



# मिरा भाईंदर महानगरपालिका



स्व. इंदिरा गांधी भवन, मुख्य कार्यालय, छत्रपती शिवाजी महाराज मार्ग, भाईंदर पश्चिम, ता. जि. ठाणे, ४०११०१

माहिती व तंत्रज्ञान विभाग

संकेतस्थळ - [www.mbmhc.gov.in](http://www.mbmhc.gov.in)

ई-मेल - [it@mbmhc.gov.in](mailto:it@mbmhc.gov.in)

संपर्क - २८१९२८२८-२५१

जा.क्र.मनपा/ माहिती व तंत्रज्ञान /344/2024-25

दि.27/12/2024

प्रति,  
जनसंपर्क अधिकारी  
मिरा भाईंदर महानगरपालिका

**विषय :-** जाहिर फेर दरपत्रक सूचना प्रसिध्द करणेबाबत.

उपरोक्त विषयान्वये माहिती व तंत्रज्ञान विभागाची मिरा भाईंदर महानगरपालिकेच्या विविध विभागांसाठी Implementation Of WhatsApp based Service Platform विकसित करणेकामी सोबत जोडलेली जाहिर फेर दरपत्रक सूचना शासकीय नियमानुसार वृत्तपत्रात पत्र प्राप्त झाल्यापासून दोन दिवसांत प्रसिध्द करण्यात यावी.

तसेच सूचना प्रसिद्धीनंतर सदर वृत्तपत्राचे कात्रण या कार्यालयास देणेत यावे. ही विनंती.  
सोबत :- जाहिर फेर दरपत्रक सूचना

(अंदाजित खर्च - रु. 4,98,960/-)

(राजकुमार एम.धरत)

सिस्टीम मॅनेजर

माहिती व तंत्रज्ञान विभाग  
मिरा भाईंदर महानगरपालिका



# मिरा भाईंदर महानगरपालिका



स्व. इंदिरा गांधी भवन, मुख्य कार्यालय, छत्रपती शिवाजी महाराज मार्ग, भाईंदर पश्चिम, ता. जि. ठाणे, ४०११०१

माहिती व तंत्रज्ञान विभाग

संकेतस्थळ - [www.mbmc.gov.in](http://www.mbmc.gov.in)

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संपर्क - २८१९२८२८-२५१

जा.क्र.मनपा/ माहिती व तंत्रज्ञान /344/2024-25

दि. 27/12/2024

## // जाहीर फेर दरपत्रक सुचना //

मिरा भाईंदर महानगरपालिका माहिती व तंत्रज्ञान विभागामार्फत मिरा भाईंदर महानगरपालिकेच्या विविध विभागांसाठी Implementation Of WhatsApp based Service Platform विकसित करणेकामी अधिकृत व अनुभवी विक्रेत्याकडून स्पर्धात्मक दरपत्रक मागविण्यात येत आहेत. ईच्छुक दरपत्रकधारकांसाठी दरपत्रकबाबत सविस्तर तपशिल <https://mbmc.gov.in> या संकेतस्थळावर उपलब्ध आहेत. दरपत्रक ऑफलाईन स्विकारण्यात येतील व दरपत्रक भरण्याची अंतिम दि. 07/01/2025 रोजी दु. 1.00 वाजेपर्यंत राहिल.

(राजकुमार एम. धरत)

सिस्टीम मॅनेजर

माहिती व तंत्रज्ञान विभाग  
मिरा भाईंदर महानगरपालिका

ठिकाण :- भाईंदर (प.)

दिनांक :-



**MIRA BHAINDAR MUNICIPAL CORPORATION**  
**INFORMATION AND TECHNOLOGY DEPARTMENT**

Indira Gandhi Bhavan, Chatrapati Shivaji Maharaj Marg, Bhayander (W) -401101  
Tal. Dist. Thane 401101

Website - [www.mbmc.gov.in](http://www.mbmc.gov.in)

E-mail- [it@mbmc.gov.in](mailto:it@mbmc.gov.in)

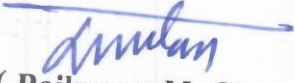
Telephone No. — 28192828-251

MBMC/IT /34/2024-25

Date: -27/12/2024

**// Re - Quotation Notice //**

Mira Bhaindar Municipal Corporation, Information and Technology Dept. invites proposals from reputed and experienced companies to participate in the competitive bidding process to Implementation Of WhatsApp based Service Platform to MBMC dept. For the detailed Quotation document, interested bidders should visit <https://mbmc.gov.in>. Quotation submission would be offline and the deadline to submit the proposals is on dt.07/01/2025 at 1 p.m.

  
( Rajkumar M. Gharat)  
System Manager

(Information and Technology)  
Mira Bhaindar Municipal Corporation

Place:- Bhainder (West)  
Date:-





# मिरा भाईंदर महानगरपालिका



स्व. इंदिरा गांधी भवन, मुख्य कार्यालय, छत्रपती शिवाजी महाराज मार्ग, भाईंदर पश्चिम, ता.जि.ठाणे, ४०११०१

माहिती व तंत्रज्ञान विभाग

संकेतस्थळ - [www.mbmcc.gov.in](http://www.mbmcc.gov.in)

ई-मेल - [it@mbmcc.gov.in](mailto:it@mbmcc.gov.in)

संपर्क - २८१९२८२८-२५१

जा.क्र.मनपा/ माहिती व तंत्रज्ञान /344/2024-25

दि.27/12/2024

## // जाहीर फेर दरपत्रक सूचना //

मिरा भाईंदर महानगरपालिका माहिती व तंत्रज्ञान विभागाच्या खालील कामाकरिता दरपत्रक मागविण्यात येत आहेत. सदर कामाची अटीशर्तीसह दरपत्रक मिरा-भाईंदर महानगरपालिकेचे संकेतस्थळ <https://mbmcc.gov.in> वर उपलब्ध असून सदर दरपत्रक दि.27/12/2024 ते दि.07/01/2025 रोजी रु.1.00 वाजेपर्यंत स्विकारण्यात येतील. मुदतीत आलेले दरपत्रक शक्यतो दि.07/01/2025 रोजी रु.1.30 वाजता उपस्थित निविदाधारक अथवा त्यांचे प्रतिनिधी यांचे समक्ष माहिती व तंत्रज्ञान विभाग, मिरा भाईंदर महानगरपालिका येथे उघडण्यात येतील. कोणत्याही प्रकारची दरपत्रक स्विकारणे अथवा नाकारणे याबाबतचा अंतिम अधिकार आयुक्त, मिरा भाईंदर महानगरपालिका यांनी राखून ठेवलेला आहे.

