc.;

- HSG_68. The system shall provide for status monitoring of each application received;
- HSG_69. The system shall have the facility to update status of each conversion application;
- HSG_70. The system shall have facility to retrieve applicant and flat details from the database by applicant name, flat no etc.;
- HSG_71. The system shall have facility to view all matching applicant/flat data and select the correct applicant/flat manually;

Verify Outstanding Dues

- HSG_72. The system shall allow the user to view all payment details for the selected flat;
- HSG_73. The system shall incorporate pre-defined rules for calculating outstanding dues for each scheme, flat category etc.;
- HSG_74. The system shall be able to calculate and display the outstanding dues for the selected flat;
- HSG_75. The system shall generate demand letter for the selected applicant/flat. The system shall have facility to print the demand letter;
- HSG_76. The system shall maintain date of issue of demand letter;
- HSG_77. The system shall have facility to export demand details to hand-over to banks.

Receive Payment Details from Banks

- HSG_78. The system shall have facility to import soft copy of payment details received from banks;
- HSG_79. The system shall be able to generate discrepancy report of payments not received/partial payments received applicant wise against payments received from banks;
- HSG_80. The system shall allow for manual verification and correction of discrepancy cases;

Approve Conversion and Issue Conveyance Deed

- HSG_81. The system shall allow the user to approve conversion only after receipt of all dues checked and verified;
- HSG_82. The system shall display details of outstanding dues/payments received etc.
- HSG_83. The system shall maintain pre-defined formats for C.D.
- HSG_84. The system shall allow generation and printing of C.D.
- Housing Enforcement
- HSG_85. Receive Complaints of Violations from Public
- HSG_86. The system shall have facility to maintain details of complaints received such as complainant name, flat details, and flat owner details.
- HSG_87. The system shall generate an automatic complaint number for each complaint.
- HSG_88. The system shall provide for status monitoring of each complaint.

Check Violation and Issue Show Cause Notice

- HSG_89. The system shall allow the department user to view the complaint details.
- HSG_90. The system shall allow the user to view all the flat details from the database.
- HSG_91. The system shall allow the user to enter the report on the violation.
- HSG_92. The system shall allow the user to print show cause notices under Section 30/31.

- HSG_93. The system maintain pre-defined formats for show cause notices.

Receive/Approve application for Regularization

- HSG_94. The system shall allow inputting of application details.
- HSG_95. The application shall be related to the complaint number.
- HSG_91. The system shall maintain list of supporting documents required for regularization.
- HSG_97. The system shall allow approval of regularization only after all supporting documents have been confirmed.
- HSG_98. The system shall update regularization details against the concerned flat.
- Issue Orders for Demolition/Cancellation of Lease
- HSG_99. The system shall allow users to generate and print demolition/cancellation orders
- HSG_100. The system shall generate e-mail notification to users for cancellation of lease
- HSG_101. The system shall allow users to enter action taken report
- HSG_102. The action taken and status shall be linked to flat number/complaint number
- HSG_103. The system shall generate reports complain wise/period wise etc.

Housing Services

Receive Application form and documents from Applicant

- HSG_104. The system shall maintain list of services provided by Housing Department.
- HSG_105. The system shall generate an automatic application number for each application.
- HSG_101. The system shall allow the user to enter application details such as name, address etc. for each type of service.
- HSG_107. The system shall display a checklist of supporting documents required for each service.
- HSG_108. The system shall allow the user to accept the application only if all supporting documents are provided.
- HSG_109. The system provide for status monitoring of each application.

Verify Documents and Approve/Reject the Application

- HSG_110. The system shall allow user to view the application details;
- HSG_111. The system shall allow the user to view all the flat/applicant details from the database;
- HSG_112. The system shall allow the user to accept or reject the application;
- HSG_113. The system shall maintain predefined letter formats for approval/rejection;
- HSG_114. The system allow user to print approval/rejection letter;
- HSG_115. The system shall update the relevant details in the flat/applicant database;

MIS Reports

- HSG_111. Discrepancy report allottee wise against payments received from banks;
- HSG_117. The system shall track payments received allottee wise and generate exception reports;
- HSG_118. Payments received/balance allottee wise.
- HSG_119. Allottee eligible for issue of possession letter (i.e. all payments have been made by allottee).
- HSG_120. Possession letters issued date wise, scheme wise etc.
- HSG_121. Refund money bank wise and applicant wise.
- HSG_122. Flat wise/applicant wise allotments.
- HSG_123. Miscellaneous Reports as per requirements of the Department.

B) Applications of Land Disposal Department

a) BHOOMI

OS :- Windows NT with Oracle RDBMS,
Front end : Visual Basic, Crystal Reports

Bhoomi Application is applicable for the computerization of the activities the Land Disposal Department. Various modules of the application are asunder:-

PROPERTY MODULE

This Module is used for maintaining records of properties. All new properties are first added to the Database through this module. It is also used to search existing properties as well as to check out the property details according to Scheme, Locality and Plot No, status regarding allotment etc of a particular property. This module also has linkage to identify the allottees details of a property. Site Maps of various properties can be viewed or scanned through this module. Various summary and detail report options have also been provided.

REGISTRATION MODULE

This Module is used for entering registrant/applicant details for a particular allotment program. This includes interfaces for entering applicant's details, payments details, etc. as also accepting/ rejecting applicants and transferring applicants from one program to another. This module is also used to generate checklists and reports based on various criterions.

ALLOTMENT MODULE

This module consists for various functionalities for making allotments through various modes of allotments like Tender, Auction, Draw. This includes provision for scheduling programs, attaching property to program, capturing details of highest bidder in case of Auction & Tenders, and generating cross-references of applicants and properties in case of draw. This also includes provision for generating various types of reports related to the programs held.

DEMAND MODULE

Demand Module follows the Allotment module. It deals with all those Post-Allotment activities, which includes File No. Generation, Raising Demand under various modes of allotment, Specifying Payment Terms, Receive revised amounts, Raise revised amount.

DISPATCH MODULE

This module follows the Demand module. Once the file numbers are generated, the allottees have to deposit the money for the property they have bought. For this a Demand is raised and allottees are given sets of challans (1 set=4 copies), as per their payment schedule. The Challans are generated through this module. Allottees deposit payment in the Banks through these challans. Deposits made through these challans can be verified on-line by the concerned branches.

CASH MAINS MODULE

This module comes in picture when Allottee deposits the challan in the Bank. Information about challans deposited in the bank is uploaded in the system. Report for uploaded challans is generated and matched with the physical copy of challans sent to Cash Housing and Cash Mains by Bank. C Form is generated for verified challans. There is facility for storing information about DD/Cheques received by DDA or Cheques sent to Allottees. Remittance Slip is maintained for DD/Cheques received by DDA.

MASTER MODULE

The masters maintain the data, which is required for the application to be operative. The data, which is maintained in the masters, is global in nature and has to be changed very rarely. This Module provides a visual interface for interaction with Master Data such as the masters as Locality, Scheme, Department, Employee, Land Use, Designation, Category, and Bank Master etc.

ONLINE VERIFICATION MODULE

This module comes in picture when DDA gives possession letter to allottees. For a given File No., it is verified that whether allottees have paid full payment for the demand raised. If yes, then possession letter is given to allottees. Online verification process is required once the allottees have submitted their payments in the bank and intimated the respective branch about the money submission. The respective A.D.'s of branches could check the deposition of Challans via Online Verification module.

FILE DATA LOADING MODULE

This module is used for loading information about those allottees that have already been allotted a property, but their information is not added into the Database. Enter the file number followed by the entry of property details. Then enter the rest of the information like Allottee Details, Allotment Details, Demand & Collection Details, Correspondence Details, Possession Details, Lease Details, Other Activity Details, Ground Rent Details, Status of Facilities, and Printing of Reports. Existing information about above given details can be added or edited also. This module is only used for loading the old Data but not for loading the Current Data.

LEASE ADMINISTRATION

Lease administration module will generate various leases for various departments like Perpetual Lease, Conveyance Deed, Alternate Allotment Lease, Supplementary Lease. This module is also used for stamping and execution letters, and trap conversion related data and print reports. Apart from generating various leases, this module will trap all the information related to lease like stamping date, execution details and consequently assign a possession Date for a plot.

POST ALLOTMENT MODULE

This module is used for all the post allotment activities like generation of NOC, Possession letter, call letter for Conveyance deed, deficiency letter, Cancellation as well as Restoration of Allotment, list of allottees whose neither possession nor deficiency letter has been issued, Mutation, Time Extension for Construction etc.

LICENSE MODULE

This module is specifically made for the license cell that handles all the property that is not sold but given on license. As of now it deals with two aspects of license module i.e. Janak place and license parking. The module is used for generating offer letter, Possession letter, processes monthly payment of Janak Place and generates reports accordingly. Entry of License Parking is done via this module. Possession letter and other required reports of parking are generated via this module.

Request Monitoring System

The Request Monitoring system or the Dak Module is introduced into the system to enter the details of the complaints and grievances of the general public against DDA. Complaints can be registered in two ways Public Hearing Dak

Using this module, one can register his complaint; view the current status of his complaint and also the action taken by the DDA official regarding his complaint.

DDA officials can check for the complaint directed to their department and take necessary actions. This module is also used for registering the dak received by DDA. The dak is also directed to concerned department.

FREEHOLD MODULE

This Module is being used at the DDA Freehold counter for entering requests for Conversion of property from Leasehold to Freehold. The Allottees fill-up a conversion form and all the details of that form are entered into the system through an entry screen. A request-id is generated and then a Conversion detail form as well as a challan report is generated. Some other reports can also be spooled out by the system.

REQUEST MODULE

The Request module is being used at the DDA request counter. The allottees fill up a request submission form for issues like change of address, mutation, transfer of property etc. The details are entered into the system through an entry screen. Besides accepting the form details, the user also enters the Department that will handle the request, the designation to whom the request will be directed, and the documents received along with the request form. A unique diary number is generated for each request. This module also generates reports like the Feedback report and the Acknowledgement report.

SECURITY MODULE

This module is used to handle the security related issues for all the modules that come under the purview of the entire LAND (BHOOMI) system. The security is provided at various levels. The rights such as read/write/read-write are provided at the menu level and also for the various menu options. Each user-id is given rights to access data for their respective departments and as per their designations for the menu and form options.

The vendor shall have to customize the software, impart the training to the users as and when required.

- b) **Online Application for Land Disposal**
 - i. **IDLI (Interactive Disposal of Land Information System)**
 - OS – Windows
 - Front end – .NET 4
 - Back end – Oracle 8i
 - ii. **Online application for allotment of land to Govt./Semi Govt, organization**
 - OS – Windows
 - Front end – .net 4
 - Back end – Oracle 8i

It is a Web enabled software developed for Institutional Land Deptt. for Monitoring System for Allotment of Land to Govt. / Semi Govt. Agency”. The process and main features of the software are given as under:-

1. A government/semi government agency will have to register first through “REGISTRATION OF GOVT./SEMI GOVT. AGENCY “ link in software ‘Monitoring System of Allotment of Land to Govt. / Semi Govt. Agency’ for getting userid and password for applying .
2. The details entered for registration by the govt./semi govt. agency will be verified by LD Deptt. of DDA, and after verification an email and SMS containing userid and password of the govt./semi govt. agency will be sent to their registered email- id and mobile no.
3. After logging in with userid and password provided through email and SMS, applicant can fill the Application Form through ‘Application Form’ link.
4. After filling in the application form, acknowledgement is automatically generated with reference no.
5. In the first place, all applications submitted by applicant is available to the LD Department, that is, Director (IL). Director (IL) then takes action and forwards the same to either Commissioner (Planning) or Chief Architect for further taking necessary action at their end.
6. Commissioner (Planning) or Chief Architect can further forward the reference to Principal Commissioner (LM) and Chief Engineer of the concerned zone for taking necessary action at their end. If required, the

same reference can also be sent to officers of his/her Department before sending the same to Comm.(L.M.) and C.E. of the concerned zone.

After receiving reply from officers of his/her Department, he/she can take action and forward the reference to Principal Commissioner (LM) and Chief Engineer for further taking necessary action.

7. Principal Commissioner (LM) and Chief Engineer can take action and directly send back to Commissioner (Planning) or Chief Architect for further taking necessary action. Otherwise, they can forward to officers of their Department if required. After receiving reply from officers of their deptt. Principal Commissioner (LM) and Chief Engineer can take action and forward back to Commissioner (Planning) or Chief Architect for further taking necessary action.
8. Commissioner (Planning) or Chief Architect takes action and forward back to Director (IL) for further taking necessary action.
9. After receiving back the reference from Comm.(P) or Chief Architect , Director (IL) takes following actions in the following sequence : -
 - a. Status of Approval / Rejection / Decision
In case of approval,
 - b. Date of sending a letter to obtain consent from applying agency.
 - c. Date of receipt of consent from applying agency.
 - d. Reference to be forwarded to VC , DDA for final approval.
 - e. Date of receipt of reference e from VC, DDA
 - f. Date of issue of Demand Letter

Following reports are available:

1. Status Report
2. Delay Status Report

Following provisions are also there in the software:-

1. To display the status and details of a particular reference.
2. To change password.
3. To display number of application received, number of application pending and number of application forwarded. On clicking on these number, details of reference are displayed accordingly.
4. To display login details (for Director (IL) user only)

iii. **Online application for calculation of outstanding Ground rent**

OS – Windows

Front end – .net 4 (C#)

Back end – Oracle 8i

This is a web based for calculation of ground rent for societies. Outstanding Ground Rent is calculated based on society details, members details, freehold details, payment details, refund details and mutual transfer entered by the staff/officers of land Costing wing and Management Wing of CGHS. This project is basically used by members of Land Costing wing and Management Wing of CGHS. The details of societies, members, payments and freeholds are first entered through the software. The entered details are then verified by the concerned departments according to which ground rent is calculated.

