

# **NOTICE INVITING BID**

RATE CONTRACT FOR SUPPLY & INSTALLATION OF ROBOT SHAPED TOUCH SCREEN INFORMATION KIOSK, CONTENT MANAGEMENT SYSTEM FOR ULBS OF TELANGANA

IFB No: 1/2018 dt. 16 -07-2018



Issued by:

Commissioner & Director of Municipal Administration(CDMA),  
Telangana

## DISCLAIMER

1. Though adequate care has been taken while preparing the TENDER Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder from the date of notification of TENDER Document/ Issue of the TENDER Document, it shall be considered that the TENDER Document is complete in all respects.
2. The information contained in this Request for Proposal document ("TENDER") or subsequently provided to Applicants (Bidders), whether verbally or in documentary or any other form by or on behalf of Commissioner and Director of Municipal Administration, Telangana (herein after referred to as CDMA) or any of its employees, is provided to Applicants on the terms and conditions set out in this TENDER and such other terms and conditions subject to which such information is provided.
3. This TENDER is not an agreement or an offer by the CDMA to the prospective Bidders or any other person. The purpose of this TENDER is to provide interested parties with information that may be useful to them in the formulation & submission of their Proposals pursuant to this TENDER.
4. This TENDER includes statements, which reflect various assumptions and assessments arrived at by the CDMA in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require.
5. This TENDER may not be appropriate for all persons, and it is not possible for the CDMA and its employees to consider the objectives, technical expertise and particular needs of each party who reads or uses this TENDER. The assumptions, assessments, statements and information contained in this TENDER, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this TENDER and obtain independent advice from appropriate sources. Information provided in this TENDER to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The CDMA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. The CDMA and its employees/ advisors make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this TENDER or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the TENDER and any assessment, assumption, Statement or information contained therein or deemed to form part of this TENDER or arising in any way in this Selection Process.

7. The CDMA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this TENDER.
8. The CDMA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this TENDER.
9. The issue of this TENDER does not imply that the CDMA is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the project and the CDMA reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
10. Commissioner and Director of Municipal Administration (CDMA) reserves the right to modify, amend or supplement this TENDER Document.
11. The CDMA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
12. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, uploading delivery fees, expenses associated with any demonstrations or presentations which may be required by CDMA or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and CDMA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Selection process.

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## SECTION-I

### Instructions to Bidders

#### 3.1 Submission of Bid

Bidders shall submit their responses online through e-tendering website <https://tender.telangana.gov.in>

A. The submission and opening of Bids will be through e-tendering process.

Bidder can download Bid document from the CDMA web site i.e. <http://cdma.telangana.gov.in> or Telangana e-tendering portal i.e. <http://tender.telangana.gov.in>

(Note: To participate in the e-Bid submission, it is mandatory for agency to have user ID & Password. For this purpose, the agency has to register them self with e-Procurement portal through tender Wizard Website given below. Please also note that the agency has to obtain digital signature token of class-II or above for applying in the Bid. In this connection vendor may also obtain the same from tender Wizard.)

#### Steps for Registration

- (i) Go to website <http://tender.telangana.gov.in>
- (ii) Click the link 'Supplier Registration'
- (iii) Enter the details about the E-tendering as per format
- (iv) Click 'Submit'
- (v) E-tender will get confirmation with Login ID and Password

Note- Online registration shall be done on e-tendering website i.e. <http://tender.telangana.gov.in> & in general, activation of registration may take 24 hours subject to the submission of all requisite documents required in the process. It is sole responsibility of the bidder to register in advance.

#### B. Steps for application for Digital Signature from Bid Wizard:

You should have a Digital Signature token of Class-II or above registered on e-procurement portal. To register your digital signature upload same via token at "Kindly insert your IKey token to Verify Digital Certificate" in registration form. In case of any assistance you may contact Support team whose details are given in <https://tender.telangana.gov.in> portal.

Bid to be submitted through online mode on website <https://tender.telangana.gov.in>

C. The Agency qualifying the criteria mention in section VI should upload Bid document with duly signed scanned soft copy of the documents given below for the prequalifying response:

Pre- Qualifying Criterion Documents/Technical Bid

Form I- Letter for Submission of Tender

Form II- Pre-Qualification Criteria Details

Form III- Financial Standing - Annual Turnover

Form IV- Previous Experience Details

Form V- Format for No-Deviation Certificate

FORM-VI- Manufacturer Authorization Form

EMD of Rs. 1,00,000/- in form of Online Payment on e-procurement portal and receipt copy to be uploaded time of Submission of Tender.

Financial Bid

1. Form-VII-----Financial Proposal (to be submitted through online mode only)

Financial bid to be submitted in the specific format designed same may be entered in BOQ in digital format only. Format of the same has been given in this document for your reference.

