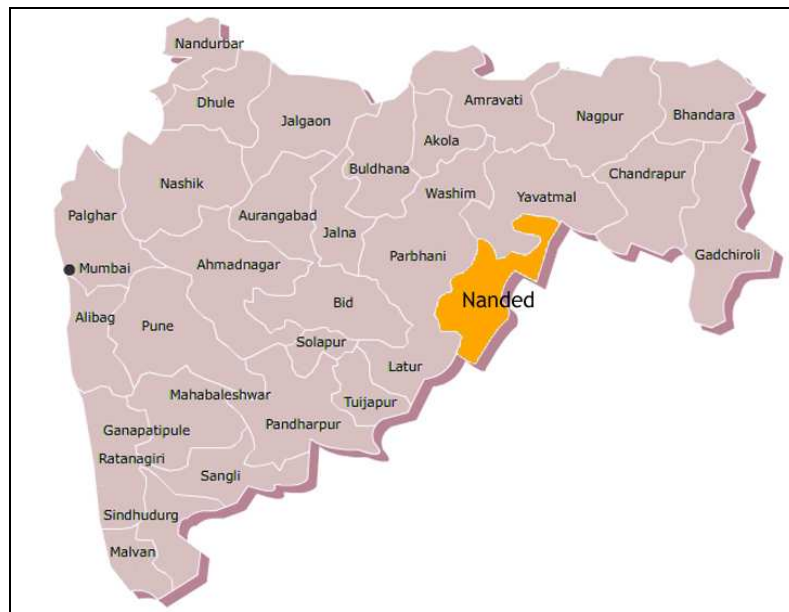


TENDER DOCUMENT
FOR THE SETTING UP OF

CITIZEN FACILITATION CENTERS (CFCs)

ON BOT BASIS

IN THE CITY OF NANDED-WAGHALA, MAHARASHTRA



Issued by

The Commissioner
Nanded Waghala City Municipal Corporation

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TENDER NOTICE

Tender Notice Nanded Waghala City Municipal Corporation (NWCMC), Nanded

NWCMC has embarked upon an ambitious project of setting up of Citizen Facilitation Centers (CFCs) (Single Window Service Delivery Channel for Municipal Services), for enabling the citizens and businesses in the City to avail all the municipal services at one place through a Public-Private-Partnership (PPP) Mode. Techno-commercial Proposals from reputed parties are invited for selecting the Implementation Agency for setting up 7 Citizen Facilitation Centers in NWCMC premises for a period of 5 years on a Build-Operate-Transfer (BOT) Basis.

| Sr. No. | Name of Work | Tender Fee (in Rs.) | EMD (in Rs.) | Last Date of Sale of Tender Document | Last Date of submission of Tenders | Pre-bid Meeting |
|---------|---|---------------------|--------------|--------------------------------------|------------------------------------|--------------------------------------|
| 1 | Setting up Citizen Facilitation Centers | 1,000/- | 50,000/- | 7th March, 2011; 01:00 PM | 8th March, 2011; 01:00 PM | 2 nd March 2011; 11:00 AM |

Interested companies can collect the Tender Document on all working days/timings, by paying the tender fee in the form of a DD / Banker's Cheque / Pay Order, favouring "The Commissioner, NWCMC", payable at Nanded, against an application printed on the company's letterhead, from the Office of the Systems Manager, 1st Floor, NWCMC Administrative Building, Stadium Complex, Nanded. Alternatively, Tender Document can also be downloaded from NWCMC's website at www.nwmcnanded.org. Tenders may be opened on the last date of submission.

Sd/-
The Commissioner, NWCMC

1. INTRODUCTION

Nanded Waghala City Municipal Corporation (NWCMC) was established on 26th March 1997, by merging Nanded Municipal Council and adjoining Waghala Municipal Council. NWCMC is constituted under the provisions of Bombay Provincial Municipal Corporations Act, 1949 and is also governed by the provisions of the 74th Constitutional Amendments Act 1992 (CAA). The total area under the NWCMC jurisdiction is 51.76 sq. km. Nanded city is divided into two parts – Old Nanded (20.62 sq. km) north of the Godavari river (on the left bank) and New Nanded (31.14 sq. km) comprising Waghala and six other newly merged villages and CIDCO area, south of the Godavari river (on the right bank).

Nanded has a population of 4.1 lakhs and is the second largest city in the Marathwada region of Maharashtra state. It was in Nanded that Shri Guru Gobind Singh consecrated the Holy Granth Sahib. This makes Nanded a city of strategic importance. Most of the functions carried out by NWCMC are citizen centric - some of these functions are tourist oriented too as the city witnesses a huge inflow of tourists.