Web application has following modules:

1. **Master entry of data Module**
2. **Verification Module.**
3. **Calculation of ground rent Module.**
4. **Mutual transfer Module.**
5. **Reports Module.**

1. Master entry of data Module

This module enables privileged users to enter society details, member's details, freehold member's details, payments details and refund details.

2. Verification Module

This module enables privileged users to verify (10% and 100%), master data entered through module 1.

3. Calculation of ground rent Module

This module enables calculation of ground rent for verified society.

4. Mutual transfer Module

This module enables to carry out mutual transfer of flats in the societies.

5. Reports Module

Reports include are:

1. Payments Report.
2. Freeholds Report
3. 100% verified payments
4. 10% verified payments
5. 100% verified freeholds
6. 10% verified freeholds.

iv. Generation of online demand letters for various types of plots & shops etc.

OS – Windows
Front end – .net 4
Back end – Oracle 8i

v. Online Rohini Residential Scheme-1981

OS - Windows
RDBMS : Oracle 8i
Front End : .NET 4.0 (ASP.net & C#)

It is a web enabled application developed for Land Disposal Department of DDA and allottees of DDA Rohini Residential Scheme-1981 to check status of Allottee and property details. This software is also used to generate various reports as required. This software has been designed and developed as per the requirements of Land Disposal Department. Through this application, the user can check important payment dates and payment schedule, print demand letter through their login id and password. The process and main features of the software are given below:-

- Firstly, allottee has to register himself/herself in the web based application. After registration, email containing userid and password is sent to the registered email-id of Allottee.
- After login with user-id and password provided through email, allottee can check or view their details and property allotted to

him/her, payment schedule, make on line payments, print demand letter, Allottee ledger and check deficiency status which has been informed by DDA.

- The software will be accessed by the users of Land disposal deptt. based on the login-id and password provided to them.
- Privilege has been given only to the concerned department users to view the Payment details, update possession, and upload/download documents.

Following Masters are used in the software:-

- a) Registration Master
- b) Category Master
- c) Property Master
- d) Locality Master
- e) Scheme Master
- f) Land Use Master
- g) Bank Master
- h) ICICI Login Master

Following reports are generated and printed by various users of Land Disposal deptt.:-

1. Print Demand Letter
2. View/Print Payment details
3. View general information like Allottee details, property details etc.
4. View of payment history
5. View of allottee ledger

C) Feedback capturing system from allottees of various schemes of Housing

RDBMS : Oracle 8i

Front End : .NET (C#)

Department Wise Detailed As-Is-Activities And To-Be-Solutions

1.1 Housing Department

1.1.1 Lease Hold To Free Hold Conversion

AS-IS Situation

- *To enquire about the requirement of documents and the process to apply*
- *To collect the application brochure of conversion and to know the exact amount of conversion charge to be paid.*
- *To prepare the documents from document writers in front of Vikas Sadan for applying for conversion.*
- *To deposit the conversion charges in bank in Vikas Sadan*
- *To apply/submit the application for conversion.*
- *To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered.*
- *To submit the deficiency documents.*
- *To collect the Conveyance Deed (CD) papers in case these are not received at home/returned undelivered.*
- *To submit Conveyance Deed CD papers after stamping and to request for the date of execution.*
- *To execute the Conveyance Deed CD papers the applicant comes with two witnesses.*

TO-BE SOLUTION

Every activity of conversion shall be made online as under: -

- *All standard formats of required documents, application brochure, pending dues of each property etc. shall be made available Online on the DDA Services Access Portal. Public will be able to take services from NSKs, registered cyber cafes information kiosks, RWA offices etc.*
- *Document writers all over Delhi shall be empanelled.*
- *Public will be able to do online submission of application from anywhere and physical submission through Nagrik Suvidha Kendras and through mobile vans.*
- *Every stage of the application shall be intimated through SMS, Email etc.*
- *Deficiency submissions shall be made online and on Nagrik Suvidha Kendras and mobile vans.*
- *Conveyance deed shall be executed at nearest NSK, or at Mobile Vans and in any RWA offices etc.*

1.1.2 Applying For Change Of Address, Change Of Name and Mutation, Inclusion and Deletion Of Name Etc.

AS-IS Situation

- *To enquire about the requirement of documents and the process to apply*
- *To prepare the documents from document writers in front of Vikas Sadan.*
- *To deposit the charges if any in bank in Vikas Sadan*
- *To apply/submit the application.*
- *To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered.*
- *To submit the deficiency documents.*
- *To collect the final letter in case it is not received at residence/returned undelivered.*

TO BE SOLUTION

- *Guidelines and Requirement of documents for change of address, change of name, mutation, inclusion and deletion of name etc. will be made available ONLINE on DDA website and DDA Services Access Portal in easily downloadable form.*
- *Public will be able to apply online for all these activities from anywhere Online Service Access Portal and automatic request ID/reference number will be generated and sent through SMS and email.*
- *Through Nagrik Suvidha Kendras (NSK) also, public will be able to apply physically and automatic request ID/reference number will be generated and will be sent through SMS and Email.*
- *Status of application can be seen from anywhere by request ID/reference number.*
- *The deficiency will be conveyed online and deficiency documents will also be submitted by the applicants online.*
- *The final letter will be sent physically and by email. It will also be made available online for downloading. Automatic SMS/email will be sent when final letter will be issued.*

1.1.3 Collecting Application Brochure For Any New Housing Scheme

AS-IS Situation

- *Presently Application brochures, booklets etc. are provided on counters in Vikas Sadan.*
- *Application brochures are however provided by designated Banks as well in their branches.*

To-Be Solution

- *Online Application Brochures will be available Online on DDA website and DDA Services access portal in easily downloadable form.*
- *Physical Application Brochures shall be disbursed through Nagrik Suvidha Kendras (NSK) and authorized Banks and registered RWAs and registered Cyber cafes only.*
- *At Vikas Sadan brochures shall not be made available for public.*

1.1.4 FOR CHECKING ALLOTMENT RESULTS: -

As-Is Situation

- *Allotment result is made available online nowadays also but still the public comes to Vikas Sadan to check the results in the printed form on DDA's notice board.*

To-Be Solution

- *This visit of public to Vikas Sadan will be curtailed by making the allotment result available in NSKs and result will be sent by SMS and email to all applicants.*
- *Applicants can also check the allotment result online from any computer and information kiosks by filling his/her ID credentials such as Application number, AADHAR number or challan number etc.*
- *Through registered mobile number public can also check the allotment status through miss call.*
- *Through Interactive Voice Response (IVR) system also public will be able to know the allotment result.*

1.1.5 To know the due payment, payments made and penalty if any: -

As-Is Activity

- *Presently allottees comes to Vikas Sadan to know their pending dues because these are not available online.*

To be Solution

- *All the payment details/due details will be available online. Exact amount and Due date for payment will be shown after submitting user credentials. Public can also get these details through computers of RWAs, information kiosks, cyber café etc.*
- *Anyone who is not satisfied with payment/ dues details will be able to lodge written request in the blank template/ window submitting the scanned proof of payments made earlier for reconciliation of accounts by DDA.*

1.1.6 TO APPLY FOR PENALTY RELIEF

As-Is Activity

- *Presently the public has no other option but to come to Vikas Sadan and take the penalty relief brochure and form from DDA's counter and he can submit the application at DDA counter in Vikas Sadan only.*
- *Applicant cannot see the status of request online and he/she has to visit Vikas Sadan to pursue its processing.*

To be Solution

- *All the required documents, instructions and guidelines to apply will be made available online.*

- *One will be able to apply online for availing penalty relief. A unique Reference number will be generated in all the cases and will be sent to applicant's mobile number.*
- *Deficiencies if any in the application and pending dues will also be communicated online and through SMS and Email.*
- *He can also submit a hard copy of request letter at Nagrik Suvidha Kendra and mobile vans.*
- *After successful submission, one can check his/ her application status from anywhere by the reference number*
- *On getting the benefit of penalty: relief, net payable dues shall be intimated by SMS, email and downloadable online letter etc.*
- *One can pay his/ her dues online at home or at an authorized cyber at nominal charge defined by DDA.*

1.1.7 To apply for possession and to collect the formats of possession letter if not received: -

As-Is Activity

The public / allotter's come to Vikas Sadan for the following: -

- *To know the requirements of documents for possession of flat though these are clearly spelled out in brochures and are available on website.*
- *To prepare the documents from document writers in front of Vikas Sadan*
- *To apply for possession on DDA Counter in Vikas Sadan*
- *To find the status of request and to pursue it*
- *To collect the possession letter in case it is received undelivered*

To-be Solution

- *The public shall be able to know the requirements online, through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes.*
- *Online standard formats will be available with the help of which public will be able to prepare documents themselves. Also they can avail the services from document writers throughout Delhi.*
- *One will be able to apply online in Service Access Portal for the possession letter.*
- *Through request ID/reference number one will be able to track the status from anywhere online.*
- *Prior intimation will be sent through SMS and Email while dispatching the possession letter and also the same will be available online in downloadable form.*

1.1.8 To collect the letters which are returned undelivered somehow

As-Is Activity

- *Presently there is no system of prior intimation while dispatching the letters and in case of non-delivery of letters these are received back in DDA and the public thus has no option at present but to roam here and there in DDA offices to track the undelivered letters to take them.*

To be Solution

- *Most of the letters and communication shall be made online and through downloadable online letters.*

- *In case of physical letters, the provision of prior intimation of delivery through SMS and email etc. shall be made with complete details of NSK from where they can collect the letters.*
- *All the undelivered letters will be kept at Nearest NSKs. No one will be entertained at Vikas Sadan.*

1.1.9 To enquire about the status of application

As-Is Activity

- *Presently, the public can see the status of conversion applications only. For all other types of requests and applications, this facility is not available.*

To be Solution

- *The General Public / allotter's shall be able to see the status of all types of applications/requests as under:-*
- *Through a reference number/request id from anywhere*
- *Through SMS and e-mail the status shall be intimated time to time to the applicants*
- *From NSK, Information Kiosk, cyber café and RWA offices*

1.1.10 To know the deficiency if any

As-Is Activity

- *the deficiencies are communicated to the public by post.*
- *Deficiencies are conveyed in piece meal*
- *There are inherent problems of delay in this process.*
- *Sometimes letters are misplaced which cause great inconvenience to public and DDA officials.*
- *Some letters are received undelivered due to one reason or another. Then the applicant/allottee comes to collect undelivered letter of deficiency. In all such process the dates are very often crossed and the public then sometime face the penalty or interest etc. for delay.*

To be Solution

- *Applicant shall know the deficiencies in his application by simply entering the application number or request id etc. from anywhere*
- *One-time deficiency will be sent on E-Mail or SMS.*
- *There shall be no delay in delivery due to online communication and no chance of non – delivery. In case, one doesn't know how to operate internet, they can go to NSK, Authorized cybercafé, RWA Office etc. to get Printed Copy.*

1.1.11 To submit deficiency documents: -

As-Is activity

- *Presently public has to come to Vikas Sadan to submit deficient documents at DDA counter though very limited facility is there to submit documents in case of online request of conversion.*
- *One shall submit corrected / deficient documents online in scanned form.*
- *Hard copy can be submitted at NSK or original copies can be shown in the end of process.*

1.1.12 Availability of Document Writers in Vikas Sadan (public come for preparing documents)

As-Is Activity

- *It is the general perception in the public that the Document Writers in front of Vikas Sadan prepare the correct documents. In fact, the document writers of Vikas Sadan act as liaisons as well. Thus this virtual monopoly of document writers at Vikas Sadan also act as the force behind gathering of applicants/public here.*

To-Be Solution

- *A good number of document writers can be registered in all the areas in Delhi and rates can be fixed out for all the services provided by them.*
- *Document writers will be registered after depositing a fixed security amount, say Rs. 50,000.*
- *List of document writers will be available on DDA website/service access portal.*
- *No one will charge more than the fixed amount for documents.*
- *In case of any issue/complaint, applicant can raise query online or can send a letter to the concerned officer in Vikas Sadan.*
- *Once an application is registered, reference no. will be sent to applicant.*