अ.क्र	कामाचे नाव	अंदाजित खर्च	कोरे निविदा पत्रकाची किंमत	निविदा बयाणा रक्कम
१.	मिरा भाईंदर महानगरपालिकेच्या विविध विभागांसाठी Implementation Of WhatsApp based Service Platform विकसित करणेकामी	रु.4,98,960/-	Rs.1,800/- + Rs.324/- (18% GST) = Rs.2124/- (नापरतावा)	रु. 9,000/- (परतावा)

टिप :- सर्व दरपत्रक केवळ ऑफलाईन स्विकारल्या जातील.

(राजकुमार एम.धरत)

सिस्टीम मॅनेजर

माहिती व तंत्रज्ञान विभाग

मिरा भाईंदर महानगरपालिका

ठिकाण :- भाईंदर (प.)

दिनांक :-



# MIRA BHAINDAR MUNICIPAL CORPORATION

## INFORMATION AND TECHNOLOGY DEPARTMENT

Indira Gandhi Bhavan, Chattrapati Shivaji Maharaj Marg, Bhayander (W) -401101  
Tal. Dist. Thane 401101

Website - [www.mbmc.gov.in](http://www.mbmc.gov.in)

E-mail- [it@mbmc.gov.in](mailto:it@mbmc.gov.in)

Telephone No. — 28192828-251

MBMC/IT/344/2024-25

Date: -27/12/2024

### // Re - Quotation Notice //

Mira Bhaindar Municipal Corporation invites sealed Quotation for following works. The Quotation and other relevant document will be available for download on MBMC website as <https://mbmc.gov.in> from dt.27/12/2024 to dt.07/01/2025 till 1.00 p.m. Quotation form fee and EMD should be submitted through offline Receipt system, failing which the Quotation will be disqualified.

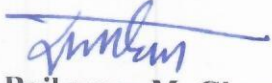
The last date for submission of Quotation is dt. 07/01/2025 up to 1.00 p.m. If possible the Quotation shall be opened in the presence of their bidders or there representative on the dt. 07/01/2025 up to 1.30 p.m. at the Information and Technology Dept. of Mira Bhainder Municipal Corporation.

Hon. Commissioner of Mira Bhainder Municipal Corporation has reserve right to reject any or all offline Quotation, without assigning any reasons.

Sr. No.	Name of work	Estimated Amount in Rs.	Cost of Tender Documents (in Rs.)	Earnest Money Deposit (EMD)
1)	Implementation Of WhatsApp based Service Platform	Rs.4,98,960/-	Rs.1,800/- + Rs.324/- (18% GST) = Rs.2124/- (Non Refundable)	Rs. 9,000/- (Refundable)

#### Note:-

1. Quotation Documents shall not be sent or received via post.
2. Quotation Submission is offline only.

  
( Rajkumar M. Gharat)

System Manager

(Information and Technology)

Mira Bhaindar Municipal Corporation

Place:-Bhainder (West)

Date:-

## **Mira Bhayandar Municipal Corporation**

RFP for: Implementation & Integration Of WhatsApp Chatboat based Service Platform (For 1 Year).

**Quotation Notice Number: dt.27/12/2024**

Price of Quotation Copy: Rs.\_\_\_\_/- (Rupees\_\_\_\_\_Only)

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## Implementation & Integration Of WhatsApp Chatboat based Service Platform (For 1 Year).

### A) DISCLAIMER

- i. All information contained in this Request for Proposal (RFP) is provided in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.
- ii. The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- iii. This RFP is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder 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 RFP and obtain independent advice from appropriate sources.
- iv. Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- v. The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- vi. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

**B) IMPORTANT INFORMATION**

<b>Information</b>	<b>Details</b>
Period of sale of Quotation Document	27/12/2024
Fee of Quotation Document	<b>Rs. 1,800/-+ Rs. 324/- (18% GST) = Rs.2,124/- (Non Refundable)</b>
Earnest Money Deposit (EMD)	<b>Rs. 9,000/- (Refundable)</b>
Due Date of Quotation submission	07/01/2025 : 01:00 PM
Pre – Bid query submission	03/01/2025
Time and date of opening of the Quotation	07/01/2025: 01.00 PM

**C) ACRONYMS AND ABBREVIATIONS**

<b>As Used in the Document</b>	<b>Description</b>
<b>EMD</b>	Earnest Money Deposit
<b>RFP</b>	Request For Proposal
<b>BG</b>	Bank Guarantee
<b>Purchaser</b>	MBMC
<b>COTS</b>	Commercially off the Self
<b>TEC</b>	Quotation evaluation Committee
<b>Vendor</b>	Successful Vendor Bidder
<b>Client</b>	MBMC
<b>HODs</b>	Head Of Departments
<b>RACI Matrix</b>	Responsibility Approve Consulted Informed
<b>Authorized Signatory</b>	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
<b>Bidder</b>	"Bidder" means any firm/ agency/ company/ contractor/ supplier/ vendor responding to Invitation for Bids and which is participating in the Bid. Also called "Offer-or" or "Quoter".
<b>Contract</b>	"The Contract" means a legally enforceable agreement entered into between MBMC and the selected bidder(s) with mutual obligations.
<b>Day</b>	"Day" means a working day as per Government Of India (GoI).
<b>SLA</b>	Service Level Agreement is a negotiated agreement between two parties wherein one is MBMC and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
<b>Services</b>	"Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good.
<b>Remote Locations</b>	Are the different locations under MBMC jurisdiction where their employees work based on requirement.

**MIRA BHAYANDAR MUNICIPAL  
CORPORATION**

**Computer Department**

**Quotation Notice No. 302 dt.09/12/2024**

The Commissioner, Mira Bhayandar Municipal Corporation, Mira Bhayandar invites Quotations

Sr. No.	Name Of Work	Quotation Form Fee	EMD Amount	Time Limit For completion
	Description			
1	Implementation Of WhatsApp based Service Platform. (For 1 Year)	Rs.1,800/-+ Rs.324/- (18% GST)  = Rs.2124/- (Non Refundable)	Rs.9,000/- (Refundable)	

**Terms & Conditions:**

1. The detailed Quotation notice and blank Quotation forms are available at **www.mahaQuotations.gov.in** from 27/12/2024 to 07/01/2025 up to 1.00am/pm
2. The Quotations through e-Quotationing system will be accepted 27/12/2024 to 07/01/2025 up to 1.00am/pm
3. The Quotations will be open on 07/01/2025 at 1.00 am/pm if possible, at Quotation cell, MBMC.
4. Commissioner MBMC reserves the right to reject one or all Quotations without assigning any reason thereof and such decision will be final & binding to all.

Sd/- Commissioner  
Mira Bhayandar Municipal  
Corporation



## **D) INTRODUCTION**

In recent years, MBMC has initiated various e-governance initiatives that aim to bring about holistic improvements in its operations with focus on revenue generation, efficiency enhancement and social responsiveness. One such initiative is to build sets of principles for delivery, fixture and authorization of facial geometry identity verifying and monitoring framework.