There are 6 Zonal offices and 1 administrative office, under NWCMC through which various services are rendered to the citizens. NWCMC employs about 2,200 regular staff.

1.1. EGOVERNANCE INITIATIVE

Under the e-governance scheme of JNNURM, NWCMC has undertaken an initiative for the entire Corporation including all inter-departmental activities and all citizen interfaces.

The following software modules are currently being implemented through MAINet at NWCMC:

- Property Tax
- Water Billing
- Trade & Market Licenses
- Accounts
- Birth & Death
- Portal
- CFC
- Town Planning
- Citizen Grievances

Apart from these, NWCMC is in the process of designing an integrated eGovernance application covering the following additional modules.

- Solid Waste Management
- HR Management
- Welfare Schemes Management
- Vehicles Management

- Stores/Materials Management
- Asset Management
- Health Facility Management

The main objectives of the computerization programme is to ensure seamless integration of all departmental activities as well as to provide better facilities for citizen interface through online transactions / CFCs.

1.2. ESTABLISHMENT OF CFCS

As a part of the eGovernance initiative at NWCMC, Citizen Facilitation Centers (CFCs) will be set up with the objective of becoming convenient point of interaction between Tourists /Citizens and NWCMC. CFCs will be located at all important locations across the city with a provision for connectivity to other establishment for providing more and more contents on CFC and shall be divided in two categories:

- **CFCs at Zonal Offices**
 - NWCMC area has been divided in 6 Zones. It is proposed that one CFC be established at each of the Zonal Office. Each of these CFCs is proposed to have a chamber for NWCMC Officer-in-Charge, a Help Desk & as many counters as required.
 - The zonal offices are based in the following areas:
 - Ganesh Nagar
 - Workshop Corner
 - Wazirabad
 - Itwara
 - Taroda
 - CIDCO
- **CFC at Administrative Office**
 - Apart from the above 6 CFCs, an additional CFC is proposed at the Administrative office (New Building) at Vazirabad. This CFC is proposed to have a chamber for NWCMC Officer-in-Charge, a Help Desk & as many counters as required.

The CFCs are intended to provide easy access to citizens for municipal services such as B&D certificates, Trade Licenses, through active collaboration with respective departments. The CFCs are expected to improve the operational efficiency and provide a pleasant environment for visiting citizens.

The CFCs are to be established on a BOT basis under the model of Public Private Partnership. Whereas the space for the CFC, along with the required furniture, will be offered free of cost by NWCMC to the CFC operator for the period of the contract, the initial investment in terms of the IT & other equipment will be the responsibility of the CFC operator. The entire operational costs (except electricity & broadband connectivity charges – which shall be paid for by NWCMC) required for successful operation of the CFC will be the responsibility of the CFC operator.

CFC operators will charge a fixed, basic fee for the delivery of various municipal services to the citizen (as per Annexure 2). To ensure operational feasibility, they will also be permitted to offer non-municipal, private services as per their desired rates to the citizens. Such services have been identified in Annexure 3. The CFCs will remain open for longer hours during the day as well as on holidays to facilitate the citizen to avail of the services offered.

The following Citizen Services shall be available at each CFC:

- Help Desk
- Application Forms
- Scrutiny of applications for various citizen services
- Entire Case Preparation
- Application Submission for some citizen services
- Application Status
- Enquiry
- Payment facilities

Whether it is payment of taxes, application for a new water connection, application for birth / death certificate, application for any other service or simply registration of any civic complaint, CFCs shall become a single touch point for all the citizens to interact with NWCMC.

1.3. SCOPE OF SERVICES

The scope of services for the CFC Implementation Agency shall be as follows:

1. To build IT infrastructure, Computer Hardware, Software & peripherals, Air-conditioning Equipments etc at the sites identified & provided by NWCMC as per the quantities & specifications provided in this document.
2. To operate the CFCs for a period of 5 years, including paying for all the operational expenses (except electricity & broadband connectivity charges).
3. To provide various municipal services, listed in Annexure 2, to the citizens in an efficient & transparent manner as per the service level benchmarks identified by NWCMC at the NWCMC-prescribed charges.
4. To identify, get approved from NWCMC & provide other private, commercial or governmental services (suggestive list provided in Annexure 3) to citizens & businesses so as to increase its revenue thereby reducing the financial burden of NWCMC in providing revenue support to it.
5. To provide various reports to NWCMC on a regular basis as well as on-demand basis.
6. Take full responsibility, including financial, of CFC operations.