1.1.13 For making payments and for intimating the same by submitting the proof of payment with covering letter

AS-IS Activity

- *Presently a large number of visitors come to Vikas Sadan to deposit dues in banks and to submit the proof of deposit.*

To-Be Solution

- *All payments shall be received online.*
- *No need for submitting proof of payment; Backend automatic reconciliation will be available;*
- *There will be no need to deposit payment of proof. It shall be kept for future reference only.*

1.1.14 For taking permission for lifts in buildings

AS-IS Activity

- *At present public apply for seeking permission for lift at DDA counter in Vikas Sadan. Map/building plan required to be approved is submitted in hardcopy.*

To-Be Solution

- *All instructions and guidelines along with required documents shall be available online on DDA's service access portal;*
- *Facility to apply online shall be available in portal;*
- *Status of application will be tracked online from anywhere by request ID /Reference no. Approval status will be available online.*
- *Status (Approved or Rejected) will be sent to mobile, E-mail and Hard copies will be sent to the address mentioned by Applicant.*

- *The approval letter shall be available in downloadable form online.*

1.1.15 Execution of Conveyance Deed

As-Is Activity

- *The CD papers after stamping are received at DDA counter at Vikas Sadan only.*
- *Presently execution of conveyance deed is done at Vikas Sadan only.*
- *For this letters are sent by post to intimate the date of execution and the public comes all the way to Vikas Sadan along with 2 witnesses to execute the CD.*

To-Be Solution

- *The stamped CD papers will be received at nearest NSKs and a reference no. shall be provided for tracking the status.*
- *The intimation of date of execution will be made through SMS, email and online letters.*
- *Execution will be done at the nearest NSKs and in the RWA offices through mobile vans.*

1.1.16 For lodging complaints about encroachments and misuse etc., to know and pursue the inspection of properties related to the same and their status: -

As-Is Activity

- *Presently public can lodge complaint through letters by post, at DDA Counter at Vikas Sadan and also through available online application. The provision of tracking the status and the action taken is not available.*
- *Presently if any encroachment/misuse is reported then there is a provision of doing the inspection of the property to ensure whether encroachment/ misuse is there or not.*
- *In case of encroachment on DDA land the encroachment is required to be removed before doing the freehold.*
- *In case of encroachment / extension in the building, the encroachment is reported to MCD for taking further action and freehold/conversion is allowed.*
- *In case of misuse by the applicant/ occupant the conversion is not allowed unless the misuse is stopped and the misuse charges are paid by the applicant.*
- *In case misuse is not stopped demolition can also be carried out by DDA.*

To-be Solution

- *Physical complaints shall be received at nearest NSKs. A reference number will be provided for tracking the status.*
- *The existing available applications for lodging complaints shall be used/strengthened so that status of action taken can be communicated to the complainant and the status can be seen from anywhere with the help of reference number/ request ID.*
- *Online intimation of date of inspection will be sent to the applicant when it is decided that inspection is to be carried out.*
- *Public will be able to make request for inspection online in the service access portal for the convenience of both the parties i.e. DDA officials and the applicant.*
- *Inspection report will be submitted by the engineer online.*
- *Inspection report will be visible to the applicant online*

1.1.17 To know about permissible addition and alterations and to collect the application formats and documents and apply for the same

As-Is Activity

- *Presently application is made physically at DDA's counter at Vikas Sadan or through post to apply for permission/sanction for addition and alteration in the flats/plotted properties. There is no way to check the status of application and to track the action taken etc. Therefore, public has no option but to come repeatedly to Vikas Sadan to pursue their application. Also there is no mechanism to convey the deficiency online.*
- *Date of inspection or any other types of communication is done with the applicant through postal mechanism only as on date.*

To be Solution

- *All requirements of documents, instructions and guidelines in this regard shall be made available online on service access portal and information kiosks. Public will be able to get them from NSKs as well.*
- *Complete process of applying will be made online and with the help of reference no. / request ID one will be able to track the status from anywhere online.*
- *Public will be able to apply physically also in the nearest NSK and a reference no. /request ID shall be provided to track the status online or from call center through phone.*
- *Up to date status will be apprised to the applicant time to time through SMS /Email as well.*
- *Date of inspection shall be intimated through SMS/ email.*

1.1.18 To know the terms and conditions and documents for registration of RWA in DDA and to apply for the same

As-Is Activity

- *The various RWAs are registered in DDA for which the required documents and terms and conditions are available on DDA's website.*
- *Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan.*
- *At present there is no means to communicate anything online such as deficiencies.*
- *All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case because there is no means to see the status of application online.*

To-be Solution

- *All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.*
- *Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere*
- *Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.*
- *Deficiencies and dues required if any will also be communicated online by email and SMS.*
- *Public will be able to submit the deficiencies online as well as at nearest NSK.*

FLOWCHART FOR REGISTRATION OF RWAs

1.1.19 To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. and to apply for the same

As-Is Activity

- *The rules and terms and conditions and required documents for this are available on DDA's website.*
- *But Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan.*
- *At present there is no means to communicate anything online such as deficiencies. All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case.*
- *There is no means to see the status of application online.*

To be Solution

- *All instructions and guidelines and required documents in this regard shall be made available on the Service Access Portal online.*
- *Public will be able to apply online and automatic reference Number /Request ID shall be generated to see the status online from anywhere.*
- *Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.*
- *Deficiencies and dues required if any will also be communicated online by email and SMS.*
- *Public will be able to submit the deficiencies online as well as at nearest NSK.*

1.1.20 Restoration of cancelled flat

As-Is Activity

- *The public / allottees come to Vikas Sadan and apply for restoration of a cancelled flat by submitting a written request on DDA counter.*
- *To find the status of request submitted and to pursue it*
- *To collect the restoration letter in case it is received undelivered*

To be Solution

- *The public shall be able to know the requirements for restoration of flat online and through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes.*
- *One will be able to apply online for the Restoration*
- *Through request ID/reference no. one will be able to track the status from anywhere online.*
- *Prior intimation will be sent through SMS and email while dispatching the Restoration letter and also the same will be available online in the downloadable form*

Land Disposal Department

Land Disposal department performs activities related to allotment of land and other post allotment activities. Allotment is on the basis of free hold basis, leasehold basis, temporary allotment and license fee basis. Department receives information from the engineering wing or HUPW (Housing and urban planning wing) on availability of land for allotment, both on completion of development activity and as and when any vacant property comes to their notice. The department also performs post allotment activities related to issuance of possession letters, physical possession, cancellation of allotment, restoration of allotment, time extension for completion of building, execution

of the lease deed or conveyance deed. Another major responsibility of the department includes works related to mutation of the property. Land Disposal is thus a customer facing function, dealing directly with the public at large for activities like receipt of applications, resolution of issues, allotment to Co-operative Group Housing Societies, alternatallotment for rehabilitation, mutation cases and free-hold conversion.

This Department interacts with Finance, Architecture, Land Management and Engineering Departments of DDA, and interacts with Government of NCT of Delhi, Development Agencies, Group Housing Societies, and Citizens.

Business Process Re-Engineering – Mapping of Processes, wherever possible, is to be undertaken to make it citizen-centric/user-centric. Please refer to relevant As is to be details for this as reference, while doing SRS – Requirement Analysis, study of existing applications and Application/System design, Enterprise Application/Software/native mobile application development or customization, and integration with existing in-house applications development of new DDA Portal.

The Purpose is to automate all key processes and make it paperless as much as possible under given Laws, Rules and Regulations of the Government of India.

This Module (Workflow System) shall have functional activities related to Plot / Property Cost (Estimation and Pre-Determined Rate (PDR)), Allotment at PDR, Allotment through Draw, Auction and Tender; Issuance of Demand Letter; Conveyance Deed Execution; Lease Administration, Leasehold to Free-Hold and Land Enforcement & Damage Collection. And will include the following features, in addition to General Requirements given in Section-1 of DDA-CMS RFP published in November 2017 -Annexure 34-Functional Requirement Specification (FRS)).

A Spatial DSS System is expected to be made operational and also Court Cases related;

1. Property management

Requirement Id Requirement Description

Access

- LND_1 The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested. Property management
- LND_2 Ability to define properties according to usage, or building services in categories like residential land/ plot, commercial land, commercial built-up property, institutional land, industrial land, leasehold, freehold, area, purpose (religious / heritage) etc.
- LND_3 The system shall enable “Engineering” or “Land Management” to update details of constructed properties in defined categories.
- LND_4 Ability to record property characteristics, fixtures, fittings etc.
- LND_5 Details of available land for development or developed property shall be visible at any point of time and same capable of being suitably positioned for the requirements of a prospect.
- LND_6 The system shall maintain space and rooms as graphical representations with CAD/CAFM systems.
- LND_7 The system shall enable computation of cost of property, applicable ‘Pre-determined Rate’ (PDR) for certain areas and ground rent for properties proposed to be sold on lease.
- LND_8 System shall allow access to reports on encroachments/unauthorized construction made, of Engineering Wing or Land Management Department from time to time;

- LND_9 System shall allow access to reports on misuse of properties received from Land Management Department/Enforcement Branch/ Complaints etc.
- LND_10 System shall maintain records and status of clearances received from the Land Management Department for upcoming notifications: No encroachment clearance, results of physical surveys, details of disputed land areas etc.
- LND_11 System shall manage available spaces.
- LND_12 Pricing conditions can be flexibly configured with one price or segregated with land and superstructure. Other revenue lines can also be included in the contract like parking, club, common areas etc.
- LND_13 Configurable Payment plans shall be available at each of developmental project level per model type or unit/contract specific. The payment plan and the terms of payment can be either linked to project phases or time based or combination of both.
- LND_14 Multiple developmental partners for the property development with balance transfer and account settlement shall be provided for intermittent transfers.
- LND_15 Generate standard reports on costs, revenues, vacancies, applications, and others.
- LND_16 Perform integrated reporting to simulate and plan future development.
- LND_17 Support Rental accounting, rent adjustments, and the administration and collection of service charges.

2. Sale/ disposal

Requirement Id Requirement Description

Access

- LND_18 The system shall be accessible to internal users from different divisions of DDA, as per access roles suggested
- LND_19 External users i.e. prospective buyers shall be able to access application upon registration on DDA web portal Launch scheme
- LND_20 Workflow based approval system for approval on 'schemes'/ 'projects'.
- LND_21 System shall allow internal users to float residential or commercial schemes on the web portal and publish details like Scheme Name, Freehold/ Leasehold, Date of Inception, Date of Allotment, Date of closure etc.
- LND_22 Alternatively, System shall maintain standard formats for Scheme Notifications with details like Scheme Name, Date of Inception, Date of Allotment, Date of closure etc. for advertisements.
- LND_23 System shall provide for associating a plot/commercial property with a particular scheme. Ensure that a particular plot/commercial property is associated only with one scheme at a time.
- LND_24 System shall provide for reservation of a plot/commercial property for a particular category of applicants as per government rules for allotment.
- LND_25 System shall provide for associating a priority number for each plot/commercial property in the scheme based on list of waiting registrants, reservation of the plot/commercial property, etc.
- LND_26 System shall generate notifications for inviting applications according to pre-decided eligibility norms normally and through the website.
- LND_27 System shall ensure that records of scheme notifications are maintained.
- LND_28 System shall be able to maintain details of brochures issued for a particular scheme including brochure cost.
- LND_29 System shall be able to maintain details of number of brochures issued to various sales counters/banks for a particular scheme.

Buyer registration – Online (Application for a scheme)

- LND_30 The system shall allow customers (prospective buyers) to register and apply for a scheme on DDA's web portal through an electronic form.
- LND_31 System shall provide auto-generated registration number and registration card with the customer details on successful submission of the registration form and an acknowledgement to the user.
- LND_32 The registration number must also be unique across the country for future reference.
- LND_33 User shall be able save and print the acknowledgement.

- LND_34 After the procedure for registration is completed, the system shall be able to provide the following:
 - Login details such as a username and password, challenge question and response answer if login details are forgotten etc.
 - Unique identifiers such as a registration number
 - General information
- LND_35 The system shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions.
- LND_36 System shall allow uploading of scanned copies of supporting documents/ attachments.
- LND_37 System shall ensure that registration expires (the details are made inactive from the system) after the stipulated time period.

Buyer registration – offline (through facilitation counter)

- LND_38 The manual registration form shall be scanned and uploaded to the system.
- LND_39 System shall allow data entry by authorized user to digitize the manual registration form i.e. enter data from the manual form into an electronic form.
- LND_40 In case of manual registration, the data entered by one operator at one counter shall be doubly entered by another operator to detect data entry errors. For e.g. data entered by one operator shall also be entered by another operator to ensure data correctness. The system shall compare the data entered by both the operators and check for correctness.
- LND_41 System shall prompt for change of password on first login. It can be changed any time henceforth by the user.
- LND_42 For online registration, System shall send an activation URL to the email id provided and only then activate the profile of buyer (provide the login credentials),
- LND_43 System shall send notifications to user through an auto-generated email, Payment of registration money
- LND_44 System shall enable buyers to pay registration money (required amount) online through net banking, debit or credit cards (payment gateway).