## SECTION-II

### PREFACE

The Directorate of Municipal Administration (CDMA) is the apex authority of Municipal Administration Department of Government of Telangana, which provides guidance to Municipal Corporations and Municipalities in performing their day to day activities in adherence to the policies, procedures and guidelines provided by Municipal Administration and Urban Development Department to achieve effective civic administration. The Directorate is headed by the Director of Municipal Administration (CDMA). CDMA administers through the Office of Directorate of Municipal Administration (CDMA), Regional Offices (RDMA) and Urban Local Bodies (ULBs) spread across the State. CDMA, in its supervisory role, monitors the functioning of the ULBs against key parameters such as the tax collections, project and civic works execution, the implementation of the schemes of the Government etc. It also includes the supervision of the regulatory and developmental functions of the ULBs. CDMA interacts with several other departments such as Public Health Engineering Department, Town and Country planning department, State Audit Department, Urban Developmental Authorities, Municipal Corporations, and Water boards etc to enable seamless delivery of urban civic services to the citizen.

For greater accountability, transparency, efficiency and promptness, increase reliance has to be made on the online services under the e-Governance. CDMA currently provides integrated public services to citizens/visitors through a mobile cloud-based CITIZEN BUDDY App and through web-based apps, Citizen Service Centers (CSCs) across ULBs of Telangana (Except GHMC) and now intends to enlarge the network of access with a Robot Shaped Touch Screen Information Kiosk in a Citizen friendly gesture design.

The objective of having a Robot Shaped Touch Screen Information Kiosks infrastructure asset is to provide e-Governance Service access to Citizens, but also transform the engagement between the government and citizens for large number of citizen services. CDMA plans to use this infrastructure network for improving various operations related to providing the civic services and useful information to citizens and visitors with greater efficiency and transparency. The vision here is to engage the citizens in inclusive governance.

## SECTION-III

### TENDER INFORMATION

Name of the assignment: Supply & Installation of Robot Shaped Touch Screen Information Kiosk, Content Management System for ULBs of Telangana

S.No	Event	Information to the Agency
1	Date of Release	20.07.2018
2	Last date for downloading bid documents	31.07.2018
3	Last date of submission of Tender	01.08.2018
4	Date of Opening of Technical and financial bid	2.08.2018
5	Date of Opening of Financial bid	2.08.2018
6	Tender Document	The details can be downloaded free of cost from the websites <a href="http://cdma.telangana.gov.in">http://cdma.telangana.gov.in</a> <a href="http://tender.telangana.gov.in">http://tender.telangana.gov.in</a>
7	EMD #	Rs. 1,00,000/- (To be paid online on e-procurement portal)
8	Performance Bank Guarantee	5% of the Contract Value valid for 365 days
9	Address for Bid submission	Director of Municipal Administration Department 640, AC Guards, MasabTank Opp PTI Building Hyderabad 500 004
10	Contact Person	Mr. K Phalgun Kumar Assistant Director Phone: 040-23302150, email: <a href="mailto:cdmaelection@gmail.com">cdmaelection@gmail.com</a>
11	Mode	Only online Bid Submission via <a href="http://tender.telangana.gov.in">http://tender.telangana.gov.in</a>
12	Delivery Period	With in 45 days from the date of Agreement

# The EMD (Earnest Money Deposit) is to be submitted by all the participating Bidders in the form of online payment on e-procurement portal (<http://tender.telangana.gov.in>) of an amount of Rs.1,00,000/- (One lakh only/-). The EMD of unsuccessful Bidder will be returned within 180 days from the period of expiry of BID and EMD of successful Bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guaranty) i.e. 5% of the Contract Value (within 30 days from receipt of PBG).

The bid shall remain valid for a period of 180 days from the date of bid submission



## SECTION-IV

# SCOPE OF THE WORK

### 1. Detailed Scope of Work:

- a. Supply, Installation and setting up of Robot Shaped Information Touch Screen Kiosks from the reputed organizations only for design, manufacture, supply, type testing, inspection, loading software at factory, installation, transportation to & unloading at site / stores including guaranteed obligation for Supply and Software at locations / offices specified in the Release Order
- b. The Bidder is responsible for safe delivery and installation of the materials at the destination station in good condition. The Bidder shall include and provide for securely protecting and packing the materials as per relevant packing standards to avoid damages or loss in transit. All risks connected with the supply, installation & commissioning of these machines should be borne by the supplier.
- c. Whenever a material or article is specified or described by the name of a particular brand, manufacturer or trade mark, the specific item shall be understood as establishing type, function and quality desired. Products of other manufacturers may also be considered, provided sufficient information with necessary certificates and documents are furnished so as to enable CDMA to determine that the products are equivalent to those named. The Decision of CDMA shall be final and binding on the bidder in this regard. In case bidder proposes the products of other manufacturer, necessary certificates and documents shall be submitted along with the bid
- d. All supplied items must conform to the detailed technical specifications mentioned in this tender document
- e. The Bidder shall be responsible for providing all material, equipment and services specified or otherwise, which are required to fulfil the intent of ensuring operability, maintainability and the reliability of the complete work covered under this specification.
- f. Packaging and transportation from the manufacturer's work to the site including port and customs clearance will be borne by the bidder
- g. Receipt, storage, preservation and conservation of equipment at the site

