



**CANTONMENT BOARD LANSDOWNE**  
**INVITATION OF E-TENDERS (DUAL BID SYSTEM)**

Electronic Bids from eligible ISO certified companies/agencies are invited by Cantonment Board, Lansdowne for design, development, implementation, data entry, hosting, training and maintenance of online tax system for collecting property tax online and digitize the full property tax module. The tender to be done on dual bid system i.e. **Technical Bid (Cover-1) and Financial Bid (Cover-2)**, Manual bids/offers will not be accepted. The interested companies/agencies may look up the website <http://eprocure.gov.in/cppp/> with id **2016\_DGDE\_158069\_1**.

No conditional tender will be accepted. The Board reserves the right to cancel or withdraw the tender, Board's decision in this regard will be final.

Sl. No.	Name of Work	Earnest Money in (Rs.)	Tender Form Fee (Rs.)
1.	Design, Development, implementation, hosting (for 02 years), data entry, training and maintenance of online tax system for collecting property tax online and digitize the full property tax module including SMS (at least 25000 SMS with 02 years of validity) and payment gateway integration with 02 years of warranty.	5,000.00	500/-

**CRITICAL DATES ARE AS UNDER**

1	Date of Publication	30/12/2016	10:00 AM
2	Online document download start date	30/12/2016	10:00 AM
3	Bid submission start date	30/12/2016	10:00 AM
4	Document Download end date	19/01/2017	11:00 AM
5	Bid submission end date	19/01/2017	11:00 AM
6	Technical bid opening date	20/01/2017	11:00 AM
7	Financial bid opening date	20/01/2017	15:00 PM

**Note :**

1. Tender application not accompanied requisite cost of tender will be treated as rejected.
2. Cover-2 (Financial Bid) will be opened only in respect of qualified and eligible companies/agencies who fulfill eligibility criteria according to their bid submitted in **Cover-1 (Technical Bid)**.
3. Uploading of bid does not constitute any guarantee for opening of Financial Bid (cover-2) of the tenderer.
4. For the submission of e-tender, the bidders are required to get themselves registered with eprocure.gov.in website along with class II/III digital signatures certificates issued by authorized CA under IT Act 2003.
5. Any change/modification in the Tender Inquiry / NIT will be intimated through official website only. Bidders are requested to visit the website regularly to keep themselves updated.

**Sdxxx/-**  
Chief Executive Officer  
Cantonment Board, Lansdowne

**CANTONMENT BOARD LANSDOWNE**  
**DETAILED E-TENDER NOTICE NO. 730/OTS/CBL/2016-17/1**

**BACKGROUND IN BRIEF:-** The Cantonment Board, Lansdowne is interested in engaging a company for Design, Development, implementation, hosting (for 02 years), data entry, training and maintenance of online tax system for collecting property tax online and digitize the full property tax module including SMS and payment gateway integration. The system also required to generate bills and all the reports as per requirements. SMS gateway and payment gateways shall also be incorporated in the system. SMS shall be atleast 25000 in number with 2 years of validity. Therefore, to execute the said work, E-Tenders are invited from the ISO certified companies/agencies.

- 1. Name of Works-** Design, Development, implementation, hosting (for 02 years), data entry, training and maintenance of online tax system for collecting property tax online and digitize the full property tax module including SMS (at least 25000 SMS with 02 years of validity) and payment gateway integration with 02 years of warranty.
- 2. Time Frame –** The said work shall be completed within 04 months from the date of order.
- 3. Cost of Tender Fee:** Tender fee (Non refundable) as prescribed in tender Notice should be deposited through RTGS/NEFT/ECS (Electronic Clearing System), Other Electronic means through a schedule bank to the following account:-

Account No.	IFSC Code	BANK	BRANCH	BRANCH ADDRESS
10949794104	SBIN0000589	STATE BANK OF INDIA	Lansdowne	SBI Lansdowne

Or in the form of Cantt 4-B/DD of any Scheduled Bank in favour of the Chief Executive Officer, Cantonment Board, Lansdowne payable at SBI Lansdowne **on or before the last date of document sale date**. A copy of receipt of the payment made or the scanned copy of DD/Cantt 4-B is to be uploaded along with the Technical Bid of Tender documents at the time of submission. **Non submission of Tender Purchase receipt shall be lead to disqualification.** However, in case of DD, the original DD should be reached to this office on or before Technical bid submission end date i.e **18-01-2017** at 5.00 P.M. by post/hand to this office.