Applications management

- LND_45 System shall maintain applicant details for each scheme such as Applicant Name, Application Form No., Scheme Name, Address etc.
- LND_46 System shall maintain details of registration money received applicant wise/bank wise/scheme wise for allotment:
 - a. Allotment of Land/Shops by auction, tender, computerized draw, reserved price.
 - b. Allotment of Land/Shops as alternative allotment, Rohini residential scheme and GH Societies.
 - c. Allotment of shops under reserved categories and staff quota.
 - d. Allotment of Land to Petrol pumps, gas godowns, CNG station, parking sites on license fee basis Firm allotment at PDR;
- LND_47 The system shall allow Central / State Government to provide recommendation for firm allotment along with relevant details through web-based electronic form.
- LND_48 The system allots properties in the order of priority as per defined business rules.
- LND_49 System shall be able to allow allotment of shops based on pre-defined rules as per reservation policy made for special categories.
- LND_50 System shall maintain a list of special categories and the amount of reservation allowed against each category.
- LND_51 System shall be able to update the reservation policy from time to time.
- LND_52 System shall maintain the status of allotment made under registration with details of numbers allotted against numbers available.

Allotment through draw/ auction/ tender

- LND_53 System shall have the policy of auctions, allotments, etc. available for access on the computer to internal users of DDA.
- LND_54 The system shall users to define draw parameters and perform draw.
- LND_55 System shall enable tender/auction of plots and shops through an e-tendering platform.
- LND_56 Upon allotment each plot/ property ID shall be linked to applicant ID.
- LND_57 The system shall generate reports of plot wise/applicant wise allotments.

- LND_58 The system shall maintain details of plots/commercial allotted against each successful applicant
- LND_59 The system shall maintain list of un-allotted plots/commercial properties scheme wise. These shall be available for disposal under a different scheme and method of disposal Issuance of demand letters
- LND_60 System shall generate and issue demand letters to successful allottee(s)
- LND_61 System shall maintain standard formats for Demand Letters, Possession Letters, Conveyance Deed, etc.
- LND_62 System shall have the facility to categorize allottee into One time payees, Installment Payees, etc.
- LND_63 System shall have the facility to enter ground rent payment and lease execution in case the allotment is made to societies.

Payments

- LND_64 Successful allottees shall pay the required amount / installments through online payment.
- LND_65 In case, the payment is made through Cheque / DD/ other manual mode, system shall allow authorized users to update customer account and records with the payment made.
- LND_66 The system shall have facility to import soft copy of payment details received from banks.
- LND_67 The system shall be able to generate discrepancy report allottee wise against payments received from banks;
- LND_68 The system shall allow for manual verification and correction of discrepancy cases with proper safeguards.

Payment monitoring & Execution of Conveyance Deed

- LND_69 System shall be able to generate discrepancy report allottee wise against payments made.
- LND_70 System shall be able to generate discrepancy report allottee wise against payments received from banks.
- LND_71 System shall allow for manual verification and correction of discrepancy cases with proper safeguards.
- LND_72 The system shall track payments received allottee wise and generate exception reports.
- LND_73 System shall have facility to generate notifications to appropriate users in case of late payment or no-payment.
- LND_74 System shall automatically update information for each allottee related to his past submittals of installments and verification of payments.
- LND_75 System shall maintain complete history of payments made by allottee at all times.
- LND_76 The system shall have facility to generate defaulter list and generate e-mail/print notifications to appropriate users.
- LND_77 The system shall have facility to generate reminder letters for defaulters.
- LND_78 The system shall generate reports on payments received/balance allottee / agency wise.
- LND_79 The system shall have provision for cancellation of allotment in case of default.
- LND_80 System shall allow entry of data related to receipt of payments according to conditions in Demand Letter.
- LND_81 System shall generate alerts on any irregularities (installment missed, wrong amount paid, etc.) for each allottee.
- LND_82 System shall ensure issue of possession letters on complete payments made by allottee.
- LND_83 System shall be able to generate information on missing payments, fines, etc. to be imposed on the allottee.
- LND_84 System shall have facility to enter application details for execution of Conveyance deed.
- LND_85 System shall have inbuilt checks and verifications to ensure all conditions related to execution of deed have been met.

Leasehold property management

Requirement Id Requirement Description

Lease administration

- LND_86 System shall be able to maintain records of disposal of commercial built up properties like shops, restaurants, offices, etc.
- LND_87 System shall be able to segregate records of commercial built up properties on the basis of types of usage.
- LND_88 System shall be able to maintain records of Parking contracts, taxi stand sites and licensed units in market complexes.
- LND_89 System shall be able to maintain records of rehabilitated markets / industries, old location, current location, date of shifting, duration of shifting, agency, etc.
- LND_90 System shall maintain records of court orders, committee orders passed in relation to rehabilitation of industries, markets, etc.
- LND_91 System shall be able to generate reports on license fee due, received and date of payment, for licensed units and properties.
- LND_92 System shall be able to maintain records of agencies handling the operations of licensed units with details of manager in-charge of the location, his contact numbers, etc.
- LND_93 System shall be able to maintain records through user-defined parameters.
- LND_94 System shall be able to capture relevant details of an entire market area, including details of shop owners, past records of performance, any encroachments, etc.
- LND_95 Ability to develop an urban assessment / lease database and computerized billing system for all properties which are owned or developed by DDA.
- LND_96 Database of all properties which are under lease/rental agreement of the DDA with unique property identification numbers (ID), ownership details, site area, built up area, type of usage etc.
- LND_97 Issue of Rental/ lease periodic bills.
- LND_98 System shall have the facility to verify whether the allottee has made all payments.

Conversion of freehold properties to leasehold properties

- LND_99 System shall have the facility to enter application details for conversion from leasehold to freehold and update the status of each conversion application with reference to milestones.
- LND_100 System shall allow the user to approve conversion only after receipt of all dues from the applicant / allottee.

Mutation/ Change of details

- LND_101 System shall incorporate the mutation process under different categories:
 - Change of ownership
 - Sale of Land
 - Death of the owner
 - Other categories
- LND_102 System shall allow receipt of application for mutation.
- LND_103 System shall maintain standard formats for notifications, letters, etc. and be able to print copies of the same.
- LND_104 System shall send e-mail / alerts as notifications.
- LND_105 System shall allow for maintaining the records of progress of legal proceedings.
- LND_106 System shall maintain the final record of mutation performed with details of: Reason for mutation and ResultingChange.

Customer complaint management

- LND_107 System shall be able to capture complaints, grievances received from concerned parties on the rehabilitation process.
- LND_108 System shall be able to maintain records of applications received from citizens.
- LND_109 System shall be able to display the current status of each application, which officer is handling the application, reasons for delay based on pre-defined deadlines for disposal.
- LND_110 System shall allow receipt of complaints from general public on misuse of premises for other purposes in violation of MPD-2021 (Master Plan Delhi 2021).
- LND_111 System shall allow forwarding of these complaints to appropriate department / authority within DDA for further action.
- LND_112 System shall maintain the policies related to auction, allotment of land available to the general public for download through the Internet.
- LND_113 System shall display notifications for general public and allow download of notification from the internet.

- LND_114 System design shall make adequate arrangements for integration with online auction sites for auction of plots.
- LND_115 System design shall make adequate arrangement for integration with bank databases for online updating of information related to deposit of money (challans) made by allottee.
- LND_116 System shall allow complete one to one matching with information available with the Banks on money deposited by Allottee.
- LND_117 System shall ensure that any changes made in the applicants' data are informed automatically to appropriate authority.

Reporting & Record Management

Requirement Id Requirement Description

Cash Management

- LND_118 To maintain the complete details of the Challan in which the Allottee deposit money including on-line and offline payments.
- LND_119 Details of the receipts whether online or offline shall be maintained online.
- LND_120 Details of withdrawals made by DDA from the accounts in which deposit is made by Allottee.
- LND_121 Details of a/c of Banks whose deposits are made by Allottee.

Land costing

- LND_122 D&C (Demand and Collection) of different types of payments under different heads shall be maintained. System shall generate Allottee wise, colony wise list of debtors up to date.
- LND_123 System shall generate reports - heads of account wise, colony wise, report of receipts - month wise for the purpose of reconciliation for prescribed period.
- LND_124 System shall compute interest on all types of belated payments.
- LND_125 As soon as receipts are updated/loaded online by cash (main)/cash (H), system shall pick up receipts for credit to individual's Account and it's balancing.
- LND_126 Demand of Ground rent shall be raised for specified accounts.
- LND_127 To generate letters/notices of Ground rent including interest on late payments.
- LND_128 For Group Housing Societies deposits made by individual member of a society shall be reflected in that Society's account of Ground Rent
- LND_129 Ground Rent liability of Society shall be effectively monitored i.e. Ground Rent, Demand Amount shall be readjusted according to the freehold conversions of some members.
- LND_130 Demand of Ground Rent shall be raised excluding individual's account whose property has been converted from Lease-hold to Free-Hold.
- LND_131 As and when a property disposed, it's ledgers for Ground Rent as well as for premium shall be opened and finance shall also know to verify/check due amount and receipt.
- LND_132 Flow of information from disposal department to finance department about any event such as cancellation of the property, so that demand for that cancelled property is reduced from the dues.
- LND_133 Proper security mechanism shall be developed for Updation of records.
- LND_134 Reports can be generated based on the ID's like name of the lessee etc.
- LND_135 Reports shall contain the components of calculation.

Property management

- LND_136 Complete History (regarding the number of programs in which property was put for disposal under auction, tender or draw, possession history, mutation history, regarding the cancellation/restoration of the property) is to be maintained.

Survey

- LND_137 Survey reports shall be scanned and stored with a database on crucial parameters;
- LND_138 Information of society members and office bearers shall be maintained like Name, Designation, and Date of Joining in the society, Date of leaving the society, Date of joining and leaving the position of office bearers.
- LND_139 Name of the society and the name of the institutions that are opened by the society on the allotted land shall be maintained.
- LND_140 Disposal cost i.e. cost of land and construction cost shall be maintained. Also initial cost and the cost at the time of disposal for both the land and construction shall be maintained.

Query & reporting

- LND_141 On-line MIS for generating Schemes-wise lists of lease demands, collections, arrears, aging of receivables, list of defaulters, etc.
- LND_142 On-line search of any lease/Licensed properties.
- LND_143 Redressal of lease query.
- LND_144 Miscellaneous MIS reports related to Lease/Licensed properties.
- LND_145 Shall have integration with Receivable management and without-standings triggered automatically by the system and recovery letters automated.
- LND_146 Management of Lease / Licensed properties.
- LND_147 Generation of Rental bills on annual / term basis.
- LND_148 Shall be able to generate Term-based Demand collection Register.
- LND_149 Shall be able to generate Arrear Register.
- LND_150 Shall be able to generate Defaulter Notices.
- LND_151 Post accounting entries for billing and receipt from the customers.
- LND_152 Shall be able to generate various MIS reports related to Lease / Licensed properties.
- LND_153 Accounting for TDS related to properties rentals.

Land Disposal Department (plots, shops and licence properties): Reasons of visitors and their solutions

(a) To apply for possession and to collect the Formats of possession letter if not received

As-Is Activity

The public / allottees come to Vikas Sadan for the following: -

1. To know the requirements of documents for possession of plot though these are clearly spelled out in brochures and are available on website.
2. To prepare the documents from document writers in front of Vikas Sadan.
3. To apply/ submit the request for possession on DDA Counter in Vikas Sadan
4. To find the status of request and to pursue it.
5. To collect the possession letter in case it is 1. received undelivered

To-be Solution

1. The public shall be able to know the requirements online, through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes.
2. Online standard formats will be available with the help of which public will be able to prepare documents themselves. Also they can avail the services from document writers throughout Delhi.
3. One will be able to apply online for the possession letter.
4. Through request ID/reference no. one will be able to track the status from anywhere online.
5. Prior intimation will be sent through SMS and email while dispatching the possession letter and also the same will be available online in the downloadable form.

(b) To submit the proof of possession and to apply for lease deed

As-Is Activity

- Presently proof of possession is submitted at Vikas Sadan with a covering letter.
- The request for issuing lease deed papers is also submitted at Vikas Sadan.
- The blank lease deed papers are sent to the applicant by post for stamping and stamped lease deed papers are received at Vikas Sadan.
- Lease deed papers are executed at Vikas Sadan.

To be Solution

- One will be able to submit the proof of possession online and engineer will also be able to submit the proof of possession online.
- The request for issuing blank CD papers will be made online or at nearest NSK.
- The lease deed papers after stamping will be received in nearest NSK
- Execution of lease deed papers will be done at nearest NSK
- Date of execution will be intimated to the applicant by SMS and email both.

