

## Request for Proposal (RFP)

Engagement of Consultant for preparation of property  
Tax database management software for Shillong  
Municipal Board

November 2014

Municipal Fiscal & Utility Management Specialist, ADB project Cell,  
Shillong Municipal Board, Bishop Cotton Road, Shillong, Meghalaya

## **Request for Proposal**

The Municipal Fiscal & Utility Management Specialist, ADB project cell, Shillong Municipal Board on behalf of **State Investment Programme Management & Implementation Unit (SIPMIU)** invites Request for Proposal for preparation of property tax database management software for Shillong Municipal Board

1. **Date of issue of RFP: 15.11.2014** (The document may be downloaded from the website of [www.smb.gov.in](http://www.smb.gov.in) )
2. Last date for receipt of RFP: **25.11.2014 by 4.00PM** (Through Speed/Registered post/ courier/submission by hand to ADB project Cell, Shillong Municipal Board, Bishop Cotton Road, Shillong -793001
3. Address for submission of RFP: **Municipal Fiscal & Utility management Specialist, ADB Project Cell, Shillong Municipal Board, Bishop Cotton Road, Shillong -793001**
4. Information regarding selected consultants will be uploaded in the website [www.smb.gov.in](http://www.smb.gov.in) .
5. For any clarification , ADB project cell , Shillong Municipal Board (Phone no – 09435732506, 09706692909) can be contacted

## **1.1. Overview of The property Tax reform process in Shillong Municipal Board**

Shillong Municipal Board has initiated the reform in property tax through implementation of unit area based method of property taxation as required under the reform agenda of Jawaharlal Nehru National Urban Renewal Mission (JnNURM) as well as under the ADB funded NERCCDIP programme.

Under this initiative a 100% GIS based survey of all the properties within Shillong Municipal Board has been carried out. As a result a database of around 10000 properties has been prepared which is in MS excel format. Along with the property survey the Municipal Board has also completed the property tax identification number (PTIN) issuance process for all the properties.

## **1.2. Preparation of Database management software**

Municipal Fiscal & Utility Management Specialist, ADB project Cell, Shillong Municipal Board on behalf of **State Investment Programme Management & Implementation Unit (SIPMIU)** wants to invite eligible software developer firms to prepare property tax database management software to cater to the need for a structured maintenance of the database as well as for easy handling and operation.

## **2. ELIGIBILITY CRITERIA**

**2.1.** The applicant can either be an individual, a company, a partnership firm or an academic institute. The following are the Minimum eligibility criteria -

- The applicant must have completed one similar assignment in the last five years
- The applicant must have adequate manpower to prepare the software as well to provide annual maintenance service to the client.
- The applicant must have an average annual turnover of Rs. 5 Lacs over the last three proceeding years.

**2.2.** The applicant must not have, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or an arbitration award against the applicant, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract by such Applicant.

**3.3.** Even if an applicant satisfies the above noted requirements, it is liable to be disqualified if it is found to have:

- a) Made a false representation in the form, statement and attachments required in the documents for this empanelment;
- b) A record of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion;
- c) Been convicted by any court of law.
- d) Must not have been blacklisted by any government/ semi government department in the last three years.

### 3.5. EVALUATION OF PROPOSAL

Being primarily technical work, final evaluation of the bids will be done on Combined Quality cum Cost based System wherein Technical Bid will be given a weightage of 80 % and financial bid will be given a weightage of 20%.

Bids securing 60% and above marks in technical evaluation will only be considered for opening of Financial Bids. The Bids with the lowest cost may be given a financial score of 100 and the other bids given financial score that are inversely proportionate to their prices.

The total score, both technical and financial, shall be obtained by weighing the Technical and Financial scores and adding them up. On the basis of the combined weighted score for Technical and Financial, the consultant shall be ranked in terms of the total score obtained. The bid obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the bids securing lesser marks as H-2, H-3 etc. The bid securing the highest combined marks and ranked H-1 shall be recommended for award of contract. The bids will be ranked in terms of total points scored.

Criteria, sub-criteria and point system for evaluation to be followed under this procedure is as under:

Sl no	Criteria	Weightage
1	<b>Past Experience of the Firm in software development</b>	50 Marks
2	<b>Qualification of Technical Specialists</b>	25 Marks
3	<b>Financial Strength of the Consultants</b>	10 Marks
4	<b>Similar experience in software development</b>	15 Marks
	<b>Total</b>	<b>100 marks</b>

### 4. INDICATIVE SCOPE OF SERVICES

#### **A. Inputs for the development**

- a) Softcopy/Hardcopy format of the data collection Schedule
- b) Municipal property Database
  - i. Plot Data - 10500 nos.
  - ii. Portion Data - 27000 nos.
- c) Relevant *Fields* of the database
  - i. Plot Data (please refer Annexure- 1)
  - ii. Portion Data (please refer Annexure- 2)
  - iii. Questionnaire used for the survey (Please refer Annexure – 3)