- 4- Earnest Money Deposit:** The EMD should be deposited through RTGS/NEFT/ECS (Electronic Clearing System), Other Electronic means through a schedule bank to the following account:-

Account No.	IFSC Code	BANK	BRANCH	BRANCH ADDRESS
10949794104	SBIN0000589	STATE BANK OF INDIA	LANSDOWNE CANTONMENT	SBI Lansdowne

Or in the form of DD/FDR of any Scheduled Bank in favour of the Chief Executive Officer, Cantonment Board, Lansdowne payable at SBI Lansdowne **on or before the last date of Bid Submission date**. A copy of receipt of the payment made or the scanned copy of DD is to be uploaded along with the Technical Bid of Tender documents at the time of submission. **Non submission of EMD receipt shall be lead to disqualification.** However, in case of DD/FDR, the original DD/FDR should be reached to this office on or before technical bid submission end date i.e. **18-01-2017** at 5:00 PM by post/hand to this office.

- 5- Last date of online submission of Tender i.e. Bid submission end date is 19-01-2017 upto 11:00 AM** through E-Tender website portal at [www.eprocure.gov.in/cppp](http://www.eprocure.gov.in/cppp).

6- **Date, time of opening of Technical Bid and Financial Bid as per NIT.**

7- **TECHNICAL BID PRE-QUALIFICATION CONDITIONS (Documents to be uploaded in technical bid):**

- (i) ISO Certificate.
- (ii) Experience certificates (05 years) and work order of at least Rs. 20 Lakhs.
- (iii) Certificate of Service tax/VAT/TIN (atleast one of these).
- (iv) Copy of Permanent Account Number (PAN) card.
- (v) Address Proof of Bidder.
- (vi) All Copies should be self attested.
- (vii) Scanned copy of receipt of tender form fee (Rs. 500).
- (viii) Scanned copy of receipt of EMD (Rs. 5000).
- (ix) Proof of development team with atleast 05 developers.
- (x) Latest income tax return.
- (xi) Acceptance certificate on printed letter head to the effect that that bidder has read and understood the terms & conditions and will abide by the same.
- (xii) The scanned copy of declaration/undertaking on printed letter head stating the status of the Individual/Firm/Company etc. regarding Blacklisting etc. by any Govt., Semi-Govt. Departments or any Public Sector Undertaking for executing any work for which the firm is registered.
- (xiii) Annexure A (technical bid), Annexure – C (list of details of works done in last 02 years), Annexure –D (list of details of similar works done.), Annexure-E (Profile of professionals to be deputed)
- (xiv) Check list as Annexure 'B'.

8- **MANNER OF SUBMISSION OF E-TENDER AND ITS ACCOMPANIMENTS.**

The technical bid and the Financial bid of Tender shall be submitted online only as prescribed.

**A) Technical**

The following documents shall be submitted online on mentioned website portal at [www.eprocure.gov.in](http://www.eprocure.gov.in) on or before the submission date. It shall be the responsibility of the Agency to ascertain timely submission of this technical bid to the above web-site. The financial/price bid shall not be considered for opening if the submission of technical bid is not done properly.

Technical bid to be submitted online only. The Agency shall submit all the self attested copies of technical bid/ prequalification conditions and documents as below:-

- i. Receipt of Cost of Tender from & Earnest Money in the form specified in Clause - 3 & 4 of this notice.
- ii. All the documents as mentioned in the Technical bid/Pre-Qualification conditions above Clause No. 7.