### **Background**

Mira Bhayandar Municipal Corporation has been trying to enhance the quality of services, expand the infrastructure and accelerate its economic growth .The Corporation had initiated its journey in e Governance with an aim of creating a solid, system driven corporation with highest levels of Transparency, Accountability and Citizen Servicing Standards. It has created a hassle free interaction with the citizen. Payment of taxes, application for newer water connection, application for birth/ death certificate, and application for any other service or simply the registration of a civic complaint is done with ease in MBMC.

## **E) INSTRUCTIONS TO BIDDERS**

### **F) Advice to the bidders**

Bidders are advised to study this Quotation document carefully before participating. It shall be deemed that submission of Quotation by the bidder have been done after their careful study and examination of the Quotation document with full understanding to its implications. Quotation is to be submitted as per Annexure format only. Failure to furnish all information as per the formats mentioned in the Quotation in every respect will be at the Bidder's risk and may result in the rejection of its Quotation.

### **G) Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its Quotation and MBMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **H) Language**

The Proposal should be filled by the Bidder in English language only.

## **I) Composition of Quotation**

The services required, Quotation procedures and Quotation terms are prescribed in this Quotation document. In addition to the invitation for bids, the Quotation document includes:

- ❖ Quotation Notice
- ❖ Introduction
- ❖ Instructions to Bidders
- ❖ Scope of work
- ❖ Pre-Qualification Criteria & evaluation of Quotation
- ❖ Project milestones
- ❖ Service Level Agreement
- ❖ Terms and Conditions
- ❖ Annexures

**J) E-Quotationing System**

**Issue of blank Quotation form**

- i) The blank Quotation forms are available at [www.mahaQuotations.gov.in](http://www.mahaQuotations.gov.in). The procedure for purchasing the blank Quotation form is as follows.
- ii) Bidders who wish to participate in the Bidding process must register on the website <http://mahaQuotations.gov.in/nicgep/app>. Bidders, whose registration is valid, may please ignore this step. At the time enrollment, the information required for enrollment should be filled. After enrollment the bidder will get his user name and password to his Mail Id.
- iii) To participate in the offline Quotationing process, the Bidders must procure Digital Signature Certificates (class III) in accordance with the IT Act 2000. Bidders who already have a valid DSC need not procure a new DSC.
- iv) A digital signature is required for purchasing and submission of Quotation form. Queries regarding digital signature can be solved through help mode, bidder can contact Help Line No. 0222-28192828-255
- v) Quotation form, conditions of contract, specifications can be downloaded from the e-Quotationing portal of Government of Maharashtra i.e. '<http://mahaQuotations.gov.in>'
- vi) The bidder has to submit Quotation form fee (Non Refundable) of Rs. Rs.1800/- + Rs.324/- (18% GST) = Rs.2124/- The Bidder shall submit the offer in Electronic formats both for technical and commercial proposals. However, Quotation Form Fee (Non Refundable) Will be accepted through offline payment mode only.
- vii) The bidder has to submit the technical and commercial bid offline only.
- viii) Quotation is to be submitted as per enclosed "Quotation Form format" only.
- ix) Attach the certificates, brochures & other documents asked for in the Quotation.
- i) For any other queries, bidder can contact Help Line No. 0222-28192828-255

Further information regarding the work can be obtained from Computer Department, MBMC.

**K) Quotation Fee**

The bidder has to submit **Quotation form fee** (Non Refundable) of Rs. Rs.1800/- + Rs.324/- (18% GST) = Rs.2124/- The Bidder shall submit the offer in Electronic formats both for technical and commercial proposals. However, **Quotation Form Fee (Non Refundable)** will be accepted through offline payment mode only.

**L) Earnest Money Deposit (EMD)**

The bidders are required to submit **Earnest Money Deposit** of Rs.9000/- (**Rupees Nine thousand Only**) and will be accepted through offline payment mode only.

The EMD will be forfeited -

- a) If a Quotationer withdraws its Quotation during the period of bid validity
- b) Or in case of a successful Quotationer, if the Quotationer fails
  - i. To sign the contract in accordance with terms and conditions;
  - ii. To furnish Bid Security Deposit as specified in terms and conditions.

**M) Hand Written Documents, Erasures or Alterations**

The offers containing erasures or alterations will not be considered. **There should be no hand-written material,**

## Implementation & Integration Of WhatsApp Chatboat based Service Platform (For 1 Year).

**corrections or alterations in the offer.** Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Commissioner may treat offers not adhering to these guidelines as unacceptable.

### N) Offer Validity Period

The offer should hold valid for a period of 180 days from the date of the opening of Quotation.

### O) Signing of Quotation

The Quotation Offer shall be signed by the Bidder or a person or persons duly authorized by the bidder’s organization. Such authorization shall be indicated by Authorization Certificate on the letter head of organization accompanying the Quotation offer.

### P) Bid submission process

The Quotation should be submitted offline through e-Quotationing system in Technical bid and Commercial bid format only. There will be two separate bids i.e. Technical Bid and Commercial Bid.

### I) Technical Bid for Control system:

Sr.No	Eligibility Criteria to Participate	Documents required
1.	Form Fee	Offline Form Fee Receipt
2.	1) Under the Micro and Small, Medium Enterprises Development Act, 2006, the enterprises registered as manufacturers are exempted from payment of Quotation fee and earnest money (EMD). 2) Government Boards / Corporations / Enterprises as well as producers and suppliers registered under Micro, Small and Medium Enterprises should be exempted from payment of Quotation fee and earnest money. In this, the registered suppliers other than Maharashtra State Handloom Corporation / Federation will be required to submit authorization letter from the manufacturer to be the authorized dealer.	Offline EMD Receipt
3.	The bidder should be registered under Companies Act, 1956 Or a partnership firm registered under LLP Act, 2008 Or a proprietorship under Maharashtra shop and establishment ACT 1948	Certificate of Incorporation/Registration
4.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	Self-declaration on Bidder’s letterhead duly signed by Bidder
5.	The bidder shall have valid PAN Card.	Valid PAN Registration Certificate
6.	The bidder shall have valid GST Certificate.	Valid GST Registration Certificate
7.	Bidder should have Experience of Implementation And integration Of WhatsApp Chatbots in Govt. or Semi Govt. organization or ULB in last 5 years  Three similar completed works of which work wise	Copy of Purchase Order + Work Completion Certificate

## Implementation & Integration Of WhatsApp Chatboat based Service Platform (For 1 Year).

	<p>costing should not be less than the amount equal to 40% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>Two similar completed works of which work wise costing should not be less than the amount equal to 50% of the estimated cost.</p> <p style="text-align: center;">OR</p> <p>One similar completed work costing should not be less than the amount equal to 80% of the estimated cost.</p>	
8.	Joint venture or consortium for any documents is not allowed.	Self-declaration on Bidder's letterhead duly signed by Bidder
9.	Average Annual turnover of Last Three Years should be 75% of the Estimated Cost of Estimated value for Assessment year (2021-22, 2022-23, 2023-2024)	from the chartered Accountant
10.	The bidder should have office in Maharashtra as on date of submission of the Bid.	Valid office address proof document
11.	Rs.100 Affidavit on stamp paper indication the authenticity of the attached/uploaded document.	Scan copy of Affidavit
12.	Bidder should have CMMI Class 3 certificate or higher Certificate.	Valid CMMI Class 3 Certificate