1.4 MANDATORY BIDDER QUALIFICATION

1. The annual turnover (from IT Enabled Services) of the Company shall be at least Rs. 10 Lakhs for each of the last three financial years (2009-2010, 2008-2009 and 2007-2008).
2. The bidder shall have experience in implementing Information Technology Projects of comparable size in the area of I.T-enabled customer services.

2. GENERAL REQUIREMENTS AND INFORMATION

2.1 SCHEDULE OF EVENTS

| Important Events | Schedule |
|--|--------------------------|
| Last Date of Sale of Tender Documents | March 07, 2011; 01:00 pm |
| Pre-bid Meeting | March 02, 2011; 11:00 am |
| Last Date of Tender Submission | March 08, 2011; 01:00 pm |
| Possible Date of Tender (Technical Bids) Opening | March 08, 2011; 02:00 pm |

2.2 PROPOSAL SUBMITTAL

1. Bidders shall respond to this RFP with a Technical Proposal and a Cost Proposal. No pricing information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts in the Technical Proposal shall make the proposal non-responsive.
2. One (1) Technical Proposal shall be submitted to NWCMC in a sealed package and be clearly marked: "Technical Proposal for the CFC Project; submitted by *(Name of the Bidder Company)*".
3. One (1) Cost Proposal shall be submitted to NWCMC as separate, sealed packages and clearly marked: "Cost Proposal for the CFC Project submitted by *(Name of the Bidder Company)*".
4. The separately sealed proposals, marked as above, are required to be enclosed in another container. The Earnest Money Deposit & the Tender Fee (in case the Tender Document is downloaded from NWCMC website) in the form of a Demand Draft / Pay Order/ Banker's Cheque (amount specified in the Tender Notice) drawn in favor of "The Commissioner, NWCMC" is required to be enclosed in the outermost container. The outermost container must be sealed & must fully describe the contents of the package and must be clearly marked: "Techno-commercial Proposal for the CFC Project" with complete return address of the bidder mentioned clearly.
5. All proposals must be submitted to NWCMC at the following address by the date and time identified as the Deadline for Submitting a Proposal in the RFP Schedule of Events.

*Office of the Dy. Municipal Commissioner (Reforms),
Ground Floor, NWCMC Administrative Building, Stadium Complex
Nanded*

2.3 PROPOSAL PREPARATION COSTS

NWCMC shall not pay any costs associated with the preparation, submittal, or presentation of any proposal.

2.4 RFP AMENDMENT AND CANCELLATION

NWCMC reserves the unilateral right to amend this RFP in writing at any time. NWCMC also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued it shall be provided to all vendors, whose intent to respond to this RFP is known. Bidders shall respond to the final written RFP and any exhibits, attachments, and amendments.

2.5 RIGHT OF REJECTION

1. NWCMC reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety.
2. Any proposal received which does not meet the requirements of this RFP may be considered to be non-responsive, and the proposal may be rejected. Bidders must comply with all of the terms of this RFP and all applicable Constitutional laws and regulations. NWCMC may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP.
3. NWCMC reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of NWCMC. Where NWCMC waives variances in proposals, such waiver does not modify the RFP requirements or excuse the Bidder from full compliance with the RFP. Notwithstanding any variance, NWCMC may hold any Bidder to strict compliance with the RFP.

2.6 TENDER OPENING

1. As far as possible, the tenders shall be opened on the last date of submission of tenders specified in the Schedule of Events. The outermost container shall be opened first. Upon the verification of the accompanying DD/PO towards the EMD & Tender Fee (in case the Tender Document is downloaded from NWCMC website), only the technical proposals of all the bidders shall be opened.
2. The commercial proposals of only those bidders whose product/solution meets the exact requirement of NWCMC shall be opened.
3. Only one authorized representative (possessing the duly signed Letter of Authority) of the bidder shall be allowed to remain present during the tender opening.

