

RFP No. 9971/2802/A.B.-5/System-FASTPAS/2023, Date: 18.09.2023

Request for Proposal

for

**Development, Deployment, Operationalization and Maintenance of
Software Application for implementing Fast & Simplified Trust based
Plan Approval System (FASTPAS) and other Housing-related
approvals**

Awaz Bandhu

Housing and Urban Planning Department

Government of Uttar Pradesh

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Disclaimer

1. This Request for Proposal ("RFP") is issued by Awas Bandhu (a society registered under the Societies Registration Act) which is an apex institution created in 1997, under the Housing and Urban Planning Dept. to oversee the performance of housing sector and coordinate the activities of subordinate department/agencies viz. Town & Country Planning Department U.P., Development Authorities and U.P. Housing & Development Board.
2. The information contained in this RFP or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of Awas Bandhu or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
3. This RFP is not a contract and is neither an offer nor invitation by Awas Bandhu to the prospective Bidders or any other person. Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither Awas Bandhu, nor any of its officers or employees, nor any of their advisors accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements in the information or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisors and, so far as permitted by law and liability therefore is hereby expressly disclaimed.
4. The purpose of this RFP is to provide the Bidder(s) with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. The information contained in this RFP is selective and is subject to updating, expansion, revision, and amendment at the sole discretion of Awas Bandhu. This RFP document is not exhaustive and does not purport to contain all the information that a Bidder may require for the purpose of deciding for participation in this bidding process. Neither Awas Bandhu nor any of its officers, employees nor any of its advisors undertakes to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein which may become apparent. Each Bidder should conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigations in the project, the regulatory regime which applies thereto and by and all matters pertinent to Awas Bandhu and to

seek its own professional advice on the legal, financial, and regulatory consequences of entering into an agreement or arrangement relating to the project.

5. Awas Bandhu accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.
6. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority/ Acts (as mentioned under Pre-Qualification criteria of this bid document)
7. "Bidder" (including the term 'tenderer', 'software integrator', 'software developer' 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated under pre-qualification/ eligibility criteria, including any agency branch or office controlled by such person, participating in a procurement process. "Bidder" from a country which shares a land border with India" for the purpose of this document means:
 - a. An entity incorporated, established, or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established, or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established, or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country, or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country, or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

8. The beneficial owner for the purpose of (iii) above will be as under:

In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation—

- “Controlling ownership interest” means ownership of or entitlement to more than twenty-five per cent, of shares or capital or profits of the company.
 - “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.
 - In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
 - In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 - Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 - In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership
9. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.
10. A self-declaration should be submitted by the bidder in the following format (duly signed by bidder’s authorized signatory): *“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.”*

PART I

**SECTION A:
REQUEST FOR PROPOSAL LETTER**

Notice Inviting Request for Proposal (RFP)

Name of Assignment: Development, Deployment, and Operationalization and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals

RFP Reference No.: **9971/2802/A.B.-5/System-FASTPAS/2023**, **Date:** 18.09.2023

Country: India

Date: 18th September, 2023

Dear Bidders,

1. Awas Bandhu (a society registered under the Societies Registration Act) which is an apex institution created in 1997, under the Housing and Urban Planning Department, Government of Uttar Pradesh invites proposals from eligible, reputed, qualified Software Application Developers/ System Integrators to develop software application and other works (hereinafter referred to as "Services") as detailed out in Scope of Work in Section 2 of this RFP document.
2. This Request for Proposal (RFP) is open to all bidders meeting the minimum eligibility criteria as mentioned in Section 3 of this RFP document.
3. It is not permissible to transfer this RFP to any other firm.
4. A firm will be selected under Quality and Cost Based Selection (QCBS) procedures and in a Full Technical Proposal (FTP) format as described in this RFP,
5. This RFP includes the following:
 - Section A – Request for Proposal letter
 - Section 1 – Instructions to Bidders and Data Sheet
 - Section 2 – Terms of reference (scope of work)
 - Section 3 – Criteria for evaluation
 - Section 4 – Service level agreement
 - Section 5 – Payment terms and timelines
 - Section 6 – Annexures (standard forms)
6. The RFP is available online at etender.up.nic.in. The bidder would be required to register on the website and would be responsible for ensuring that any addenda available on the website is also downloaded and incorporated prior to the submission of proposals. For submission of a proposal online at the web address indicated above,

the bidder is also required to have a Digital Signature (DSC) from one of the Government of India authorized Certifying Authorities. The list of the authorized Certifying Authorities can be found from the link <http://www.cca.gov.in>.

7. Details on the proposal's submission date, and time are provided in the subsequent sections of RFP. The e-procurement system would not allow any late submission of proposals.

Yours sincerely,

Director,

Awat Bandhu,

1st floor, Janpath Market, Hazratganj, Lucknow 226001,

E-mail: awasbandhu@gmail.com

PART II

**SECTION 1:
INSTRUCTIONS TO BIDDERS AND DATA SHEET**

1. Definitions

- 1.1. **"Applicable Law"** means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time.
- 1.2. **"Bidder"** means the Company/Firm/Expert participating in the tender.
- 1.3. **"Building Plan"** means any type or category of buildings and Lay-out plan which require approval from the Authority as per prevailing laws.
- 1.4. **"Clause"** means a numbered clause of this RFP document.
- 1.5. **"Client"** means Awas Bandhu which will be the implementing authority that will sign the Contract for the Services with the selected bidder.
- 1.6. **"Consortium"** means a group of separate businesses or business-people joining together and cooperating to complete a project, work together to perform a contract or conduct an on-going business where the members of the consortium are jointly and severally liable to the Client for the performance of the Contract.
- 1.7. **"Contract"** means the legally binding written agreement to be executed between the Client and the selected bidder.
- 1.8. **"Data Sheet"** means the data sheet set out in RFP with specific details and information to supplement (and not override) the general provisions set out in Section- 1 (Instructions to Bidders).
- 1.9. **"Day"** means a calendar day.
- 1.10. **"Eligibility Criteria"** means, collectively, the technical eligibility criteria and the financial eligibility criteria and the other eligibility criteria specified which a bidder is required to satisfy to be qualified as an eligible bidder for the award of the Contract.
- 1.11. **"Financial Proposal"** means the financial proposal of the bidder comprising the documents set out in Section 6 (Clause **Error! Reference source not found.**)
- 1.12. **"Performance Security"** shall have the meaning ascribed to it in Clause 16.5
- 1.13. **"Proposal"** means the submissions made by the bidder pursuant to the RFP, which will include the Qualification (Eligibility) Documents, Technical Proposal, and Financial Proposal.
- 1.14. **"Proposal Due Date"** means the last date for submission of the Proposals, as specified in the Data Sheet.

- 1.15. **"RFP"** means, request for proposal dated along with its schedules, annexures and includes any subsequent amendment issued by the Client.
- 1.16. **"Section"** means a section of this RFP document.
- 1.17. **"Services"** means the work to be performed by the bidder pursuant to the Contract, as described in greater detail in the Terms of Reference in Section 2
- 1.18. **"System"** means the Application Software developed and implemented to perform all the functions related to online building plan approvals and other housing-related approvals in all DAs, SADAs & UPAVP.
- 1.19. **"Technical Proposal"** means the technical proposal of the bidder comprising the documents set out in Section 6 (Clause 18.1 to 18.8).
- 1.20. **"Financial Proposal"** means the financial proposal of the bidder comprising the documents set out in Section 6 (Clause 18.9)

2. Abbreviations

- 2.1. **BBL:** Building Bye laws
- 2.2. **CTCP:** Chief Town and Country Planner, U.P.
- 2.3. **DA(s):** Development Authorities of Uttar Pradesh
- 2.4. **GoUP:** Government of Uttar Pradesh.
- 2.5. **GoI:** Government of India.
- 2.6. **HUPD:** Housing and Urban Planning Department, Government of Uttar Pradesh
- 2.7. **LoA:** Letter of Award (Work Order) issued by Awas Bandhu.
- 2.8. **FASTPAS:** Fast and Simplified Trust based Plan Approval System
- 2.9. **PBG:** Performance Bank Guarantee
- 2.10. **SADA:** Special Area Development Authorities of Uttar Pradesh
- 2.11. **SI:** System Integrator
- 2.12. **TCPD:** Town & Country Planning Department, U.P.
- 2.13. **TEC:** Technical Evaluation Committee constituted by Awas Bandhu to evaluate the technical proposals.
- 2.14. **UPAVP:** Uttar Pradesh Awas Evam Vikas Parishad, U.P.

3. Pre-Bid Meeting and Clarifications

3.1. Pre-Bid Conference

- a. Client shall hold a pre-bid meeting with the prospective Bidders on 4th October 2023 at Awas Bandhu office.
- b. The Bidders will have to ensure that their queries for pre-bid meeting should reach at on or before 5th October (6:00 PM) at awasbandhu@gmail.com
- c. The queries should necessarily be submitted in the following format

S.No.	RFP reference(s) and Page Number	Document (Section)	Content of RFP requiring clarification(s)	Points of clarification
1				
2				
3				
4				

- d. Client shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained.

3.2. Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer notified by the Client will endeavor to provide timely response to all queries. However, Client makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the Bidders.
- b. At any time prior to the last date for receipt of bids, the Client may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the etender.up.nic.in and may be emailed to all participants of the pre-bid conference.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.

- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Client may, at its discretion, extend the last date for the receipt of Proposal.

4. Key Instructions for the Bidder

4.1. RFP Document Fees

- a. Bidders shall submit, along with their Proposal, a RFP Document Fees of Rs. 10,000 +18% GST (via RTGS) which will be non-refundable.

4.2. Earnest Money Deposit (EMD)/ Bid Security

- a. Bidders shall submit, along with their Proposal, an EMD of Rs. 50 lakhs only, in the form of RTGS (which can be adjusted against the performance bank guarantee, if needed). The payment transfer related information is as follows:

RTGS: Payable at-

- Bank Name: HDFC Bank Ltd.
- Account Name: Awas Bandhu
- Account No.: 00781000210255
- IFSC Code: HDFC0000078
- MICR Code: 226240002
- Bank Address: 31/31, M.G. Road, Hazratganj, Lucknow, Uttar Pradesh- 226001

- b. EMD of all non-eligible bidders who don't qualify pre-qualification/ eligibility criteria would be refunded by the Client within 30 days of the bidder being notified as "non-eligible". For the remaining bidders who qualify the pre-qualification but remain unsuccessful under technical and financial criteria of evaluation, the EMD would be refunded within 30 days of financial bid sanctioning. The EMD, of successful Bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Section 6 (Clause 18.8).
- c. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- d. Proposals not accompanied with the EMD (and deviations with respect to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- e. The EMD may be forfeited in the event of:
- A Bidder withdrawing its bid during the period of bid validity

- A successful Bidder fails to sign the subsequent contract in accordance with this RFP.
- The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP.
- A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

4.3. **Proposal Format**

The bidder is expected to examine all the instructions, guidelines, terms and conditions and formats in the bid document. Failure to furnish all the necessary information as required by the bid document on submission of a proposal not substantially responsive to all the aspects of the bid offer shall be at bidders' own risk and may be liable for rejection. The formats of various pre-requisites are given in Annexures of this bid document.

The bid offers should be submitted containing the following three parts:

- a. **Part-A (Pre-Qualification/ Eligibility)** shall contain the Pre-Qualification/ Eligibility Details (as mentioned in bid document).
- b. **Part-B (Technical proposal)** shall contain the Technical proposal (as mentioned in bid document).
- c. **Part-C (Financial proposal)** shall contain the Financial proposal on the prescribed format in Clause 18.9 (Section 6) quoting the price (lump sum) both in words and figures. In case of conflict between the figures and words the latter shall prevail.

4.4. **Submission of Proposals**

Bidders should submit their responses as per the procedure specified in the e-procurement portal (etender.up.nic.in) being used for this purpose. Generally, the items to be uploaded on the portal would include all the related documents mentioned in this bidding document. However, each document must be uploaded in the format specified for this purpose and as per the specified folder structure in the e-Procurement portal.

The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted within the submission timelines.

All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.

In consideration of the technical complexity and specialized expertise required for the successful execution of the project, the Department allows formation of consortium between Lead Member and consortium partners. In such a scenario, the Lead Member should assume primary responsibility for overseeing and meeting the project's technical requirements. This includes the design, development, and deployment of technical/IT solutions critical to achieving project goals. The consortium partners, on the other hand, can help with cloud-provisioning services, offering a robust and scalable infrastructure to support the technical solutions developed by the Lead Member.

4.5. **Bidder's authorized signatory**

A Proposal should be accompanied by an appropriate power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the e-Procurement portal. In case of consortium, the members shall submit a power of attorney in favour of the lead member. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

4.6. **Preparation of proposal**

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Client to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Client will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English,

translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

4.7. Deadline for Submission of Proposals

The response to RFP must be submitted on the eProcurement portal etender.up.nic.in by the 25th October, 2023; 5:00 PM. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. Client shall not be responsible for any delay in the submission of the documents.

The Client shall not be responsible for any delay in the online submission of the proposal.

4.8. Evaluation Process

- a. The Client will constitute a committee to evaluate the responses of the Bidders ("Evaluation Committee"). The Evaluation Committee constituted by the Client shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- b. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Evaluation Committee.
- c. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- d. The Evaluation Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP

4.9. Proposal Opening

The Proposals submitted up to 25th October, 2023 (5 PM) will be opened at Awasthi Bandhu by officer authorized by the Client.

4.10. Proposal Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of the Proposal

4.11. **Proposal Evaluation**

a. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the deviations detailed below. Proposals will be treated as non-responsive if a Proposal is found to have been:

- Submitted in manner not conforming with the manner specified in the RFP document
- Submitted without appropriate EMD as prescribed herein
- Received without the appropriate power of attorney
- Containing subjective/incomplete information
- Submitted without the documents requested in the checklist
- Non-compliant with any of the clauses stipulated in the RFP
- Having lesser than the prescribed validity period. The EMD of all non-responsive bids shall be returned to the bidders.

b. All responsive Bids will be considered for further processing as below.

The Client will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation according to the evaluation process defined in this RFP document. The decision of the Evaluation Committee will be final in this regard.

4.12. **Right to Terminate the Process**

a. Client may terminate the RFP process at any time and without assigning any reason. Client makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b. This RFP does not constitute an offer by the Client. The Bidder's participation in this process may result Client selecting the Bidder to engage towards execution of the subsequent contract.

Note: Any Dispute arising between the bidder and the Authorities' (UPAVP/DA/SADA etc.) before or during the course of the assignment will be resolved under the Chairmanship of ED, Awas Bandhu.