- h. Insurance of all equipment from manufacturer's site till installation, commissioning, handing over and user acceptance will be borne by the bidder.
- i. It is not the intent to specify all aspects of design and installation of associated systems mentioned herein. The systems, sub-systems and equipment/devices shall conform in all respect to high standards of engineering, design and workmanship, and shall be capable of performing continuous commercial operation
- j. It shall be responsibility of the bidder to provide Annual Maintenance of the touch screen kiosk to ensure the working condition all the year and attend to any technical issues, repairs, replacement of items including the required transportation charges for repair to Service center and placing back in same place.
- k. The bidder shall make his own necessary arrangements for the following and for those not listed anywhere else:
  - Office and store.
  - Transportation
  - Boarding & Lodging arrangements of their personnel

## **2. General Specifications for Robot Shaped Touch Screen Kiosk**

### **A) KIOSK Cabinet Enclosure Model/Configuration Detail**

- Kiosk cabinet should have an aesthetic, Citizen friendly gesture design and attractive look with following features:
- KIOSK Design: Self standing Robot Shaped friendly gesture design
- Body specifications: Should be very high quality imported Powder coated Metallic Silver-Grey Finish Mild Steel Body, with exhaust vents at the top.
- Other Requirements: Should have Lockable partition, in-built amplifier with good quality stereo speakers for multimedia, Spike Guard and Cable Management System, Space for UPS, power reset switch, provision for exhaust fan
- Signage: Should have attractive color print of the name of the kiosk, ULB Name, CDMA Logo and Telangana State logo on enclosure as required by CDMA
- Security: Should have backside doors for easy accessibility into kiosk and cabinet should have the back door locking system.
- Type: Cabinet should be rugged to stand against all weather conditions, should look slim and sleek.

- Space: The kiosk cabinet should occupy less space/ small foot print area.
- Materials: The housing should be high grade CRS Tata steel metal to be used. Should use only quality locking systems (Godrej/Sheel or similar)
- Others: The Kiosk cabinet should have speakers with multimedia capability.
- Essential Warranty for Kiosk Enclosure: 3 years
- The bidder is required to give the detailed dimensions of the kiosk along with the bid

### **(B) Kiosk Central Control Unit**

Should Have at least 4 GB RAM, 64 GB HDD Memory, at least Quad core processor (or above), necessary ports for integrating the peripherals, 4K HDMI output. 2 USB Port, Inbuilt wifi and LAN ethernet port for internet connectivity.

Suitable Licensed OS/Open Source OS shall be used and no pirated/un authorized software is allowed to use. Bidder must give undertaking on the same.

### **c) Touch Screen Specifications**

Size: 21 to 23” wide multi touch full HD Display

Clarity: With minimum resolution of 1920 x 1080 pixels with Capacitive Touch Screen must be from Branded OEM (HP/DELL/AOC or similar) with minimum 3 years OEM Warranty. Touch screen Driver and application software to be supplied along with the system if required

### **c) Service and Customer support**

The vendor should have the previous experience in supplying, setting up and implementation of Touch Screen Based Information Kiosks for any Government departments or organizations.

The vendor should have established registered office in Telangana with dedicated service engineers for providing customer support across all the districts.

The vendor should have established customer support number for attending the customer service request.

### **d) Installation, Testing and commissioning of kiosks**

These touch screen kiosks should be installed, tested and commissioned in ULBs across all the districts in the state. The supplier shall take the full responsibility for the installation and testing and testing of these kiosks with necessary operating system and application software, kiosk content.

**e) Installation and setting up costs**

The entire expenses on transportation, loading and unloading charges, and kiosk installation expenses, initial touch screen operational training to various officers/users etc have to be borne by the Supplier. Any loss and damage while transportation will not be acceptable and it has to be bear by the supplier. All the kiosks have to be installed in each location in a good condition.

**f) Delivery and installation time**

The kiosk and touch screen systems have to be delivered and installed in ULBs of Telangana in 45 days from the date of LOA.

**g) Installation Testing & Certification**

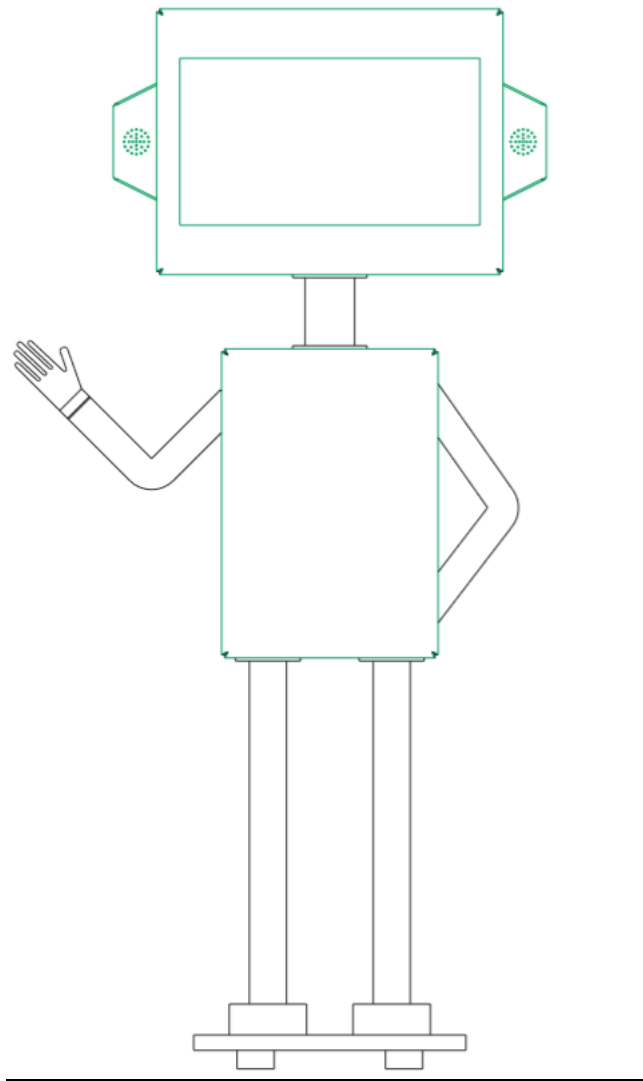
Once the installation & testing of Robot ShapedTouch Screen kiosk is done in designated ULB, Commissioner and concerned Technical officer of the Municipality to inspect and issue certificate in prescribed format given in Annexure