(c) To know and pursue the inspection of properties related to the encroachments / misuse

As-Is Activity

- Presently if any encroachment/ misuse is reported then there is a provision of doing the inspection of the property to ensure whether encroachment/misuse is there or not.
- In case of encroachment on DDA land the encroachment is required to be removed before doing the freehold
- In case of encroachment/extension in the building the encroachment is reported to MCD for taking further action and freehold/conversion is allowed
- In case of misuse by the applicant/ occupant the conversion is not allowed unless the misuse is stopped and the misuse charges are paid by the applicant.
- In case misuse is not stopped demolition can also be carried out by DDA.

To be Solution

- Online intimation of date of inspection will be sent to the applicant when it is decided that inspection is to be carried out.
- Public will be able to make request for inspection online in the service access portal for the convenience of both the parties i.e. DDA officials and the applicant.
- Inspection report will be submitted by the engineer online.
- Inspection report will be visible to the applicant online

(d) Sanction of building plan

As-Is Activity

- Public comes to Vikas Sadan to know the requirement of documents and how to apply for sanction of building plan
- Building plan gets prepared from an architect and at is submitted for sanction with the required documents at DDA Vikas Sadan counters.
- At present there is no way to track the application and action taken on the same.
- Deficiencies in the building plan and documents are intimated by letters through post.
- Responses to deficiencies are submitted at Vikas Sadan by the public.
- Sanctioned building plans are sent to the applicant by post.

To be Solution

- All the brochures/instructions and guidelines/required documents will be made available online in the service access portal.
- Public will be able to apply for sanction of building plan online. A reference no will be generated for further tracking of status. Physically public will be able to submit the building plans at the nearest NSK and in this case also a reference no. will be provided to applicant for further tracking of status.
- Deficiencies will be conveyed online through SMS/ Email.
- Response to deficiencies will be submitted by the public online and also at nearest NSK.
- Sanction letter and sanction building plan will be sent by post as well as email.

(e) Request for issuance of completion certificate

As-Is Activity

- The applicant at present makes a written request at DDA counter to inspect the construction of building and to issue the completion certificate
- Engineer of DDA visits the site at where building is being constructed/ has been constructed and checks whether building has been constructed as per the sanctioned building plan.
- In case some deviation is found in the building, it is reported to the applicant by post and penalty if any is also intimated.
- In case everything is ok as per the sanctioned building plan, then the engineer recommends for issuing the completion certificate which is issued by deputy director building and is sent by post to the applicant.

To be Solution

- Instruction and guidelines to apply For completion certificate will be made available online on service access portal.
- Applicant will be able to apply for completion certificate online and with the help of the reference no. he will be able to track the status
- Date of inspection/visit will be fixed by the engineer online and the same will be intimated to the applicant by SMS/email.
- Inspection report will be submitted online by the engineer through laptop /mobile from the site.
- Any correspondence to be made with the Applicant regarding intimation of deviation or any deficiency in the documents etc., shall be communicated online through SMS, email and can be seen from anywhere with the help of reference no.
- Completion certificate shall be issued online.

(f) Lease hold to free hold conversion

AS-IS Activity

- To enquire about the requirement of documents and about the process to apply
- To collect the application brochure of conversion and to know the exact amount of conversion charge to be paid.
- To prepare the documents from document writers in front of Vikas Sadan for applying for conversion.
- To deposit the conversion charges in bank in Vikas Sadan
- To apply/submit the application for conversion.
- To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered.
- To submit the deficiency documents.
- To collect the Conveyance Deed (CD) papers, in case these are not received at home/ returned undelivered.
- To submit CD papers after stamping and to request for the date of execution.
- To execute the CD papers the applicant comes with two witnesses

To-Be Solution

Every activity of conversion shall be made online as under: -

- All standard formats of required documents, application brochures shall be made online. These will be downloadable from anywhere like individual computers at home or offices, at cyber cafes, at RWA offices etc. and these will also be available at NSKs.
- For those who cannot prepare the documents themselves, for their ease and convenience the Document writers shall be impanelled all over Delhi.
- Pending dues of each property etc. shall be made available Online which will be visible and downloadable from anywhere through individual computers, NSKs, registered cyber cafes, information kiosks, RWA offices document writers' offices etc.

- Public will be able to apply for conversion online even without taking any brochure/ application form for the same.
- Public will be able to do submit physical of conversion if they desire to apply physically at Nagrik Suvidha Kendra and through mobile vans.
- Every stage of the application shall be intimated through SMS, EMAIL etc.
- Deficiency submissions shall be made online and on Nagrik Suvidha Kendras and mobile vans.
- Conveyance deed shall be executed at nearest NSK, or at mobile vans and in any RWA offices etc.

(g) Applying for change of address, change of name and mutation, inclusion and deletion of name etc.

AS-IS Activity

- To enquire about the requirement of documents and the process to apply
- To prepare the documents from document writers in front of Vikas Sadan.
- To deposit the charges if any in bank in Vikas Sadan
- To apply/submit the application.
- To know the status of application and to know the deficiencies if any in case deficiency letter is not received at home/returned undelivered.
- To submit the deficiency documents.
- To collect the final letter in case it is not received at residence/returned undelivered.

To-Be Solution

- Guidelines and Requirement of documents for change of address, change of name, mutation, inclusion and deletion of name etc. will be made available ONLINE on DDA website and DDA Services access portal in easily downloadable form.
- Public will be able to apply online for all these activities from anywhere through Online Service Access Portal and automatic request ID/reference number will be generated and will be sent through SMS and email.
- Through Nagrik Suvidha Kendras (NSK) also public will be able to apply physically and automatic request ID/reference number will be generated and will be sent through SMS and email.
- Status of application can be seen from anywhere by request id/reference number.
- The deficiency will be conveyed online and deficiency documents will also be submitted by the applicants online.
- The final letter will be sent physically and by email. It will also be made available online for downloading. Automatic SMS/email will go when final letter will be issued.

(h) Collecting application brochure for any new plot allotment scheme

AS-IS Activity

- Presently Application brochures, booklets etc. are provided on counters in Vikas Sadan.
- Application brochures are however provided by designated banks as well in their branches.

To be solution

- Online Application Brochures will be available Online on DDA website and DDA Services access portal in easily downloadable form.
- Physical Application Brochures shall be disbursed through Nagrik Suvidha Kendras(NSK) and authorized Banks and registered RWAs and registered Cyber cafes only. At Vikas Sadan brochures shall not be made available for public.

(i) For checking allotment results

As-Is Activity

- Allotment result is made available online nowadays also but still the public comes to Vikas Sadan to check the results in the printed form on DDA's notice board.

To be Solution

- This visit of public to Vikas Sadan can be curtailed by making the allotment result available in NSKs and result can be sent by SMS and email to all applicants.
- Applicants can also check the allotment result online from any computer and information kiosks by filling his/her ID credentials such as Application number, AADHAR number or challan number etc.
- Through registered mobile number public can also check the allotment status through miss call.
- Through Interactive Voice Response (IVR) system also public can know the allotment result.

(j) To know the Due Payment, Ground Rent, Un Earned Increase (uei), Misuse Charges, Payments made and Penalty if any

As-Is Activity

- Presently allottees come to Vikas Sadan to know their due payment, ground rent, unearned increase (uei), misuse charges, payments made and penalty if any because these are not available online.

To be Solution

- All the payment details/due details will be available online. Exact amount and Due date for payment will be shown after submitting user credentials. Public can also get these details through computers of RWAs, information kiosks, cyber café etc.
- Anyone who is not satisfied with payment/ dues details will be able to lodge written request in the blank template/ window submitting the scanned proof of payments made earlier for reconciliation of accounts by DDA.

(k) TO APPLY FOR PENALTY RELIEF (IF ANY):-

As-Is Activity

- Allotment result is made available online nowadays also but still the public comes to Vikas Sadan to check the results in the printed form on DDA's notice board.

To be Solution

- All the required documents, instructions and guidelines to apply will be made available online.
- One will be able to apply online for availing penalty relief. A unique reference number will be generated in all the cases and will be sent to user's mobile number.
- Deficiencies if any in the application and pending dues will also be communicated online and through SMS and Email.
- He can also submit a hard copy of request letter at Nagrik Suvidha Kendra and mobile van.
- After successful submission, one can check his/her application status from anywhere by the reference number
- On getting the benefit of penalty relief, net payable dues shall be intimated by SMS, e-mail and downloadable online letter etc.

- One can pay his/ her dues online at home or at an authorized cyber café etc.

(l) To collect the letters which are returned undelivered somehow: -

As-Is Activity

- Presently there is no system of prior intimation while dispatching the letters and
- in case of non-delivery of letters these are received back in DDA and the public thus has no option at present but to roam here and there in DDA offices to track the undelivered letters to take them.

To be Solution

- Most of the letters and communication shall be made online and through downloadable online letters.
- In case of physical letters, the provision of prior intimation of delivery through SMS and email etc. shall be made with complete details of NSK from where they can collect the letters.
- All the undelivered letters will be kept at Nearest NSKs. No one will be entertained at Vikas Sadan.

(m) To enquire about the status of application

As-Is Activity

- Presently, the public can see the status of conversion applications only. For all other types of requests and applications this facility is not available.

To be Solution

- The General Public / allottees shall be able to see the status of all types of applications/requests as under :-
- Through a reference number/ request id from anywhere
- Through SMS and e-mail the status shall be intimated time to time to the applicants
- From NSK, Information Kiosk, cyber café and RWA offices

(n) To know the deficiency if any:-

As-Is Activity

- Presently the deficiencies are communicated to the public by post.
- Deficiencies are conveyed in piece meal
- There are inherent problems of delay in this process.
- Sometimes letters are misplaced which cause great inconvenience to public and DDA officials.
- Some letters are received undelivered due to one reason or another. Then the applicant/ allottee comes to collect undelivered letter of deficiency.
- In all such process the dates are very often crossed and the public then sometime face the penalty or interest etc., for delay.

To be Solution

- Applicant shall know the deficiencies in his application by simply entering the application number or request id etc. from anywhere
- One-time deficiency will be sent on E-Mail or SMS.

- There shall be no delay in delivery due to online communication and no chance of non - delivery
- In case, one doesn't know how to operate internet, they can go to NSK, Authorized cyber café, RWA Office etc. to get Printed Copy.

(o) To submit deficiency documents: -

As-Is Activity

- Presently, public has to come to Vikas Sadan to submit deficient documents at DDA counter though very limited facility is there to submit documents in case of online request of conversion.

To be Solution

- Applicant shall know the deficiencies in his application by simply entering the application number or request id etc. from anywhere
- One-time deficiency will be sent on E-Mail or SMS.
- There shall be no delay in delivery due to online communication and no chance of non – delivery
- In case, one doesn't know how to operate internet, they can go to NSK, Authorized cyber café, RWA Office etc. to get Printed Copy.

(p) Availability of Document Writers in Vikas Sadan (public come for preparing documents):-

As-Is Activity

- It is the general perception in the public that the document writers in front of Vikas Sadan prepare the correct documents.
- In fact the Document Writers of Vikas Sadan act as liaisoners as well. Thus this virtual monopoly of document writers at Vikas Sadan also act as the force behind gathering of applicants/public here

To be Solution

- A good number of document writers can be registered in all the areas in Delhi and rates can be fixed out for all the services provided by them.
- Document writers will be registered after depositing a fixed security amount, say Rs. 50,000.
- List of document writers will be available on DDA website/service access portal.
- No one will charge more than the fixed amount for documents.
- In case of any issue/complaint, applicant can raise query online or can send a letter to the concerned officer in Vikas Sadan.
- Once an application is registered, reference no. will be sent to applicant.

(q) For making payments and for intimating the same by submitting the proof of payment with covering letter:

As-Is Activity

- Presently, a large number of visitors come to Vikas Sadan to deposit dues in banks and to submit the proof of deposit.

To be Solution

- All payments shall be received online. No need of submitting proof of payment
- Backend automatic re-conciliation will be available.
- There will be no need to deposit payment proof. It shall be kept for future references only.

(r) For taking permission for lifts in buildings: -

As-Is Activity

- At present, public apply for seeking permission for lift at DDA counter in Vikas Sadan. Map/building plan required to be approved is submitted in hard copy.

To be Solution

- All instructions and guidelines along with required documents shall be available online on DDA's service access portal;
- Facility to apply online shall be available in portal;
- Status of application will be tracked online from anywhere by request ID / Reference no. Approval status will be available online.
- Status (Approved or Rejected) will be sent to mobile, E-mail and Hard copies will be sent to the address mentioned by Applicant.
- The approval letter shall be available in downloadable form online.

(s) Execution of conveyance deed: -

As-Is Activity

- Presently, execution of conveyance deed is done at Vikas Sadan only. For this, letters are sent by post to intimate the date of execution and the public comes all the way to Vikas Sadan, along with 2 witnesses to execute the CD.

To be Solution

- The intimation of date of execution will be made through SMS, email and online letters.
- Execution will be done at the nearest NSKs and in the RWA offices through mobile vans.

(t) For lodging complaints about encroachments and misuse etc., and to find out the status of the same:-

As-Is Activity

- Presently, public can lodge complaint through letters by post, at DDA Counter at Vikas Sadan and also through available online application. The provision of tracking the status and the action taken is not available.