5. Data Sheet

Section reference	Topic
Section 1	Name of the Client: Awas Bandhu
Section 3, Clause-15	<p>Method of selection: QCBS (Quality & Cost Based Selection)</p> <ul style="list-style-type: none"> Bidders who score a minimum qualifying score of 60 marks out of total 100 marks shall be labelled as “Technically Qualified Bidders” and will be eligible for further evaluation. The financial proposal of only technically qualified bidder(s) with minimum marks of 60 in technical proposal will be opened. The final ranking for awarding the contract will be determined by combining the technical and financial scores, using the weightage 70:30 for Technical and Financial proposal respectively.
Multiple sections	<p>Financial Proposal to be submitted together with Technical Proposal: Yes</p> <p>The name of the assignment is: Development, Deployment, Operationalization and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals.</p>
Section 1	<p>A pre-bid conference will be held: Yes</p> <p>Pre- bid conference: The bidder or bidder’s authorized representative is invited to attend a Pre-bid conference</p> <p>Details of Pre-Bid Conference:</p> <p>Date: 4th October 2023</p> <p>Time: 11:30 AM</p> <p>Venue: Awas Bandhu office, 1st floor, Janpath Market, Hazratganj, Lucknow, Uttar Pradesh- 226001</p> <p>E-Mail: awasbandhu@gmail.com</p> <p>Mobile Number: +91-9450391233</p>

Section reference	Topic
	<p>The person attending the pre bid conference should have valid authorization from the authorized signatory of the prospective bidder. The prospective Bidders shall intimate the name of representative(s) (not more than two from one organization) to the above e-mail ID latest 6 PM on 5th October for confirmation. Non-attendance at the pre bid meeting will not be a cause for disqualification of a bidder.</p>
Section 2	<p>The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: As per information mentioned in the Term of reference</p>
Section 1	<p>This RFP has been issued in the English language. Proposals shall be submitted in English language. All correspondence exchange shall be in English language.</p>
Section 1 (Clause 4.3.)	<p>The Proposal shall comprise the following. The Technical and Financial Proposals shall be submitted online in the e-procurement system in separate folders:</p> <p>The Technical Proposal comprising:</p> <ol style="list-style-type: none"> a. Part-A (Pre-Qualification/ Eligibility) shall contain the Pre-Qualification/ Eligibility Details (as mentioned in bid-document). b. Part-B (Technical Proposal) shall contain the Technical Proposal (as mentioned in bid-document). <p>The Financial Proposal comprising:</p> <ol style="list-style-type: none"> c. Part-C (Financial Proposal) shall contain the Financial proposal on the prescribed format given in Section 6 (Clause 18.9) quoting the price both in words and figures. In case of conflict between the figures and words the latter shall prevail.
Section 6 (Clause	<p>Statement of Undertaking is required: Yes</p>

Section reference	Topic
18.1. and 18.3.)	
Section 1 and Section 3 (Clause 15)	<p>Power of Attorney in the name of an authorized signatory of the Bidder is required:</p> <p>Yes</p>
Section 1 and Section 3 (Clause 15)	<p>RFP Document Fees is required:</p> <p>Yes (Rs. 10,000 + 18%GST)</p>
Section 1 and Section 3 (Clause 15)	<p>Earnest Money Deposit is required</p> <p>Yes (Rs 50,00,000/-)</p>
Section 1	<p>Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is permissible</p> <p>No</p>
Section 1 (Clause 4.4)	<p>Maximum number of Consortium partners allowed:</p> <p>Two (2) (including Lead member)</p>
Section 1 (4.10)	<p>Proposal Validity</p> <p>180 days after the submission date 25th October, 2023</p>
Section 3 (Clause 15)	<p>Self-Attested Copies of PAN card required from Bidder Company:</p> <p>Yes</p>
Section 1	<p>Clarifications may be requested till 5th October, 2023 upto 6:00 PM by email at awasbandhu@gmail.com</p>

Section reference	Topic
	The Clarification to the query will be uploaded on the website by 13th October, 2023 (6:00 PM) , the bidders are requested to regularly check the website etender.up.nic.in for any update.
Section 1	The Client will host the amendment to RFP, if any on the e-procurement portal at any time prior to the submission deadline. The Interested bidders shall remain responsible to view amendment to RFP.
Section 1	<p>Bidder may modify its Proposal in the following manner, by using the appropriate option for proposal modification on e-procurement portal before the deadline for submission of proposals.</p> <p>(a) For proposal modification and consequential re-submission, the bidder is not required to withdraw the proposal submitted earlier. The last modified proposal submitted by the bidder within the proposal submission time shall be considered as the 'Proposal'.</p> <p>(b) For this purpose, modification/withdrawal by other means will not be accepted.</p> <p>(c) The modification and consequential re-submission of proposals is allowed any number of times.</p> <p>The above will be as per procedures and rules of e-procurement portal of etender.up.nic.in</p>
Section 1 (Clause 4.3)	<p>The format of the Technical Proposal to be submitted is:</p> <p>FTP (Full Technical Proposal)</p> <p>Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.</p>
Section 6 (Clause 18.9)	<p>The Financial Proposal shall be stated in the following currencies: In Indian Rupees (INR)</p> <p>The Financial Proposal should state local costs in the Client's country currency (local currency): Yes., In INR</p>

Section reference	Topic									
Section 1 (Clause 4.3)	<p>The bidders have to submit their Proposals electronically through etender.up.nic.in.</p> <p>Technical proposal and Financial proposal both will be submitted concurrently duly digitally signed on the website (etender.up.nic.in)</p>									
Section A and Section 6 (18.1)	<p>The Technical Cover should contain only the Technical Proposal, if any Financial Information is found in the Technical Proposal the proposal may be considered rejected.</p> <p>The Financial Cover should contain the Financial Proposal</p> <p>Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount details are available at the Web Site stated in Clause 2 of Guideline to bidder DSC is given as a USB e-Token.</p> <p>Shortlisted bidders willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging in to etender.up.nic.in the contractor is to click on the link for e-Tendering site as given on the web portal.</p> <p>The shortlisted bidders can search & download the RFP Document electronically from computer once he logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents</p>									
	<p>Date & Time Schedule:</p> <table border="1" data-bbox="509 1591 1382 1929"> <thead> <tr> <th data-bbox="509 1591 613 1675">S.no.</th> <th data-bbox="613 1591 1110 1675">Particulars</th> <th data-bbox="1110 1591 1382 1675">Date</th> </tr> </thead> <tbody> <tr> <td data-bbox="509 1675 613 1801">1</td> <td data-bbox="613 1675 1110 1801">Date of Publishing RFP Document</td> <td data-bbox="1110 1675 1382 1801">18th September 2023</td> </tr> <tr> <td data-bbox="509 1801 613 1929">2</td> <td data-bbox="613 1801 1110 1929">Download Start Date</td> <td data-bbox="1110 1801 1382 1929">18th September 2023</td> </tr> </tbody> </table>	S.no.	Particulars	Date	1	Date of Publishing RFP Document	18 th September 2023	2	Download Start Date	18 th September 2023
S.no.	Particulars	Date								
1	Date of Publishing RFP Document	18 th September 2023								
2	Download Start Date	18 th September 2023								

Section reference	Topic		
	3	Pre-Bid Meeting	4 th October 2023 (11:30 AM)
	4	Pre-Bid queries last date of submission	5 th October 2023 (6:00 PM)
	5	Pre-Bid queries response shall be available latest by	13 th October 2023 (6:00 PM)
	6	Proposal Submission Start Date	18 th October 2023
	7	Proposal Submission End Date	25 th October 2023 (5:00 PM)
	8	Date of opening of Financial proposal	To be announced later
Multiple sections	<p>Proposals must be submitted no later than 25th October 2023 (5 PM)</p> <p>The Proposals submitted after 25th October 2023, 5 PM will not be accepted by the e-Procurement portal.</p>		
Section- 3 Clause 17.1 (1)	<p>Account details payment of RFP document fees, EMD etc.:</p> <p>Bank Name: HDFC Bank Ltd.</p> <p>Account Name: Awas Bandhu</p> <p>Account No.: 00781000210255</p> <p>IFSC Code: HDFC0000078</p> <p>MICR Code: 226240002</p> <p>Bank Address: 31/31, M.G. Road, Hazratganj, Lucknow, Uttar Pradesh- 226001</p>		

**SECTION 2:
TERMS OF REFERENCE (SCOPE OF WORK)**

GENERAL INFORMATION

6. Background

Awas Bandhu (a society registered under the Societies Registration Act) is an apex institution created in 1997, under the Housing and Urban Planning Dept. to oversee the performance of housing sector and coordinate the activities of subordinate department/agencies viz. Town & Country Planning Department U.P., Development Authorities and U.P. Housing & Development Board.

Development Authorities (DAs) have been constituted under Uttar Pradesh Urban Planning & Development Act-1973 and The U.P. Special Area Development Authorities ACT, 1986 (SADA) to regulate the developmental activities within their respective notified Development Area. Similarly, U.P. Awas Evam Vikas Parishad (UPAVP) has been constituted under "The Uttar Pradesh Awas Evam Vikas Parishad Adhiniyam, 1965" to, inter alia, frame and execute housing and improvement schemes. These authorities and Parishad work under Housing & Urban Planning Department (HUPD) of Govt. of UP.

DAs, SADAs & UPAVP not only carry out all kind of development and construction works but also regulate the construction activities of private sector as well public sector within the jurisdiction of its development area. The planned growth of the city is the responsibility of DAs, SADAs & UPAVP. In the process, all types of development and construction activities are required to be approved by the DAs, SADAs & UPAVP under various rules and regulations. All these plans from approval to completion are being supervised by DAs, SADAs & UPAVP at pre-defined various stages.

As a part of Ease of Doing Business initiative of Government of India, the Housing & Urban planning department had launched Online Building Plan Approval System (OBPAS) to streamline the process of granting the building plan permissions through various Development Authorities, Special Area Development Authority and UP Housing and Development Board.

Now it has been decided, to implement a new system of map and layout approval called Fast And Simplified Trust based Plan Approval System (FASTPAS) and additionally streamline other housing-related approvals (Townships, Land Use Change, Purchasable F.A.R. approvals).

7. Objective

The Government of Uttar Pradesh has entrusted Awas Bandhu, a society registered under the Societies Registration Act, with the implementation of a new system for map and layout approvals called the Fast And Simplified Trust-based Plan Approval System

(FASTPAS). This initiative aims to simplify and expedite the map and layout approval process in the State. Additionally, to further enhance transparency, it is envisaged to streamline processes for other housing-related approvals such as- New Townships, Land-Use Change, Purchasable FAR approvals, etc.

Hence, Awas Bandhu plans to onboard Software Developer/ System Integrator to Develop, Deploy, Operationalize and Maintain Software Application for Implementing FASTPAS and other housing-related approvals. This shall include (but not be limited to) the following objectives:

a. Plan Approval System:

To Create and provide digitally integrated mechanism for-

- Title Depository for properties within the development area, ensuring API integration and data entry facilitation.
- Online single window system with seamless integration and real time tracking for NOCs and approvals from internal and external agencies.
- Facilitate and provide platform for portal with GIS Master Plans and Zonal Plans, enabling overlay integration for comprehensive land use verification for each plot/property for map approval.
- Effective validation of Title, Land Use and site inspection, Scrutiny Reports by the relevant department for pre-map validation.
- Planning permission (including Alteration, extension, re-submission, and revalidation) for townships, layout plan, building plan, FAR purchase, (compensatory FAR i.e., road widening, shelter fees, green buildings), compounding, completion, various purpose land mortgage and its releases.
- Site inspection which should include details of each property and its timeline data. (including e-intimation of commencement of construction, plinth level construction)
- Verifying land use conversion, aligning with departmental procedures.
- Purchasing additional F.A.R, installments of various charges and its mortgages and Land use change application, adhering to building bye laws and governmental order and policy.
- Maintain DCR for auto transfer of fees and charges for any approval type in real time for each payment entry received on portal for each property wise/scheme wise/department wise.
- Platform for Aadhar-based registration and grading for portal users, on the basis of plan approval process.

- Online issuance of digitally certified approved plan and NOC certificate and letters with unique code/number from portal and its automated verification on portal.
- It is proposed that the BIM based Building Plan Approval system should support uploading of 3d building plans (.dwg) as well as BIM based 3d Models (.ifc) for automated scrutiny.
- The proposed 3D system should be capable to scrutinize all parameters and integrated services like Fire, Electrical, Plumbing, Sewerage etc. as per prevailing building bye laws and should accommodate provision of updating the system if there is a change in building bye laws.

b. Real-time Cross-module Updates:

- To ensure all changes and timelines are instantly reflected/ updated across modules for various permissions.
- To provide system capability to maintain/monitor and incorporate changes in plan approval process by designated user with help of masters and changes in flow of plan approval process.
- Provision of Online Search and Application Tracking after login.
- Real time update to user by SMS or email from portal for each relevant activity in module process.

c. Efficient Official Task Facilitation:

- To provide a secure user based dynamic system for DAs, SADAs, and UPAVP officials to perform tasks accurately and monitor progress.
- To Provide same data based for effective monitoring for pre and post map approval (including Online Submission Application for various services provided by the concern department).
- Complaint filing and monitoring system related to portal issue.
- User management console for designated user for - Intimation of username/password validity expiry /License validity expiry / All the services delivered to the user.

8. Scope of Work

The scope of work has been divided into three broad subcategories- FASTPAS Module, Township Module and Other Modules which has been outlined as follows-

I. FASTPAS MODULES:

8.1. Title Repository Module

The bidder will be responsible to create a Title Depository for all properties/ ownership types (ZA Khatauni, Non-ZA Khatauni, Urban/Rural Ceiling, Nazul Bhoomi, Rajkiya Asthan Bhoomi, etc.).

For verification of title ownership of applicant, the following strategy should be adopted-

- In cases wherein land records data is available in digital formats with Development Authorities, Awas Vikas Parishad, District Magistrate Offices, Municipal Councils, and Revenue Authorities- then, the selected bidder will be responsible for integrating this data via API Integration.
- In cases wherein land records data that has not been digitized (such as Nazhool properties, Non-ZA Khatauni, enemy properties etc.)- In such a scenario the selected bidder will be responsible for facilitating data entry and developing a system to store the data (title repository).
- Initially, in cases where the data is not digitized/ missing/ absent then the requests for verification of land ownership should be directly forwarded to the Department through the portal, allowing the department to initiate a manual verification process. The process of offline validation of data should continue until the non-digitized dataset on land ownership has been digitized.

Based on above verification, automatic/ manual Title Scrutiny Report should be generated by the portal. It shall be endeavored that necessary scrutiny report is issued within prescribed time. The repository should be GIS enabled with facility to carry on mutations.

8.2. Land Use Verification Module-

To facilitate verification of land use, the integration of GIS Master Plan as well as Zonal Plans will be ensured on this portal. When a user uploads a *.kml format file on the portal, it should be overlaid onto the existing master plan for an initial screening process. Basis this, the system should generate Land Use Scrutiny Report, highlighting discrepancies (if any), in proposed land use by the applicant and existing land use according to the prevailing master/ zonal plans.

8.3. Registration and Grading Module for Professionals

Any professional who wishes to certify plans and layouts would have to first get registered on this portal. Hence, there should be facility for architects to fill up an application form for registration, upload documents/ certificates and wherever digital repository of same is available, verify credentials online. Once registration of professional is complete after verifying credentials, certificates and experience, the system should generate a Unique ID for every professional. For all the plans submitted by professionals which can be scrutinized and graded, a grading module

will be designed on the basis of parameters decided by the Department. Additionally, the system should be effective in ensuring that professional(s) debarred by the Department are not able to create new accounts. This module shall entail the following broad parameters-

8.3.1. **Centralized Registration:** Provide a single interface for the registration of all architects (across the state), who intend to do a transaction with the Authorities.

8.3.2. **Online Application for Registration:** The system should have provision to identify the architect with reference to the Unique ID generated post verification and should capture the following minimum information of the applicant with appropriate validations- Unique ID, Name, Address, Corporate Information, Certificate from concerned council should be stored on the portal. The bidder would have to integrate certificate verification using API of the concerned council/authority. This will also consist of the following:

- i. Facility for uploading attachments as required by authorities for establishing identity and past experience etc.
- ii. Enable online submission of registration fee (as specified by the department).
- iii. Enable tracking the status of the application.

8.4. **Pre-Submission Module-**

The bidder shall be responsible to develop and implement a pre-map submission activities module which shall entail streamlined validation of Title Scrutiny Report and Land Use Scrutiny Report by the concerned department. The portal should enable concerned authorities to either approve portal-generated scrutiny reports on Title Ownership and Land Use or send them back to Title Repository Module in case of any discrepancies. Only if both reports are approved by the department, the application will be considered fit for submission.

At the time of application, the owner shall select an architect registered with the Department to oversee all future processes. The owner shall be able to change the architect at any stage by submitting a request, which will be duly verified by the Department.

8.5. **Map Submission Module-**

Only applicants with a fit for submission application (post portal auto-scrutiny and validation by the department) should be granted access to open the Map Submission

Form and submit the map in Auto-DWG format. This map must consist of information/proposal as per provisions of building bye laws. The proposed system would do Auto-Scrutiny and generate values for the following parameters:

a) For Single Residential Building (7 parameters)

- Plot Area
- Land use
- Set Back
- Building Height
- Total Built-up area
- Ground Coverage
- F.A.R. (including basic FAR + Purchasable FAR + Compensatory FAR for Road widening, shelter fees and green building)

b) For other Buildings (12 parameters)

- Land use
- Set back
- Ground Coverage
- Built-up area
- Parking
- Height
- Park & Open Space
- Plot Area
- Approach Road
- Travel distance
- Mortgage for Performance Guarantee (Road Widening, EWS/LIG, Development Works)
- Number of EWS/LIG proposed in case of Group housing project.

c) Layouts (4 Parameters)

- Road width within the layout,

- Percentage of different uses (Residential, commercial, facilities, park, and open spaces, institutional, industrial, etc.)
- EWS/LIG proposed in the layout on the basis of population proposed.
- Mortgage for Performance Guarantee (Road Widening, EWS/LIG, Development Works)

These parameters should be automatically calculated from the DWG file submitted by the applicant. To ensure this, the software developer/SI would develop a protocol in consultation with the Department. The protocol would specify the parameters and procedures for including these parameters in the DWG file for registered professionals. The protocol should be designed as an open-source solution, requiring minimal hassle for users, and be scalable.