3. PROPOSAL FORMAT AND CONTENT

3.1 GENERAL PROPOSAL REQUIREMENTS

1. Bidders must follow all formats and address all portions of the RFP set forth herein providing all information requested. Bidders may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all of NWCMC's information requirements.
2. Bidders must respond to every subsection under the Technical Proposal and Cost Proposal sections below. Bidders must label each response to RFP requirements with the section and subsection numbers associated with the subject requirement in this RFP. Failure to follow the specified format, to label the responses correctly, or to address all of the subsections may, at NWCMC's sole discretion, result in the rejection of the Proposal. Proposals must not contain extraneous information. All information presented in a Proposal must be relevant in response to a requirement of this RFP, must be clearly labeled, and, if not incorporated into the body of the Proposal itself, must be referenced to and from the appropriate place within the body of the Proposal. Any information not meeting these criteria shall be deemed extraneous and shall in no way contribute to the evaluation process.
3. Proposals shall be prepared on standard 8 1/2" x 11" paper. Foldouts containing charts, spread sheets, and oversize exhibits are permissible. All responses, as well as any reference material presented, must be written in English. All monetary amounts must be detailed in Indian National Currency. All proposal pages must be numbered & sections appropriately cross-referenced in the Table of Contents. Wherever the amounts are mentioned, it is mandatory to include the same in words too.
4. Bidders shall divide their responses to this RFP into a Technical Proposal and a Cost Proposal and submit them in accordance with this RFP by the Deadline for Submitting a Proposal in the RFP Schedule of Events. Cost Proposal and pricing information shall not be included in the Technical Proposal. Inclusion of Cost Proposal amounts in the Technical Proposal shall make the proposal non-responsive and the proposal shall be rejected.
5. Every page of the commercial proposal & technical proposal shall be signed.
6. Bidders shall provide a detailed table of contents and a compliance chart for their proposals with correct references to the page numbers.

3.2 TECHNICAL PROPOSAL

1. The technical proposal must contain following documents in support of the pre-qualification criteria.
 - a. Audited Balance Sheets/P&L Accounts for the last three financial years.
 - b. Service Tax and Income Tax Clearance Certificates (or copies of returns filed) up to March 2010.
 - c. Certificate of Incorporation or Partnership Deed
 - d. Copies of Work Orders/Completion Certificates for project similar in nature.
2. The technical proposal should address the following at the minimum:
 - a. Overview of the Proposed Solution that meets the requirements specified in the RFP
 - b. Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities & detailed technical specifications (Please mention Makes & Models)
3. A specific description of the prior experience and expertise of the resources in the organization that enable the organization to provide a scalable, robust, and industry-standards based support services;
4. Resumes of manager(s) responsible for the management of this project, highlighting pertinent experience.
5. Resumes of bidder and/or sub-contracted personnel who would be directly assigned to provide services pertaining to this contract and the specific function each individual would perform;
6. The technical proposal shall also provide copies of the process certifications, completion certificates, awards, references etc that shall improve the bidders' overall technical score against each of the parameters mentioned in this document.
7. A copy of the tender document with bidders' signature on each page shall be contained in the technical proposal as a token of acceptance of all the terms mentioned in it.

3.3 COST PROPOSAL

1. The Cost Proposal shall be submitted to NWCMC in a separate, sealed packet.
2. The Cost Proposal shall specifically record the percentage revenue share proposed to be given to NWCMC during the contract period.
3. It shall be the responsibility of the CFC Operator to pay taxes, duties & statutory payments incident upon the operator. The revenue share proposed to be given back to NWCMC shall be calculated on gross revenue generated by CFC operations for all the municipal services.

4. The CFC Operator shall be required to share 50% of the revenue generated from advertisements & promotions undertaken through the CFCs.
5. The format of the cost proposal shall be as per Annexure I.
6. The Bidder must sign and date the Cost Proposal.

4. EVALUATION AND CONTRACTOR SELECTION

4.1 EVALUATION CRITERIA

NWCMC will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this RFP submitted by the proposal due date and time specified in this document.

Only those proposals will be evaluated which contain the EMD and other mandatory bid requirements.

50% weightage shall be given to the technical qualifications & 50 % for the commercial bid. The price bids of the bidders who have scored more than 60% points (30 points) shall only be opened for further evaluation. The technical evaluation criteria shall include, but not limited to, the bidder's financial strength, level of relevant experience, technical qualifications of the proposed team, quality certifications (e.g.ISO) & local service presence.

4.2 PROPOSAL EVALUATION PROCESS

1. The evaluation process is designed to award the contract to the Bidder with the best combination of attributes based upon the evaluation criteria. Therefore, proposals are evaluated against the evaluation criteria in this RFP. The commercial bids of the qualifying bidders shall only be opened for the final comparison & selection of the contractor.
2. The Tender Evaluation Committee (TEC) headed by the Municipal Commissioner shall manage the proposal evaluation process and maintain proposal evaluation records.
3. All proposals shall be reviewed by the TEC to determine compliance with basic proposal requirements as specified in this RFP. If the TEC determines that a proposal may be missing one or more such requirements, the TEC shall review the proposal to determine:
 - a) if it meets requirements for further evaluation;
 - b) if NWCMC shall request clarification(s) or correction(s); or
 - c) if NWCMC shall determine the proposal non-responsive and reject it.
4. NWCMC reserves the right, at its sole discretion, to request clarifications of technical proposals or to conduct discussions for the purpose of clarification with any or all Bidders. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by NWCMC and, if held, shall be after initial evaluation of Technical Proposals. If

clarifications are made as a result of such discussion, the Bidder shall put such clarifications in writing.