**B) Financial bid/Price bid:-**

The financial bid/price bid shall be submitted online on aforesaid the specified website [www.eprocure.gov.in/cppp](http://www.eprocure.gov.in/cppp). The offer should be based on the above works and should be inclusive of all taxes, levies, duties and all other charges including travelling and any other expenses of the company/agency and other employees of the company/agency. This will also include all charges of SMS/Email/Payment gateways. The Cantonment Board, Lansdowne will not bear any expenses other than the rate quoted.

**C) Opening Officer:-**

**Technical bid:** Technical bid will be opened in the Office of the Cantonment Board, Lansdowne as mentioned above in the presence of Chief Executive Officer/tender committee and all present participants or their agent; even If any participant or their agent is absent the bid will be opened in stipulated time.

Technical bid will be opened online first to verify its contents as per requirement. If the various documents contained do not meet the requirements of the Cantonment Board Lansdowne, the company's financial bid will not be considered for further action.

**Financial bid:** This shall be opened after only if contents of Technical bid online pre qualification are found acceptable to the Cantonment Board, Lansdowne / Chief Executive Officer. Financial bid of only those tenderer who qualified in the technical bid, will be opened on the date and time declared in tender notice.

Cantonment Board Lansdowne is not responsible for any postal delay or delay due to link failure/internet problem etc. in respect of submission/receipt of any documents or in submission of e-bid. It is the responsibility of the Bidder to make sure that the required documents/ e-bid shall be submitted in time.

- 9- **REJECTION OF OFFER:** Cantonment Board Lansdowne/Chief Executive Officer reserves the right to reject any or all offers without assigning any reason thereof.
- 10- Technical bid and financial/price bid will be submitted concurrently, duly digitally signed in the website portal [www.eprocure.gov.in/cppp](http://www.eprocure.gov.in/cppp). The tender document may be downloaded from website & submission of technical bid / financial bid as per Tender time schedule.
- 11- Tenders are to be submitted online through the website stated above. All the documents uploaded by the Tender inviting Authority form an integral part of contract. Tenderers are required to upload all the tender documents alongwith the other documents, as asked for in the tender, through the above website within stipulated date and time as given in the Tender Notice. The tenderer shall carefully go through the documents and prepare the required documents, and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated location of Technical Bid. He needs to fill up the rates, downloaded for the work in the designated cell and upload the same in designated location of Financial bid. The documents uploaded must be virus scanned and digitally signed using the Digital Signature Certificate (DSC) by the authorized signatory. Necessary documents showing that the person signing is authorized may be uploaded too. Tenderers should specially take note of all the addendum / corrigendum related to the tender and upload the latest documents as part of tender.
- 12- After opening of the financial / price bid proposal the preliminary summary result containing interalia, names of contractors and the rate quoted by them will be uploaded. The Tender Inviting Authority will prepare the comparative statement for onward submission for its approval.

**13- RETURN OF EARNEST MONEY OF THE UNSUCCESSFUL TENDERS:**

For return of the Earnest Money of the unsuccessful tenders, he/she/they is/are to apply for the same to the Chief Executive Officer, Cantonment Board, Lansdowne giving reference to the work offline. Notice Inviting Tender (NIT) No., date of tender, amount, name of work and mode of Earnest Money deposited all in a complete form. The Earnest Money of all tenderers other than the lowest tenderer may be refunded, after acceptance of the rate in comparative statement. The application shall enclose the original copy of Receipt alongwith application.