- Note : 1) Bidder aggregate total of all item is lower is decided as L1  
 2) L1 bidder is decided on aggregate total of all BOQ items

Commercial bid container should contain **Annexure –D** in following manner:-

### **Q) Clarification of Offers / Proposal**

To assist in the scrutiny, evaluation and comparison of offers, the Corporation may, at its discretion, ask some or all Bidders for technical clarification of their offer. The request for such clarifications and the response shall be in writing. To speed up the Quotation process, the Corporation, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Bidder. In such cases, original copy of the document describing the technical clarifications must be sent to the Corporation by means of courier / in person.

### **R) Address of Communication**

Offers should be addressed to the following officer at the address given below:



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### **Commissioner**

Mira Bhayandar Municipal Corporation (MBMC),  
Indira Gandhi Bhawan, Chhatrapati Shivaji Maharaj Marg, Bhayandar West,  
Mira Bhayandar, Maharashtra 401101

### **S) Opening of Quotation & Evaluation of Quotations**

The Quotations received before the time & date specified will be opened as per the specified program in the office as mentioned in the Quotation notice. The Quotations will be opened in the presence of Bidders or their authorized representatives, who choose to remain present on the opening day at the Scheduled time.

### **T) Process to be Confidential**

Information relating to the examination, clarification, evaluation and comparison of bids and the award of a Contract shall not be disclosed to Bidders or any other Person not officially concerned with such process until the award to the successful Bidder has been announced.

### **U) Conditional offers by the Vendors**

The bidder should abide by the terms and conditions specified in the Quotation document. If any bidder submit conditional proposal, such bids will be liable for outright rejection.

### **V) Non-transferable Quotation**

The Quotation document purchased through E-Quotations system is not transferable. Only the party, who has purchased the Quotation, is entitled to quote.

### **W) Rejection of Quotations**

The Commissioner, MBMC has the rights to reject any single or all the Quotations without assigning any reasons thereof.

### **X) Performance Security Deposit**

Successful Vendor will have to sign an Agreement Contract with MBMC and Submit within 15 Days Performance security deposit of 5% of contract value in the form of Bank Guarantee (BG) valid till conclusion of contract. (As per Annexure H). No interest will be applicable on Bank Guarantee. This Performance Bank Guarantee will be forfeited, if the onsite manpower or resources are withdrawn or failure to implement the project by the vendor without any intimation to MBMC.

### **Y) Agreement**

Successful bidder is required to execute an Agreement within 3 Days as per details mentioned in Letter of Intent.

### **Z) Rights of the MBMC**

The Commissioner, MBMC reserves the right to suitably increase / reduce the scope of Work put to this Quotation.

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### AA) Interpretation of the Clauses in the Quotation

In case of any ambiguity in the interpretation of any of the clauses in Quotation Document, interpretation of the clauses by the Commissioner, MBMC shall be final and binding on all parties.

### BB) Confidentiality

The successful bidder will have to maintain strict Privacy and confidentiality of all the data it/its staff gets access to. Adequate provisions to be made by the successful bidder to ensure that no unrestricted access to the data to people in the organization is allowed who have not got necessary permissions.

### CC) Location of Support

Vendor should deploy the manpower as mentioned in this Quotation onsite during the period of maintenance and Support at MBMC. The manpower deployed will be working as per the official timings of MBMC.

### DD) Indemnity

Vendor shall indemnify, protect and save MBMC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of the PIS services rendered by him.

### EE) Quotation Evaluation Committee

The Quotation Evaluation Committee (TEC) constituted by the MBMC shall evaluate the Quotations. The decision of the Evaluation Committee in the evaluation of the Qualification criteria and Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

### FF) SCOPE OF WORK

**The Implementation & Integration of a WhatsApp Chatboat-Based Service Platform to Integrated with different Application and Service Management System Using Bidirectional WhatsApp**

#### 1. Introduction

Mira Bhayandar Municipal Corporation (MBMC) aims to implement an Integrated Complaint and Service Management System using a bidirectional WhatsApp platform. This system will serve as an innovative communication channel to streamline service delivery, facilitate payments, and enable efficient complaint resolution. The system will cater the citizen complaint and services along with internal employee services tracker and support both Marathi and English languages.

#### 2. Services to be Integrated

1. The following services will be available through the WhatsApp platform:
2. Property Bill Payment
3. Water Bill Payment
4. Water Tanker Booking

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5. RTS Module Services
6. Commercial Website Integration
7. Complaint Registration and Management
8. MBMT Application
9. MBMC Schemes and Additional Services

### 3. Detailed Scope of Work

#### 3.1 User-Specific Functionalities

This comprehensive system provides tailored functionalities for all users, integrating services and features into a single platform to ensure accessibility and efficiency.

#### General Information

##### 1. About Us:

- General information about MBMC services, initiatives, and offerings for all users.

##### 2. Websites and Portals:

- Direct access to MBMC's official websites, portals, and commercial website links for easy navigation and resource access.

#### Services and Amenities

##### 1. Payment Services:

- Offline payment options for property tax and water bills.

##### 2. License and NOC Services:

- Applications and information for various business licenses.
- No Objection Certificate (NOC) services, including Tent NOC applications.

##### 3. Nearby Amenities:

- Information about nearby schools, hospitals, gardens, halls, auditoriums, grounds, transport facilities, and nearest ward office locations.

##### 4. Tourist Attractions:

- Details about beaches, forts, gardens, and other local attractions.

## **Complaint Management**

### **1. Complaint Registration and Tracking:**

- Users can register, track, and escalate complaints across various categories, including business, citizen, and tourist services.
- Complaints are managed through integration with relevant departments, contractors, and service companies for resolution.

## **Support and Emergency Contacts**

### **1. Emergency Contacts:**

- Essential contact numbers accessible to all users for quick support.

## **Government Initiatives and Schemes**

### **1. MBMC Schemes:**

- Overview of MBMC schemes available for eligible users.

### **2. RTS Module:**

- Right to Services (RTS) module providing details and application access for all users.

### **3. Certificate Services:**

- Issuance of certificates and No Objection Certificates (NOCs).

## **Additional Services**

### **1. Miscellaneous Support:**

- Other relevant services tailored to the needs of businesses, citizens, and tourists.

## **3.2 Application Functionalities**

### **1. Bidirectional Communication:**

- Seamless two-way interaction between citizens and MBMC through WhatsApp.