If the applicant fails to mark the layers required for auto-scrutiny, then there should be a provision for authorized officials from the Department to incorporate these layers in the DWG file on their end.

The software developer/ SI would ensure version-management of DWG file in line with the requirement of FASTPAS system and its update.

The Architect would be required to indemnify that the submitted plan is as per building bye laws, to the best of their knowledge. They would include assumptions if any, they have made in interpretation of bye laws. Basis this, the system should generate a digital Indemnity Certificate which shall be digitally signed by the registered professional(s). If department finds no shortfalls with respect to auto-scrutiny parameters as well as any parameters determined manually as per SOP of the Department, the plan would be immediately approved. However, department would do post scrutiny of the submitted plan and do grading of the plan in terms of compliance with building bye laws and enter the grading against the professional who have made the building plan. Additionally, to enhance transparency all approved layouts will be plotted on base map and be visible as per user rights.

The entire process from the time of submission of map (DWG format) to scrutiny completion should be automatic where possible with no human intervention. The software developer/ SI would maintain a running note-sheet containing scrutiny reports at different stages.

- Based on the building plan/ layout submitted by the architect, the system will automatically generate all the relevant plans in PDF format. These are

the set of building plans that will be issued to the end user with certification upon successful completion of the application process.

- The architect can fill out the application and upload the required documents once they have the building plan/ layout scrutiny reference number.
- Upon submission, the applicant should be able to validate and self-certify the application. After the applicant validates the application, the system should schedule the Document Verification visit date. This date could be rescheduled by both the parties once. The checklist for the document verification will be filled up by the officials attending the meeting. In the system the checklist should be configurable.
- The Solution to handle the plan/ layout scrutiny should be online in real time mode. Additionally, if an application is rejected, then the applicant should be able to re-start the application process on the portal with the same application ID and be able to make necessary edits/changes

The system should provide for planning permission as:

- **Auto-Dimensioning with Block Diagram:** Should generate Block diagram for each Floor and provide dimensions with Area Calculations for each feature e.g., terraces, Balcony, lobby etc.
- **Auto-Generation of FAR & Built-up area Table:** Should automatically insert FAR & Built-up Area Tables with per floor detail for each Building and in the same way insert FAR & Built-up Area Table for whole Project including Carpet area.
- **Auto-Generation Plot area Table:** Should automatically detect the type of layout proposal e.g., New, alteration and modification, additions amalgamation or subdivision, etc. and creates standard area table as per the case including Gross area.
- **Auto-Generation of Area-Statement:** Should automatically insert Area Statement with all Proposed & Permissible Value in pre described Format
- **Auto-Generation of Schedule of Open spaces/green & Parking Table:** Should automatically insert Schedule of Open spaces/green for each Building & Layout plans. Same way inserts proposed Parking for whole Project
- **Auto-Hatching to Particular Object:** Should provide hatching to Particular Objects as described in BBL and by DAs, SADAs and UPAVP e.g., Grey colored Hatch in Main Road, Green colored Hatch in Open Space, etc.

- **Auto-Linking:** Should auto link objects like each Building with corresponding Proposed Work (Max. coverage Area) drawn in Layout Plan, each Floor Plans with its section, Tank with its Section, Ramp with its Section, Stair, V shaft etc.
- **Section reading & Association:** Should be able to read section, associates each floor plan with floor section & gives Ht. of Bldg. & each floor by auto dimensioning.
- **Margin Generation:** Should generate required Margin from Plot Boundary, Open Space etc. itself. Even It shows Proposed Failed Margin with Auto Dimensioning.
- **Verification with Actual Coverage Area:** Should verify Built up Area (Max. Coverage area) Proposed by auto punching of each Floor plan automatically.
- **Checking & Verification of Height:** Should be able to checks Height of each Terrace.

8.6. **NOC Module (post-submission of Map)**

- The system shall have features for online single window system, and integrations with all internal and external agencies required to provide applicable NOCs/approvals (Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, Labour, Factory Directorate, Distance from the ASI Monument, Plot in Security Zone etc.).
- Any comments made by the concerned departments shall be communicated to the applicant (all of this should be visible on a single dashboard). The applicant should be able to incorporate changes required by editing the DWG file already submitted earlier.
- The system should entail security on user authentication with role based access.
- All approvals should be electronically signed (e-sign).
- The application should capture all relevant details for all internal and external agencies; relevant data needs to be forwarded to corresponding agencies for issuing NOCs.
- SLA on NOC is also validated by the System.

8.7. **Payment Module:**

- The System should have capability of integration to any ECS or Payment Gateway System.
- The System should link with all DAs, UPAVP electronically and should be able to auto transfer the fee/charges acquired with any type of approval through this system.
- The system should be integrated with the payment gateway for online payments. For map approval, the fees should be computed automatically by the system based on department guidelines. The system should facilitate in online fee payment, refund calculation, and generate online fee receipts based on the submitted building plan/ layout.
- The fee computation should be based on the building plan parameters and the applicable laws and rules of the department which are configurable.
- Appropriate file numbers should be maintained to track and manage transactions/ documents.
- Upon payment of fees, building plan permit/ layout approval process should be initiated and approved with Digital Signature.
- The payment should be directed automatically to the concerned Development Authority payment gateway.
- The online payment gateway should be available to ensure maximum digital money transfer systems for public convenience along with refund, land mortgages and installment management system.

8.8. **Approved Building Plan Storage Module:**

All the planning permission as approved by this system and legacy data of old sanctioned building plans and related information required for planning permission should also be available on portal.

8.9. **Compounding Module:**

Using the same I.D. of approved map, the applicant should be able to submit a compounding map, which will have the same process as map submission module. Applicant should additionally, also enter the area to be demolished which should be converted on compounding real-time. Existing enforcement websites should be linked with the system and the portal should take applicant directly to compounding module in case notice has been issued for same. For this, comprehensive property

IDs should be maintained in the system. All rules/ bye laws existing in the State shall apply.

8.10. Plinth-level Inspection Module:

The registered person will inspect, conduct a survey on-site and should then be able to submit a certificate on prescribed format on the portal certifying that the plinth constructed at site is as per the approved map. There should be a provision on the portal for the Department/ concerned authority to randomly cross-verify this and submit their comments on the portal (if any).

8.11. Completion Module:

The system should maintain all logs from previous module and final approved NOCs should be populated adequately. The software developer/SI can adhere to the department specified checklist for assessment of fulfilment of different criteria. In case any notice has been issued at previous stage, it should be highlighted in the system. In case no notice has been issued, checklist criterion has been adhered to then map can be cleared for approval.

8.12. Unauthorized Construction/ Encroachment Module:

The already existing software for this should be linked via API Integration. The inspection modules and functionalities of existing software should be implemented by this system.

8.13. Common capabilities required across all modules (FASTPAS, Township and Others)-

- **Develop iOS/Android compatible mobile application:** The software developer/system integrator will be responsible for designing and building a comprehensive mobile application that mirrors the functionality of the web application/ system described in this bid document. The mobile app must be compatible with both iOS and Android platforms and should cater to various user categories, including General Applicants, Departmental Users, and Admin users etc. The app should offer seamless navigation, real-time synchronization with the web database, user-specific dashboards, secure authentication protocols, and push notifications for updates and alerts. User experience (UX) design should prioritize intuitive interfaces, while ensuring responsive performance across different devices and screen sizes. The mobile app's design and features should be aligned with the detailed scope of requirements specified in this bid document.

- Provision for entering onsite inspection details and geo-tagged images (document upload facility) of the Site Inspection.
- The system should have viewing rights for staff and management for completed and pending tasks/ works/ applications.
- The system should be able to handle around 1000+ admin users (with login credentials) at any given point of time.
- Design an intuitive and user-friendly dashboard for easy navigation. The dashboard should display a summary of ongoing applications, approvals, and status updates. which can be used by State administrators/ designated admin users to see the flow of applications and the pendency or exceptions.
- For all datasets, Aadhar authenticated title certificate shall be maintained in demat form on this portal. Property owners can apply with valid documents to get demat title from this portal.
- The system should generate various MIS reports as per requirements of the concerned departments from time to time. MIS reports based on different stages of map approval should be generated as per department requirement.
- The system should have well-defined inspection report format at various levels.
- The system should incorporate digital signature (e-sign) for approval of application at different levels in the application system.
- The system should have well defined service levels and the escalation matrix for officials regarding time limit for processing an application automatically in the system.
- SMS/Email Alerts shall be enabled in the system.
- Fee computed and demand generated
- The system should offer provision to incorporate the changes of building bye laws as intimated by the department in the application within time frame.
- The system should have feature to capture the history of changes and based on the original application submission date the relevant rules should be considered for scrutiny.
- The system should have the feature of provisioning the Revoking/Cancelling of Building Permission.
- Field Verification Schedule should be assigned by the System with reschedule option for both the parties once. The system should be such that the officials can do the Field Verification, update the report in a checklist format and forward for approval
- Generation of PDF from each objection of scrutiny (if any).

- Comprehensive user registration for all users expected to use the portal with login-password credentials. Implement secure user registration and login mechanisms. Provide role-based access control for different user types (applicants, administrators, department officials).
- Ensure data security and privacy through encryption and access controls.
- Able to facilitate DAs, SADAs & UPAVP officials to perform their tasks with accuracy, speed and for the regular and updated monitoring by various officials of DAs, SADAs & UPAVP and at Government level in hierarchy, categorised by their jurisdiction and responsibilities.
- This system should be highly secure and dynamic to adjust the continuous changes which keep on occurring.
- Department as admin should have editable right over drop-down options under different modules. There should be no hard code in the system. Department should have all necessary editing rights (to add more drop-down rows etc.)
- System should be able to standardize the different masters prepared for database fetching (list of masters to be provided by concerned department on criteria's such as land rate, circle rate etc.).
- System should facilitate real-time monitoring of all modules.
- Initially FASTPAS shall be used by all the Development Authorities, SADAs and Regulated Areas. However, it is proposed to bring planning activities of all other Urban Local Bodies (ULBs) and Zila Panchayats etc. under one umbrella legislative framework and then they shall also become users of FASTPAS. Therefore, the software developer/SI should design the system so that additional users (around 850+) are able to onboard the system without any hassles.
- Designing a robust database schema based on bid requirements, implementing the schema within a suitable database management system (DBMS).
- Ensuring data security through authentication and authorization mechanisms, optimizing database performance by monitoring and tuning queries, configuring regular backups and disaster recovery plans, maintaining data integrity through validation rules, providing user training and support, and documenting the database structure and procedures for future reference.
- The system should also include planning for scalability and growth, data migration and transformation, as well as adhering to data compliance and quality standards throughout the lifecycle of the database.
- The system should auto detect and auto check all the parameters as prescribed

in building bye laws, relevant policies/GOs.

- The system should have one unique file number for each property, with tracking of each submission for various permissions i.e., Planning permission (including Alteration, extension, re-submission, and revalidation) for townships, layout plan, building plan, FAR purchase, (Compensatory FAR i.e., road widening, shelter fees, green buildings), compounding, completion, various purpose land mortgage and its releases.
- Should perform automated building & Layout scrutiny on DWG drawings and also implement building & Layout plan approval process as an integrated system. Required tables like area statement, summary of FAR calculations, parking calculations, opening schedules, area block diagram with dimensions, set-back/s, height, green/open spaces, etc. should be automatically generated by the system.
- Should auto-detect the structures in the drawing based on usage (e.g., Residential, Commercial or Residential- Commercial Mixed, etc. as per prevailing building bye laws); and also, auto detect high-rise/low-rise buildings and risk classifications of buildings. This functionality should be applicable for both the existing and proposed structure
- Auto generation of FAR, area statement and schedule of open spaces by reading the DWG drawings.
- Auto-generation of plot area & plot area calculation for cross verification with system entered value by triangulation and to finalize the area calculation based on the triangular method.
- Should enable auto hatching of particular objects as per building control rules and prevailing policies
- Should enable auto detection i.e., side set-back/s and verification of Area required for imposing of charges for plan approval.
- Should enable officer to regenerate and correct marking to generate scrutiny report again to mark correction as per rule and by marking the same on the DWG drawing.
- The drawings submitted by Architects should be converted to non-editable format after processing through software and also enable for plotting for issuing of plan permission.
- Generation of Scrutiny Reports: It should generate the various scrutiny reports based on the building bye laws and other policies of DAs, SADAs and UPAVP. Generated report shows the Failed/Passed Items with their rules in a very user

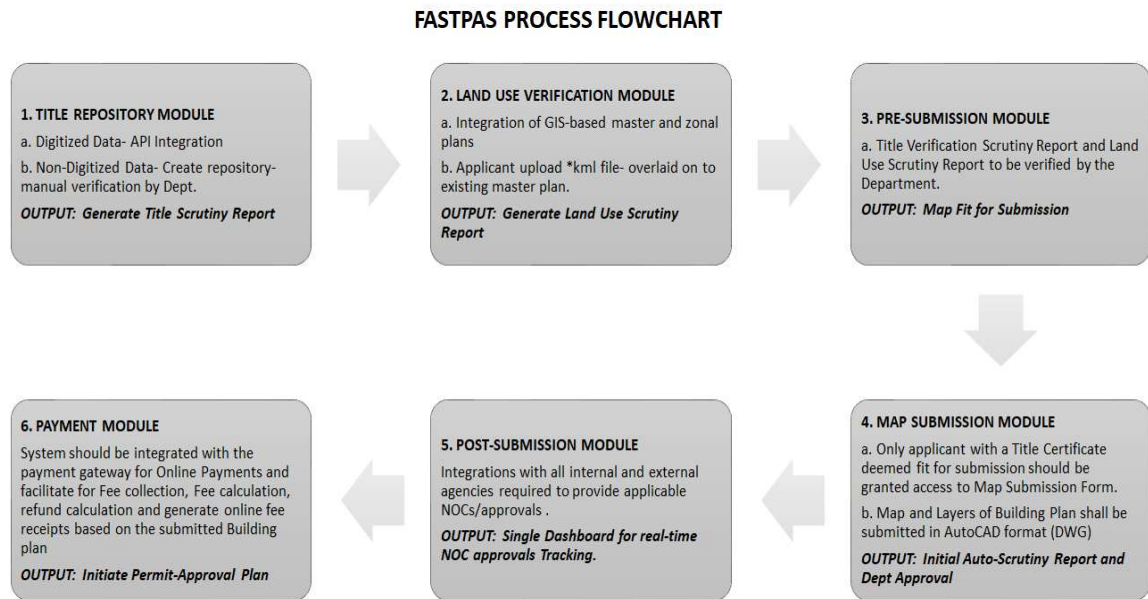
friendly Viewable/Printable format. Reports can also be generated in local regional language. Customization of Reports can be made using user defined templates. Software should read the building entities from drawings, geometrically map each and every entity by corresponding with complex and interlinked rules.

- Should verify the fire norms and auto generate the report.
- Should verify the Rainwater Harvesting (RWH), Solar passive, etc. norms and auto generate the report.
- After scanning and saving the drawing, scrutiny reports should be generated where all failed and passed rules are displayed along with required/permissible values with proposed values so that architect can easily correct them.
- Should enable assessment of floor area ratio violation.
- The system while auto scrutiny of the submitted plan should reflect the norm for each parameter of the BBL.
- The system must provide for proper user authentication and access control mechanisms so as to ensure that only authorized users can access relevant information.
- The system must provide for all submissions to be acknowledged and site visit dates and further approval schedule is to be provided to the officer in charge/architects/ client instantly.
- System should include process flow of approval system in the time frame as prescribed in prevailing building bye laws and government orders. This will include generation of site inspection reports (including mandatory provision to upload site photographs with remarks), approval / rejection/ refusal letter, fee memo calculations, third party verifications etc., if required.
- The System should include the entire process of Compounding with necessary provisions regarding auto scrutiny of plan, fee calculation, approval or not approval status, site inspections, auto intimation of uploaded plan.
- Owner or by his representative through architect should be able to submit site inspection reports with current photographs, which can be verified or updated by time stamp by the concern site engineer. The system should automatically generate an SMS which is sent to the Architect and concerned staff if there are any cancellations of site visit the system should intimate the key people. Reasons for such cancellation should also be recorded in the system.
- The acknowledgment letters, Building Commencement Certificate, plinth level approval, completion certificate, deviation or the rejection/ refusal letters etc.

should be system generated.

