

TERMS AND CONDITIONS

BACKGROUND

Ministry of Urban Development, Government of India under Jawahar Lal Nehru Urban Renewal Mission (JNNURM) has been laying thrust on e-governance in the municipalities and the urban local bodies. Haryana Government is putting lot of emphasis on bringing about e-governance in the working of various processes and necessarily for the citizen facing activities like property/house tax, water bills, citizen grievance etc.

MCF has already started the work in this direction and the Online Citizen Grievance Redressal System is working since last more than a year. The payroll and store inventory systems have been implemented. Further, survey of the house tax has been conducted during the last financial year, i.e., 2008-09. The survey data has been entered in computers and the assessment notices were issued through computers on the basis of the survey data. As per the computer based data, there are about 2.25 lac properties exist in all the three of zones of MCF for which proper records have to be maintained.

OBJECTIVE

The objective is to develop a comprehensive and integrated solution that meets the requirement of Municipal Corporation, Faridabad and thereby provide an opportunity for an “integrated view” of the data. Integrated view offers a better scope for management information and decision-making. While achievement of process standardization and operational efficiency gains are reflected as a product of integration it also helps in uniform structuring of base information such as property taxpayers code.

The specific objectives of the Application development is to

- Develop a single and integrated view of ULB information across all ULBs in the State
- Commissioner’s Dashboard to provide a holistic view on the revenue realization and tracking of major revenue and expenditure components
- Higher utilization of existing Infrastructure and Technology investments.
- Provide timely and reliable management information relating to municipal administration for effective decision making
- Provide ‘single window’ services to citizen
- Provide online information on various citizen related details like house tax, water bills etc
- Provides user-friendly environment accessible over browser
- Provide anytime, anywhere payment of taxes and Increase the efficiency and productivity of the employees.

KEY REQUIREMENTS OF THE SOLUTION

The solution should have the capability to:

- The application should be developed in VB.NET, ASP.NET with SQL Server 2005 as the database, which should run on Windows 2003/2008 Server.
- The Applications will be provided with web based interface.
- Integrate applications across various locations and databases , i.e., there should be a common system for all the three zones of MCF
- The modules shall be interlinked and interdependent and work seamlessly
- Maintain an audit trail of all the transactions
- Monitor the flow of information with ease; provide load balancing in case of heavy volume of requests
- Ensure integration of the departmental information systems both horizontally and vertically in a manner that reflects the efficiency and economy of the entire architecture.

SCOPE OF WORK

The Application Vendor must have the ready software which can be customized to suite the requirements of the MCF. In order to ensure this, the Application Vendor would undertake the following tasks:

On per unit basis for:

- Unique identification of properties by assigning zone-wise unique numbers
- Generation of bills for the year 2008-09 and 2009-10 for the residential units
- Entry of receipts and updating the house tax records
- Maintenance of Demand & Collection Register
- G8 entries from April 2009
- Generation of G9 and cash book
- Water & Sewerage Bills data
- Generation of Water & Sewerage Bills
- Demand & Collection Register for Water & Sewerage Bills
- Licensing Bills
- Entry of Electricity Bills data
- Electricity Register
- Development charges

Application Modules to be provided

- Building Plan Approvals
- Ward Works including estimates
- Licensing

- Solid Waste Management
- Personnel Information System
- Legal Monitoring System
- Diary Dispatch and File Monitoring System

Integration with Other Modules

MCF has got the following modules developed separately:

- Citizen Grievance Redressal System
- Payroll
- Stores Management

The modules shall have to be integrated with the above modules.

Functional and Systems Study

Study of existing systems and procedures, ULBs functional requirements, business processes, Design Phase Functional requirements, user requirements and finalize the baseline requirement. The systems study needs to be carried out at the MCF Head Office and at the Zonal Offices at Old Faridabad and Ballabgarh.

Design

- Designs of the application software should meet the required functionality
- Design of the application, database structures, security architecture and interfaces
- The design to be in tune with design phase report with necessary modifications for local conditions.
- The design should address performance, scalability, availability and extensibility of the applications.

Security Architecture

Design of the Security Architecture, preparation and implementation of a Security Administration Plan for the entire System

Customization

Customization of the application software based on the system specifications frozen during systems study using modular approach.

Delivery Period

The Application vendor shall deploy all the application softwares at the MCF Servers within 3 months from the date of award of the contract.

Implementation

The Application vendor shall implement the modules by getting the data entered in the respective modules within a period of 3 months from the date of delivery of the modules as per specific customization carried out for MCF.

Operational Support and Maintenance

The Application vendor shall provide operational support and maintenance service for period of 3 years from the 'Go-Live' date for overall system stabilization, application maintenance, system administration, database administration and end-user problem resolution. The operational support will be to ensure that the application system is functioning as intended and attending to all problems associated in operation of the application system.

The Application vendor shall carry out all changes in functionality on account of changes in applicable legislations/statutes, Rules and notifications (Government Orders) resulting in modification to the baseline requirements for a period of 3 years from the 'Go-Live' date. The changes include all modification or alterations, which may require the changes to the systems design of the application software.

Data Migration

- Data migration from manual and legacy system to the new System with reasonably error free conversion including preparation of data and uploading.
- Data migration to be preceded by an appropriate data migration strategy.
- Conversion of data from manual to electronic form for a period of 3 years is also in the scope of work

Comprehensive Training

For each module installed, the Application vendor is required to train the designated MCF technical and end-user staff to enable them to effectively operate the total system. The Application vendor shall also be responsible for re-training the operators whenever changes are made in the software during the contract period.

Documentation

Preparation of documents including that of Systems requirement Specification, Detailed Design, User Manuals, Operational Manual, Maintenance Manuals, etc. as per acceptable standards.

FINANCIAL TERMS

The charges should be inclusive of all taxes and duties or should specify the taxes and duties.

**FINANCIAL BID PROFORMA
(PART 'I')**

Sr.No	Job Work	Per unit charges (Rs.)
1	Common <ul style="list-style-type: none"> • Unique identification of properties by assigning zone-wise unique numbers 	
2	House/ Property Tax <ul style="list-style-type: none"> • Generation of bills for the year 2008-09 and 2009-10 for the residential units • Entry of receipts and updating the house tax records • Maintenance of Demand & Collection Register • Calculation of arrears and interest etc 	
3	Financial Accounting <ul style="list-style-type: none"> • G8 entries from April 2009 • Maintaining of Vouchers • Generation of G9 and cash book • Generation of other accounting books 	
4	Water & Sewerage Bills <ul style="list-style-type: none"> • Water & Sewerage Bills data entry • Generation of Water & Sewerage Bills • Demand & Collection Register for Water & Sewerage Bills • Mapping the water bill data to Unique Property ID 	
5	Licensing <ul style="list-style-type: none"> • Entry of Licensing Applications • Entry of L1 Register • Licensing Bills • Preparation of L1 Register • Preparation of Demand & Collection Register (L2 Register) • Mapping the License bill data to Unique Property ID 	
6	Electricity Bills Expenditure <ul style="list-style-type: none"> • Entry of Electricity Bills data • Electricity Register 	
7	Development Charges <ul style="list-style-type: none"> • Entry of Development charges due • Entry of development charges paid • Notices for pending development charges 	
	Service Tax (if any)	

**FINANCIAL BID PROFORMA
(PART 'II')**

Sr.No	Software Module	Charges (Rs.)
1	Building Plan Approvals	
2	Ward Works including estimates	
3	Licensing	
4	Solid Waste Management	
5	Personnel Information System	
6	Legal Monitoring System	
7	Diary Dispatch and File Monitoring System	
	Taxes and Duties (Please specify)	