### **2. Service Initiation:**

- Citizens can initiate requests for the listed services via WhatsApp.

### **3. Payment Integration:**

- Redirect users to the Billing Payment Portal for payments.
- Provide payment status notifications (successful/unsuccessful).



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### 4. Complaint Management:

- Log complaints.
- Escalate and assign to relevant departments or contractors for resolution.
- Real-time tracking and updates.
- Dashboard for Complaint Hod & Commissioner.
- Direct Communication via whatsapp.

### 5. Predefined Message Templates:

- Use predefined WhatsApp message formats for seamless communication.

### 6. Multilingual Support:

- System supports Marathi and English languages.

### 7. Real-Time Notifications:

- Provide updates on complaint resolution, payment status, and other services.

### 8. MIS and Reporting:

- Generate performance reports for system monitoring and management.

### 9. Dashboard:

- Dashboard for HODs and Commissioner to monitor and analyze key metrics of the Integrated Complaint Management System or another services. (RTS, Commercial websites)

### 10. Download documents:

- Citizen can download their property tax, water tax bill & different documents.

## 3.3 Technical Requirements

### 1. Server Infrastructure:

- a. Secure cloud-based server hosting for WhatsApp integration.

### 2. WhatsApp API:

- a. Integration with Meta's WhatsApp API using MBMC's registered number.

### 3. APIs:

- a. Property Tax APIs for fetching owner name, contact details, outstanding amount, and payment status.
- b. Water Bill APIs for similar functionalities.

### 4. Hardware & Software:

- a. Supply of WhatsApp server and necessary software.
- b. Deployment of all tools in a secure cloud environment.

### 5. Data Security:

- a. Compliance with data protection and privacy regulations.

### 6. Automated Systems:

- a. Automated reply acknowledgments and status updates.

### 7. Integration:

- a. Link with MBMC's existing RTS, billing systems, and complaint portals.

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### 1. MBMC Contact Number:

- Registered number with Meta for WhatsApp API usage.

### 2. Access to APIs:

- Property tax and water billing systems for retrieving user data and payment redirection.

### 3. Third-Party Integration:

- Coordination with contractors and AMC service providers.

## 3.5 Implementation Phases

### 1. Requirement Analysis:

- Identify specific needs for all user categories.

### 2. Design & Development:

- Build the WhatsApp chatbot and backend systems.

### 3. Integration:

- Link with MBMC's infrastructure and third-party services.

### 4. Testing:

- Conduct system and user acceptance testing.

### 5. Deployment:

- Launch the system with necessary configurations.

### 6. Training & Support:

- Train MBMC staff & Citizen and provide technical assistance.

### 7. Feedback Mechanism:

- Collect User Feedback for continuous improvement.

## Benefits –

1. The Solution shall support both horizontal and vertical scaling.
2. The Solution shall provide for expansion of data storage as needed to accommodate increased volume of database on approved Capacity Plans by MBMC.
3. The Solution should also make use of a distributed cache to enhance the scalability of the system.
4. Portal should be able to expose its services to third party
5. Systems/applications with REST/SOAP services or APIs. Portal applications should be able to integrate seamlessly with any other application.
6. Portal should extend its capability to easily integrate with existing MBMC Citizen Services.
7. The CMS/ Portal shall have a well-defined framework for extending the functionality of the core product, by adding more modules. This will enable MBMC to request an additional module or set of modules without impacting either the core CMS application or other modules already in service.

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- **Design**

The bidder is expected to adopt any of the following approaches:

- a. Configure / Customize an existing application that may be either Commercially available Off-the-shelf product (COTS) OR Configuration/Customization of an application that might have been developed for deployment in another similar organization.
- b. Irrespective of the option above chosen by the bidder, the bidder is required to meet all the requirements of the signed off SRS and the activities listed, timelines and deliverables mentioned in this RFP.
- c. The bidder should submit the solution design document to MBMC officials prior to the submission of the product for the UAT.
- d. The bidder should also submit a high level design document for the entire solution consisting of deployment design, Coding standards, architectural requirements etc.

- **Training**

1. The successful bidder will be responsible for training the designated MBMC employees in the areas of parameterization, operations, management, error handling, system administration, etc. with respect to Web Content Management System (WCMS). End users would be trained through the train the trainer model.
2. The core team training will include functional as well as technical training and shall be considered within the scope of the bidder. The core team is expected to include 1 batch of 5 personnel from the MBMC. These personnel would include core technical team, core functional team and the trainers for the proposed solution landscape.
3. With regard to activities under the scope of the bidder in this Quotation; the bidder needs to provide a comprehensive training methodology document and the training should cover at least the following areas:
  - a. Functionality available in the solution
  - b. Techniques of generating various MIS reports from the solution provided
4. The bidder needs to provide the minimum qualifications, experience and time frame for which the people will be required from the MBMC and the MBMC will be responsible for identifying the appropriate personnel for all the training requirements.
5. The training will be held at MBMC office. It should be given department wise as well as user wise as and when required.
6. The successful bidder can use the existing infrastructure and IT infrastructure available at the MBMC office.
7. The successful bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material, job card and other relevant material) in both hard and soft copies at least for the core team and to

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train the trainers. The onus of preparing the training material will be on the Bidder.

8. The successful bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants.
9. The feedback forms will be prepared by the bidders, reviewed and given to the MBMC. The changes, if any, suggested by MBMC or its consultants, should be incorporated and implemented by the bidder.
10. The successful bidder will provide a detailed training methodology & schedule to the MBMC for review and sign – off prior to commencement of the training.
11. The successful bidder will be responsible for providing ongoing training at defined intervals to the identified MBMC personnel.

- **Data Migration**

Data Migration in the context of this RFP shall be to entail migration of existing system to the new system.

- **Operations and Maintenance**

The Successful bidder shall maintain and Support for a period of 3 years on an Onsite-offshore Model after the successful operational acceptance which would start after Go-Live.

The team shall perform but not limited to the following activities during O&M period;

1. Upgrades, which would include version releases made by the Bidder to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by MBMC
2. Modifications would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the portals. Any UI /UX change shall be considered as part of the maintenance activity.
3. Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Governance practices in India. Any change request would be mutually agreed between the selected bidder and MBMC as per the manpower rates mentioned in the RFP.
4. Provide handholding support and training services as part of the post implementation services, on a scheduled basis as well as on a need basis.
5. All incidents that occur as part of ongoing operations must be addressed and resolved within a reasonable time frame as per the SLAs described in this RFP.
6. Changes will go through all phases of testing by the Bidder. The test results must be documented and provided to MBMC for approval before a decision is made to put the new release into Production. All relevant system documentation should be updated and provided to MBMC at the conclusion of any system changes.
7. Perform system administration tasks such as managing the user access, creating and managing users, preparing MIS reports etc.
8. Performance tuning of the Portals to ensure adherence to SLAs and performance requirements as indicated in the RFP.
9. User support in case of technical difficulties in use of the software solution, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental.
10. Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software solution and supply of information and advice on such deficiencies.
11. Installing/commissioning the software solution at the designated locations/changed designated location at no additional cost or fees or expenses to MBMC. Installing/commissioning the upgrades / new versions/ new releases of software at the designated locations/changed designated location at no additional cost or fees or expenses to MBMC.
12. Unscheduled, on call, corrective and remedial maintenance and support services.