### 3. Detailed Specifications for Robot Shaped Touch Screen Kiosk

Item		Required Parameter
A) Architecture	i) Type	Friendly robot characteristic Design
	ii) Orientation	Vertical Tower type with Mechanical Locking arrangement complete with keys for the cover/casing
B) Monitor	Monitor	21 to 22" wide multi touch full HD Display with minimum resolution of 1920 x 1080 pixels with Capacitive Touch Screen must be from Branded OEM (HP/DELL/AOC or similar) with minimum 3 years OEM Warranty
C) Ports	USB	2 USB Ports
	Ethernet/LAN	1
	HDMI	1
	Audio Stereo Output	1 Speaker out port
D) Processor	Processor	Quad core or above
E) Graphic Subsystem	i) Type	Built in
	ii) Video RAM	Shared
	iii) Resolution	4K 1080P
	iv) Graphic bus interface	Built in
F) Manageability	Plug & Play	Yes
G) Audio	Audio	Support MP3, AAC, WMA, RM, FLAC, Ogg and programmable with 7.1/5.1 down-mixing
		Built-in stereo audio DAC
		Built-in SPDIF/IEC958 and PCM serial digital audio input/output
		Support concurrent dual audio stereo channel output
	Internal Speakers	To be provided
H) Language	Language	English
I) Network Connectivity	Network connectivity	LAN Ethernet
		Wifi

J) OS	Operating System (Any Suitable)	Latest version of OS preloaded with
		Documentation on Media
		Recovery CD containing all required drivers and patches (if applicable)
		OS CD/DVD with License declaration
	License	Ensure that all software (OS & applications) supplied is licensed and includes supply of all patches, updates, and bug-fixes during the warranty and extended support period, if any
K) Warranty		Minimum 3 years for Touch Screen Monitor & cabinet Enclosure and 1 year for rest hardware
L) Manageability Features		a) Tools for asset Tracking including serial number tracking of system, manufacturer name & model, board, CCU, memory, monitor with details of NIC, OS Etc to be provided
M) Size Specifications	Height	5.8 to 6 Feet
	Width	3 to 3.3 Feet
	Head (size in mm)	560 (width) x 430 (height)
		Metal cover over screen 80 (height)
		Ears Design (Speakers provision) 190 height x 70 Width
	Neck (size in mm)	Height 120
		80 diameters
	Chest	500 height x 350 width
	Legs	two each 560 height
		60 diameters
	Base plate	minimum 12mm thick
		400 diameters
		bottom support 25mm
	Hands	as fits
	Shoe and palms	as fits

**Image:**



#### **4) Specifications for User Interface and Content Management System**

Robot Shaped touch information kiosks are placed in Citizen Service Centers across ULBs in Telangana State. The aim of this program is enabling additional channel of service to the Citizens to avail the Municipal Services at ease. An attractive, interactive, dynamic user interface along with centralized content management system to be developed with all the information of the Municipality. Bidder shall have required technical staff and internal capabilities to develop these. Details as mentioned below

##### **Contents of the User interface:**

The user interface shall contain all information related to the ULB along with transactional services as described below

##### **a. Information:**

- About ULB (with area, population, wards and other information)
- Council body of the ULB
- Elected Representatives
- HODs information
- Organization Chart
- Staff Directory of all sections in ULB
- Citizen Services Information (of all available services in ULB)
- News & Happenings information of the ULB
- RTI Information
- ULB Mobile Apps information
- Commissioner and Chairman Contact details
- Social Connect information

##### **b. Transactional Services:**

- Register a Grievance
- Know status of your Grievance
- Know Status of your Service Application
- Know your Property Tax



- Know your water charges
- Know your Vacant land Tax
- Pay Property Tax/Water Charges/Vacant Land Tax using Credit & Debit card
- Any other services as required by CDMA

**c. Specifications of User Interface**

- Information shall be available in both Telugu & English for every page
- All icons must be crisp, clean, and distinguishable
- User interface shall be Hybrid mode to display content in both online/offline mode. Except transactional services all other contents must be accessible to user without network connectivity
- All buttons and objects must be reactive to touch and work as intended.
- The design/User Interface on the touch screen should be flexible enough for multiple themes/skins
- Drill down information from National and State upto project level for stakeholders using maps also as per data provided by CDMA
- All the user interface shall be Finger touch friendly with sufficient size of icons and touch points
- Wherever lengthy information available it should be Scrollable and easily usable
- Virtual Keyboard should be auto enabled where ever input data required to be given by user
- User interface shall have Attractive design and easy navigation for a common man
- The application software should have no exit buttons and provide no access to system files on touch screen. The application can be closed only thorough the keyboard

**d. Source of information**

CDMA shall provide information in MS word or other raw formats as received form the ULBS. Bidder shall have a dedicated team to follow up with concerned ULBs to receive data and process/design it for the user interface kiosk.