- The system should generate MIS to be sent to higher authorities for approval and to make the approval status available online. The summary of MIS should be able to run query based on any metadata as per requirement.
- The department/client/Architect should be able to review the status of approval online.
- System should auto calculate and generate all types of prescribed fee/charges memo/ demand notes based on the submitted Building or lay-out plan, Compounding plan, etc. System should have necessary interfaces for Fee collection, including online payment gateway and receipt generation for each DA, SADA and UPAVP. The fee calculation by the system should also be able to auto adjust previously deposited/paid fee if permissible as per prevailing norms and also able to validate refund if authorized by certified user.
- **Further the proposed system shall be integrated with CM dashboard, Nivesh Mitra, and Integrated Service Portal (ISP).**

For greater clarity of bidders, a brief process flowchart for FASTPAS system has been illustrated below-



II. TOWNSHIP MODULE:

8.14. UP Township Policy 2023 Module-

The portal should serve as a comprehensive platform for obtaining all the necessary clearances and approvals for establishing new townships in the State. Initially, the portal can enhance transparency in the processes, but its ultimate goal should be to automate the entire process directly through the portal. This would involve integrating the existing approved layouts onto the portal as well. The Software Developer/ S.I. will be expected to gather relevant process flow mechanisms, procedures, and official documents from the concerned departments related to approval of new townships and develop a digital mechanism for same accordingly.

For reference, an indicative and concise user process flow for approval of townships in the State as per UP Township Policy 2023 is outlined below. For further detailed user process flow of same, the bidder is expected to contact and consult with the department.

User Process Flow (for reference only)

1. Application and Issuance of License:

- a. The developer should have registered sale deed ownership of at least 25% of the total area of the proposed township. The system should be able to verify this online.
 - b. All necessary procedures for license application and issuance, including payment of application fees, DPR and layout approval, demand letter issuance, and obtaining clearances and exemptions, will be conducted online through this single-window portal at the relevant Development Authority/ Housing and Development Board level to ensure transparency and timeliness.
 - c. An appointed committee consisting of the Secretary of the Development Authority, Chief Engineer, Chief Town and Village Planner, and a representative from the DM of the concerned district will review the license application and present recommendations to the Vice Chairperson/ Housing Commissioner.
 - d. If the license application is found incomplete, the developer will be given 30 days to provide the required information. Failure to provide the information within the given time frame will result in the cancellation of the application by the Vice Chairperson/ Housing Commissioner based on the committee's recommendation.
 - e. If the license application is deemed eligible, the developer will be notified to deposit the license fee. They will have 30 days to complete the payment.
 - f. Before issuing the license to the developer, 10% of the total township area owned by them will be mortgaged to the Development Authority/ Housing and Development Board until the first development agreement is executed.
 - g. The Vice Chairperson/ Housing Commissioner will approve and issue the license to the developer via the portal. The information will be shared with the relevant Development Authority/ Housing and Development Board, Housing and Urban Planning Department, and Awas Bandhu. The issuing process by the Authority/ Housing and Development Board should be completed within 90 days from the date of application submission.
2. Process of Land Assembly:
- a. The developer is responsible for purchasing and assembling the land for the proposed township. They should also construct the project's approach road. In unavoidable circumstances, up to 20% of the project area can be acquired.

- b. The process of exchanging village society, sealing, and other government land will be completed within a maximum of 60 days, following the rules of the Revenue Department. The approval of the concerned divisional commissioners is required. If the action is not completed within the specified time, the layout plan may be approved, leaving such land under the developer's ownership at a suitable location with proper access roads. However, the sale of properties created on the said land by the developer will only be allowed after the exchanged land is transferred in the revenue records.
3. DPR Approval, Development Contract, Project Schedule, and Completion Certificate:
 - a. After the license is issued to the developer, the Detailed Project Report (DPR) must be submitted within one year for schemes up to 50 acres, within 18 months for 50 to 100 acres, and an additional 6 months for each additional 50 acres if the area exceeds 100 acres. The DPR of the township must be submitted for approval by the Authority/ Housing and Development Board within a maximum of 3 years, with the developer owning 60% of the total township area.
 - b. The committee formed earlier will review the DPR, and based on its recommendations, the Housing and Development Board/ Development Authority Board will grant DPR approval. The concerned Development Authority/ Housing and Development Board should complete this process within 60 days from the date of submission.
 - c. For townships up to 50 acres, the developer must prepare the DPR within one year from acceptance, and within 18 months for townships larger than 50 acres. The developer will have the option to get the layout plan approved in phases, with a minimum ownership of 75% of the area in each phase. The layout plan for each phase, including the extended area, should be in continuity with the development agreement.
 - d. The approval of the layout plan will be granted by the Vice Chairperson/ Housing Commissioner. Apart from the land owned by the developer, the developer will not have development rights over the remaining land. The Development Agreement will be executed by the concerned Development Authority/ Housing and Development Board on the prescribed form. The layout plan approval and execution of the Development Agreement are mandatory. Once these procedures are completed, the developer will

mortgage 10% of the land to the concerned Development Authority/ Housing and Development Board to make it tax-free.

- e. The developer can obtain a partial completion certificate for any phase of the proposed township, subject to certain restrictions. All infrastructure facilities, such as roads, water supply, drainage, sewerage, electrification, parks, and waste disposal systems, must be completed for the relevant part of the layout plan. In case of buildings for economically weaker sections (EWS) and lower-income groups (LIG) proposed in the layout plan, their development and construction should be proportionately completed.
- f. The Development Authority/ Housing and Development Board will only approve the building maps of private individuals after the issuance of a completion certificate (partial/complete).

III. OTHER MODULES:

8.15. Purchasable F.A.R. Approval Module

The software developer/ S.I. will be expected to gather relevant process flow mechanisms, procedures, and official documents from the concerned departments related to purchasing additional F.A.R. and develop and implement a suitable digitally integrated mechanism for the same. This should be adequately informed with existing building bye laws and formula for purchasing additional F.A.R.

8.16. Land Use Conversion Management Module

The software developer/SI will be expected to gather relevant process flow mechanisms, procedures, existing rules, and official documents from the concerned departments related to land use conversion and develop and implement a digital mechanism for the same accordingly. For reference, an indicative and concise user process flow of land use change/conversion is outlined below. For further detailed user process flow of same, the bidder is expected to contact and consult with the department.

User Process Flow (for reference only)-

1. The applicant shall submit application in the form appended to these rules to the Vice-Chairman of the Authority along with following documents:
 - a. Details of land (as the case may be):

- i. Name of revenue village, tehsil and district, data numbers, data-wise area and shajra map on 1:4000 scale in case of undeveloped area.
 - ii. Plot number, area in hectares and name of locality along with a site plan on 1:1000 scale in case of built-up/developed area.
 - b. Certified copy of ownership/sale deed.
 - c. Land use in the prevailing master plan/zonal development plan, as the case may be.
 - d. Land use proposed for conversion.
 - e. Application fee @Rs. 1000/- per hectare or part thereof, subject to a minimum of Rs. 1000/-
2. After scrutiny of the application, if in the opinion of the Authority the amendment is of the nature specified in subsection (1) of section-13 of the Act, following procedure shall be followed:
 - a. The Authority shall place the application in its Board meeting for appropriate decision.
 - b. In case of approval of the application, the Authority shall publish a notice in two newspapers having circulation in the development area inviting objections and suggestions in accordance with subsection (3) of section-13 of the Act. The minimum duration for submission of objections and suggestions shall be 15 days from the date of publication of the notice.
 - c. Objections and suggestions, if any, received shall be considered within 30 days from the last date of receipt by a committee constituted by the State Government. The report and recommendations of the committee shall be placed before the Board of the Authority in its next meeting for final decision.
 - d. In case of approval under sub-rule(c) the Authority shall calculate the amount of land use conversion charge and issue demand notice within 15 days to the applicant for payment of the same.
3. For amendments other than specified under sub-section (1) of section-13 of the Act, following procedure shall be followed:
 - a. The Authority shall place the application in its Board meeting for appropriate decision. Provided that such application shall be forwarded to the State Government directly as have been granted exemption from seeking approval of the Board.

- b. In case of approval, the Authority shall forward the proposal to the State Government within 15 days from the decision of the Board along with its recommendation.
- c. After the receipt of concurrence from State Government, the Authority shall publish a notice in two newspapers having circulation in the development area inviting objections and suggestions. The minimum duration for submission of objections and suggestions shall be 15 days from the date of publication of the notice.
- d. Objections and suggestions, if any, received shall be considered within 30 days from the last date of receipt by a committee constituted by the State Government. The report and recommendations of the committee shall be placed before the Board of the Authority for final decision.
- e. The Authority shall forward its recommendation to the State Government within 15 days from the date of decision of the Board.
- f. The State Government shall inform its decision to the Authority and the Authority shall intimate the applicant accordingly.
- g. In case of approval under sub-rule (b), the Authority shall calculate the amount of land use conversion charge and issue demand notice within 15 days to the applicant for payment of the same.

NOTE:

General Monitoring & Site Inspection Instructions:

- Site Inspection reports: the system should send auto e-mail & SMS by randomly selecting field official of concerned DA, SADA & UPAVP for compliance within prescribed duration. The system should also auto generate the warning and subsequently alert to the higher official in case of non-compliance. The inspection report should also be reflected for client view. This should be developed for all kind of mandatory inspections like submission of plan, plinth level, completion level, etc.
- The site pictures taken by the Architect, field official, Building or Layout owner, etc. required from submitting the plan to plinth level notification to completion certificate, etc. through a **mobile App** of the system should be automatically uploaded to the web portal with auto geo-reference of the site with 1.00 meters accuracy. The Instant Auto SMS alert should be generated for the concerned for any such required update and auto warning in case of non-compliance to the concerned at any stage up to completion. (For New plan, Revise Plan,

Compounding plan, Renewal plan, Plinth level approval, request for completion certificates etc.)

- The mobile App of the system should have provision of voice and text message also along with site picture facility and should reflect to the mobile no. of concerned Architect, field official, Building or Layout owner, etc.
- The Mobile App should be available for public to upload any comment, site pictures with auto geo-reference having 1.00 mts accuracy for any approved building plan by the system.
- The system should identify the delays in inspection reports if any and should generate auto SMS alert for the higher official.
- All type of auto generated notifications and warnings of compliance in the entire process through e-mail & mobile app should have provision of specific time period of compliance as prescribed for each activity. The system administrator should be able to modify/change the time period for any activity by using his password.
- The system should issue the approved plans with digital signature.

SUMMARY OF DELIVERABLES AND TIMELINES:

S.no.	Project Track/ Module	Deliverables	Timeline (T = contract date)
1	System Study and Preparation of System Design for all modules (based on detailed study of scope of work, relevant policy, and other official documents.)	Software Requirement Specifications & Design Documents.	T + 3 months
2	Development / customization and implementation of the Software Solution to meet the requirements.	Development / customization and implementation of FASTPAS	T + 5 months

S.no.	Project Track/ Module	Deliverables	Timeline (T = contract date)
3	Commissioning of Cloud Environment	Cloud Commissioning Report	T + 5 Months
4	User Acceptance Test (UAT)	Testing scripts and Final Testing Report	T + 5.5 Months
5	Pilot in one (1) Development Authority identified by Department and U.P. Awas Evam Vikas Parishad for FASTPAS and Township Module	Pilot Go-Live Report and Live Demo	T + 6 months
6	Roll-out in all the authorities for all modules	Go-Live Reports	T + 8 months
6	Help-Desk Services and training module for implementation	Help Desk Implementation Plan Report	T + 9 months

Note- All Deliverables must be submitted in 5 hard copies provided in both physical form, consisting of five hard copies, and digitally, to the Awas Bandhu office.

Copyright Guideline:

- The selected vendor shall provide Source Codes along with the DLL file of the above mentioned Applications within a week of "Go-Live".
- The final product along with the source codes of the applications will be the sole property of Awas Bandhu.
- The selected vendor has to operate and maintain the applications for a period of 60 months from the date of successful roll-out in all the office of various authority. Modifications which may require during the 60 months from the Roll-out shall be made by the selected vendor without any additional charge.

SPECIFIC INFORMATION

NOTE: All minutes of the meeting (MoM) must be documented for each task as stated below and minutes of the meeting must be confirmed in the next meeting. Approval of the MoM will be from the prescribed committee.

9. FASTPAS MODULE

9.1. Task 1- Conduct System Study and Prepare System Requirement Specifications (SRS) and Design

Deliverable (s): System Requirement Specifications & Design Documents (T + 3 months)

Detailed sub-tasks:

- 9.1.1. Study the prevailing Master Plans, Zoning Regulations, and U.P. Sub-Regional Plan (for all DAs, SADAs and UPAVP sites)
- 9.1.2. Study the existing OBPAS system for the approval of building plans in all DAs, SADAs and UPAVP, including the procedures, building bye laws, Rules, Regulations, Policies, software, and formats being used currently for sanctioning the building plans.
- 9.1.3. Prepare, submit, and get approval of the System Requirement Study (SRS) and proposed solution for Design, Development, Deployment, Operationalization and Maintenance of FASTPAS and other housing-related approvals (as mentioned above under General Instructions) from Awas Bandhu.

9.1.4. The SRS approved by Awas Bandhu shall be tentative in nature. The final System should include all parameters mentioned in Assignment (scope of work)

9.1.5. The software developer/ SI will devise and implement the system incorporating best methods and practices along with the present pattern of flow of data and file, to map the approval process

9.2. **Task 2 – Customization, Configuration and Deployment of FASTPAS**

Deliverable (s):

- Test and deploy automated FASTPAS for the live project/ proposal/ Development / customization and implementation of the Software Solution to meet the requirements (T + 5 months)
- User Acceptance Test (Testing Scripts and Final Reports) (T + 5.5 months)
- Pilot in one (1) Development Authority as decided by the Department and U.P. Awas Evam Vikas Parishad (T + 6 months)
- Roll-out in all the authorities- DA's, SADA, UPAVP (T + 9 months)

Detailed sub-tasks:

9.2.1. The proposed general instructions for FASTPAS development (keeping in mind the necessary modifications from erstwhile OBPAS system), latest BBL of DAs, SADAs & UPAVP and the prevailing practices, & process for granting Development and Construction Permission permits will be incorporated in software.

9.2.2. Stand-by Deployment of the software in the servers of cloud, as may be specified by Awas Bandhu. The system should provide daily back-up and update on priority basis to these standby servers.

9.2.3. Deployment of the software in MeitY approved Cloud provider to be Operated & Maintained by software developer/ SI.

9.2.4. Any changes/modification in Bye laws/regulations/policies during the project period to be incorporated.

9.2.5. The system will be developed for submission of data and soft copy of the drawing in DWG file. No additional tool/software/ plugin should be required at the end of architect other than DWG software to prepare the submission drawing. However, if any "Add-On" or "plug-in" is developed in the system for the betterment or easing of the system functioning, it will be provided by the SI free of cost to all stakeholders.

9.2.6. Design and development of the workflow for the scrutiny and approval of building plans at all levels from acceptance of proposal to its final disposal

- 9.2.7. The software shall auto evaluate the soft copies of the drawings submitted in DWG format and validate it for DAs, SADAs and UPAVP's requirements. If the proposals in the drawings are not as per permissible rules and regulations, the software shall indicate the errors and give a report of failed entities.
- 9.2.8. Proper user authentication and access control mechanisms shall be implemented to ensure that only authorized users can access a particular piece of information.
- 9.2.9. The system will have an MIS report generation mechanism; the critical features of the same are as follows:
- Generated MIS report to be uploaded automatically in the respective websites of all DAs, SADAs and UPAVP.
 - Viewing of online status of the proposals including live dashboard on mobile.
- 9.2.10. The FASTPAS system should have auto SMS alert / auto Email to the applicant at every stage of the approval to completion.
- 9.2.11. Auto generated SMS notification by the system about site visit to concern Engineer/architect and Licensee/owner. The Engineer/ architect will visit the site and submit report online.
- 9.2.12. The SI must have valid and adequate licenses, rights for installing and operating the software, and also legal right to transfer such rights to DAs, SADAs & UPAVP for its use. The SI shall submit copy of license/certificate from the owner of the system/software.
- 9.2.13. The entire system will be Bi-lingual i.e., in English and in Hindi.