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13. Integration of existing and envisaged 3<sup>rd</sup> party, software modules, API's, web-views as per the requirement of MBMC.
  14. In case MBMC requires any enhancement or a new module development which was not a part of scope, MBMC may ask for the services of the bidder's staff as per the requirement of the Change. This change would form the part of change request management process as per Section 3.14. Bidder will be asked to submit a formal change request note along with the man-month effort estimation and schedule of deployment of resources. Commercial rates specified by the bidder for various categories of resources will be taken as base for reviewing the change request submitted by the bidder. Post the approval of MBMC the Change request will be processed and the activity can be completed.
  15. Any change request would be mutually agreed between the selected bidder and MBMC as per the manpower rates mentioned in the RFP.
  16. At the end of the initial term of 3 years, MBMC may continue the services and extend the term of the contract for another 3 years depending upon the performance of the Bidder and approval from competent authority. However, in case the MBMC wishes to engage a new Agency for support/maintenance or any other enhancements, the Bidder should give the handover to the new Agency appointed by MBMC within a period of 2 months with all necessary documentation and project understanding.
- **Hosting on cloud**
    - Hosting shall be responsibility of the bidder to host the application on a Cloud platform on a certified Tier III Data Center Situated in India for 3 year.
    - The hosting shall include the following:
      - All compute infrastructure like web servers, application servers, database servers, etc.
      - Software Licenses (Database, Application, etc.)
      - SAN storage space
      - Backup Services (including filesystem and database)
      - Networking components like high availability switches, routers, firewalls, etc.
      - Load Balancers
      - Any other components required for functioning of the proposed solution
  - **Operational Acceptance**

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/sub systems:

1. Operational Acceptance will only be provided after Go – Live and provisioned and switchover testing (as applicable) has been completed.
2. The integration should be completed before the official launch of the application.
3. In the go-live phase, Bidder will have to manage and roll out a beta stage where the system will be made available and restricted only to the users in the department through an appropriate mechanism on the web, and conduct user acceptance testing of the System based on test cases developed by the Bidder in consultation with MBMC and validated by MBMC.
4. It is the responsibility of the Bidder to provide for UAT environment. The service provider will have to facilitate the operational acceptance tests. Operational acceptance tests will be performed by MBMC; however bidder will have to facilitate operation acceptance during commissioning of the system (or subsystem[s]), to ascertain whether the system (or major component or Subsystem[s]) conforms to the scope of work, including, but not restricted to,

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the functional requirements. The service provider will have to facilitate the testing of all applications from MBMC users during the operational acceptance.

5. After the Operational Acceptance has occurred, the Service provider may give a notice to MBMC's Project Manager requesting the issue of an Operational Acceptance Certificate. Within fourteen (14) days after receipt of the Service provider's notice, the Project Manager shall:
  - a. issue an Operational Acceptance Certificate; or
  - b. notify the Service provider in writing of any deficiencies or other reason for the failure of the Operational Acceptance Tests;
6. Once deficiencies have been addressed, the service provider shall notify MBMC, and MBMC, with the full cooperation of the service provider, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Service provider shall notify MBMC of its request for Operational Acceptance Certification; MBMC shall then issue to the service provider the Operational Acceptance Certification, or shall notify the Service provider of further deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this clause shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.
7. If the System or Subsystem fails to pass the Operational Acceptance Test(s), then either:
  - a. MBMC may consider terminating the Contract, or
  - b. If the failure to achieve Operational Acceptance within the specified time period is a result of the failure of MBMC to fulfill its obligations under the Contract, then the Service provider shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract.
8. If within fourteen (14) days after receipt of the Service provider's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Service provider in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Service provider's said notice.
9. Based on the test results, required changes will be carried out and tested. Post this, MBMC website will officially launch and operational acceptance will be complete.

- **Functional Requirement Specifications (FRS) of Portal**

The functional requirement specifications (FRS) is described in section 6.5.2. The bidder has to offer development services meeting or exceeding the FRS.

- **Project Timelines**

**The rollout of offline Permission portal shall be 7 days for Go Live. T=Acceptance of WO/LOI**

Sr. No.	Milestone	Timelines
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1.	Submission of Inception report and detailed project plan including detailed list of activities, scope and duration of each of the activity	T+1 day
2.	Submission of 5 template layout designs and prototypes . Each design shall have a home page and two inner pages.	T+2 days
3.	Submission of SRS.	T+3 days
4.	Submission of Final Layouts.	T+4 days
5.	Design, Development, Testing and Presentation of the Beta version incorporating above feedback (Web Content Management System, Content Migration, System Testing, Load Testing) for Portal.	T+7 days
6.	Demo	T+8 days
7.	Training and UAT.	T+10 days
8.	Security Audit and Compliance to GIGW, WCAG guidelines	T+11 days
9.	Go-Live	T+12 days
10.	Hosting, Operation, Maintenance & Support	Post Go-Live support for a period of 1 year

**The Quotationing Authority:** Mira Bhayandar Municipal Corporation, Mira Bhayandar

For the purpose of all notices by the Quotationing Authority to the Successful Bidder, these shall be sent on the following address or on changed address if informed in writing by the Successful Bidder to the Quotationing Authority.

**Successful Bidder:** *(To be filled in at the time of Contract signature)*

\_\_\_\_\_  
\_\_\_\_\_



**ANNEXURE – 1**  
**COMMERCIAL BID**

To,  
The Commissioner,  
Mira Bhayandar Municipal Corporation,  
Mira Bhayandar-421 003

Date

Sir,

I / We hereby offer to render My / Our services for the Customization, Development and implementation of Offline School Admission System, AMC for 3 years and Cloud Hosting for MBMC as mentioned below or more at the following rates at the following rates.

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Portrayal	Quantity	Units	Estimated Rate in Rs. P	Rates in Rs. Per Year (Including All Taxes Excluding GST) Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	6	13	53	55
1	Description						
1.1	Cloud Infrastructure Charges (12 Months)	1.00	Unit	0.00		0.00	INR Zero Only
1.2	IT Development Cost WhatsApp integration with property tax, Water billing application RTS module and MBMC	1.00	Unit	0.00		0.00	INR Zero Only
	other						

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	Application and modules						
1.3	Customization and AMC (12 Months)	1.00	Unit	0.00		<b>0.00</b>	INR Zero Only
<b>Total in Figures</b>						<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Figures</b>			<b>Select</b>			<b>0.0000</b>	Zero Only
<b>Quoted Rate in Words</b>	<b>INR Zero Only</b>						

The Corporation intends to hire a single bidder.