Taxes, Citizen Services and Citizen grievance modules have been developed by CDMA and are being hosted on different platforms. User interface developed by bidder shall be integrated with these services. CDMA shall provide required APIs for the same. Whenever such new transactional features enabled online by CDMA during contract period, such services shall be enabled on Kiosk by the bidder till the period of 1 year from the date of installation.

**e. Scope of information to be displayed on user interface**

CDMA may decide to integrate new applications as and when needed in future during the contract period. In such case relevant data needed for the integration will be made available to the bidder from time to time. The bidder should provide one-time integration efforts and estimates needed per application basis during the contract period. The integration for any Request Change shall be considered by the committee constituted by CDMA with one representative member from the firm to determine the man hours and cost inputs for integration efforts

**f. Scope Content Management System**

A centralized Content Management System shall be developed by bidder to manage the contents of the Touch Screen kiosk remotely. This system shall manage the contents in each kiosk that will be updating, editing, deleting, replacing from central office. As there could be frequent changes in the content it should be dynamically controlled. This could also be changing entire design. Layout and content for the period of one year from the date of supply

## 5. Current Locations of Delivery

S.no	District	ULB Name
1	Adilabad	Adilabad
2	BhadradriKothagudem	Kothagudem
3		Palwancha
4		Yellandu
5		Manuguru
6	JayashankarBhupalpally	Bhupalpally
7	Jagtial	Metpally
8		Korutla
9		Jagitial
10	Jangaon	Jangaon
11	JogulambaGadwal	Gadwal
12		Ieeja
13	Kamareddy	Kamareddy
14		Banswada
15	Karimnagar	Huzurabad
16		Jammikunta
17		Karimnagar
18	Khammam	Sathupally
19		Madira
20		Khammam
21	KomarambheemAsifabad	Kaghaznagar
22	Mahabubabad	Mahabubabad
23	Mahabubnagar	Narayanapet
24		Badepally
25		Mahabubnagar
26	Mancherial	Mancherial
27		Bellampally
28		Mandamarri
29	Medak	Medak
30	Medchal	Peerzadiguda
31		Medchal
32		Boduppall
33	Nagarkurnool	Kollapur
34		Nagarkurnool
35		Atchempeta
36		Kalwakurthy
37	Nalgonda	Devarakonda
38		Miryalguda
39		Nalgonda

40	Nirmal	Nirmal
41		Bhainsa
42	Nizamabad	Bodhan
43		Armur
44		Nizamabad
45	Peddapalli	Peddapally
46		Ramagundam
47	RajannaSircilla	Vemulawada
48		Sircilla
49	Rangareddy	Shadnagar
50		PeddaAmberpet
51		Badangpet
52		Ibrahimpattanam
53		Jalpally
54		Meerpet
55		Jillelguada
56		Sadasivapet
57	Sangareddy	Zaheerabad
58		Andole-Jogipet
59		Sangareddy
60	Siddipet	Dubbaka
61		Husnabad
62		Siddipet
63		Gajwel
64	Suryapet	Kodad
65		Huzurnagar
66		Suryapet
67	Vikarabad	Tandur
68		Vikarabad
69	Wanaparthy	Wanaparthy
70	Warangal Rural	Parkala
71		Narsampet
72	Warangal Urban	Warangal
73	Yadadri	Bhongir

Note: New ULBs they shall be deemed to be added to the above list and Bidder/Agency shall have to Deliver to such newly Notified ULBs up on issuing the release order by CDMA

## **6. Rate Contract**

The agency selected in this bid shall be empanelled for rate contract of the quoted price shall be valid for the period of 2 years. If any additional quantity of equipment required by CDMA in any locations in Telangana State release order shall be released. The equipment are required to be supplied against release orders which would be placed as and when required. Hence the price quoted shall be valid for the period of 2 years

## **7. Timeline for Delivery and Installation**

Bidder is required to delivery &Installation the equipment at the specified locations / offices within 45 days from the date of the Release Order. Locations/Offices would be as specified in the Release Order.

## **8. Payment Criteria**

Payment shall be made on release order basis. Once the delivery/ installation against a particular release order is complete with in specified time in this document, bidder shall submit the invoices to CDMA.

80% payment shall be released against successful completion of deliveries at the delivery locations, installation and testing of equipment at GED's site and acceptance by CDMA Nodal Officer.The bidder is required to submit a copy of user acceptance from each Municipality to the designated Authority along with the invoice.10 % up on successful completion of AMC for 6 months and remaining 10% up on successful completion of AMC for 1 Year.