**14- SCHEDULE OF DATES FOR E-TENDERING**

Sr. No.	Activity	Date & Time
1.	Publishing date	} As Per Tender Notice
2.	Document Download start date	
3.	Document Download end date	
4.	Bid submission start date	
5.	Bid submission end date	
6.	Technical bid opening date (Cover 1)	
7.	Financial bid opening date (Cover 2)	

**Sdxxx/-**  
Chief Executive Officer  
Cantonment Board Lansdowne

Tel : 01386-262214  
No. 730/OTS/CBL/2016-17  
Office of the Cantonment Board,  
Lansdowne-246155  
Date :

## 15. **\*Technical Requirements**

1. Login accounts shall be created for all tax payers i.e. approx 3000 Nos.
2. Anyone can see rate of taxes without login from home/index page.
3. News/Update shall be display on home/index page.
4. Tax payers shall be able to see details of property area, ARV, current and arrears (year wise and Head wise) including total taxes after login only.
5. User shall have the facility to choose head in which he/she wants to pay the tax.
6. Demand bill will be paid with Debit card/Credit card/Net banking/Challan after login only with the help of secure payment gateway.
7. SMS and email shall be sent to tax payer on successful payment.
8. SMS and email shall also be sent to tax payer on payment failure.
9. Receipt shall be generated on successful payment and has facility to take print out later also. The system should keep track of all transactions.
10. Administrator shall be able to generate bills in word/pdf format.
11. At the time of bill generation the system should ask for interest should be imposed or not.
12. Administrator shall have the right to send tax due SMS.
13. Administrator shall have the right to generate demand notice and information of the same shall be sent on SMS/email and also be display in the notice section after login by the tax payer. Demand notice shall have the details of bill, demand notice charges and instructions to deposit the bill within due time.
14. Administrator shall have the right to impose the interest, if bill is not deposited even after specified time in demand notice.
15. System should have the facility to search tax payer who has highest tax dues, highest no. of years in respect of arrear. Some cases may be selected for sending in Court on the basis of tax due years and amount. These cases must pay interest.
16. Generated bills shall have details of property, ARV, current bill, arrears, over paid bills in last year and balance bill to be paid.
17. The system shall have the facility of discount if taxes paid in advance or any waiver if taxes paid in given time duration.
18. The system shall have the facility to impose the penalty on late payment of bills either in percentage or fixed.
19. Administrator shall be able to view/edit/ any property, ARV, current and arrears after searching the property. Searching may be done by User Name, Owner Name, Tax payer Name, House No.,Mohalla, Road, Block/Ward No. etc.
20. Administrator shall have the right to add new property with its full detail.
21. All the data entry shall be done by Company/tenderer.
22. Complete work including development, payment/SMS gateway integration, hosting, data entry etc. (live the system on internet) is to be finished within 03 months from the date of receipt of order. If the said target is not achieved by the company/firm, Cantt Board Lansdowne will have the right to terminate the contract immediately and/or impose penalty as decided by the Chief Executive Officer or the security money deposited by the firm will be forfeited.

23. The online system must be connected with PoS machine installed at revenue section, i.e. the amount showing due online be paid through machine also at office.
24. **The company should deploy professionally qualified Engineer who should check/test full system before the same is go live on internet.**
25. **The contract have the validity of 12 months from the date of signing of the contract agreement.**
26. Training on the system shall be provided to Cantt Board staff in the premises of Cantonment Board Lansdowne.
27. At least 02 years support and maintenance including small changes in the software shall be provided by the Company/Firm.
28. The website/System shall be working 24x7, it shall not be down. If any bug/error/problem arises in the system, the same shall be fixed immediately.
29. The other extra features also be included in the system, suggested by the department which feel necessary at the time of final preparation of the system.

#### **16 \*Report:-**

Every report should have from date and to date fields.

1. Head wise collection (Like HT, CT, WT etc) in current/arrear and outstanding.
2. Ward wise collection in current/arrear and outstanding.
3. Head wise, year wise and ward wise collection in current/arrear and outstanding.
4. Head wise, year wise and ward wise demand.
5. Online collection, cash collection, Challan collection and DD/Cheque collection.
6. List of due tax payers in some order like ward wise, highest to lowest and colony wise (like Railway colony, Motikunj, Motikunj Ext., Mayur Vihar, Rajaram Patti)
7. Total ARV, demand, total collection and percentage of collection ward wise & Head wise.