(Note: The quantity may vary and the Rates shall be inclusive of all taxes and duties, PF, Labour Liabilities on behalf of the bidder in accordance and in all respect as per the Terms of Reference and special conditions prescribed other than GST. GST will be charged at the prevailing rate at time of billing)

- I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule.
- If our bid is accepted, we will obtain the Performance Guarantee in the form prescribed by the Quotationing Authority.
- Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
- We understand that you are not bound to accept the lowest or any bid you may receive.
- We agree to the terms & conditions mentioned in the Quotation document & subsequent clarification issued in this respect.

Dated this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_

Signature

(in the capacity of)

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

Seal of the Company

**ANNEXURE – 2**

**BIDDER'S POWER OF ATTORNEY**

To,

**Mira Bhayandar Municipal Corporation**

< *Bidder's Name*> \_\_\_\_\_, < *Designation*> \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company in dealing with Quotation of reference < *Quotation No. & Date*> \_\_\_\_\_. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said Quotation.

Thanking you,

Authorized Signatory.

\_\_\_\_\_  
< *Supplier's Name*>

*Seal*

**ANNEXURE-3**

**Proforma of Performance Security Form.**

IN CONSIDERATION of the Mira Bhayandar Municipal Corporation through the Commissioner, MBMC, (hereinafter referred to as "the MBMC") having decided to entrust to M/s. \_\_\_\_\_ (hereinafter referred to as the "the agent") for Customization, Development and implementation of Offline School Admission System, AMC for 3 years and Cloud Hosting for MBMC (hereinafter referred to as the "said work") on the terms and conditions of the Agreement dated the \_\_\_\_\_ day of \_\_\_\_\_ 2021 executed between the Commissioner, Mira Bhayandar Municipal Corporation, Bhaindar on the one part and the Agent on the other part (hereinafter referred to as "the said Agreement") and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of offer, true and complete copies of the offer submitted by the Agent, the said Acceptance of offer and the said Agreements are annexed hereto. The Agent has agreed to furnish to the MBMC; Guarantee of the Nationalized/Scheduled Bank for the sum of Rs. \_\_\_\_\_ (Amount in Words and Figures) only which shall be the Security Deposit for the due performance of the terms covenants and conditions of the said agreement, \_\_\_\_\_ Bank Registered in India under \_\_\_\_\_ Act and having one of our Local Office at \_\_\_\_\_ do hereby guarantee to the MBMC.

(i) Due performance and observances by the Agent of the terms covenants and conditions on the part of the Agent contained in the said Agreement, AND

(ii) Due and punctual payment by the Agent to the MBMC of all sums of money, losses, damages, costs, charges, penalties and expenses that may become due or payable to the MBMC by or from the Agent by reason of or in consequence of any breach, non performance or default on the part of the Agent of the terms covenants and conditions under or in respect of the said Agreement.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to the MBMC on demand without delay demur the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) together with interest thereon at the rate prescribed under section 9B of the said Act from the date of demand till payment or such lesser sum, as may be demanded by the MBMC from us as and by way of indemnity on account of any loss or damage caused to or suffered by the MBMC by reason of any breach, non-performance or default by the agent of the terms, covenants and conditions contained in the said agreement or in the due and punctual payment of the moneys payable by the Agent to the MBMC there under and notwithstanding any dispute or disputes raised by the Agent in any suit or proceeding filed before the Commissioner, Mira Bhayandar Municipal Corporation, Bhayandar relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that -

(a) The guarantee herein contained shall remain in full force and effect during the subsistence of the said agreement and that the same will continue to be enforceable till all the claims of the MBMC are fully paid under or by virtue of the said agreement and its claims satisfied or discharged and till the MBMC certifies that the terms and conditions of the said agreement have fully and properly carried out by the Agent.

(b) We shall not be discharged or released from liability under this Guarantee by reason of -

(i) Any charge in the Constitution of the Bank or

(ii) Any arrangement entered into between the MBMC and the Agent with or without our consent;

(iii) Any forbearance or indulgence shown to the Agent;

(iv) Any variation in the terms, covenants or conditions contained in the said Agreement;

(v) Any time given to the Agent, OR

(vi) Any other conditions or circumstances under which in a law a surety would be discharged.

(c) Our liability hereunder shall be joint and several with that of the Agent as if we were the principal debtors in respect of the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

(d) We shall not revoke this guarantee during its currency except with the previous consent of the MBMC in writing; Provided always that notwithstanding anything herein contained our liability under this guarantee shall be limited to the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and shall remain in force until the MBMC certified that the terms and conditions of the said agreement have been fully and properly carried out by the Agent.

(e) Bank hereby agrees and covenants that if at any stage default is made in payment of any installment or any portion thereof due to the MBMC under the said Agreement or if the Agent fails to perform the said Agreement or default shall be made in fulfilling any of the terms and conditions contained in the said agreement by the Agent, the Bank shall pay to the MBMC on demand with any demur, such sum as may by

demanded, not exceeding Rs.\_\_\_\_\_ (Rupees\_\_\_\_\_only) and that the Bank will indemnify and keep the MBMC indemnified against all the losses pursuant to the said agreement and default on the part of the Agent. The decision of the MBMC that the default has been committed by the agent, shall be conclusive and final and shall be binding on the Bank/Guarantor.

Similarly, the decision of the MBMC as regards the amount due and payable by the Agent shall be final and concluding and binding on the Bank/Guarantor.

(f) The MBMC shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said agreement or any terms thereof or grant any extension of time or any facility or indulgence to the agent and Guarantee shall not be released by reason of any time facility or indulgence being given to the Agent or any forbearance act or omission on the part of the MBMC or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all surety ship and other right which it might otherwise be entitled to enforce.

(g) That the absence of informality or powers on the part of the agent or the MBMC to enter into or execute the said agreement or any irregularity in the exercise of such power or invalidity of the said agreement for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity,

1) .....

2) .....

Being respectively the Director and Secretary of the Company, who in token thereof, have hereto set their respective hands in the presence of –

1) .....

2) .....