To be Solution

- Physical complaints shall be received at nearest NSKs. A reference number will be provided for tracking the status.
- The existing available applications for lodging complaints shall be used/strengthened so that status of action taken can be communicated to the complainant and the status can be seen from anywhere with the help of reference number/ request ID.

(u) To know about permissible Addition and Alterations and to collect the application Formats and documents and apply for the same: -

As-Is Activity

- Presently application is made physically at DDA's counter at Vikas Sadan or through post to apply for permission/ sanction for addition and alteration in the plotted properties.
- There is no way to check the status of application and to track the action taken etc.
- Therefore, public has no option but to come repeatedly to Vikas Sadan to pursue their application.
- Also there is no mechanism to convey the deficiency online.
- Date of inspection or any other types of communication is done with the applicant through postal mechanism only as on date.

To be Solution

- All requirements of documents, instructions and guidelines in this regard shall be made available online on service access portal and information kiosks. Public will be able to get them from NSKs as well.
- Complete process of applying will be made online and with the help of reference no/ request ID one will be able to track the status from anywhere online.
- Public will be able to apply physically also in the nearest NSK and a reference no. /request ID shall be provided to track the status online or from Call Center through phone.
- Up to date status will be apprised to the applicant time to time through SMS /Email as well.
- Date of inspection shall be intimated through SMS/ email.

(v) To know about rules and terms and conditions and documents required to apply for seeking permission to use the dwelling unit for professional use by doctors, architects etc. and to apply for the same:-

As-Is Activity

- The rules and terms and conditions and required documents for this, are available on DDA's website.
- But Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan.
- At present there is no means to communicate anything online such as deficiencies.
- All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case. There is no means to see the status of application online.

To be Solution

- All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
- Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
- Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.

- Deficiencies and dues required if any will also be communicated online by email and SMS.
- Public will be able to submit the deficiencies online as well as at nearest NSK.

(w) To request and to pursue for registration of Societies for booking of sites:-

As-Is Activity

- The various societies are registered in DDA's land disposal department for booking of sites for which the required documents and terms and conditions are available on DDA's website.
- Public can apply by post or through submitting an application at DDA's counter at Vikas Sadan. At present there is no means to communicate anything online such as deficiencies. All these are communicated through a postal letter and public comes to Vikas Sadan for pursuing their case because there is no means to see the status of application online

To be Solution

- All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
- Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
- Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.
- Deficiencies and dues required if any will also be communicated online by email and SMS.
- 5. Public will be able to submit the deficiencies online as well as at nearest NSK.

(x) Restoration of cancelled plot:-

As-Is Activity

- The public / allottees come to Vikas Sadan and apply for restoration of a cancelled Plot by submitting a written request on DDA counter.
- To find the status of request submitted and to pursue it
- To collect the restoration letter in case it is received undelivered

To be Solution

- The public shall be able to know the requirements for restoration of plot Online and through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes
- One will be able to apply online for the Restoration
- Through request ID/reference no. one will be able to track the status from anywhere online.
- Prior intimation will be sent through SMS and email while dispatching the Restoration letter and also the same will be available online in the downloadable form.

(y) Restoration of cancelled lease of a plot:-

As-Is Activity

- The public / allottees come to Vikas Sadan and apply for restoration of a cancelled LEASE of Plot by submitting a written request on DDA counter.
- To find the status of request submitted and to pursue it
- To collect the restoration letter in case it is received undelivered

To be Solution

- All instructions and guidelines and required documents in this regard shall be made available on the service access portal online.
- Public will be able to apply online and automatic reference number/ Request ID shall be generated to see the status online from anywhere
- Public will be able to apply in nearest NSK also physically and there also a reference no./request ID shall be provided for tracking the status online.
- Deficiencies and dues required if any will also be communicated online by email and SMS.
- Public will be able to submit the deficiencies online as well as at nearest NSK.

(z) Restoration of cancelled conveyance deed of plot:-

As-Is Activity

- The public / allottees come to Vikas Sadan and apply for restoration of a cancelled Conveyance deed of a Plot by submitting a written request on DDA counter.
- To find the status of request submitted and to pursue it
- To collect the restoration letter in case it is received undelivered

To be Solution

- The public shall be able to know the requirements for restoration of plot online and through NSKs, Information Kiosks and RWA offices and Registered Cyber cafes
- One will be able to apply online for the Restoration
- Through request ID/reference no. one will be able to track the status from anywhere online.
- Prior intimation will be sent through SMS and email while dispatching the Restoration letter and also the same will be available online in the downloadable form

Finance/Accounts Department: -

To pursue the calculation of dues against any Property say flat, plot or shop Dues are: Cost of property, Interest, Penalty, Misuse charges, Un Earned Increase (UEI) etc.:-

As-Is Activity

- 1. At present, public visits accounts department to know their pending dues, penalty, misuse charges, UEI, Conversion Charges, Interest, Cost/instalment of property etc.
- 2. There is no provision of online receipt of request of public on these issues and also the public cannot find the status of the request made physically/ on counter in Vikas Sadan

To be Solution

- General formulas for calculation and brochures related to accounts will be made online.
- Prior calculation of net dues will be made and public will be able to see the pending dues online through their credentials.
- Public will be able to apply online for knowing their pending dues, UEI, penalty, misuse charges etc. and the applicant will be able to know the status online by a reference no./ request ID.
- Dues etc. will be intimated to the public online by SMS/email

5: Formats for Technical and Financial Proposal

Form 5 A

General Information of the firm

(To be submitted on Tenderer Company/Firm's letter head)
[Using the format below, provide information about your firm]

General Information Form

1. Name of the company/Firm of the Tenderer:
2. Legal status of the Company/Firm (Public Pvt. Ltd, etc):
3. Date of Incorporation (dd/mm/yyyy format):
4. ROC Reference No.
5. Details of Company Registration:
6. Details of Registration with appropriate authorities of GST etc.
7. Whether company/firm has a valid CMMI-3 (or higher) certification for software development along with ISO -9001-2015 certification:
8. Registered address, telephone, tele-fax in Delhi
.....
.....
.....
9. Contact person, Designation, Contact No., Mobile no. and Address including email ID
.....
.....
.....

We, [Name of the lead firm], confirm that we have minimum 25 Technically Qualified Human Resources in in Open Source Technology (including Software Estimation and Function Point Analysis) and at least 200 (two hundred) fulltime resources on our permanent payroll in India as on 1st April 2018

Signature of the Consultant/Authorized representative

Note: The following supporting documents are required to be submitted with this form:

- Certificate of Incorporation/Registration
- Valid CMMI-3 certification (or higher) for software development along with ISO 9001-2015 certification
- Power of Attorney for Signing of the RFP document (Annexure-20)

Form 5 B

Financials – Annual turnover
(To be submitted on Auditor’s letter head)

S.No.	Financial Year	Annual Turnover in INR (Crores)
1	2015-16	
2	2016-17	
3	2017-18	

Certificate from the Statutory Auditor

This is to certify that *[Name of the applicant]* has received the payments shown above against the respective years on account of professional fees received for ICT-related services - IT/ITES Business [ICT System Integration projects, ICT Systems Development projects, Digitisation and their Implementation Work]

Name of Authorized Signatory:

Designation:

Name of the firm:

(Signature of the Statutory Auditor)

Seal of the Firm

Form 5C

Bidder's Experience

(To be submitted on firm's letter head)

[Using the format below, provide information on each assignment for which your firm, and each Affiliate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an JV for carrying out consulting services similar to the ones requested under this assignment.]

Assignment Name and Project cost	Approx. value of the contract (in INR in Lacs/Crore):
Country: Location within country:	Duration of assignment (months):
Name of Client	Total No. of staff-months of the assignment:
Address	Approx. value of the services provided by your firm under the contract (in INR in Crore):
Start Date (Month/Year) Completion Date (Month/Year)	No. of professional staff-months provided by associated consultants
Name of Lead Partner	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Name of Associated Consultants, if any:	
Narrative description of the Project: (highlight project capital cost in the narration)	
Description of actual services provided by your staff within the assignment:	

Note: Project Datasheet will be considered for evaluation only if relevant work order/contract agreement and client certificate is submitted for the same.

Firm's Name:

Authorized Signature:

Note: For the purpose of evaluation of Bidders INR 60.0 (INR Sixty Only) per USD shall be considered as the applicable currency conversion rate. In case of any other currency the same shall first be converted to USD as on the date 60 (Sixty) days prior to the proposal due date and the amount so derived in USD shall be converted in to INR at the aforesaid rate. The conversion rate of such currency shall be the daily representative exchange rates published by the IMF for the relevant date.

Form 5D
Project Resources (Personnel) CV Format
(Please use separate forms for multiple CVs)

Name of the Resource	<<insert details>>
Proposed Position	<<insert details>>
Date of Birth	<<insert details>>
Qualification Details	<<insert details – year of pass, percentage details, graduated in, college name, place>>
Language known	<<insert details>>
No. of years of Experience (post qualification)	<<insert details>>
Project details	For each project <<insert details – Project name, client name, year, roles & responsibilities of the resource>>

Form 5E
Description of Approach, Methodology and Work Plan
(To be submitted on firm's letter head)

a) Technical Approach and Methodology:

In this chapter you should explain your understanding of the objectives of the assignment/job, approach to the assignment/job, understanding of the expected structure, design and outputs of the portal, methodology for carrying out the activities and obtaining the expected output. You should highlight the problems/project specific risks and their importance and explain the technical approach you would adopt to address them

b) Work Plan:(Refer to Annexure-3)

The consultant should propose and justify the main activities of the assignment/job, their content and duration, phasing and interrelations, milestones (including online intimation), and issuing of licenses at different stages of pooling. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of work and ability to translate them into a feasible working plan.

The work plan must also detail the plan for capacity building of DDA staff and proposed methodology for technical handover of the system to DDA.

c) Organization and staffing:

The bidders should propose and justify the structure and composition of ~~you~~the proposed team structure, separately for the development and O&M phases. You should list the main disciplines of the assignment, key personnel responsible and proposed support technical staff.

*Applicants may be required to make a presentation of their technical proposal as required by DDA.

Form 5F
Financial Proposal Format
(Bidders's official letterhead)

1. Our professional fee for providing procurement services to DDA under this assignment shall be as follows:

Component	Head	Financial bid (INR)
P1	Development Fee (C): on PER FUNCTION POINT BASIS	
P2	Security Audit Fee (S): on PER FUNCTION POINT BASIS	
P3	Annual O&M Fee (M) : on PER FUNCTION POINT PER YEAR BASIS	
	Financial Parameter F = C+S+M	

The detailed break up of costs of **Development (Table-1)** as given below.

Note:

- a. **All quotes shall be inclusive of all statutory taxes viz., GST and all taxes and duties applicable. In case of any statutory taxes/duties are levied after the award of work and during the period of contract, **then it shall be payable** by DDA. However all applicable deductions on account of taxes and duties etc shall be made by DDA.*
- b. Bidders are requested to quote in BoQ1. Also man-months rates for technical persons are to be given in BoQ2.
- c. *Any additional personnel required for managing the operations (as directed by DDA with due notice of 2 months) shall be provided at the same cost as indicated in this financial quote.*

Project Resources Deployment Plan (Table 1)

Work Flow Forms Digitalisation (Development Phase + warranty Phase)

Sr. No.	Form # Based on StRS given in Annexure-4	Assessed Function Points (FP) Software Size (f) in F.P	Man Months Development Phase	Man-months Warranty Phase	Man-months (Total)
1.	Form 1 : ..				
2.	Form 2: ..				
3.	Form 3: ..				
4.	Form 4: ..				
5.	Form 5: ..				
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36.				
Grand Total				
Average Manpower Rate (Rs.) per Month				
Total Cost					
Taxes					
Total Development Fee					

O&M Support (Complete Application)

Sr. No.	Manpower to be deployed	Period for which to bedeployed	Man-months	Cost per Man-month	O&M Cost

2. Our offer shall be valid up to 180 days from Date of Opening of Tender (Technical Proposal).
3. We understand that our fee will be paid in accordance the following milestones specified in clause 45 of the tender document.:

(Name and Designation of the Person signing)

(Signature with Seal)

Date.