#### **17\*Rules:-**

1. Rate of taxes are different in same/different wards, we need to set rules house wise.
2. Priority wise first arrears shall be cleared and then current demand shall be cleared. A priority setting shall also be maintained that first in which head (like HT, CT, WT etc), the tax should be deposited.

#### **18 Software Architecture Specifications:**

The details of complete software architecture to be followed are as follows:

- a. Software should follow Client-Server mode of operation.
- b. Software should comply with standard 3-tier software architecture
- c. Further desired Scalability and Expandability:
- d. Software should not depend on other proprietary software/OS/DBMS etc.

## **19 Deliverables:**

- e. Software
- f. User Manual
- g. On Site Training
- h. Software Warranty (2 Years)
- i. Complete data entry

\*These are only indicatives; other technical requirement/Reports/Rules may be included.

## **20 Other Guidelines**

The successful bidder shall be required to adhere strictly to the implementation schedule of each module, and shall also ensure that -

- Within 15 days of receipt of the purchase order, the successful bidder shall submit a SRS (Software Requirement Specification) report to Cantonment Board, Lansdowne
- After approval of the SRS, the successful bidder shall develop the application as per the time-lines and demonstrate the functionality to Cantonment Board, Lansdowne
- Upon successful demonstration and training, the successful bidder shall host the application on server as per requirement.
- The implementation of project shall be done within 4 months from the date of placement of order.
- During and after implementation of modules support person/s shall be deputed to support the staff of Cantonment Board, Lansdowne as per requirement. The support person shall to assist users in uses of the application software modules without any extra cost.
- The Data Entry in all the modules shall be the responsibility of the bidder. The successful bidder shall undertake training and provide continuous support to the Cantonment Board, Lansdowne. The successful bidder may be required to undertake periodic trainings so as to keep the Cantonment Board, Lansdowne officials or the new operators up to date, and also provide training on the changes made to the software, if any.
- The successful bidder shall enter into a contract with the Cantonment Board, Lansdowne for the Support, Updates and training etc.

## **21 Payment Terms**

1. No part payment will be made; full payment will be made after satisfactory development, implementation, data entry and training to Cantt Board staff for using the software etc.
2. The payment will be made only by Electronic mode or through NEFT/RTGS.



**22 Award of Contract**

Cantonment Board, Lansdowne has the right to accept any Bid or to reject any Bid or all Bids. Cantonment Board, Lansdowne reserves the right to cancel / annul the bidding process and reject all Bids at any time before the award of the Contract. Only the selection of Bidders and rest of the activities i.e. Agreement and execution of the work along with the Payments shall be done by Cantonment Board, Lansdowne

**23 Signing of Agreement**

An Agreement shall be executed between the Successful Bidder and Cantonment Board, Lansdowne. The Bidder and Cantonment Board, Lansdowne shall promptly sign the contract. Cantonment Board, Lansdowne shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

**24 Failure to Abide by the Contract**

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of Cantonment Board, Lansdowne and the security money deposited with Cantonment Board Lansdowne may forfeited.

**25 Updation in the Software/Application**

All the updates like revision in taxes, any news flash on home page, penalty rules etc must be done on urgent basis by the successful bidder.

**26 Time Frame**

The assignment of Design, Development, implementation, hosting, data entry, training of software to be completed within 04 months from the date of order.

**27 Warranty**

Warranty will cover any issue/bug in the software/application including maintenance. Any changes/updation/upgradation in the software/application as per requirement of Cantonment Board Lansdowne shall also be covered under warranty. Regular Scheduled backup, any updation in the software/application like any news flash on home page etc shall be covered under warranty. All these changes/updation shall be done by the company/agency without any payment.

**28 AMC**

AMC for each year shall be applicable after completion of two years of warranty. This will cover any issue/bug in the software/application including maintenance. Any changes/updation/upgradation in the software/application and training for the same due to revision in taxes, penalty etc shall also be covered under AMC. Regular Scheduled backup, any updation in the software/application like any news flash on home page etc shall be covered under AMC. All these changes/updation shall be done by the company/agency without any payment except AMC charge.