## SECTION-V

# GENERAL CONDITIONS OF TENDER

1. The bidder must fulfil the eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the eligibility/pre-qualifying conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given this document may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.

2. CDMA reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by CDMA shall result in summarily rejection of the bid.

3. Engagement with CDMA does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by CDMA. CDMA reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by CDMA depending upon the profile provided by the agencies and requirement of assignment.

4. CDMA reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agencies at its sole discretion.

5. Acceptance of the application(s) constitutes no form of commitment on the part of CDMA. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.

6. CDMA reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.

7. CDMA reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged CDMA requirements even if the tender is in evaluation stage.

8. CDMA reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.

The responder shall bear all costs associated with the preparation and submission of its response, and CDMA will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.

9. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting / sub-letting is allowed.

#### 10. Performance Bank Guarantee:

- a. The agency need to deposit within ten (10) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee for an amount of 5% (Five per cent) of the Tender value against the supply portion for 1 years plus 6 month claim period and after completion of 1 years in the format placed at Annexure – A.
- b. The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of “The Commissioner and Director of Municipal Administration, Telangana”.
- c. The Performance Bank Guarantee may be discharged/ returned by the CDMA after the completion of the contract upon being satisfied for the performance of the obligations of your firm under the contract.
- d. Failing to comply with the above requirement, or failure to enter into contract within 10 days or within such other extended period, as may be decided by the CDMA shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.
- e. In the event the firm being unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by CDMA.
- f. No Bank Charges/ interest shall be payable for the Performance Bank Guarantee.

#### 11. Rates and Prices

- a. Bidders should quote item-wise rates/ prices including all taxes and duties as mentioned in Form-III by explicitly mentioning the breakup of basic prices and applicable taxes.
- b. Price quoted by bidder shall be firm for entire contract period.
- c. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.
- d. The quoted prices shall be for delivery and installation at Telangana. The prices shall be for all destinations and shall include all charges, levies and duties for delivery and installation at any location in Telangana State. The exact details of location address etc. shall be provided along with the release order.

12. In case of default in services or denial of services, CDMA, at its sole discretion, will be free to avail services of other service providers at your "Risk & Cost".

13. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT shall be applicable.

14. Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in the format as mentioned in Form IV and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.

15. In case any damage or defect is found during verification after receipt of material at Purchaser's stores or material develops defects within warranty period, the supplier shall attend/replace such defects free of all charges within 15 days of being notified by the Purchaser, of the occurrence of such defects. In case the defect is not attended or replacement of material is not received within specified period, then apart from encashing the performance security deposit, the Purchaser may also take suitable penal action including debarring from all future business.

16. A demo piece of the Kiosk as specified in the Specifications shall be made to the satisfaction of CDMA and up on due approval of the design and functionality from the Department only shall be supplied to all ordered locations

17. In a tender either the Indian agent on behalf of the Principle /OEM or Principle / OEM itself can bid but both cannot bid simultaneously for the same item/product.

18. If an agent submits bid on behalf of the principal /OEM, the same agent shall not submit a bid on behalf of another principal /OEM in the same tender for the same item/product.



## SECTION-VI

### PRE-QUALIFICATION CRITERIA

Pre-Qualifying Criteria (Mandatory Requirements) for Rate contract for Supply & Installation of Robot Shaped Touch Screen Information Kiosk, Content Management System for ULBs of Telangana

#### (a) Financial Criteria

The Bidder shall furnish documentary evidence that it meets the following financial requirement(s):

- i) The Bidder shall have average Annual Financial Turnover of not less than INR 100.00 Lakhs in the last three financial years from 2014-15, 2015-16, 2016-17 years. Bidder shall furnish Chartered Accountant's Certificate confirming the Turnover claimed
- ii) The Bidder shall have Positive net worth for last 3 financial years (Relevant Audited Balance sheets, Chartered Accountant's Certificate to be submitted)

#### (b) Minimum Criteria

- i) Bidder/Agency Must be a registered firm as a Partnership/LLP/Private Limited/Public Limited company in India
- ii) Bids from Joint Venture/consortium firms shall not be accepted
- iii) The bidder should have been in existence for more than 5 years
- iv) The Agency must be a GST Registered firm, should have GST, Income tax, TDS returns filed regularly as per the compliances and the copy of the latest returns to be submitted
- v) The Agency must have a Local Branch office & Local Service centre in Telangana, a proof of same to be submitted

**(c) Experience and Technical Capacity**

The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s): From any of the Governments Department or Public Enterprises attested by competent authority.