5. NWCMC may request:
 - a) An interview and/or open forum meeting with the technical teams of the Bidders.
 - b) A visit to the reference sites.
 - c) A reference checking meeting with the clients provided by the Bidder.
 - d) A visit to the office/facilities of the bidder.
6. NWCMC reserves the right to make changes in the contract period OR to cancel the procurement of any of the items specified in this Tender Document OR to divide the order to more than one vendor.

4.3 STANDARD CONTRACT TERMS

1. SERVICE DELIVERY PERIOD

The contract period shall be 5 years from the date of issue of the work order. The selected operator shall be required to commission/start all the CFCs within 45 days from the date of issue of the work order, failing which, NWCMC shall, without prejudice to its other remedies under the contract, deduct Rs. 5000/- per CFC per week as liquidated damages.

2. SLA

The contract shall be governed by a strict SLA. The guaranteed system uptime shall be more than 90%. The necessary inventory, resident engineers, replacements & online support mechanisms etc must therefore be factored/considered by the bidders. The SLA terms shall be mutually decided & finalised after the contract award.

3. Performance Bank Guarantee

The firm to whom the work would be granted shall be required to submit a Performance Security in the form of a Bank Guarantee of an amount of Rs. 20,000/- per CFC with NWCMC. The Bank Guarantee should be in favour of "The Commissioner, NWCMC" and should remain valid at least for a period of sixty days beyond the date of expiry of the contractual period. The vendor shall be required to submit the Performance Guarantee at the commencement of the contract. The contract shall not be valid unless the Performance Guarantee is submitted.

5. TECHNICAL / SPECIAL REQUIREMENTS

1. The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period.
2. The vendor shall provide the entire IT infrastructure with the specifications mentioned in this document or better. The NWCMC pre-approval is required before ordering the material.
3. All the equipment shall be insured by the vendor for the contract period. The insurance, at a minimal, should cover theft, floods & fire.
4. The vendor shall seek NWCMC approval before starting any non-municipal service delivery at the CFCs.
5. The CFC Operator shall charge for the municipal services as per the rates fixed by NWCMC for each of the service delivery. No extra payments in any form shall be allowed to be levied by the operator, violation of which shall result in immediate cancellation of the contract. However, the CFC Operator shall be free to determine his own fee-structure for the non-municipal service deliveries.
6. If, during the contract term, NWCMC determines that any of the non-municipal services offered by the CFC Operator are detrimental to the basic principle of setting up CFCs OR is obstructing/affecting the municipal service delivery, it shall ask the CFC Operator to discontinue such service immediately.
7. It may also be noted that some of the municipal services offered by the CFCs shall be free-of-charge.
8. NWCMC may add/discontinue services, both chargeable as well as non-chargeable, to be delivered through CFCs during the contract period. The revenue sharing arrangement shall remain the same in all such cases.
9. Apart from the designated CFC charges for various service deliveries, the CFC Operator shall also be required to collect various fees, taxes, duties on behalf of NWCMC. All such collections shall be remitted into NWCMC account on a day-to-day basis. Please note that the NWCMC revenue shall not be shared in any portion with the CFC Operator.
10. NWCMC's revenue share shall have to be deposited at the end of every month during the contract period. For this purpose, a format of the report on monthly CFC operations shall be provided to the CFC Operator after finalization of the Contract.