Project Undertaking

(In the Bidder's Company/Firm Letterhead)

I, son/daughter of Sh. r/o working as in M/s do hereby solemnly affirm and declare as under :

- 1) That M/s have submitted a tender for “That M/s fulfills all the Pre-Qualification Eligibility Criteria mentioned in the Tender : **Selection of Agency for Development of Governance Applications : Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and InterNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation**”.
- 2) That M/s fulfills all the Pre-Qualification Eligibility Criteria mentioned in Tender Document **Pre-Qualification Bid – Compliance Sheet (Annexure-2)** which are as follows: -

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference &Page Number
1	Covering Letter for Technical Proposal and undertaking on total responsibility	As per Annexure-12 and Annexure- 13	Yes/No	
2	The responding firm / agency (a) should have made a payment of Tender Annual Charge, (b) should have submitted a EMD of amount., and (c) should have signed an MOU/Agreement in case of Consortium.	(a) DD/Online payment for Tender Annual Charge (b) The original Bank Guarantee for EMD must be furnished in the format prescribed in Annexure-14 (c) In case of Consortium of Members, the MoU/Agreement, on an appropriate Non-Judicial Stamp Paper, purchased by the Lead Partner/Member, between the Lead Partner/Member and his Consortium Member/Partner(s), as per the format given clearly depicting the roles and Responsibilities of each member(at Annexure – 15).	Yes/No	
3	Legal Entity: The Tenderer (d) should be registered legal entity in India, under the Indian Companies Act, 1956 / The Partnership Act 1932 / Limited Liability Partnership Act, 2008. (e) should have been in existence for at least five years as on 31 March 2018. (f) should be registered with the relevant Tax Authorities.	e) Certificate of Incorporation f) Registration Certificate g) Goods and Service Tax (GST) and other Taxes, if any, Registration h) Valid PAN, EPF and ESI Registration	Yes/No	
4	The Tenderer should be in the business of Development of- Governance Applications : Conversion of existing Intranet Applications, into Internet and InterNet Application, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project sub-components (viz., software design, RDBMS, development, deployment, installation, commissioning, and Operations & Maintenance) in India and should have executed / operationalised relevant projects in last 5 Years, as of 31st March 2018 (FY 17-18, FY 16-17, FY 15-16, FY 14-15, FY 13-14).	Annexure-16 - Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity	Yes/No	
5	The Tenderer shall not be banned/ debarred/blacklisted by any State or Central Government/any other	Individual self-certified letter by the designated official of the bidder per Annexure-17	Yes/No	

	Government institution/Local Bodies in India, as on the last date of submission of the Bid.			
6	<p>Net worth of Bidder Company must be Positive in last three years (Fy 2017-18, 2016-17 and Fy 2015-16) as per the audited Balance Sheet.</p> <p>For the purposes of this RFP, "Net Worth" mean the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited standalone balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation.</p>	Chartered Accountant Certificate by each member as per Annexure-18	Yes/No	
7	The Tenderer must possess valid ISO 9001:2015 or latest as on last date of bid submission.	Copy of Certification to be attached	Yes/No	
8	The Tenderer should have valid CMMi Level 3 or above, on the date of Bid submission.	Copy of Certification to be attached.	Yes/No	
9	The Tenderer shall furnish documentary proof of their technical capability to undertake job of application software development and digitization etc., in Client-Server, Web based environment, and Mobile Apps.	Copy of Certification/Proof to be attached.	Yes/No	
10	Empanelment Bidder having empanelled with any one State/Central Government Agencies/PSUs/Local Bodies, for e-Governance Projects (valid as on date of Bid submission)	Copy of Certification to be attached.	Yes/No	
11	Average Annual Turnover of the Tenderer - from ICT Services (Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (FY 17-18, FY 16-17 and FY 15-16) as per the last published balance sheets - shall be greater than or equal to INR 2.0 Crore (Rupees Two Crore only).	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from Statutory Auditor or Chartered Accountant; OR Copies of Work Orders with Annexure-19 OR In case the bidder submits an audited financial result, a copy of the "Limited Review report" of financial results, prepared by the statutory auditor of the firm shall also be submitted.	Yes/No	

12	<p>The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.)as System Integrator - Total Solution provider - Web Technology Based Application Software for Forms Digitalisation using Internet/Intranet : Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, RDBMS, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14): -</p> <p>(a) One Project of Value >= INR 4.0 Crore Or (b)Two Projects of Value each >= INR 2.5 Crore Or (c)Three Projects of value each >= INR 2.0 Crore.</p>	Completed Annexure 16 supported with Work Order and Proof of Go-live/ Successful Implementation	Yes/No	
13	Power of Attorney/ Letter of Authority executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this RFP.	Power of Attorney (Annexure-20)	Yes/No	
14	Local Presence – The Tenderer should have its own Service Support Centres in Delhi / NCR or to give an undertaking of opening a local service support Centre after Award of the Work/Contract.	Relevant Documents or Undertaking signed by the Authorized Signatory with List of office (s) and support Centres in Delhi /NCR	Yes/No	
15	<p>The Tenderer must have minimum 25 technically qualified human resources25 Technically Qualified Human Resources in Open Source Technology (including Software Estimation and Function Point Analysis) and at least at least 200 full time resources on our permanent pay roll in India as as on 31st March 2018 for this project.</p> <p>Appropriate Certifications are</p>	Relevant Documents or Undertaking signed by the Authorized Signatory	Yes/No	

	necessary for the top Ten Resources handling different Areas of Projects.			
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3) M/s accepts unconditionally all the terms & conditions of the tender document.

4) That I have been authorized by M/s to sign this undertaking.

(Please enclose the copy of the resolution of Board of Directors of the Company for the authorization.)

Deponent

Verification:

I, the above named deponent do hereby solemnly affirm and declare that my above statements are true and correct and nothing has been concealed there from.

Place:

Date:

Deponent

INDEMNITY BOND

THIS BOND is made on this day of, 2018 by M/s..... through Shri..... duly authorized representative of the (hereinafter referred to as which expression shall unless context requires different or another meaning, include its successors, administrators and assigns) in favour of the Delhi Development Authority, a body corporate constituted under Section 3 of Delhi Development Act, 1957 (hereinafter called “The Authority” which expression shall include its successors and assigns).

WHEREAS has entered into an agreement executed on, 2018 with the Authority (hereinafter referred to as “The said Agreement”) for the “Selection of Portal Development and Management Agency for DDA Land Pooling Policy (DDA-LPP)”

AND WHEREAS M/s..... has to indemnify the DDA against any loss or damage that DDA may sustain on account of any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA or on any account as aforesaid.

Now therefore, in consideration of the said Agreement, the executant..... hereby undertakes to indemnify DDA and shall always keep it indemnified against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against any claims made by its employees for any loss / damage payment etc during performance of his duty in DDA.

Now, therefore, in witness thereof the executant Company has set its hand through its authorized representative on the day, month and the year first mentioned herein above.

EXECUTANT

For M/s
Authorized representative
(of Bidder or Lead Member in case of
Consortium)

Witness:

- 1.
- 2.

General Instructions to bidder

1. The Dy. Director (Systems) on behalf of Delhi Development Authority invites online tenders from firm/ contractor of repute in two bid system for the following work:

S.No.	REFERENC	Name of Work & Location	Earnest Money	Last Date & time of submission of on-line tender	Time & date of Opening of Technical bid
1	2	3	4	5	6
1	F10(40)2017/Sys	Selection of Agency for Development of Governance Applications : Conversion of existing Intranet Applications in <u>Departments of Housing and Land Disposal of DDA</u> , into Internet and IntraNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation	Rs. 10,00,000	3:30 PM on 08.05.2019	3:30 PM on Intimated later

2. The tender document consisting of eligibility criteria, scope of work, and other details to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen from website <http://eprocure.gov.in/eprocure/app> or www.dda.org.in free of cost.

Intending agencies/tenderers need to register themselves on the E-Tendering Website <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating. The portal enrollment is free of cost. Bidders are advised to go through instructions provided at Annexure-X regarding '**Instructions for online Bid Submission**'. For any further clarification Contact on 24x7 Help Desk - Toll Free No. **1800 30702232** or send a mail over to – cppp-nic@nic.in.

If needed they can be imparted training on online tendering process as per details available on the website. The intending bidder must have valid class-II or class-III digital signature to submit the bid.

3. Bidders registered in Contractor's Registration Board(CRB) of DDA are required to pay the e-tendering annual charges as under :

S.No	Class of Contractor	Amount to be paid
------	---------------------	-------------------

		p.a.
1	Class-I	Rs. 20,000
2	Class-II	Rs. 16,000
3	Class-III	Rs. 14,000
4	Class-IV	Rs. 10,000
5	Class-V	Rs. 6,000

The bidders who are not registered in DDA and wish to bid in DDA tenders are required to pay annual charge of e-tendering of Rs. 20,000.

- 3 Proof of registration (if applicable) and the proof of payment i.e., RTGS/NEFT number and its scan copy is to be uploaded in the technical bid.
- 4 Bidders are to submit “**Integrity Pacts**” (Annexure-10) on Rs. 100 non-judicial stamp paper in two original copies.
- 5 Earnest money shall be deposited through RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan, I.N.A. Branch, New Delhi (IFSC Code CBIN0282695). The unique transaction reference of RTGS/NEFT shall have to be uploaded by the tenderer at Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) by the prescribed date. The Director (Systems) will get earnest money verified from Sr. A.O. Cash Main based on the unique transaction reference number against each RTGS/NEFT payment before the tenders are opened

Earnest money has to be deposited through transaction and the unique transaction reference of RTGS/NEFT against EMD shall be placed online at respective location before bid submission closing date & time.

Online tender documents submitted by intending bidders shall be opened only of those bidders, whose Earnest Money Deposit and other documents placed in the specified location are found in order.

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the “**Online Bidder Enrollment**” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id provided.
- 3) Bidder need to login to the site thro’ their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained through Help desk. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the ‘my tenders’ folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.

- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However of the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the EMD as applicable and enter details of the instruments.
- 19) The details of payments made through RTGS/NEFT should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1800 3070 2232 or send a mail over to cPPP-nic@nic.in.

INTEGRITY PACT

To

.....
.....
.....

Sub: RFP No. for the Work

Dear Sir,

It is here by declared that DDA is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender / bid documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the integrity Agreement on behalf of the DDA.

Yours faithfully

Director (Systems)

To,

Director (Systems),

.....,

.....

Sub: Submission of Tender for the Work of

Dear Sir,

I / We acknowledge that DDA is committed to follow the principles there of a enumerated in the integrity Agreement enclosed with the tender/bid document.

I / We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I / We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I / We will stand disqualified from the tendering process.

I / We acknowledge that **THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE** of this condition of the NIT.

I / We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by DDA I / We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article-1 to the enclosed Integrity Agreement.

I / We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, DDA shall have unqualified, absolute and unfettered right to disqualify the tenderer / bidder and reject the tender/bid is accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of DDA, in on Non-Judicial Stamp Paper (INR 100) purchased by Bidder/Lead Member in case of Consortium.

INTEGRITY AGREEMENT

This Integrity Agreement is made aton this Day of 20

BETWEEN

Chairman DDA represented through Director (Systems),

.....

(Name of Division)

DDA, (Hereinafter referred as the

(Address of Division)

‘Principal / Owner’, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....
.....

(Name and Address of the Individual / firm / Company)

through (Hereinafter referred to as the

(Details of duly authorized signatory)

“Bidder / Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal /Owner has floated the Tender (RFP No.

.....) (hereinafter referred to as “Tender / Bid”) and intends to award, under laid down organizational procedure, contract for

.....
(Name of Work)

Hereinafter referred to as the “Contract”.

AND WHEREAS the Principal / Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as integral part and parcel of the Tender / Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal / Owner

(1) The Principal / Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Principal / Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Principal / Owner will, during the Tender process, treat all Bidder(s) with equality and reason. The Principal / Owner will, in particular, before and during and Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.
- c) The Principal / Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biases nature.

(2) If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned of if there be a substantive suspicion in this regard, the Principal / Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: commitment of the Bidder(s) / Contractor(s)

(1) It is required that each Bidder / Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has

knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

(2) The Bidder(s) / Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in Tender process and during the Contract execution.

- a) The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal / Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage to any kind whatsoever during the Tender process or during the execution of the Contract.
- b) The Bidder(s) / Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
- c) The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC / PC Act. Further the Bidder(s) / Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the principal / Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The Bidder(s) / Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly Bidder(s) / Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents / representatives, if any. Either and Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participate in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent / parallel tender for the same item.
- e) The Bidder(s) / Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

(3) The Bidder(s) / Contractors(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(4) The Bidder(s) / Contractor(s) will not directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake / forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interest.

(5) The Bidder(s) / Contractors(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the principal / Owner under law or the Contract or its established policies and laid down procedures, the principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s) / Contractor(s) and the Bidder / Contractor accepts and undertakes to respect and uphold the Principal / Owner's absolute right:

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal / Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s) / Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal / Owner.
2. Forfeiture of EMD / Performance Guarantee / Security Deposit: If the Principal / Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated / determined the Contract or has accrued the right to terminate / determine the Contract according to Article 3(1), the Principal / Owner apart from exercising any legal rights that may have accrued to the Principal / Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder / contractor.
3. Criminal Liability: If the Principal / Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal / Owner has substantive suspicion in this regard, the Principal / Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State government or any other Central / State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings / holiday listing of the Bidder / Contractor as deemed fit by the Principal / Owner.
3. If the Bidder / Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal / Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders / Contractor / Subcontractors

1. The Bidder(s) / Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor

shall be responsible for any violation(s) of the principles laid down in this agreement / Pact by any of its Subcontractors/sub / vendors.

2. The Principal / Owner will enter into Pacts on identical terms as this one with all Bidders and contractors.
3. The Principal / Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions any stage of the Tender process.