- i. Supplied and installed the touch screen kiosks in the Urban Local Bodies (ULBs) or Public Enterprises of any State in the country.
- ii. The Bidder shall have successfully developed user interface with required information for kiosk in the ULBs or Public Enterprises.
- iii. The Bidder should have ISO 9001-2008 (or above) Certification for Quality Management System from IAF recognized or similar body
- iv. The bidder shall have ISO 27001-2013 (or above) Certification for Information Security Management System from IAF recognized or similar body
- v. The bidder should have worked for urban local bodies earlier and must be well aware of the processes and functionality of the Municipality
- vi. The successful Agency/Firm should show a demo piece of Robot Shaped touch kiosk that qualifies to the satisfaction of CDMA before supply to all ULBs.
- vii. The Bidder should submit relevant work orders and completion certificates in regards to above

(d) The Bidder shall furnish documentary evidence defining legal status and also demonstrate that Goods it offers meet the following usage requirement:

- i. Documents defining the constitution or legal status, place of registration and principle place of business of the company or firm or partnership etc.
- ii. The bidder should furnish a brief write-up, backed with adequate data, explaining his available capacity and experience (both technical and commercial) for the manufacture and supply of the required equipment within the specified time of completion after meeting all their current commitments.
- iii. Reports on financial standing of the Bidder such as Chartered Accountant certified profit and loss statements, balance sheets and auditor's report for the past three years, banker's certificates.

## SECTION-VII

### TENDER EVALUATION METHODOLOGY

#### OPENING OF BID:

The Bidder or his authorized representative may be present at the time of opening of bid on the specified date, but a letter in the form annexed at (Form – I) hereto must be forwarded to this office along with bid and a copy of this letter must be produced in the office by the person attending the opening of bid. Unless this letter is presented by him, he may not be allowed to attend the opening of bid.

In case of unscheduled holiday on the closing/opening day of bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid; the time notified remaining the same.

#### EVALUATION OF BID

##### PRE-QUALIFYING CRITERIA

Evaluation and comparison of bids will be done as per provisions of Pre-qualifying Criteria supporting documents as proof of pre-qualifying criteria at section – VI. CDMA reserves the right to verify the site of operation for above activity and list of persons provided as per qualifying criteria and accordingly decide upon meeting the requirement.

The CDMA will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order qualifying to which bids shall be summarily rejected.

##### PRICE EVALUATION CRITERIA

1.1 Bidders should quote their rates/prices in Indian Rupees only which shall be inclusive of all applicable taxes, duties, levies, insurance, transportation etc., applicable for entire scope of work as per Price Schedule included to Form - III of this tender document.

1.2 Bids shall be evaluated on the basis of the total evaluated value as per the quoted rates for the services mentioned in Scope of Work. The total evaluated price as per the evaluation methodology mentioned as under at Form - III of this tender document and the other details mentioned therein will be the basis for the evaluation purposes and for arriving at inter-se ranking of the various bidders of the tender.

1.3 Bid shall be evaluated separately for Part-I and Part-II as per the Total All Inclusive Value for tender BOQ as mentioned in Form-III, which shall be filled by the bidder as a Financial Bid.

##### AWARD CRITERIA

The purchaser will award the contract to the successful bidder whose bid has been determined to be in full conformity to the bid documents and has been determined as the lowest evaluated bid as calculated for both the parts I & II.

## SECTION-VIII

### Letter for Submission of Tender

**FORM-I**

To,

Director of Municipal Administration Department

640, AC Guards, MasabTank

Opp PTI Building

Hyderabad 500 004

Sub.: Submission of Bid for “Rate contract for Supply & Installation of Robot Shaped Touch Screen Information Kiosk, Content Management System for ULBs of Telangana”-Reg.

Madam,

1. With reference to your Tender No. ----- dated ----- for **Rate contract Supply & Installation of Robot Shape dTouch Screen Information Kiosk, Content Management System for ULBs of Telangana**, I wish to apply for engagement with CDMA.

Further, I hereby certify that

**I have read the provisions of the all clauses and confirm** that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.

2. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the CDMA.

3. Our bid shall remain valid for period of 180 days from the last date of bid submission.

Date: Signature .....

Place: Full Name .....

Designation..... Address .....

***Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.***

**FORM-II****Pre-Qualification Criteria Details****Rate Contract for Supply & Installation of Robot Shaped Touch Screen Information Kiosk, Content Management System for ULBs of Telangana**

Agency Name	
Date of Inception (Must be 5 years old)	
Type of legal entity (Proprietor, Partnership, Pvt Ltd, Society etc)	
Name of Registering Authority	
Registration Number	
Whether any Legal/Arbitration /proceeding is instituted against or the Agency has lodged any claim in connection with works carried out by us	
Corporate office Address	
Telangana Branch Office Address	
Telangana Service Centre Address	
Name of the top executive with designation:	
Telephone Number(s)	
E-mail Address	
GSTIN No:	
TAN Number:	

PAN Number:	
Date of Latest GST Returns Filed: (Copy of the Returns to be submitted)	
Date of Latest Income Tax Returns filed: (Copy of the Returns to be submitted)	
Date of Latest TDS Tax Returns filed: (Copy of the Returns to be submitted)	
ISO 9001 Certificate: (Must have been issued prior to the Tender Notification date)	Certification Standard: Issuing Authority: Date of Issue: Date of Expiry:
ISO 27001 Certificate: (Must have been issued prior to the Tender Notification date)	Certification Standard: Issuing Authority: Date of Issue: Date of Expiry:
Awards & Recognitions (if any):	