6. RESPONSIBILITIES

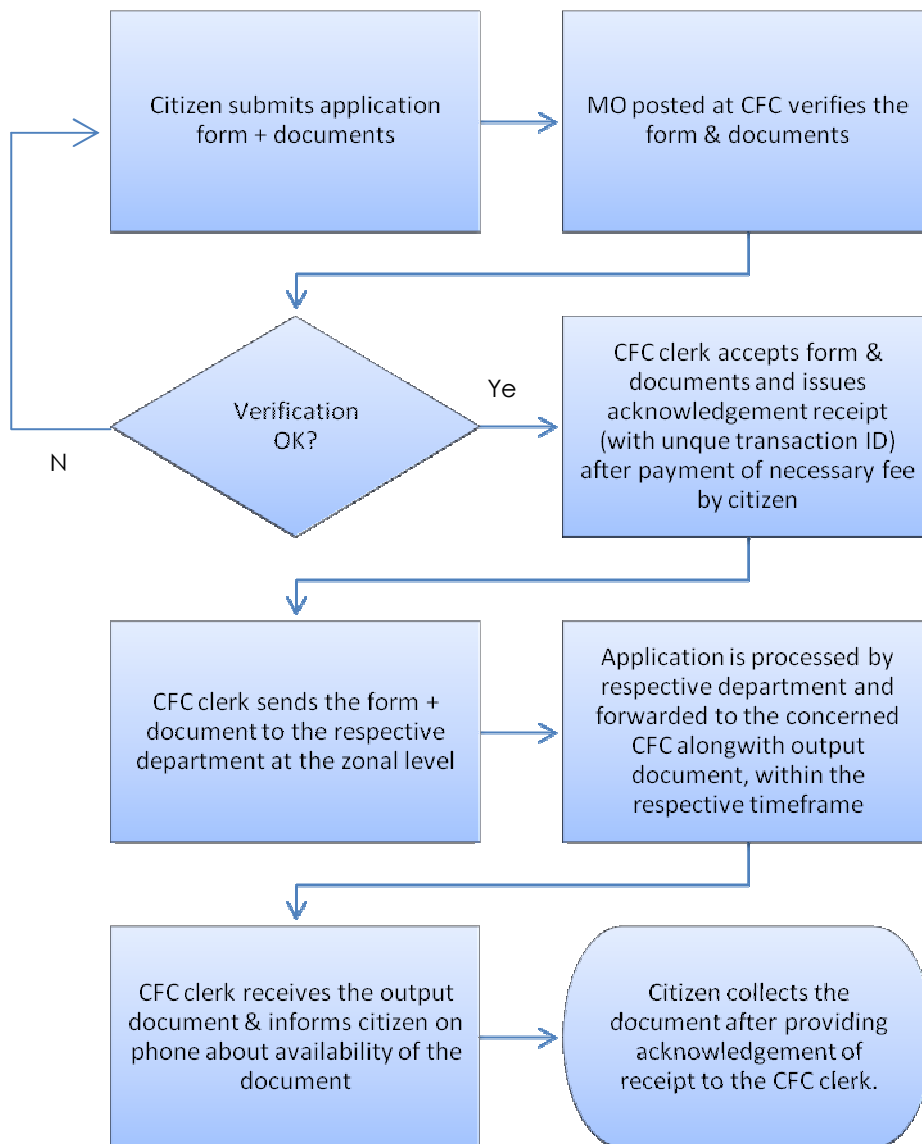
NWCMC

1. Provide rent-free space, electricity & broadband connectivity for setting up the CFCs to the Implementation Agency for the 5-year contract term.
2. Provide adequate furniture & electrical fixtures for the CFCs.
3. Depute a CFC Co-ordination Officer at each CFC for general administration & assistance to operators as well as citizens & businesses on all working days & timings.
4. Reengineer current processes to facilitate CFC operations
5. Gradually make CFCs as the sole citizen/businesses interface
6. Implement all the eGovernance software modules as per the schedule provided in this document
7. Provide all administrative & legal support to facilitate the CFC operations
8. Create a mechanism for easy & early disposal of disputes, if any, regarding the CFC operations.
9. Monitor the CFC operations on day-to-day basis & conduct review/audits of service delivery & CFC effectiveness
10. Make timely payments of subsidy to the implementation agency (in case sought)
11. To finalise & hand-over service-level benchmarks for each municipal service
12. To finalise & hand-over Standard CFC Operating Procedures to the IA.
13. To oversee the routine/special operator trainings
14. Assist the Implementation Agency in
 - a. Branding the CFC Operations
 - b. Promoting the CFC Operations
 - c. Finalising the theme, including layout & design of each CFC
 - d. Identifying other services (private as well as semi-government/governmental) for CFC delivery

IMPLEMENTATION AGENCY

1. To set-up CFCs as per NWCMC specifications
2. To pay for & take full responsibility for the following operational expenditures
 - a. Salaries & Wages
 - b. Maintenance
 - c. Stationery & other consumables
 - d. Insurance
 - e. Travel & Conveyance
 - f. Other incidental/operational expenses
3. To collect various NWCMC taxes/charges & deposit the same in the NWCMC designated bank accounts
4. To provide various regular reports regarding the CFC operations
5. To provide various services as per the service level benchmarks set by NWCMC
6. To make timely quoted profit share payments to NWCMC
7. To provide routine/special operators training