9.3. **Task III: Commissioning of Cloud Environment**

Deliverable (s): Cloud Commissioning Report (T + 5 Months)

Software developer/ SI shall be responsible for deployment and hosting of the developed systems/software/applications/modules developed as part of the FASTPAS over MeitY empaneled Cloud Service Providers only. Considering the criticality of the infrastructure, SI is expected to design the solution with high level of redundancy and resilience to meet the uptime requirements.

Software Developer/ SI shall be responsible for:

- 9.3.1. Regular backup of data and applications.
- 9.3.2. Provide administration, version upgrade, patches upgrade, bug/ defect fixing, incident management and update management services
- 9.3.3. Ensure necessary support to resolve defects and shall document the defects / bugs encountered as well as document the resolution of the same.

9.3.4. Prepare and maintain a database of consolidated list of common errors & their resolution.

9.4. **Task IV: Operation and Maintenance of Project and Software for a period of five (5) years.**

Deliverable (s):

- Implementation (Operate & Maintain) for 5 years (Full duration of project: T + 5 years)
- Requisite Manpower support for successful operation of Project (Full duration of project: T + 5 years)

Detailed sub-tasks:

9.4.1. Deployment of adequate technical expert having good knowledge of developed software at DAs, SADAs and locations of UPAVP for operation and maintenance of FASTPAS building plan approvals, pre-scrutiny, and approval system. Manpower engaged by the SI shall be at his cost and shall ensure that provisions of relevant Acts/Rule/ regulation/bye laws, etc. are followed without any default. In the event of failure to do so and as a result if DAs, SADAs & UPAVP has to bear any losses, costs, damages the software developer/SI shall compensate DAs, SADAs & UPAVP in full.

9.4.2. Training and hand holding to be given to the concerned Staff of DAs, SADAs and UPAVP.

9.4.3. Scrutinize the drawings received from the architect and report after verification. The software developer/SI should certify that software developed is able to do scrutiny of building proposal plans as required by DAs, SADAs and UPAVP in a single computerized operation and provide result in the form of 'pass' or 'fail' with respect to each parameter of FASTPAS conditions, building bye laws of DAs, SADAs and UPAVP.

9.4.4. Installation of all Technical upgrades and / or updates as and when released for the software till completion of Five years. This includes incorporation of all changes made in the building bye laws' provisions and policies in the software, during this period.

9.4.5. Fixing of all the Bugs for efficient functioning of software.

9.5. **Help Desk Services**

Software developer/System Integrator will set up a centralized help desk with adequate number of resources to resolve user queries from the pilot rollout of the first module till the end of the contract the helpdesk team shall be responsible for providing technical solutions to queries raised by internal users.

Deliverable (s)

- Help Desk Implementation Plan Report (T+9 months)
- Help Desk Services- Support and Implementation throughout the duration of project, ensuring essential knowledge transfer for long term management (T + 5 years)

Detailed Sub-Tasks:

- 9.5.1. Deployment of manpower to attend the helpdesk requests for extending technical support to end users for the system deployed by bidder staff will be deputed till go live and the entire project duration.
- 9.5.2. Deployment of web-based tool for the users to file issues and enable the help desk to respond to them to closure.
- 9.5.3. Operational window for helpdesk on govt. working days from 9.30 to 6:30 PM.
- 9.5.4. Help Desk facility to provide technical incidents/ issues /problems with the system. Help desk facility shall be provided through a dedicated phone number with 10 lines.
- 9.5.5. Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user calls related to system and assign an incident/ call ID number.
- 9.5.6. All infrastructure requirements (office space, furniture, computers, network, telephone lines, power back up etc.) for the smooth operation of the help desk will need to be provided by the bidder.
- 9.5.7. Track each incident / call to resolution.
- 9.5.8. Escalate the calls, to the appropriate levels
- 9.5.9. Coordinate with respective stakeholders for closure of calls.
- 9.5.10. Analyze the incident / call statistics and provide monthly reports including but not limited to:
 - Type of incidents / calls logged
 - Incidents / calls resolved

10.TOWNSHIP MODULE**Deliverable(s):**

- Pilot in select Development Authority and UP Awas Evam Vikas Parishad – Go-Live Report (T+6 months)

Detailed sub-task-

- 10.1. **Application Development:** The system should serve as single-window portal for implementation, and integration of various approvals/ clearances required under the Townships Policy 2023. In the initial phase of development, the software developer/SI will focus on enhancing transparency within the township approval processes (such as user registration/ authentication, maintaining information repository, digital application submission and status tracking and notifications and document verification).
- 10.2. **Integration with FASTPAS Module:** The portal's ultimate objective should be to automate the entire township establishment approval process and complete integration with the FASTPAS portal. For this the software developer/SI will be required to develop a mechanism to seamlessly integrate existing approved layouts into the portal for user selection and create an automated workflow engine that facilitates digital submission, routing, and verification of applications through relevant departments.

11. OTHER MODULES

Deliverable(s):

- Application Development and Integration : Along with roll out on all the authorities (T+8 months)

Detailed task-

- 11.1. Software Developer/ System Integrator will propose and develop a digitally integrated mechanism tailored to streamline and enhance the process of procuring additional F.A.R. as well as ease in land use conversion. For this the SI will design and develop a user-centric digital platform that seamlessly guides applicants through the process, providing intuitive navigation and interactive features. Create an automated workflow system that facilitates the submission of applications, verification of documents, and communication of progress updates to stakeholders.

12. Functional Requirement Specifications

The software developer/SI will be responsible for conducting comprehensive system requirement study and design for the overall scope of work as mentioned in this bidding document. The subsequent section captures the design of the general system approach (non-exhaustive) for the System and the system deployment architecture. The Successful Bidder shall ensure to conduct site survey at their own cost for requirement

study and resolution of any issues during maintenance period, if any required. The General System Requirements mentioned below are not exhaustive and the bidder shall be responsible for conducting a comprehensive System Study and Prepare System Design for all modules based on scope of work mentioned above.

12.1.1. General System Requirements

A.	General Requirements
1.	The website should be hosted on a Ministry of Electronics & Information Technology (MEITY) approved cloud ¹ .
2.	The system should be responsive, compatible, scalable, secure, and adhere to all the Guidelines developed for Indian Government Websites (GIGW guidelines) ²
3.	The system should have comprehensive user registration for all users expected to use the portal with login-password credentials. It should implement secure user registration and login mechanisms and provide role-based access control for different user types (applicants, administrators, department officials).
4.	The website/ mobile application must be user-friendly with easy-to-use navigation buttons.
5.	The system should not have in-built hard coding. The entire source code and APIs should be duly handed over to the Department as and when developed (module-wise).
6.	The software developer/system integrator should deploy the source code on the cloud (virtual machine) before duly handing it over to the Department.
7.	The information flow should be designed to ensure that the system can operate with minimum bandwidth (128 Kbps) for access and operation.
8.	The User interface of the web-enabled parts of the system should be designed to open in at least the following standard/popular browsers

¹ Empaneled Cloud Service Providers as specified at <http://meity.gov.in/content/gi-cloud-meghraj>, or as per updated circulars/instructions

² <https://guidelines.india.gov.in/>

A.	General Requirements
	<ul style="list-style-type: none"> a. Microsoft Edge b. Mozilla Firefox c. Google Chrome d. Apple Safari
9.	The website/portal should be browser independent to the extent possible, the look and feel and the accessibility of the application should be similar across browsers.
10.	The portal should be responsive that is it should automatically detect access by mobile browsers and adjust contents accordingly.
11.	The portal must allow archival, retention and deletion of records as per retention policy of retaining records for a period of 10 years.
12.	The System should be compatible and designed in a modular approach to ensure that it can easily interface with new IT applications and systems that Government of Uttar Pradesh develops.
13.	The System should be intuitive, easy to learn system based on level of use with users becoming effective with minimal training time.
14.	All webpages should have pop-in as well as separate help menus to help users navigate easily across the system.
15.	The website should be integrated with mobile app as prescribed by the Authority.
16.	The system should have adequate backup and redundancy provisions. All transaction and incident data shall be retained, duplicated, and stored within the various levels of the PTMS such that should any level or component of that level suffer a partial or total failure, the data is not irretrievably lost to the system. In addition, it shall be possible to reconstruct and restore the data for the failed level from the stored data into its original format.

A.	General Requirements
17.	<p>The System should have inbuilt configurable workflow for automated/ manual routing of application data and documents in the approval process and should:</p> <ul style="list-style-type: none"> • Enable online approval steps such as review, approval, issuance of commencement certificate, temporary development permission (if any), plinth completion certificate, completion certificate, etc. • Enable holding an application in its work queue seeking additional information from the applicant and other departments of DA or other authorities/agency (as necessary). • Provide the application status to verified users with login-password credentials (status could be tracked as –under review, pending approval, refused, approved etc.) • Display all applications received in its work queue. • Enable associating notifications to its steps.
18.	<p>Document management- The Document management should enable:</p> <ul style="list-style-type: none"> • Online submission of documents along with application. • Auto associating metadata with documents. • Auto storage of documents in folder. • Easy searching documents based on various metadata of the file. • Customized queries for retrieval and analysis of data • Auto integration of data with GIS database for Master Plans/ Zonal Plans etc
19.	<p>Monitoring, Notifications & Escalations</p> <ul style="list-style-type: none"> • The notification events should be connected to workflow steps, user action, and timeline. The notification engine will trigger automatic notifications to predefined users based on various events such as pending tasks – un-reviewed/ un-approved applications, approved, rejected, seeking additional information, incomplete application filing. • System will use different notifications for different events. • System should enable automatic and also manually initiated notifications. • Delivery of notification for escalation (mostly for the delay in completing a task) should be available and should be intimated to the

A.	General Requirements
	<p>concerned person should be made through existing email system or using a SMS gateway or both.</p> <ul style="list-style-type: none"> • Notification for reminders should be available. • System should maintain the list of User ID/ Email ID/ Mobile devise ID for sending notifications. • System should maintain the history of notification sent. • System should enable status of application through status check and reporting online. • Every task performed by a user should be logged in the system.
20.	<p>Query operations</p> <ul style="list-style-type: none"> • System should enable search on multiple criteria such as application number, name of applicant, date of submission, application status, application type, previous applications, zone, contact no, plot no, etc. • System should enable searching documents on number of metadata such as document type, application number, applicant name, date of submission, etc.
21.	<p>The system should have provision to generate certificates with e-Sign/ digital signature and OTP-based authentication which can be downloaded by the applicant.</p>
22.	<p>The notices, acknowledgment letters, approval letters, deviation or the rejection letters will be system generated with e-sign.</p>
23.	<p>Every communication sent/received from/by an applicant will be received online and reflected in the case as well as in the reports</p>
24.	<p>The system shall track delays in approval steps and maintain an audit log of the approval process steps.</p>
25.	<p>The portal shall have system generated alert against each application when it nears the time limit for disposing it.</p>
26.	<p>The portal shall allow extraction of system logs to excel/pdf formats for internal analysis of cases.</p>

A.	General Requirements												
27.	The portal shall have provisions where in providing basic parameters like certificate no., name, area etc. would generate basic information about approved certificate. and hence would enable easy third party verification (if needed)												
28.	The system shall have Checklist, FAQ, User guide with video should be provided for end users.												
29.	<p>The FASTPAS Application should ensure auto-scrutiny within following timeframe</p> <table border="1" data-bbox="321 695 1382 1050"> <thead> <tr> <th data-bbox="321 695 427 795">S.no.</th> <th data-bbox="427 695 1097 795">Carpet/ Gross Area of Building/ Layout Plans (All categories)</th> <th data-bbox="1097 695 1382 795">Auto-Scrutiny Time</th> </tr> </thead> <tbody> <tr> <td data-bbox="321 795 427 848">1</td> <td data-bbox="427 795 1097 848">Up to 2000 sqm.</td> <td data-bbox="1097 795 1382 848">Less than 1 minute</td> </tr> <tr> <td data-bbox="321 848 427 949">2</td> <td data-bbox="427 848 1097 949">2000 sqm. to 10000 sqm.</td> <td data-bbox="1097 848 1382 949">Not more than 2 minutes</td> </tr> <tr> <td data-bbox="321 949 427 1050">3</td> <td data-bbox="427 949 1097 1050">>10000 sqm.</td> <td data-bbox="1097 949 1382 1050">Not more than 5 minutes</td> </tr> </tbody> </table>	S.no.	Carpet/ Gross Area of Building/ Layout Plans (All categories)	Auto-Scrutiny Time	1	Up to 2000 sqm.	Less than 1 minute	2	2000 sqm. to 10000 sqm.	Not more than 2 minutes	3	>10000 sqm.	Not more than 5 minutes
S.no.	Carpet/ Gross Area of Building/ Layout Plans (All categories)	Auto-Scrutiny Time											
1	Up to 2000 sqm.	Less than 1 minute											
2	2000 sqm. to 10000 sqm.	Not more than 2 minutes											
3	>10000 sqm.	Not more than 5 minutes											

12.2. Integration and Migration Facility

A.	Integration Facility
1.	The System should integrate with other concerned departments for auto updation regarding site locations on GIS map with GIS attributes in both ways through push and pull mechanism.
2.	The System should Auto capture the ownership titles and other details required for planning permission from the database of previously developed OBPS and OBPAS portal.
3.	The System should be integrated with all other departments like Fire, Traffic, Forest & Environment, Airport, Local Bodies and Revenue, Railways, Urban Art Commission (UAC), National Monuments Authority (NMA), Airports Authority of India (AAI), Metro Rail Corporation (MRC), Heritage Conservation Committee (HCC), etc.

A.	Integration Facility
4.	The system should auto push and auto pull the required parameters for NOCs to the concerned departments along with auto generated e-mail and mobile SMS to the officials of such departments and Client/Architect/DAs/UPAVP. The pushed format for NOC should have auto alert and warning mechanism with prescribed duration.
5.	The System should auto capture the information from the various websites regarding registry for ownership title, payment against property, mortgages against the property, mutation and status of construction and issued NOCs by various departments, etc. wherever such online information is made available by the concerned departments.
6.	The system should be able to do online verification of users' registration.

B.	Data Migration Facility
1.	The Bidder will ensure that the data migration task is completed before User Acceptance Test (UAT) of a new application (Approximate 9-10 Tb data shall have to be migrated from the existing system).
2.	Awas Bandhu will provide the available data to the Bidder for migration purposes in the format as available with Awas Bandhu. Bidder will convert the format, if required and migrate the existing data. Bidder will provide the print outs and /or on-line view access of the migrated data to Awas Bandhu for verification purposes. Cost towards printer, paper, cartridge, etc., will be borne by Bidder.
3.	The Bidder will provide checklists for migrated data to Awas Bandhu for verification, including number of records, validations (where possible) and other controls.
4.	The Bidder will submit a report on the quality assurance/control and the process adopted duly ensuring the accuracy in the migrated data (100% accuracy is required). Further, Awas Bandhu will verify the data digitization on random sampling basis.

B.	Data Migration Facility
5.	Any corrections as identified in the migrated data during Data Quality Assessment and Review shall be addressed by Bidder at no additional cost to Awas Bandhu. Bidder shall be required to make corrections as identified as soon as possible and maximum in a week from date of notifying by Awas Bandhu or timeline as agreed with concerned department.

13. Security Audit

- 13.1. Software Developer/ System Integrator shall develop and deploy a detailed security policy for the solution implementation & maintenance in adherence to policies and procedures as laid by Govt. of India and Uttar Pradesh.
- 13.2. Software Developer/ System Integrator shall be responsible for application security audit from CERT-In empaneled agencies and STQC during implementation and operation & maintenance period as per requirements given in this RFP and submit 'Certificate of Audit' to Awas Bandhu along with detailed report on vulnerabilities. System Integrator shall take approval from Awas Bandhu for the selection of CERT-In empaneled agency
- 13.3. Awas Bandhu may, as and when required, revalidate the given audit report.
- 13.4. Software Developer/ System Integrator shall fix all the vulnerabilities as per report of Security Auditor and submit the compliance report.

14. Training

- 14.1. The Software Developer/ System Integrator is required to train the department staff (technical personnel and end-users) to enable them in effectively operating the system. System Integrator shall also be responsible for re-training the staff whenever changes are made in the Solution that is implemented for this project. It is also required to provide the detailed training video on the home page of the portal for registered user.
- 14.2. The Software Developer/ System Integrator is expected to do capacity building of at least 400 to 500 (tentative number) staff across the state and provide the training calender for various module same.
- 14.3. Before the commencement of the training, the Software Developer/ System Integrator shall prepare a capacity building plan at various levels including the UPVP/DAs/SADA etc. administrators and module specific administrators and agreed upon by Awas Bandhu.