**ANNEXURE-4**

**Declaration Certificate**

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,

**Mira Bhayandar Municipal Corporation**

I/We \_\_\_\_\_ (hereinafter referred to as the Quotationer) being desirous of Quotating for the work under this Quotation & having fully understood the nature /Scope of work & having carefully noted all the Terms & conditions etc. as mentioned in Quotation document, do hereby declare that –

1. The Quotationer is fully aware of all requirements of the Quotation document & agrees with all provisions of the Quotation document
2. The Quotationer is fully aware that his conditions will not be accepted. The Quotation either be accepted without accepting this conditions or rejected summarily at the discretion of Commissioner, MBMC.
3. The Quotationer is capable of executing & completing the work as required in the Quotation.
4. The Quotationer is accepting all risks & responsibilities directly OR indirectly connected with performance of the Quotation.
5. Quotationer shall no collusion with other contractors, any employee of MBMC or with any other person or firm in preparation of the Bid.
6. Quotationer has not been influence by any statement or promises of MBMC or any of its employee but only by the Quotation document.
7. Quotationer is financially solvent & sound to execute the Quotationed work.
8. The Quotationer is sufficiently experienced & competent to perform the contract to the satisfaction of MBMC.
9. The Quotationer is not blacklisted in any of the government/semi government organization.
10. The Quotationer is familiar with and abide by all general & special laws, acts, ordinances, General Resolutions, Government Decisions, rules & regulation of the Municipal, District, State & Central Govt. that may affect the work time to time, its performance or personal employed therein. The Quotationer will not have any objection, claim, escalation in such cases.
11. Any recovery if pointed out by the audit of MBMC in audit report will be made good by Quotationer without any hesitation & moving to court of law.
12. All material supplied & workmanship will be as per Quotation specifications in force. The method of installation shall be as per the provisions of Govt. approved rules in force, MBMC guidelines & under the supervision of IT Department.
13. The Commissioner, MBMC will have control & supervision over the work of the Quotationer. In the interest of the project and citizens; The Commissioner, MBMC may appoint additional agency to cope with the demand And Quotationer will not have any objection, claim in such cases.
14. The information & the statements submitted with the Quotation are true.
15. Bidder Agreegate total of all item is lower is decided as L1
16. L1 bidder is decided on agreegate total of all BOQ items

**Name of the Bidder: -**

**Signature: -**

**Seal of the Organization: -**

ANNEXURE-5

Self-Declaration

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,

**Mira Bhayandar Municipal Corporation**

In response to the Quotation No. \_\_\_\_\_ dt. \_\_\_\_\_ Of  
Ref. \_\_\_\_\_ as a owner/partner/Director of

\_\_\_\_\_ I / We hereby declare that our Agency  
\_\_\_\_\_ is having unblemished past record and was not declare ineligible for corrupt &  
fraudulent practices either indefinitely or for a particular period of time.

**Name of the Bidder: -**

**Signature: -**

**Seal of the Organization: -**



**ANNEXURE-6**

**Draft**

**CONTRACT FORM (CF)**

**AGREEMENT**

This Agreement is made on \_\_\_\_\_ between Mira Bhayandar Municipal Corporation, a body Corporate under the B.P.M.C. Act, 1949, represented by Dy. Commissioner, (which expression shall unless context does not admit include his successors and assigns in office) of the FIRST PART and M/s. \_\_\_\_\_ which expression shall where context so admit include his heirs, executors, administrators, and representative) hereinafter called as the Contractor of the OTHER PART

**MEMORANDUM**

Sr. No	Particulars	Description
1	Name of Work	Implementation Of WhatsApp based Service Platform. (For 1 Year)
2	Accepted Value	
3	Time Limit	1 Month

The above-mentioned work is accepted vide standing committee resolution no. \_\_\_\_\_ dated: \_\_\_\_\_ and communicated to contractor vide this office letter No. \_\_\_\_\_ dated \_\_\_\_\_.

**NOW THIS AGREEMENT WITNESSETH AS UNDER:-**

- Whereas Corporation had invited a Quotation for Development, Installation, Customization of software to Establishment dept. of MBMC.
- The successful bidder is M/s. \_\_\_\_\_
- And whereas the Hon. Commissioner on behalf of Corporation has accepted the offer being technically sound and beneficial to Corporation on \_\_\_\_\_.
- And whereas the Mira Bhayandar Municipal Corporation has given the acceptances cum work order vide letter No. \_\_\_\_\_ dated \_\_\_\_\_ to the Contractor i.e. Party of other part.
- Now therefore the parties have consent with each other to observe and perform the following that is to say.
- The Work shall be performed within the limits of Mira Bhayandar Municipal Corporation.
- In pursuance of this agreement the contractor agrees to carry out the entire Quotation work as per scope of work given below,

**8. Scope of work relating to Software**

**Scope of work as detailed in the Quotation Document**

- It will be the responsibility of Mira Bhayandar Municipal Corporation to give the timely approval to the work submitted by the contractor. \_\_\_\_\_

10. As per the Quotation offer and the offer passed by the Municipal Corporation, the rates for this work are as follows.

11. The quantity may vary and the Rates shall be inclusive of all taxes and duties, PF, Labour Liabilities on behalf of the bidder in accordance and in all respect as per the Terms of Reference and special conditions prescribed other than GST. GST to be charged at the prevailing rate at time of billing

12. The work is to be started in all respects within 45 days.

13. That the Contractor will abide by general, special law, acts, ordinances rules & regulations of the Corporation, District, State & Central Govt. that may effect the work & its performance.

14. All other terms and conditions will be as per the Quotation document.

**That this agreement is entered into between the Contractor and the Corporation with the will and pleasure of the Contractor.**

IN WITNESS THERE OF, the parties here to have set their hands to this agreement as on the day mentioned hereto signed respectively appearing under their signatures.

Addl. Commissioner  
Mira Bhayandar Municipal Corporation  
Bhaindar

Signature of S/c. members

1]

**Name of Work: Implementation Of WhatsApp based Service Platform (For 1 Year)**

**Quotation Ref :- 302 dt. 09/12/2024 (Note : L1 bidder is decided on aggregate total of all BOQ items)**

<b>Name of the Bidder/ Bidding Firm / Company :</b>							
<b>PRICE SCHEDULE</b>							
<b>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this Quotation. Bidders are allowed to enter the Bidder Name and Values only )</b>							
<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER #</b>	<b>TEXT #</b>	<b>NUMBER</b>	<b>NUMBER #</b>	<b>NUMBER #</b>	<b>TEXT #</b>

## Implementation &amp; Integration Of WhatsApp Chatboat based Service Platform (For 1 Year).

Sl. No.	Item Portrayal	Quantity	Units	Estimated Rate in Rs. P	Rates in Rs. Per Year (Including All Taxes Excluding GST) Rs. P	TOTAL AMOUNT Without Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	6	13	53	55
1	Description						
1.1	Cloud Infrastructure Charges (12 Months)	1.00	Unit	0.00		0.00	INR Zero Only
1.2	IT Development Cost WhatsApp integration with property tax, Water billing application RTS module and MBMC other Application and modules	1.00	Unit	0.00		0.00	INR Zero Only
1.3	Customization and AMC (12 Months)	1.00	Unit	0.00		0.00	INR Zero Only
Total in Figures						0.00	INR Zero Only
Quoted Rate in Figures			Select			0.0000	Zero Only
Quoted Rate in Words		INR Zero Only					