Article 6 - Duration of the Pact

This pact begins when both the parties have legally signed it. It expires for the Contractor / Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged determined by the Competent Authority, DDA.

Article 7 – Other Provisions

- (1) This pact is subject to Indian Law, place of performance and jurisdiction is the Head Quarters of the Division of the Principal / Owner, who has floated the Tender.
- (2) Changes and supplements need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- (4) Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner / Principal in accordance with this Integrity Agreement / Pact or interpretation thereof shall not be subject to arbitration.

Article 8 - LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the parties agree that this Integrity Pact will have precedence over the Tender / Contract documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHERE OF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....

(For and on behalf of Bidder/Contractor [each Consortium Member, in case of Consortium])

.....

(For and on behalf of Principal/Owner)

WITNESSES:

1.

(Signature, name and address)

2.

(Signature, name and address)

Place:

Dated:

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head of the Bidder)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

Annexure 12: Covering Letter for Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the DDA, Delhi on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

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: _____

Location: _____ Date: _____

Annexure 13: Undertaking on Total Responsibility

No. Date:

To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for <*insert Name of the Systems Implementation assignment*> for the scope given in this RFP.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Annexure 14: Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<RFP Number> dated<Date> for <Name of the assignment> (hereinafter called "the Bid") to DDA, Delhi

Know all Men by these presents that we <> having our office at <Address> (hereinafter called "the Bank") are bound unto the DDA (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees<Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form;
or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document; or

(b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)

This Bank Guarantee shall be valid up to <insert date>

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Annexure-15 Role and Responsibility of Bidder

Sl.No	Bidder	Role	Responsibility
1.			
2.			
3.			

Annexure-16

Annexure-16 : Copies of Work Orders of relevant projects

Project #

Relevant project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Annexure-17 : Self certified certificate for not being blacklisted

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

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the **RFP for <Selection of Agency for Application Software for Forms Digitalisation using Workflow Engine: Design, Development and implementation, Tender No<xxx>>**.

Dear Sir,

We confirm that our company, _____ and the Consortium Members (if any), is /are not blacklisted as on date, in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

Annexure 18: Chartered Accountant Certificate for Net Worth*(To be submitted on the Letterhead of the responding agency)*

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Declaration of net worth in response to the **RFP for <Name of the Tender>, Tender No<xxx>>**

We have examined the books of accounts and other relevant records of M/s (Name of Company), Address, for the financial year 2017-2018, 2016-2017 and 2015-16. On the basis of such examination and according to information & explanation given to us, and to the best of our knowledge & belief, we hereby certify that the net worth of M/s Company name as at the end of financial year 2017-2018, 2016-2017, 2015-16 was as below.

Financial Year	Net Worth (Book Value in INR Lacs)
2017-2018	
2016-2017	
2015-2016	

Copy of summarized and audited balance sheets is attached for your reference.

Place:

Date:

Chartered Accountants Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

AGREEMENT

THIS AGREEMENT/CONTRACT is made on the day of2019 at.....India

BETWEEN

The <insert Purchasername> having its office at (hereinafter referred to as “**the Purchaser**”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the First Part.

AND

The Party <insert Agency name>, (hereinafter referred to as “**Agency**”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns having its registered office at of the Second Part.

WHEREAS

- (a) The Purchaser had invited the bids *vide* their tender no. <insert service details> Dated xx.xx.xxxx (hereinafter referred to as ‘Tender Document’) for “**Subject**-----”
- (b) The AGENCY had submitted its proposal dated xx/xx/201x (hereinafter referred to as the ‘Tender’) for the provision of such services (i.e.) in accordance with its proposal as set out in its Tender and in accordance with the terms and conditions of the Tender and the tender documents.
- (c) The Purchaser has agreed to appoint the AGENCY for the provision of <insert service title> such services and the AGENCY has agreed to provide <insert service title>, as are represented in the Tender, including the terms of this Agreement/Contract, the Annexure attached hereto and in accordance with the terms and conditions of the Tender, and in terms of the discussions, negotiations, clarifications in relation to the implementation of the Scope of Work.
- (d) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally.

NOW THIS AGREEMENT/CONTRACT WITNESSETH AS FOLLOWS:

- 1) In this Agreement/Contract words and expressions shall have the same meanings as are respectively assigned to them in the tender document vide no. <insert Tender Refence details> Dated<insert date>.
- 2) All the terms and conditions as mentioned in the tender document vide no. <insert Tender Refence details> Dated<insert date> are ipso facto applicable under this Agreement/Contract.
- 3) The following documents shall form part of this Agreement/Contract and be read and construed accordingly:-

a	Price Details	Annexure-A
b	Tender Document/Corrigendums	Annexure-B

- 4) In consideration of the payments to be made by the Purchaser to the Agency as hereinafter mentioned, the Agency hereby covenants with the Purchaser to provide *<insert service detail>*, in conformity in all respects with the provisions of this Agreement/Contract/Tender Documents.
- 5) The Purchaser hereby covenants to pay the Agency in consideration of the provision of *<insert service detail>* therein, the Agreement/Contract Price or such other sum as may become payable under the provisions of the Agreement/Contract/Tender Documents at the time and in the manner prescribed by the Agreement/Contract/Tender Documents.
- 6) The total value of the Contract shall not exceed ₹**XXXXXXXXXXXXXX/- (Rupees XXXXXXXXXXXXXXXXXXXXXXXX Only) (GST extra as applicable)**.
- 7) This agreement/contract shall be effective from **dd/mm/yyyy** (hereinafter “the said date” i.e. the date of signing of this Agreement/Contract and shall remain valid for a **period of** *<insert period details in terms of month or year>* **from the date of signing of this Agreement/Contract**.

IN WITNESS whereof the parties hereto have caused this Agreement/Contract/Tender Documents to be executed in accordance with tender document read with prevailing laws.

**Signed, Sealed and Delivered for & on behalf
of Agency**

**Signed, Sealed and Delivered for & on behalf of
Purchaser**

Signed :

Signed :

Name :

Name :

Date :

Date :

Place : New Delhi

Place : New Delhi

In the presence of:

In the presence of:

Signed :

Signed :

Name :

Name :

Date :

Date :

Place : New Delhi

Place : New Delhi

ANNEXURE – A :PRICE DETAILS

ANNEXURE – B: Tender Document/Corrigendums

Power of Attorney for signing Tender Document

Service level Agreements (SLAs)

1. Approach

Requests via email should be logged with the Onsite Support Engineer. No verbal communication shall be treated for any form of request. The Onsite Support Engineer shall align the manpower required for the reported issue. All requests logged by DDA, Users will be handled by Onsite Support Engineer. The primary mode of problem reporting is over E- mail. The Onsite Engineer prioritizes the request by type and severity in consultation with DDA.

2. Severity

Severity is determined by how much the user is restricted from performing their work. There are three grades of severity:

3 - Low - Issue prevents the user from performing a portion of their duties.

2 - Medium - Issue prevents the user from performing critical time sensitive functions

1 - High - Service or major portion of a service is unavailable

However, during the agreement finalization, the Purchaser and the selected bidder should agree to agency that finalizes the incident severity.

3. Assistance Incident Request Targets

S. No.	Severity	Response Time	Resolution Time
1	3 – Low	30 Minutes	3 Business Days
2	2- Low	30 Minutes	2 Business Days
3	1-High	30 Minutes	1 Business Day

4. Assistance Service Request Targets

S. No.	Response Time	Resolution Time
1	1 Day	5 Business Days

Server Uptime: 99.5%

Server Hardware Specifications

These items will be procured by DDA, based on the improved specifications given by the selected Bidder meeting the SLA criteria. During procurement, the selected bidder will provide handholding with DDA.

2 Processor Rack server with 512 GM RAM , 2 TB Harddisk with 5 Years support	Server Make & Model	
	Form Factor and size (RU)	Rack 2U
	Processor Make	Intel
	Maximum number of sockets available on chipset	2
	Number of core per processor	10
	Processor Configuration	Intel Xeon 2630 v4 (2.20 GHz/ 10 core/25 MB/85 Watt)
	Chipset compatible with CPU	Intel C621
	PCI slots (Express Gen 3.0)	4
	RAM Size	512 GB DDR4
	RAM upgradable up to	3072 GB
	DIMM Slots (Minimum)	24
	Hard Disk Drive Capacity	3 TB
	Type of Hard Disk Drive	SAS/ SSD
	RAID Type	5
	RAID Controller Cache	2048 MB
	RAID Controller Ports @ 12 Gbps	8
	Video Controller (Support VGA or above resolution)	Yes
	Bays (Minimum 2 internal or more hot plug)	4
	USB Ports (Version 2.0/3.0)	4
	Certifications, Compliance & Support by Windows, Red Hat or Novell	Yes
	Operating System : Windows Server 2012 R2 or higher / Linux or CentOS 7.5 (64-bit) or higher	1
	Network Card Supported	1G, 10G
	16 Gbps FC HBA Dual Port Card	1
	Redundant Power Supply	Yes
	Redundant Fan	Yes
	Total Number of Ports	6
	RoHS Compliance	Yes
	Maximum Power Consumption of the system	770 Watt
Power Supply	230 V +/-	

	Declare SPEC int_rate_base 2006, SPECfp_rate_2006 for processor.	1432 SPEC rating or higher
	On Site OEM Warranty	5 Years

Certified copies of Credentials and Certifications

Certified Copy of Empenelment with Government Agencies

Function Point Complexities (Functional size measurement)

Function Point Complexities (ISO/IEC 14143:2007 Information technology --
Software measurement -- Functional size measurement)

(DET – Data Element Type; RET – Record Element Type; FTR – File Type Element)

Internal Logical File (ILF)			
	1-19 DETs	20-50 DETs	51 or more DETs
1 RET	Low (7)	Low (7)	Average (10)
2-5 RETs	Low (7)	Average (10)	High (15)
6 or more RETs	Average (10)	High (15)	High (15)
External Interface File (EIF)			
	1-19 DETs	20-50 DETs	51 or more DETs
1 RET	Low (5)	Low (5)	Average (7)
2-5 RETs	Low (5)	Average (7)	High (10)
6 or more RETs	Average (7)	High (10)	High (10)
External Input (EI)			
	1 - 4 DETs	5 - 15 DETs	16 or more DETs
0 – 1 FTR	Low (3)	Low (3)	Average (4)
2 FTRs	Low (3)	Average (4)	High (6)
3 or more FTRs	Average (4)	High (6)	High (6)
External Output (EO)			
	1-5 DETs	6-19 DETs	20 or more DETs
0-1 FTR	Low (4)	Low (4)	Average (5)
2-3 FTRs	Low (4)	Average (5)	High (7)

4 or more FTRs	Average (5)	High (7)	High (7)
----------------	-------------	----------	----------

External Inquiry (EQ)			
	1-5 DETs	6-19 DETs	20 or more DETs
0-1 FTR	Low (3)	Low (3)	Average (4)
2-3 FTRs	Low (3)	Average (4)	High (6)
4 or more FTRs	Average (4)	High (6)	High (6)

DELHI DEVELOPMENT AUTHORITY

Dy. Director(Systems), on behalf of Delhi Development Authority, invites E-tender for **“Selection of Agency for Development of Governance Applications : Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and IntraNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation”** in three bid system from the specialized Agencies/Firms having experience 5 years & Average Annual Turnover more than **Rs. >= 2 Crores** during previous three years (cumulative) as of 31 March 2018.

Earnest Money **Rs. 10,00,000**

e-Tendering annual charges upto Rs.20,000/-

Scope of work as detailed in the tender document.

The tender document consisting of eligibility criteria, scope of work and other details along with other necessary documents are available at DDA's website <http://www.dda.org.in> and at CPP portal of NIC at URL <http://eprocure.gov.in/eprocure/app>.

Various important dates are as follows:

Release of this RFP (available on DDA website)	12.03.2019 at 3:30 PM
Deadline for submission of queries in this RFP online at 1. ddsqueries@dda.org.in mentioning your name, address, phone no, subject and query in clarity or call at 011- /24661470. (For queries w.r.t RFP Proposal)	03.04.2019
Pre-bid meeting at Conference Hall, Ground Floor, B-Block , Vikas Sadan, INA, New Delhi-110023.	03.04.2019 at 3:30 PM
Release of Response to clarifications (through issue of Corrigendum)	16.04.2019 at 3:30 PM
Bid validity period	180 days from date of opening of Technical bids
Last Date for submission of bids (3 bids-pre-qualification, technical and commercial)	08.05.2019 by 3.30 PM
Opening of Pre-Qualification (PQ) Bid at the Conference hall of Pr. Commissioner (Coordn.), 1st Floor, 'D' Block, Vikas Sadan, INA, New Delhi-110023	09.05.2019 at 3.30 PM
Opening of Technical Bid and Financial Bid at the Conference hall of Pr. Commissioner (Coordn.), 1st Floor, 'B' Block, Vikas Sadan, INA, New Delhi-110023	Will be intimated later to shortlisted applicants

Please visit DDA's website at www.dda.org.in or dial 1800110332