- 14.4. The Software Developer/ System Integrator must impart training to the personnel from DAs/ SADAs/ UPAVP etc. in the operation of the application software, generation of MIS reports, maintenance of User Logins and operations of the backend servers, policies, and procedures. All the personnel selected shall be trained on decided modules. For all these training programs the System Integrator should provide necessary course material, manuals for troubleshooting and system admin to the trainees etc. Training Room /Premises, Desktop, whiteboard, furniture for training would be provided by respective UPAVP/DA offices.
- 14.5. In addition to the individual trainings conducted centrally for the DAs/SADAs/UPAVP, Department may introduce 'Train the Trainer' Concept for effectiveness and continuity of training for future in consultation with Software Developer/ System Integrator. For this purpose, he may select potential trainers from various UPAVP/DA staff Departmental staff and grade them as certified trainers. This is a recognition certificate. Departments may use these selected trainers for conducting their internal trainings.
- 14.6. Software Developer/ System Integrator shall take the feedback from trainees at the end of each trainee and submit a report to Department.
- 14.7. Training shall be imparted in English and Hindi
- 14.8. Software Developer/ SI shall develop documents, videos, e-contents in Hindi and English (maximum 5-15 minutes) and upload on the portal so that users can do self-learning. E-Contents should be prepared for (but not limited to):
- Registration into application
 - Password change
 - Application/Portal Navigation
 - Broad functionalities/features of all modules
 - Walk through of each functionality enabled in the system
- 14.9. The training and capacity building program will start in tandem with the roll-out plan and the department envisages one round of refresher training for 50% of the users for each of the modules.
- 14.10. At the beginning of the program, following trainings shall have to be provided by the Software Developer/ System Integrator:

S. No.	Training Detail	Staff to be trained	Persons per training session
1	General Awareness Training (Basic)	200	30

S. No.	Training Detail	Staff to be trained	Persons per training session
	computer awareness training)		
2	Functional Training on Application and system administration training	200	30
3	Change Management and IT sensitization Training for Senior officers	125	30
4	Admin users training	125	
	Train the trainers	105	
	Training the system architects/ structural engineers	200	30

14.11. On the job trainings/handholding shall have to be provided by the Software Developer/ System Integrator during the O&M period of the project. Software Developer/ System Integrator shall create user manual for end users. A copy of the training manual will also be available online

**SECTION 3:
CRITERIA FOR EVALUATION**

15. OVERALL EVALUATION PROCESS

The overall objective of this evaluation process is to select the capable and qualified Software Developer/ Systems Integrator in the business domain of developing, rolling out of a portal/ website/ application, providing associated capacity building, training and handholding support as well as associated maintenance services and who will provide a comprehensive solution towards Development, Deployment, Operationalization, and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals.

The preliminary scrutiny of the bid documents will be made by the Technical Evaluation Committee (TEC) set up by the client to determine whether the required documents are complete, properly signed and properly numbered, whether the required RFP Document Fees and EMD has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

15.1. EVALUATION OF BIDDER'S ELIGIBILITY

15.1.1. The bidders' eligibility will be evaluated by the Evaluation Committee on the basis of parameters mentioned in the current section (Section-3) of this Bid-document. The Bidders are required to submit all documents in support of the eligibility criteria.

15.1.2. Bidder is required to qualify in all parameters mentioned under Pre-Qualification/ Eligibility in this bid document. In case the bidder is found not qualified in any of the parameter/s mentioned under Pre-Qualification Criteria, shall be rejected, and termed as "Not Eligible", and the Technical proposal and Financial proposal of such bidder will not be opened. The shortlisted qualified bidder shall be termed as "**Eligible bidder**".

15.1.3. The Technical proposals of the Eligible bidders shall then be opened to determine the total technical score and eligibility for opening of financial proposals.

15.2. EVALUATION OF TECHNICAL ELIGIBILITY BIDS

The Evaluation Committee will examine the technical proposals of the Eligible Bidders on the basis of parameters mentioned in the "Criteria for Technical Evaluation" in this document.

The evaluation of the Technical proposals will be carried out in the following manner:

- a. The bidders' technical proposal will be evaluated as per the requirements and the evaluation criteria specified in Section 3 of this bid document. The

Bidders are required to submit all documents in support of the evaluation criteria required for technical evaluation.

- b. **Proposal Presentations:** Each bidder will make a presentation before the Evaluation Committee at a date, time and venue decided by the TEC. The bidders shall present their proposed solutions to the TEC on parameters as prescribed in this document (Section 3).
- c. The bidders are required to present the live demo of all technologies /projects as specified in the "Criteria for Technical Evaluation" of this document along with detailed approach and methodology and work plan.
- d. **Methodology of technical evaluation:**
 - Each Technical proposal will be assigned a technical score out of a maximum of 100 points.
 - **Only the bidders, who score a total Technical score of 60 marks or more, will qualify for the evaluation of their financial proposal.** Such bidders shall be termed as "**Technically Qualified bidder**".
 - The technical scores of the bidders will be announced prior to the opening of the financial proposals.

15.3. **FINANCIAL PROPOSAL OPENING**

Separate intimation will be sent to shortlisted "**Technically Qualified bidder**" only through e-mail. The financial proposals of only Technically Qualified bidder shall be opened by TEC on time, date and place as mentioned in this Bid document. The bidder or its authorized representative may be present while opening of Financial proposal.

16. **CRITERIA FOR EVALUATION**

First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Financial Proposal of the Bidders who do not meet the Pre-Qualification criteria will be returned without opening.

The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 60 marks in the technical evaluation would be eligible for the next stage, i.e., Financial proposal Opening.

Proposals of bidders would be evaluated as per Technical Evaluation Criteria. Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to

the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

16.1. Pre-Qualification Criteria:

Minimum Eligibility Requirements-

S. No.	Requirements	Required Documents (Proof)
1	<p>The bidder</p> <p>(a) Should have made a payment of Rs. 10,000 +18% GST as RFP Document Fees (Non-Refundable)</p> <p>(b) Should have submitted an EMD of Rs. 50,00,000</p>	<p>The RFP Document Fees and EMD payment should be done through RTGS at details as mentioned in the Data Sheet.</p> <p>As proof UTR number must be duly submitted with the proposal.</p>
2	<p><u>Legal Entity</u></p> <ul style="list-style-type: none"> • Bidder(s) should be registered under provisions of the Indian Companies Act, 2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008. • Valid GST/ TAN number • Should have been operating for the last three years (FY 22-23, FY 21-22, FY 20-21). 	<ul style="list-style-type: none"> • Certificate of Incorporation • Copy of PAN card • Copy of Valid GST certificate and TAN number • Power of Attorney in the name of an authorized signatory of the Bidder
3	<p>Average Annual Turnover generated from services related to Software Developer/ System Integration (SI) during last three (3) financial years (FY 22-23, FY21-22, FY20-21) should be minimum Rs. 100 crores. In case of Consortia, turnover of lead partner should fulfill this criteria.</p>	<ul style="list-style-type: none"> • Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.

S. No.	Requirements	Required Documents (Proof)
4	The Net Worth of the bidder must be positive as per the last audited Balance Sheet. In case of Consortia, Net Worth of all partners should fulfill this criteria.	<ul style="list-style-type: none"> Statutory Audit report or certificate from a practicing chartered accountant to be attached
5	The bidder should have valid latest ISO 9000/ 9001, ISO 20000, ISO 27001 and CMMI 5 certificate.	Relevant certificate needs to be attached which is valid on date of submission.
7	<p>The bidder should have experience in design, development, deployment, and implementation of projects related to application development as a Software Developer/ System Integrator in India. (Specifically, each project should have components of designing, developing, API Integration and maintaining web-based Applications for any State/ Central Govt in India/ PSU, Helpdesk and Application related training necessarily for this project). In case of Consortium, turnover of lead partner should fulfill this criteria.</p> <p>Number of such assignments and value which have gone live in past 5 years (2016-2023) should be as follows-</p> <ul style="list-style-type: none"> One 16 Crores Project OR Two 10 Crores Projects OR Three 8 Crores Project. 	Completion certificates from the client; OR Work order + Self certificate of completion (Certified by the statutory auditor)
3	The bidder shall not have been convicted of an offence- 1a. Under the Prevention of Corruption Act, 1988; and/or	A self-certified letter by the designated official of the bidder.

S. No.	Requirements	Required Documents (Proof)
	<p>1b. Under the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.</p> <p>(2) The bidder should not have been debarred from bidding by any government agency for breach of Integrity Pact.</p>	

16.2. Technical Qualification Criteria-

Technical proposal of the bidders will be opened and evaluated who meets all the prequalification criteria.

The Evaluation Committee will evaluate the Technical proposal on the basis of the technical evaluation criterion as provided below-

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
COMPANY PROFILE (Max Marks: 10 marks)				
1	Average turnover from Software Development/ System Integration/ICT Systems Development and Implementation in last 3 years (Turnover in INR Crores).	<p>Greater than or equal to INR 1000 crores: 10 marks</p> <p>Between INR 500 and INR 1000 crores: 8 marks</p> <p>Between INR 100 and INR 500 crores: 6 marks</p> <p>Less than INR 100 crores: 0 marks</p>	10	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor
RELEVANT STRENGTHS (Max Marks: 40 marks)				

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
2	<p>System Integration projects</p> <p>System Integration services demonstrated with projects related to designing, developing, API Integration and maintaining web-based Applications for any State/ Central Govt in India/ PSU, Helpdesk and Application related training for this project (if provided) and O&M phase for maintaining all of the above.</p> <p>Projects should be of minimum value more than INR 10 crore that have been either completed or ongoing.</p> <p>The work order should have been issued within the last 5 years.</p> <p>Weightages (W)</p> <p>In case project completed and letter of satisfaction available: 100%.</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 80%</p>	<ul style="list-style-type: none"> • Equal to or more than 5 projects: 20 marks • Equal to 4 projects: 16 marks • Equal to 3 projects: 12 marks • Equal to 2 projects: 8 marks • Less than 2 projects: 0 marks <p>The maximum marks for each project is 4 marks. These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>	20	<p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion (Certified by the statutory auditor)</p>

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
	<p>In case project in progress and the Work Order is between 12-18 months old and letter of satisfaction available: 50%</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>			
3	<p>Software Development & Maintenance Services</p> <p>Software development and maintenance services to be demonstrated in engagements of value more than INR 10 crore that have either been completed or are ongoing.</p> <p>The work order should have been issued within the last 5 years.</p> <p>Weightages (W)</p>	<ul style="list-style-type: none"> • Equal to or more than 5 projects: 20 marks • Equal to 4 projects: 16 marks • Equal to 3 projects: 12 marks • Equal to 2 projects: 8 marks • Less than 2 projects: 0 marks <p>The maximum marks for each project is 4 marks. These marks would be multiplied by the weightage as defined in the previous column to arrive at a cumulative score.</p>	20	<p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion (Certified by the statutory auditor)</p>

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
	<p>In case project completed and letter of satisfaction available: 100%</p> <p>In case project in progress and the Work Order is more than 18 months old and letter of satisfaction available: 80%</p> <p>In case project in progress and the Work Order is between 12- 18 months old and letter of satisfaction available: 50%</p> <p>In case project in progress and the Work Order is less than 12 months old and letter of satisfaction available: 25%</p>			
	<p>Note:</p> <ol style="list-style-type: none"> 1. For all the above, the Completion certificates from the client; OR Work order + Self certificate of completion (Certified by the statutory auditor) need to be provided. 2. The value of the projects considered in the above criterion would be based on the Purchase Order/ Work Order or the LoI/LoA issued to the bidder. 3. In absence of the supporting documents, the projects would not be considered for evaluation. 4. In case of Consortium, lead partner should fulfill this criteria. 			

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
SOLUTIONS PROPOSED (Max Marks: 15 marks)				
4	<p>Solutions Proposed and Demonstration of Understanding of the Department's requirements</p> <p>Requirements addressed as mentioned in different parts of the RFP and the quality of the solution</p>	<p>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:</p> <ul style="list-style-type: none"> • Solution architecture conceptualized for this project • Security architecture • Web and Mobile Application deployment and testing Strategy • Quality Control Procedures suggested by bidder • Completeness and responsiveness: The extent to which Supporting proposal responds exhaustively to all the requirements of all the Terms of Reference. 	15	As a write-up/ note in Technical Proposal
TECHNICAL PRESENTATION (Max: 15 marks)				
5	<p>Technical Presentation</p> <p>(on Proposed Approach and Methodology, Solutions</p>	<p>This presentation will be evaluated by Evaluation Committee set up by the Client at a date, time and</p>	15	

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
	Proposed and Detailed Work Plan)	venue as decided (will be notified to the bidders). The evaluation will be based on- a. Understanding of Scope of Work b. Proposed Solution, Technology & Strategy c. Ways and Mechanisms to fulfill SLAs. d. Unique Ideas & Value Addition e. Exit Management Plan f. The description and quality of the work plan to be looked into- including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.		
Resource Deployment (Max 20 marks)				
6	Quality of CV (basis requirements mentioned in Section 15.2.1.) for NINE (9) Key Experts to be evaluated.	Weighted Average: <ul style="list-style-type: none"> • General qualifications (general education): 10% • Adequacy for the Assignment (relevant experience in the sector/similar assignments): 80% 	20	

S. No.	Criteria	Basis for valuation/ point system	Max Marks	Required Documents (Proof)
		<ul style="list-style-type: none"> Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): 10% 		

The following table details out the qualification and competence requirements of Key Experts for this Assignment.

Key Experts' Qualification and Competence for the Assignment (Total: 9 Key Experts) – Minimum 25% time spent onsite in the entire duration of project as per client requirements	#	Marks
Project Lead/Manager <ul style="list-style-type: none"> Minimum Education: B. Tech / B.E./MCA from a recognized institute Minimum 15+ years of experience in designing, developing websites/portals/ API integration etc. Minimum experience of leading 3 such similar projects Prior project management experience of at least 5 years of handling such large projects 	1	4
Senior Application Developer (System Architect) <ul style="list-style-type: none"> Minimum Education: B. Tech / B.E. (IT or CS) / MCA from a recognized institute 	1	2

<ul style="list-style-type: none"> • Minimum 10+ years of experience in designing, developing, API Integration and maintaining web-based Applications for any State/ Central Govt in India/ PSU. • Developer for minimum 2 such similar projects 		
<p>Database Administrator/ Expert</p> <ul style="list-style-type: none"> • Minimum Education: B. Tech / B.E. / Certified DBA with minimum of 5 years of work experience with 2 years or more as a DBA for an IT project. • Experience in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc. 	1	2
<p>Website Designer/ UI/UX Expert</p> <ul style="list-style-type: none"> • Bachelor's degree (B.E./ BTech/ related IT degree). • Relevant experience as website designer/ UI/UX 	1	2
<p>Cloud Expert</p> <ul style="list-style-type: none"> • A Bachelor's or master's degree in Computer Science, Information Technology, or a related field. Additional relevant certifications and training in cloud technologies are a plus. • A proven track record with a minimum of 5 years of experience in designing, implementing, and managing cloud solutions for diverse applications especially for the Government Sector. • In-depth understanding of cloud architecture principles, including designing for scalability, reliability, high availability, and disaster recovery. 	1	2
<p>Data/ Network Security Expert</p> <ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Information Technology, Cybersecurity, or a related field. 	1	2

<ul style="list-style-type: none"> • Proficiency in securing network architectures, including firewalls, intrusion detection/prevention systems, VPNs, and network monitoring. • Skill in securing endpoints (e.g., devices, workstations) through anti-malware software, endpoint detection and response (EDR), and mobile device management (MDM) solutions. • Expertise in authentication methods, multi-factor authentication, and role-based access controls. • Knowledge of securing cloud environments, services, and data storage, along with understanding shared responsibility models. 		
<p>Auto-DWG Domain Expert</p> <ul style="list-style-type: none"> • Minimum Education: MBA & B. Tech / B.E./MCA from a recognized institute • Proficiency in Auto-DWG software, including 2D drafting, 3D modeling, annotations, layers, and customization. • Ability to create accurate and detailed technical drawings, blueprints, and schematics using Auto-DWG. • Experience in managing and organizing DWG files, maintaining version control, and collaborating on drawing projects. 	1	2
<p>Mobile App Expert</p> <ul style="list-style-type: none"> • Bachelor's degree (B.E./ BTech/ related IT degree). • Relevant experience in designing user-friendly web/mobile applications. • 1 mobile app developer each for Android and iOS 	2	2
<p>GIS Expert</p> <ul style="list-style-type: none"> • Bachelor's degree Geography, Geographical Information Systems (GIS), Cartography, Environmental Science, or other related fields for GIS. 	1	2