7. PROCESS DESCRIPTION



8. EQUIPMENT SPECIFICATIONS

The following is a list of equipments, quantities & the minimum specifications that are desired to be put by the CFC Operator in the CFCs.

| Sr. No. | Description | Specifications | UoM | Quantity | | |
|---------|----------------|---|-----|------------------|-------------------|---------------------------|
| | | | | Zonal Office CFC | Admin. Office CFC | Total (6 Zonal + 1 Admin) |
| 1 | PC | Intel Core 2 Duo Processor 3 GHz, 3MB L2 Cache, 1066 MHz or Higher, 2 GB DDR2 RAM expandable to 4 GB, 160 GB or higher SATA hard disk, 10/100/1000 Mbps Ethernet Controller, min. 4 USB Ports 17" TFT LCD Color Monitor | No. | 3 | 6 | 24 |
| 2 | DM Printer | 9-Pin 80 Col DMP | No. | 2 | 4 | 16 |
| 3 | Laser Printer | Monochrome Laser Network Printer, Linux Compatible 600x600 dpi Min. Resolution, USB Port | No. | 1 | 1 | 7 |
| 4 | UPS (2KVA) | 2 KVA UPS with MF Batteries Back Up 2 hrs | No. | 1 | 0 | 6 |
| 5 | UPS | 3 KVA UPS MF Batteries Back up 2 hrs | No. | 0 | 1 | 1 |
| 6 | Network Switch | 8-Port Rack Mount Unmanaged Switch | No. | 1 | 1 | 7 |
| 7 | Network Rack | 6U Network Rack | No. | 1 | 1 | 6 |

| | | | | | | |
|----|------------------------------|---|-----|---|---|---|
| 8 | EQMS/ETDS | Electronic Token Dispensing system integrated with queue management system & display; meeting the functional requirement of effectively managing the queue electronically | LS | 1 | 1 | 6 |
| 9 | Credit Card Reader | General Specs | No. | 1 | 1 | 6 |
| 10 | Split Air Conditioner -1.5 T | Reputed Brand | No. | 1 | 0 | 5 |
| 11 | Split Air Conditioner -2 T | Reputed Brand | No. | 0 | 1 | 1 |
| 12 | LAN | Reputed Brands | Lot | 1 | 0 | 6 |
| 13 | Water Purifier/Dispenser | Reputed Brands | No. | 1 | 1 | 7 |

Note:

1. The furniture, fixtures & electrical network shall be provided/built by NWCMC & handed over to the CFC Operator for the contract period.

9. COMMERCIAL PROPOSAL

1. All bidders will be required to quote for all the 7 CFCs.
2. Proposals which contain commercial proposals for less than the 7 CFCs will be summarily rejected.
3. NWCMC will enter into a five-year agreement with the selected bidder for all the seven CFCs. As and when there is a need for another CFC, the existing bidder will be offered the choice of accepting the contract for the same by extrapolating the existing contract terms.
4. Bidders are required to quote the revenue share proposed to be offered to NWCMC in % of the total revenue generated from municipal services offered, based on their own estimate of the revenue to be generated from municipal and non-municipal services. Service statistics are provided in the document as pointers to the revenue that can be projected. However, bidders are required to conduct their own analysis and arrive at suitable projections.
5. Bidders are advised that under no circumstances will the proposed revenue share change over the five years of the contract
6. The commercial format is provided in Annexure 1.

ANNEXURE 1: COMMERCIAL PROPOSAL FORMAT

(To be printed & submitted on Company's Letterhead)

| Sr. No. | Particulars | For Municipal Services | For Non-Municipal Services | For Advertisements & Promotions |
|---------|------------------------------|--|----------------------------|---------------------------------|
| 1 | NWCMC's Revenue Share | _____% (To be filled by the Bidder) | 0% | 50% |
| 2 | CFC Operator's Revenue Share | _____% (To be filled by the Bidder) | 100% | 50% |
| | Total | 100% | 100% | 100% |

Signature:

Date:

Place:

Name:

Designation:

Company Name:

Address:

ANNEXURE 2: LIST OF MUNICIPAL SERVICES & THE FEES CHARGEABLE AT CFCS

| Sr. No. | Service Name | Department Name | Readiness Index (See Note 1 Below) | Transaction Volume | Fee per Transaction (Rs.) |
|---------|--|-----------------|------------------------------------|--------------------|---------------------------|
| 1 | Issue of Birth Certificates | Birth & Death | A | 11000 | 20 |
| 2 | Issue of Death Certificate | Birth & Death | A | Incl. | 20 |
| 3 | Issue of Record Non-availability Certificate (For B&D) | Birth & Death | A | Incl. | 20 |
| 4 | Correction of B&D Record | Birth & Death | A | Incl. | 20 |
| 5 | Late Registration of Birth & Death | | A | Incl. | 20 |
| 6 | Permission for Cremation | | D | Incl. | 20 |
| 8 | Issue of House No. (PT Registration) | Property Tax | B | 2000 | 20 |
| 9 | Issue of NOC | Property Tax | B | 2000 | 20 |
| 10 | Issue of No-Dues | Property Tax | B | 500 | 20 |
| 11 | Change in Ownership | Property Tax | B | 1200 | 20 |
| 12 | Change in Usage | Property Tax | B | 200 | 20 |
| 13 | Temporary Advertisement Permission | Property Tax | B | 1000 | 20 |
| 14 | Permanent Ad. On Private Land Permission | Property Tax | B | 100 | 30 |
| 15 | Tax Assessment Abstract | Property Tax | B | 300 | 20 |
| 16 | New Water/Sewerage Connection | Water Supply | B | 3000 | 20 |
| 17 | Amendment of Existing Water/Sewerage Connection | Water Supply | B | 0 | 20 |
| 18 | Disconnection of Water Connection | Water Supply | B | 100 | 20 |
| | Reboring | | | 200 | 20 |
| 19 | Tanker Supply Application | Water Supply | B | 1000 | 20 |
| 20 | Issue of New Trade Licenses | Trade & Market | A | 300 | 20 |
| 21 | Renewal of Trade Licenses | Trade & Market | A | 4600 | 20 |
| 22 | Receipt of Letters/Complaints/Grievances | Admin | A | NA | 0 |
| 23 | Application Status Checking | Admin | A | NA | 0 |
| 24 | Issue of Commencement Certificate | Town Planning | B | 300 | 30 |

| | | | | | |
|----|---|---------------|----------|-----------|-----------|
| 25 | Issue of Plinth Certificate | Town Planning | B | NA | 30 |
| 26 | Issue of Occupancy Certificate | Town Planning | B | NA | 30 |
| 27 | Issue of Registration Certificates for Regd. Engineers | Town Planning | B | NA | 30 |
| 28 | Lay-out Sanction Certificates | Town Planning | B | NA | 30 |
| 29 | Vendor Registration | Works | C | NA | 30 |
| 30 | Work Completion Certificates | Works | C | NA | 30 |
| 31 | Permission for keeping debries, construction material on footpath/public places | | B | NA | 20 |
| 32 | Road digging permission | | B | NA | 30 |
| 33 | Permission to give stage/community centre/grounds on rental basis | | B | NA | 20 |
| 34 | Permission to stall for cracker sale/Dipavali items sale for short period | | A | NA | 30 |
| 35 | Permission for Stage/Pandal/Kaman for Ganpati/Navratri festival | | B | NA | 20 |
| 36 | LBT Registrations (New) | | C | NA | 30 |
| 37 | Collection of LBT (Monthly) | | C | NA | 0 |
| 38 | LBT Registration Modification | | C | NA | 30 |
| 39 | Cancellation | | C | NA | 30 |
| 40 | LBT Return Filing (yearly/half-yearly) | | C | NA | 30 |

Note:

1. Readiness Index

| Readiness Index | Description |
|------------------------|--|
| A | Services Available for Immediate Delivery |
| B | Services Available for Delivery within 3 Months |
| C | Services Available for Delivery within 6 Months |
| D | Services Available for Delivery within 15 Months |

ANNEXURE 3: LIST OF PERMISSIBLE NON-MUNICIPAL SERVICES

Commercial Services

- Digital Photos
- Web surfing
- Photocopy
- DTP
- Email/Chats
- CD Burning
- Typing
- Printing
- Utility/Telephone Bills
- Forms downloads/Estimates
- Travel Agency
- Tourist Services like Hotel Bookings, Car Rentals

e-Commerce/ Online services

- Railway/Bus Tickets
- Astrology
- Matrimonial
- Shopping
- Resumes

Education Services

- IT Education

Entertainment

- DTH - Community TV
- Community Radio

Primary Healthcare

- Telemedicine

Agriculture Services

- Agri-inputs
- Agri-loans
- Agri-consulting and training

Business-to-Business services (B2B)

Advertising & Promotion Services (50% Revenue to be shared with NWCMC)

Space marketing of CSC

Data Collection Services

- Research Data collection
- Data Entry

Financial Services

- Loans/Deposits
- Referrals
- Insurance

Please note that all statutory licenses required for conducting the above mentioned businesses in a legal manner will be the complete responsibility of the CFC operator.