**For and on behalf of:**

**(Company Seal)**

**Signature** :

**Name** :

**Designation** :

**(Authorized Representative and Signatory)**

***Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.***

**FORM-III**

**FINANCIAL STANDING - ANNUAL TURNOVER**

Certificate from the Statutory Auditor regarding Annual Turnover of the Bidder in the immediately preceding **3 Financial Years**

Based on its books of accounts and other published information authenticated by it, this is to certify that \_\_\_\_\_ (name of the Agency) had, over the last three Financial Years, an **Average** annual Total Turnover of Rs. \_\_\_\_\_ Lakhs, as per year-wise details noted below:

<b>Financial year ending 31<sup>st</sup> March</b>	<b>Total Turnover (in Rs. Lakhs)</b>	<b>Positive Net worth (Amount)</b>	<b>Positive Worth (%)</b>
2015-16			
2016-17			
2017-18 (Provisional)			

It is also certified that the company has been in Positive net worth for last 3 financial years

**Name of the audit firm/ Chartered Accountant:**

**Seal of the audit firm:**

**(Signature, name and designation and registration Number of the Chartered accountant)**

**Date:**

**Note:**

Please provide certified copies of Audited Financial Statements of the firm for the immediately preceding three financial years.

***Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.***

**PREVIOUS EXPERIENCE**

Details of previous supply, installation of Touch screen information Kiosk and User interface to any PSU, Government Agencies or Urban Local Bodies in the country

S.NO	Name of the PSU, Government Agency or Urban Local Body	Product Description	Quantity Supplied	Date of Supply
1				
2				
3				
4				
5				
6				

Relevant Work orders and work completion certificates to be attached along

**For and on behalf of:**

**(Company Seal)**

**Signature** :

**Name** :

**Designation** :

**(Authorized Representative and Signatory)**

***Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.***



**FORMAT FOR NO-DEVIATION CERTIFICATE**

*Unless specifically mentioned in this schedule, the tender shall be deemed to confirm the CDMA's specifications:*

S.No	Clause No.	Details of deviation with justifications

**By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.**

*Seal of the Company:*

*Signature*

*Name*

***Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.***

**Financial Bid****PROFORMA OF SCHEDULE OF RATES****(To be submitted through online mode only)**

Bidder Name:

**Rate Contract for Supply & Installation of Robot Shaped Touch Screen Information Kiosk, Content Management System for ULBs of Telangana**

S.No	Item Type	Qty No.	Rate per Unit (Rs)	Taxes	Total all Inclusive Unit price	Total Amount (Rs.)
A	B	C	D	E	F= D+E	G= CxF
1	Supply & Installation of Robot Shaped touch screen kiosk in designated locations & Development of User interface & Content Management System for Touch screen kiosk as required by CDMA including 1-year AMC	73				
2	AMC Charges for 2nd year as per specifications	73				
3	AMC Charges for 3rd year as per specifications	73				

The rates are invited for entering into Rate Contract valid for two years from the date of issue of contract. Prices are to be quoted accordingly. The quantities mentioned above are for evaluation purposes only. Actual Quantities may vary as per site requirement and Release Orders against this Rate Contract (RC) shall be placed accordingly.

The quoted rates must be inclusive of all taxes as applicable at the time of bidding.

Bidders are to quote their rates strictly as per above format.

CDMA reserves the right to increase the RC quantity (on same rate and terms and conditions) by another 110% if required.

**ANNEXURE-A**

**PERFORMANCE BANK GUARANTEE**

Director of Municipal Administration Department  
640, AC Guards, MasabTank  
Opp PTI Building  
Hyderabad 500 004

(With due Rs.100/- stamp duty, if applicable)

**OUR LETTER OF GUARANTEE No. :** ..... **Date:** .....

**Amount:** ..... **Valid Date:** .....

**Bank Name & Address:**

.....

In consideration of Commissioner and Director of Municipal Administration. having its office at 640, AC Guards, Masab Tank, Opp PTI Building, Hyderabad 500 004, (hereinafter referred to as "CDMA" which expression shall unless repugnant to the content or meaning there of include all its successors, administrators and executors) and having entered into an agreement dated \_\_\_\_\_/issued Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ with/on as \_\_\_\_\_ (hereinafter referred to as "The service" which expression unless repugnant to the content or meaning thereof, shall include all the successors, Administrators and executors).

WHEREAS the Agency having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement accepted to providing service as per terms and conditions given in the Agreement dated \_\_\_\_\_ /Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ and CDMA having agreed that the Agency shall furnish to CDMA a Performance Guarantee for the faithful performance of the entire contract, to the extent of 5% (five percent) (or the percentage as per the individual case) of the value of the Work Order i.e. for \_\_\_\_\_.

We, \_\_\_\_\_ (The Bank) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No.

\_\_\_\_\_ in your favour for account of \_\_\_\_\_ (The Agency) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/work Order.

Hereby, we undertake to pay upto but not exceeding \_\_\_\_\_ (say \_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount Claimed is due by reason of the Agency having failed to perform the Agreement and despite any contestation on the part of above named Agency.

This Letter of Guarantee will expire on \_\_\_\_\_ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

\_\_\_\_\_

Authorized Signature

Chief Manager/Manger

Seal of Bank