<ul style="list-style-type: none"> • Mastery of GIS software, including data creation, editing, analysis, and visualization. 		
Non-Key Experts- To be stationed on-site -Total 25 non-key experts (CVs will not be evaluated)		
<p>Programme Manager</p> <ul style="list-style-type: none"> • Minimum Education: B. Tech / B.E./MCA from a recognized institute • Minimum 5 years of experience in project management and delivery of assignments related to software development/ system integration. 	<p>1</p>	<p>Non-Key expert CVs shall not be evaluated for technical proposal marking.</p>
<p>Data Entry Operator/ Analyst/ Coordinator</p> <ul style="list-style-type: none"> • Adequate computer skills and knowledge of application modules like DMS etc. • Should have good knowledge of MS office. • At least 4 to 5 months experience in data entry. • Should be comfortable in spoken and written English • Accurately enter data from Hard Copies; maintain productivity and consistency; ensure quality; deliver on deadlines. 	<p>10</p>	
<p>Junior Website Design Expert</p> <ul style="list-style-type: none"> • Bachelor's degree (B.E./ BTech/ related IT degree). • Relevant experience in Website designing. 	<p>1</p>	
<p>Training Coordinator</p> <ul style="list-style-type: none"> • Bachelor's degree in Human Resources, Education, Business Administration, or a related field. Relevant certifications in training and development are beneficial. • Relevant experience in designing, developing, and delivering effective training programs related to software development/ software integration 	<p>6 (1 master trainer and 5 training coordinators)</p>	

<p>Tester</p> <ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Information Technology, Engineering, or a related field. • Proficiency in various testing methodologies, such as manual testing, automated testing, regression testing, and performance testing. • Skill in conducting both functional testing (validating system functionalities) and non-functional testing (performance, security, usability). 	<p>1</p>	
<p>Senior Developer</p> <ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Software Engineering, or a related field. • Minimum 7+ years of experience in software development, including designing, coding, testing, and debugging complex applications. 	<p>1</p>	
<p>Junior Developers</p> <ul style="list-style-type: none"> • Bachelor's degree in Computer Science, Software Engineering, or a related field. • Minimum 4+ years of experience in software development, including designing, coding, testing, and debugging complex applications. 	<p>5</p>	

Kindly note the following-

- i. Key Experts CVs will be evaluated for calculating the final Technical Score.
- ii. These experts can be stationed offsite with the precondition of being present onsite for 25% of the total duration of the assignment (as per client requirement).
- iii. In case of consortium, Project Lead/Manager, Sr. Application Developer, Database Expert, Designer must necessarily be on-roll of Lead Member. While, Cloud Expert, Security Expert, Domain Expert, GIS expert and Mobile App Expert might be proposed from other consortium partners.
- iv. A list of 25 non-experts to be stationed onsite.

- v. For the 25 (non-key) onsite experts, it is understood that the selected bidder will make necessary provisions for setting up a Local Office in Lucknow, financials for the same should be quoted under the financial proposal as part of Lump-Sum.

16.3. **FINAL SELECTION METHODOLOGY:**

The Evaluation Committee will evaluate the bids to select the **successful bid** on the following criteria:

Each Technical proposal will be assigned a Technical Score out of a maximum of 100 points. The bidder with highest Technical Score (T-max) will be awarded 100% score. Technical Scores for other bidders will be evaluated using the following Formula:

Technical Score (TS) = (Technical Score of the Bidder /T-max) X 100

COMMERCIAL BID (Financial proposal) OPENING AND EVALUATION PROCESS

The Commercial Bids of only the technically qualified bidders will be opened for evaluation. The bidder with lowest Commercial Quote (L1) will be awarded 100% score.

Commercial Scores for other bidders will be evaluated using the following Formula:

Commercial Score (CS) = (Commercial Quote of L1/ Commercial Quote of the Bidder) X 100

DETERMINATION OF THE BEST VALUE BID

In determination of the best value bid, the following weightage shall be given for the technical and commercial scores of the bidders in a **Quality and Cost Based Selection methodology (QCBS):**

Technical Score (TS): 70%

Commercial Score (CS): 30%

For every Bidder the **Final Total Score (FS)** will be calculated using the formula **FS = 0.7 X TS + 0.3 X CS,**

The bidder with the highest Final score (FS) will be selected as the successful bidder and will be called for agreement. In case of tie, the firm with superior technical score (TS) would be called for agreement.

The Evaluation Committee reserves the right to negotiate with the best Bid.

Note:

1. Bidder must secure 60 marks out of 100 in QCBS evaluation after addition of presentation marks to qualify for opening of financial proposal ("Technically Eligible Bidders")
2. Bidder must have to upload supporting documents in compliance of Criteria for Evaluation table to get the marks as mentioned against each section
3. The financial proposals of only technically qualified bidder (qualified bidders) with minimum marks of 60 will be opened and will be ranked in terms of their total evaluated cost using Quality & Cost Based Selection (QCBS) process.
4. Technical Marks will be awarded by the Committee as per the terms & conditions defined in QCBS Document of the bid.
5. Based on the criteria and the total score, the technical scores will have a weightage of 70%.
6. The Financial proposals will have weightage of 30%.

16.4. **Award of Contract**

16.4.1. **Award Criteria**

The final Letter of Award (LoA) will be given to the selected Bidder who secures highest marks based on the Evaluation Criteria of Bids.

16.4.2. **Notification of award**

Prior to the expiration of the period of Bid validity, the Department of Housing and Urban Planning, Govt of Uttar Pradesh will notify the successful Bidder in writing, by letter/e-mail/fax, that its bid has been accepted. The notification of award will constitute the formation of the contract.

16.5. **Performance Security**

- Prior to award of contract, to fulfill the requirement of performance security during the implementation period, the successful Bidder will deposit Performance Security amount equivalent to 3% of final Bid value in the form of unconditional and irrevocable Performance Bank Guarantee (PBG)/ FDR drawn on any Nationalized/Scheduled Bank in favor of Department of Housing and Urban Planning, Uttar Pradesh valid for 6 months after completion of the Project.
- Before the contract is awarded to the Agency, an agreement will have to be signed by the Agency at his cost on proper stamp paper
- In case of a successful bidder, the PBG submitted by the bidder shall be

forfeited under the following conditions:

- If the bidder violates any such important conditions of this RFP.
- If the bidder indulges any such activities as would jeopardize the interest of Department of Housing and Urban Planning, Uttar Pradesh in timely finalization of this RFP document.
- The decision of Department of Housing and Urban Planning, Uttar Pradesh regarding forfeiture of PBG shall be final and not be called upon question under any circumstances. A default in such a case may involve blacklisting of the bidder.

16.6. Signing of contract

At the same time as the Department of Housing and Urban Planning, Govt of Uttar Pradesh notifies the successful Bidder that its bid has been accepted; the successful Bidder shall have to sign the contract agreement with relevant documents. Any refusal to sign the Contract shall constitute a breach of the bid. The same resulting in forfeiture of security, EMD and invocation the performance Guarantee besides other legal remedies available to Department of Housing and Urban Planning, Uttar Pradesh.

16.7. Termination of Contract

Awas Bandhu may terminate this Contract, by not less than thirty (30) days' written notice of termination to the successful bidder to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause and sixty (60) days in the case of the event referred to in (e):

- a. If the successful bidder do not perform their obligations under this Contract, within thirty (30) days of receipt after being notified
- b. If the successful bidder become insolvent or bankrupt.
- c. If, as the result of Force Majeure, the successful bidder are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- d. If the successful bidder in the judgment of the Awas Bandhu has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- e. If the Awas Bandhu, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

**SECTION 4:
SERVICE LEVEL AGREEMENT**

17. Service Level Agreement

Service Level Agreement (SLA) is the agreement between the UPAVP/concerned department and the SI. The subsequent sections capture further details of the requisite SLAs to be ensured by the SI.

17.1. Duration of the Service Level Agreement

The service levels described in this section shall remain valid for the entire tenure of the contract or till such time the SLA's have been reviewed and revised by Awas Bandhu.

17.2. Project Management and Functional SLAs

Rollout of all the applications in all the Project Areas has to be completed as mentioned in RFQ-cum-RFP or the agreed roll out plan. Any delay in the rollout will attract penalty of 0.5% for every week of delay subjected to maximum penalty of 10% of the amount of PBG. It will be levied for the duration equivalent to number of weeks delayed.

17.3. Application Maintenance

The following table captures the minimum level of SLAs required to be met by the SI.

Parameter	Description	Target	Penalty
Average loading time of Static page	Faster loading is an important factor from Good User Experience perspective	<3 Sec.	· Less by 1% of SLA, then 0.5% of the Monthly Payment
			· >1% but < 5% of SLA, then 5% of the Monthly Payment
			· >=5% but <10% of SLA, then 20% of the Monthly Payment

Parameter	Description	Target	Penalty
			· $\geq 10\%$ of SLA then No Payment
Average loading time of home page	Responsiveness of portal would be critical to solution's performance	< 5 sec	· Less by 1% of SLA, then 0.5% of the Monthly Payment
Average response time for business application (excluding Human Input time).	Responsiveness of business application software	< 3 sec	· $> 1\%$ but $< 5\%$ of SLA, then 5% of the Monthly Payment
Time duration of Auto Scrutiny of Building Plans/ Layout Plans (All Categories)	Carpet area up to 2000.00 Sqm	Maximum two Minute	· $\geq 5\%$ but $< 10\%$ of SLA, then 20% of the Monthly Payment
	Carpet area 2000.00 Sqm to 10000.00 Sqm	Not more than five Minutes	· $\geq 10\%$ of SLA then 50% of the monthly payment.
	Carpet area > 10000.00 Sqm	Not more than ten Minutes	

17.4. Service Management

SI should setup a centralized helpdesk at the location mutually decided and agreed with Awas Bandhu. Software Developer/ SI shall arrange and maintain within the contract value and throughout the contract period, all infrastructure necessary for managing the Help Desk including provisioning and rent charges for Toll-free telephone

line(s) at the Help Desk location. Engineers deployed for providing support services should be equipped with mobile phones. Cost of the same, throughout the contract period shall be borne by the SI within the contract value. SI should provide sufficient multiple channels to log a complaint such as Toll-free lines, cell phones, landlines, E-mail, Intranet etc.

Outage of any component would be calculated as a time between logging the call and closing the call.

17.5. Problem management

Cases/incidents would be categorized under three priorities high, medium, and low basis as decided by the UPAVP/concerned department. For simplicity, high priority incidents would be those associated with Application, access time, internet etc; medium priority incidents would be those associated with system application, desktops etc. and low priority incidents would be those associated with peripherals etc.

- Critical Impact – Any functionality related to Internet /Cloud Services / DC / DR / Network or Business Functionality.
- Medium Impact – Any functionality related to a Business Unit (i.e., DAs, SADAs & UPAVP), or more than 10% of total application users
- Low Impact – Any functionality related to an individual User / Location / Customer or impacting less than 10% of total users.

Deviation would be calculated based on $(1 - (\text{calls close}/\text{calls logged})) * 100$

Parameter	Description	Target	Penalty (If the deviation is:)	Measurement Tool / Method
High priority incident	Has critical impact on concerned department's operations	Should be resolved within 1 hour	Less by 1% of SLA, then 0.5% of the Monthly Payment >1% but < 5% of SLA,	Feedback and log details

Parameter	Description	Target	Penalty (If the deviation is:)	Measurement Tool / Method
			then 5% of the Monthly Payment	
Medium priority incident	Has medium impact on concerned department's operations	Should be resolved within 4 hours	>=5% but <10% of SLA,	Feedback and log details
Low priority incident	Has low impact on concerned department's operations	Should be resolved within 1 day	then 20% of the Monthly Payment	Feedback and log details
Re opened incidents	The call which has been closed by the help desk should not be reopened by CONCERNED DEPARTMENT officials within 2 days' time	Call reopened should be less than 10% of the total call closed	>=10% of SLA then 50% of the monthly payment.	Reopened Calls

Note: Monthly Payment mentioned above means the payment received by the SI as Plan approval Fee through FASTPAS for the month prior to the month in question. For the first month of implementation, monthly payment would be taken as Rs. 50,000/-.

17.6. **Scheduled activities**

Parameter	Description	Target	Penalty (If the deviation is:)	Measurement Tool / Method
Back up at DC & DR including designated location by UPAVP/concerned department and respective DAs/SADAs/UPAVP	Back up shall be taken regularly	Once everyday	Less by 5% of SLA, then 2% of the Monthly Payment	From backup and installation logs
Applying Security Patches at regular interval as defined by OEMs	SI shall apply the Security patches released by OEMs.	To be implemented within 7 days after release by OEM.	>5% but < 10% of SLA, then 5% of the Monthly Payment >=10% of SLA, then 50% of the Monthly payment.	Target time to be calculated on 24*7 basis. Updation on OEM's Website

17.7. **Penalty Computations**

- i. Outage of any subcomponent of a component would be considered as an outage of the component.
- ii. The loading time, response time, etc. as captured above shall be tracked via independent software every 15 minutes. If the parameter fails to meet the specified

standards, the application will be treated as having failed within the respective SLA for the test.

- iii. The penalties across various categories captured above shall be aggregated to compute the total penalty ("Total Penalty") that shall be deducted from the total monthly payments. However, the levied penalty ("Levied Penalty") for any month shall not exceed 10% of the total Monthly Payments for any month.
- iv. Awas Bandhu reserves the right to revise or relax any SLAs.
- v. All management tools required to digitally monitor the performance of the service should be provided by the SI at no extra cost. SI would be required to provide access to the management tools to the Awas Bandhu for monitoring purposes and would also provide weekly Management Information System (MIS) of SLA monitoring as a part of the contract. Awas Bandhu would monitor SI's compliance of the SLA and may use independent agencies/software/department officials for the purpose.
- vi. The service levels described in this section shall remain valid for the entire tenure of the contract or till such time the SLA have been reviewed and revised by Awas Bandhu.

17.8. SI's Responsibilities

17.8.1. The System Integrator will operate and maintain all the components of the proposed solution up to the Contract Period, or as mutually agreed between the Software Developer/SI and the Client.

17.8.2. To enable IT support and administration, the System Integrator would need to plan and deploy experienced manpower so as to maintain availability of services and SLAs.

17.8.3. Infrastructure Management includes the following activities:

- Design of appropriate System Administration policy with precise definition of duties and adequate segregation of responsibilities and obtaining approval for the same.
- Overall management and administration of infrastructure solution including servers, networking & security components, storage solution etc.
- Performance tuning of the system as may be needed to comply with SLA requirements on a continuous basis.

17.8.4. Security management including monitoring security and intrusions into the solution.

17.8.5. Monitor and track server and network performance and take corrective actions to optimize the performance on a daily basis.

- 17.8.6. System administration tasks such as managing the access control system, creating, and managing users, etc.
- 17.8.7. Data storage management activities including backup, restore and archival etc.
- 17.8.8. The Software Developer/ System Integrator undertakes to ensure that regular back-up copies of data are created and maintained safely.
- 17.8.9. Maintenance of the database- During the O&M phase, System Integrator shall customize, implement, and manage the Solution in accordance with the service level defined for the project. (Service Level Agreement attached)
- 17.8.10. The Software Developer/ System Integrator shall provide operational support and maintenance services for the term of the Project including but not limited to the overall system stabilization, IT infrastructure solution maintenance, system administration, security administration, database administration, and end-user problem resolution. The System Integrator will have to ensure that the solution is functioning as intended and attending to all problems associated in operation of the application system
- 17.8.11. The Software Developer/ System Integrator will provide full support to ensure that the Solution implemented under this Contract shall have no defect arising from development/ customization/configuration for the full duration (5 years) of the project.
- 17.8.12. This support should also cover adapting the Solution for any additional requirement that might come to the notice of Awas Bandhu at the time of actual use of the same.
- 17.8.13. During the Project term, the Software Developer/ System Integrator shall be completely responsible for defect-free functionality of the Solution implemented under this Contract and shall resolve any related issues (including bug-fixing, etc.) within the duration agreed between the Awas Bandhu and the System Integrator, at no additional cost to Awas Bandhu.
- 17.8.14. Since it has been considered that solution may undergo the changes post-go live of solution, hence Software Developer/ System Integrator shall deploy the required resources during operation & maintenance period. System Integrator shall make all the customization in the Application during Operation & Maintenance period as per requirement of Awas Bandhu without any additional cost/change request to Awas Bandhu for all the services/modules mentioned in this RFP.