**29 Financial Bid**

Financial Bid shall includes all taxes, cost of design, development, implementation, hosting(02 years), traveling, boarding, lodging, training and third party payments for SMS & payment gateway etc,. Cantonment Board Lansdowne will not pay any amount except amount quoted in the financial bid by the bidder.

**30 Security Deposit**

A security deposit of Rs. 20,000 (Twenty Thousand Only) in the form of FDR pledged to Chief Executive officer, Cantonment Board Lansdowne shall be deposited with Cantonment Board Lansdowne till the end of warranty period of two years by the successful bidder.

**31 Termination of Contract**

- (a) Cantonment Board, Lansdowne will reserve the right to terminate the Contract in whole and also the security deposit will be forfeited in following conditions.
- If the Selected Bidder fails to perform any obligation(s) under the Contract.
  - If the Selected Bidder is in material breach of the representations and warranties contained in this Contract.
- (b) The decision of Chief Executive Officer, Cantonment Board, Lansdowne will be final and no objection will be entertained in this manner.
- (c) If the selected bidder/company fails to do the task as per requirement of Cantonment Board Lansdowne or the task as mentioned in warrant/AMC clause, the contract may be terminated and security deposit may be forfeited.

**Sdxxx/-**  
Chief Executive Officer,  
Cantt Board Lansdowne

**TECHNICAL BID**

Date.....

Please furnish the following information in this part so as to enable the panel to decide about the qualification of the Technical Bid. Necessary documents/certificates from the appropriate authority must be attached in support of the statement.

1. Name & Address of the Company.....

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2. Telephone No./Fax No./of Company:

Contact Person & Mob.....

Tel.....Fax No.....

PAN.....TIN.....VAT.....

Email.....Website.....

3. Earnest Money Details .....

5. Further details to be submitted as under:

(I) Description/Name of the bidder (including legal status, ownership etc.)

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(II) Details of works undertaken in last 02 years with brief description of each work is to be mentioned along with satisfactory execution certificate of the competent authority (Separate sheet may be enclosed as **Annexure 'C'** with tender for detailed information).

S. No.	Client Name, add and Contact details	Project Name	Amount	Brief Description of the Project	Remark

(III) Details of similar projects/works undertaken in past with brief description of each work is to be mentioned along with satisfactory execution certificate of the competent authority (Separate sheet may be enclosed as **Annexure ‘D’** with tender for detailed information).

S. No.	Client Name, add and Contact details	Project Name	Amount	Brief Description of the Project	Remark

(IV) Profile of professionals to be deputed for completing the work (Separate sheets may be enclosed as **Annexure ‘E’** with tender)

(V) Technologies/Languages/Tools to be used for developing the system (Front end & Back end)

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**Signature of Bidder  
(with seal)**

**Chief Executive Officer  
Cantt Board Lansdowne**

**CHECKLIST OF DOCUMENTS OF TECHNICAL BID**

<b>Sl. No</b>	<b>Item/Document</b>	<b>Description</b>	<b>Uploaded (Yes/No)</b>
1	ISO Certificate.		
2	Experience certificates (05 years) and work order of at least Rs. 20 Lakhs.		
3	Certificate of Service tax/VAT/TIN (atleast one of these).		
4	Copy of Permanent Account Number (PAN) card.		
5	Address Proof of Bidder.		
6	All Copies should be self attested.		
7	Scanned copy of receipt of cost of tender form.		
8	Scanned copy of receipt of EMD.		
9	Proof of development team with atleast 05 developers.		
10	Latest income tax return.		
11	Acceptance certificate on printed letter head		
12.	The scanned copy of declaration/undertaking on printed letter head		
13.	Annexure A, C, D and E		
14.	Check list.		

**Date:-****Signature of Tenderer**