- 17.8.15. The Software Developer/ System Integrator shall provide latest updates, patches/ fixes, version upgrades relevant for the Solution implemented under this Contract.
- 17.8.16. All planned or emergency changes to any component of the system shall be through the approved Change Management process. The System Integrator shall ensure:
- Detailed impact analysis
 - Appropriate communication on change required has taken place
 - Proper approvals have been received
 - Schedules have been adjusted to minimize impact on the production environment
 - All associated documentation is updated post stabilization of the change
 - Version control maintained for change
- 17.8.17. The Software Developer/ System Integrator shall be responsible for arranging for annual technology support during the entire O&M phase.
- 17.8.18. The Software Developer/ System Integrator will be responsible to work with Awas Bandhu to provide assistance to ensure that the solution is hosted on the environment provided by the state, and finalize the SLAs needed from the infrastructure and ensure that the Development, Production, UAT and Training instances are available as needed with required remote access provided for these instances.
- 17.8.19. The Software Developer/ System Integrator will also work with the department to finalize the back-up and DR strategy and implement the same.
- 17.8.20. Network Management consists of the following activities but not limited to: Administering User IDs, Network analysis and performance optimizing, Continuous monitoring and management of network during the working hours of concerned departments on each working day and restoration of breakdown within prescribed time limits, always ensuring network security and database security.
- 17.8.21. Network Administration would broadly include the activities: Network devices configuration, management and tuning for optimum performance, Tracking the network status, Availability and taking the remedial and preventive actions in case of problems, Network fault isolation and resolution, Monitoring of network performance and escalation of performance deterioration to concerned authorities and take remedial actions to resolve

such issues, Implementation/ modification of network routing policies, IP addressing policy as required and Documentation related to network configuration, routing policies, IP addressing scheme etc.

17.8.22. Software Developer/ System Integrator will be responsible for implementing measures to ensure the overall security of the solution and confidentiality of the data. The System Integrator shall monitor production systems for events or activities, which might compromise (fraudulently or accidentally) the confidentiality, integrity, or availability of the Services. This monitoring shall be through the security controls including:

- Real-time intrusion detection tools
- Audit review tools
- Manual processes

17.8.23. Software Developer/ System Integrator shall produce and maintain system audit logs on the system for a period agreed with Awas Bandhu after which point, they will be archived and stored at off-site or as desired by Awas Bandhu. System Integrator would deploy tools for automated correlation of audit logs for relevant security exceptions in real time or in near real time and take immediate remediation action.

17.8.24. Manageability: Awas Bandhu shall review the solution's manageability, ensuring it has adequate monitoring and tracking features for measuring resource utilization and availability. This includes remote monitoring of high-level components' status and statistics, the ability to start/stop/restart services and systems, auto-discovery of manageable components, auto-discovery of other system components, and tracking changes in configuration to monitor service disruptions.

17.8.25. Exit Management Plan: The Software Developer/ System Integrator is responsible for providing a recommended exit management plan or transition plan at the end of the contract. This plan encompasses the transition of managed services, migration from the incumbent cloud environment to a new environment, and other relevant aspects of exit management related to the agreement.

17.8.26. Handover of Documents: At the end of the contract, the System Integrator must provide Awas Bandhu with all the necessary documents, software, source codes (module-wise), APIs, and other related materials associated with the project.

- 17.8.27. Documentation for Smooth Transition: The Software Developer/ System Integrator ensures that all required documentation, beyond what is provided by the Cloud Service Provider, is kept up to date. This documentation is handed over to Awas Bandhu during regular intervals and throughout the exit management process to facilitate a smooth transition.
- 17.8.28. Organizational Charts and Procedures: The Software Developer/ System Integrator is responsible for documenting, updating, and providing functional organization charts, operating level agreements with third-party contractors, phone trees, contact lists, and standard operating procedures as necessary for the project's operations and maintenance.

**SECTION 5:
PAYMENT TERMS AND TIMELINES**

18. Payment Terms and Timelines

5	Milestone	Payment % of total contract value
1	System Study and Preparation of System Design Document	10%
2	Development / customization and implementation of the Software Solution to meet the requirements.	10%
3	User Acceptance Test (UAT) and Commissioning of Cloud Environment	10%
4	Pilot in one (1) Development authority identified by Department and U.P. Awas Evam Vikas Parishad for FASTPAS and Township Module	10%
5	Roll-out in all the authorities for all modules	10%
6	Operation and Maintenance activities	34% (To be paid quarterly 2% per quarter for 51 months)
7	Successful Exit Management	16%

**SECTION 6:
ANNEXURES
(STANDARD FORMS)**

19. ANNEXURES

19.1. CHECK LIST

The participating SIs are advised to strictly follow all the instructions of bid document while submitting the "offer". For convenience, a check list of documents (duly attested) to be scanned and uploaded as .pdf within the period of bid submission is given below. Please note that these should be submitted under two separate envelopes/covers- Technical (including eligibility) and Financial. The Technical Cover should contain only the Technical Proposal and the required proof of submission for Eligibility (pre-qualification as covered in Section 3 above and eligibility checklist below) whereas the Financial Cover should contain only Financial Proposal. If any Financial Information is found in the Technical Proposal the proposal may be considered rejected.

A. PART A: PRE-QUALIFICATION/ ELIGIBILITY

1. Proposal Submission Form as prescribed in Form-1
2. Power of Attorney in the name of an authorized signatory of the Bidder
3. Scanned copy of RTGS receipt of Rs. 10,000 + applicable GST as cost of RFP Document Fees.
4. Scan copy of RTGS receipt for Earnest Money Deposit of Rs. 50,00,000.
5. UTR number for RTGS payment of RFP Document Fees and EMD Payment must be provided.
6. Detail of Bidder Company as prescribed in Form 2
7. Copy of Incorporation Certificate under the Company Act and relevant registration certificates.
8. Self-Attested Copies of PAN card from Bidder Company
9. Copy of Valid GST certificate and TAN number.
10. Self-Attested Undertaking by the Bidder Company regarding never declared blacklisted/ ineligible by any State Government/Central Government/PSU/ULB/DA/HB due to corrupt, fraudulent or any other unethical business practices (Form-3)
11. Financial strength of the bidder (Form- 4)

12. Copy of audited financial Statements or copy of certificate from a practicing chartered accountant for 3 financial years i.e., FY 2023-22, 22-21, 20-21
13. Copy of valid ISO 9001 or ISO 27001 or CMMI level 3/ CMMI level 4/ CMMI level 5
14. A declaration from HR on letter head with list of employees and clear declaration of staff – year wise, level/designation wise.

B. PART B: TECHNICAL PROPOSAL

1. Summary and Detailed Experience of the Bidder (Form 5)
2. Copy of Work Order/ Certificate from client department regarding successful implementation of assignments for each project mentioned under Experience of Bidder section as proof.
3. CVs of experts duly verified by Bidder Company (Qualified Software Developers or Engineers, having working knowledge and relevant experience as required and mentioned in Section-3 of this Proposal in the prescribed format of Form-6)

C. PART C: FINANCIAL PROPOSAL

The Financial proposal on the prescribed Form-8.

(Note: to be submitted on the letterhead of the Bidder)

19.1. **Proposal Submission Form**

From,

.....
.....
.....

To,

Director, Awas Bandhu, 1st floor, Janpath
Market, Hazratganj, Lucknow 226001,
E-mail: awasbandhu@gmail.com

Subject: Selection of Software Developer/ System Integrator for Development, Deployment, Operationalization, and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals

Sir,

Being duly authorized to represent and act on behalf of (hereinafter referred to as "the Bidder") and having reviewed and fully understood all the requirements of the Bid Document, the undersigned hereby apply for the project referred above.

I/We have examined the Bidding Documents, I/We, the undersigned, offer for appointment of Software Integrator for Development, Deployment, Operationalization, and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals on the sum quoted in commercial bid or such other sums as may be determined in accordance with the terms and conditions of the contract.

I/We are submitting all documents mentioned in Eligibility, Technical proposal & Financial proposal as instructed in the Bid Document.

We understand and accept that Awas Bandhu reserves the right to reject any or all applications without assigning any reason.

We also understand and accept that application along with annexure and formats not completed in all respects is liable to rejection.

We undertake, if our bid is accepted, to commence work as per the schedule and to achieve the effectiveness of the contract within the respective times stated in the Bidding Documents.

We have read the provisions of bid and confirm that these are acceptable to us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

Yours sincerely,
Signature with Seal
<Full Name & Position in the
Company/Firm>
Postal Address:
E-mail:
(Authorized Representative)
Mobile No:
Tel. No.:
Fax. No.:

19.2. Details of the Bidder

(Note: to be submitted on the letterhead of the Bidder to be submitted along with Certificate of Incorporation, registration certificates and relevant proofs of work order/ certificate of completion from the client)

1. NAME OF THE FIRM/COMPANY:
2. REGISTERED OFFICE:
3. DATE OF INCORPORATION:
4. CONSTITUTION OF SOFTWARE DEVELOPER/ SYSTEM INTEGRATOR FIRM:
5. MAIN BUSINESS ACTIVITIES:
6. DETAILS OF MAIN BRANCHES:
7. DETAILS OF CONTACT PERSON/S:
 - a. NAME
 - b. DESIGNATION
 - c. CONTACT NO.
 - d. MOBILE NO.
 - e. FAX NO.
 - f. EMAIL ID
 - g. POSTAL ADDRESS

(Signature of Authorized signatory)

19.3. Undertaking

(Note: to be submitted on the letterhead of the Bidder)

"We certify that there has been no conviction by a Court of Law or indictment/adverse order by a regulatory authority for a grave offence against us or any of our sister concern. We have not been blacklisted by any State Govt./Central Govt./PSU/Urban Local Body/Dev. Auth./Housing Board due to corrupt, fraudulent, or any other unethical business practices as on date of bid submission. It is certified that no conflict of interest exists as on date and in future if such a conflict of interest arises, we will intimate Awas Bandhu of the same".

Date:

Place:

Signature & Seal of Bidder

19.4. **Financial Strength of the Bidder**

(On the letter head of the Bidder)

Financial Information			
	FY 2022-23	FY 2021-22	FY 2020-21
Total Turnover (in INR Crores)			
Average Annual Sales Turnover generated from services related to System Integration (in INR crores)			
Profit Before Tax (in INR Crores)			
Net Worth (in INR)			
Mandatory Supporting Documents: Audited Balance Sheets/ Certificate from practicing CA as proof for the above mentioned financial years.			

Signature,
(Authorized Signatory)
Address, Seal

19.5. **Summary Experience of the Bidder**

S.No.	Name of the Project	Period (duration in months)	Total Contract Value	Attached as proof
				Certificate from client department.

19.6. **Detailed Experience of the Bidder**

1. Name of Project:
2. Country:
3. Location within Country:
4. Duration of Assignment (in months):
5. Name and Address of Client:
6. Amount of Fee Received:
7. Start Date (month/year):
8. Completion Date (month/year):
9. Total No. of person-months of the assignment:
10. Name of associated partners (if any):
11. Detailed Narrative Description of Project
12. Description of actual services provided by the staff
13. Firm's Name:
14. Relevance to this assignment:

19.7. Curriculum Vitae (CV)

Position Title and No.	[e.g., K-1, Project Manager]
Name of Expert:	
Date of Birth:	
Country of Citizenship/ Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.

Period	Employing Organization and your title/ position. Contact Information for references	Country	Summary of activities performed relevant to the assignment

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work):

Adequacy for the Assignment:

Detailed Tasks Assigned on SI's Team of Experts	Reference to Prior/Work Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks from Section-2 in which the Expert will be involved)	

Expert's contact information: (e-mail....., phone.....)

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

Name of Expert ----- Signature ----- Date

19.8. **Bank Guarantee for Performance Security**

To,

Director,

Awasi Bandhu,

1st floor, Janpath Market, Hazratganj, Lucknow 226001,

E-mail: awasbandhu@gmail.com

In consideration of **Awasi Bandhu, U.P.** which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s _____, having its office at _____ (hereinafter referred as the "SI" which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), vide the Dept.'s Agreement no. _____ dated _____ to **Select SI for Development, Deployment, Operationalization, and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals** of all DAs, SADAs & UPAVP valued at Rs. <5% of contract value> (hereinafter referred to as the "Agreement") the SI having agreed to furnish a Bank Guarantee amounting Rs. _____ (Rupees _____) to AWAS BANDHU for performance of the said Agreement.

1. We, _____ (hereinafter referred to as the "Bank") at the request of the SI do hereby undertake to pay to AWAS BANDHU an amount not exceeding Rs. <5% of contract value> against any loss or damage caused to or suffered or would be cause to or suffered by AWAS BANDHU by reason of any breach by the said Software Developer/ SI of any of the terms or conditions contained in the said Agreement.
2. We, _____ (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Awasi Bandhu stating that the amount/claimed is due by way of loss or damages caused to or would be caused to or suffered by the Authority by reason of breach by the said Software Developer/ SI of any of the terms or conditions contained in the said Agreement or by reason

of the Software Developer/ SI's failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. <5% of contract value>

3. We undertake to pay to Awas Bandhu any money so demanded notwithstanding any dispute or disputes raised by the Software Developer/ SI in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Software Developer/ SI shall have no claim against us for making such payment.
4. We, _____ (indicate the name of the Bank) further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of Awas Bandhu under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till Awas Bandhu certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Software Developer/ SI and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before a period of one year from the date of this Guarantee, we shall be discharged from all liability under this Guarantee thereafter.
5. We, _____ (indicate the name of the Bank) further with Awas Bandhu that the Awas Bandhu shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and condition of the said Agreement or to extend time of performance by the said Software Developer/ SI from time or to postpone for any time or from time to time any of the powers exercisable by Awas Bandhu against the said Software Developer/ SI and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Software Developer/ SI or for any forbearance, act, or omission on the part of Awas Bandhu or any indulgence by Awas Bandhu to the said Software Developer/ SI or any such matted or thing whatsoever under the law relating to sureties would but for this provision, have the effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Software Developer/ SI.
7. We, _____ (indicate the name of the Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consents of Awas Bandhu in writing.

Dated the _____ day of _____ 2023

For _____

NOTES:

- i. The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.
- ii. The address, telephone no. and other details of the Head Office of the Bank as well as issuing Branch should be mentioned on the covering letter of issuing Branch.

19.9. **Financial proposal**

(On the letterhead of the bidder)

To,

Director,

Awasi Bandhu,

1st floor, Janpath Market, Hazratganj, Lucknow 226001,

E-mail: awasbandhu@gmail.com

Subject: Selection of Software Developer/ System Integrator for Development, Deployment, Operationalization, and Maintenance of Software Application for implementing Fast & Simplified Trust based Plan Approval System (FASTPAS) and other Housing-related approvals.

Dear Sir,

I/We have perused the proposal document for subject assignment and other details and am/are willing to undertake and complete the assignments as per terms and conditions stipulated in the proposal document.

I/We quote the LUMP-SUM FEE as Rs. inclusive of all taxes, levies and other expenses but excluding GST (GST as applicable to be paid extra).

I/We hereby agree to all terms and conditions set out in the Bid Document.

This offer is valid for a period of 90 days from the date of opening of the bid (bid submission date).

Signature of Authorized Signatory

Name:

Address:

E-mail:

Mobile No:

Tel. No:

Fax. No:

Note:

- i. THERE SHOULD NOT BE ANY PRICE QUOTED IN THE TECHNICAL PROPOSAL, ALL PRICE SHOULD BE QUOTED IN THE FINANCIAL COVER ONLY, IF ANY PRICE IS QUOTED IN THE TECHNICAL PROPOSAL, THEN THE PROPOSAL MAY BE CONSIDERED REJECTED.***
- ii. FINANCIAL PROPOSAL SHOULD BE UPLOADED IN THE FINANCIAL COVER ONLY. THE FORMS SHOULD BE DULY FILLED, SIGNED, SCANNED AND UPLOADED IN THE FINANCIAL FOLDERS OF THE E-TENDERING***

PORTAL (ONLY THE UPLOADED PDF FILE SHALL BE CONSIDERED FOR EVALUATION).