#### **1. GUI REQUIREMENTS**

- a) **Two User Option** - a) Admin b) User/Guest
- b) **Master Table** for different fields/attributes
- c) **Data Migration** of already collected and entered data to the software from MS-excel /access

- d) **Data Editing facility** for migrated data to verify, update and save whenever required by Admin
- e) **Auto-generation of PTIN** (Property Tax identification Number)
- f) **Search data** by Fields with drop-down facility
- g) **Link with any objects file** i.e. image format, pdf, document, table, movie, etc.
- h) Provision for linking with **GIS platform**

## 2. REPORT GENERATION

- a) Plot Report (source - Plot fields /data as in Annexure - 1)

**i. Individual Plot Report**

- Name with Address
- Facilities available with nos. of building in the plot

**ii. Ward-wise Summary on**

- Number of facilities available with nos. of building in the Wards

**iii. Municipal Summary on**

- Number of facilities available with nos. of building in Municipal

**iv. Location and use of holding PTIN wise**

Usage		Yes/No	Zone A/B/C/D	Ward Number	Name of Locality and Number	Location on Type of Road
1	Residential	√	A	14	XYZ (15)	Main
2	Non-Residential					
(i)	Institutional					
(ii)	Commercial & Industrial					
(iii)	State government office					
(iv)	State Public Sector Undertaking					
(v)	Central government office					
(vi)	Central Public Sector Undertaking					
(vii)	Hotel/ Guest house/ Club/ Mall					
(viii)	Mixed use					
(viii)	Exclusive Vacant Land					

**v. PTIN wise overall summery report**

Building-wise Floor/ Portion/Exclusiv e Vacant Land	Plinth area (in Sq metres)	Age (Year of constructi on)	Structure (Type of construction, i.e., RCC/Assam Type/ Other)	Usage of portion  (Residential/ Institutional & Commercial/ Govt building/ Hotel)	Occupancy (Self/ Rented)
Building – 1					
Ground Floor					
1	150	32 (1980)	Assam type	Residential	Self
2	100	-do-	-do-	-do-	Rented

First Floor					
1	150	-do-	-do-	-do-	Rented
2	100	-do-	-do-	-do-	Rented
Building – 2					
Exclusive Vacant Land					
<b>Total</b>	500				

vi. **Ward-wise summary on**

1	Usage (5 types)	: Number of Residential, Institutional, Commercial & Industrial, Civil Station, etc portions			
2	Plinth area	: Total Area in sqmt	7	Cover Parking availability	: Number of portion with parking
3	Ownership status	: Number of Rented/Self/Other	8	Cover Parking area	: Area covered by parings
4	Ownership type	: Number of Individual/Govt./Trust portions	9	Property Assessment	: Assessment done on number of portions
5	Building age Range	: Between 1-10 yrs, 10-20yrs	10	Property Value Range	: Avg. Value Maximum/minimum value
6	Construction Type	: Number of RCC / AT / Combined portions	11	Rental Value Range	: Avg. Value Maximum/minimum value

## 5. REQUIREMENT OF PERSONNEL

The firm will deploy the adequate number of personnel for the software development process as well as for the annual maintenance. The details of the personnel may be presented in the proposal.

## 6. DELIVERABLES AND SCHEDULE OF DELIVERY

The deliverables and schedule of delivery for the property tax database management software is as follows -

- a. The Software has to be deployed in the Shillong Municipal Board within 1.5 months from the date of work order for testing purpose.
- b. The final delivery after testing has to be delivered after 2 months from the date of issue of work order.
- c. Handholding support for the use of the software

- d. Annual maintenance will be as and when required

## **6. SELECTION PROCEDURE**

The broad procedure for empanelment of consultants constitutes as under:

- a. **Invitation of proposal (RFP):** Municipal Fiscal & Utility management Specialist on behalf of State Investment Programme Management & Implementation Unit (SIPMIU) invites the application from eligible firm to submit their proposal to participate in the selection procedure.
- b. **Submission of RFP:** The participants will submit the RFP along with the details as required in the prescribed manner.
- c. **Evaluation of RFP:** The Department will evaluate all the submissions received on the basis of eligibility criteria.
- d. **Financial bid opening:** After technical evaluation eligible firms will be called for financial bid opening.
- e. **Final selection:** After opening the financial bid final evaluation based on QCBS will be done and the firm will be finally selected.

## **7. TERMINATION OF THE CONTRACT**

The department may terminate the contract at any time during the contract if it finds that the firm is not performing and there is likely to be time overrun. The decision of the department in this matter shall be final and binding.

## **8. FINAL DECISION OF THE AUTHORITY**

The department reserves the right to accept or reject any application and to annul the process and reject all/any application at any time without assigning any reason thereof and without thereby incurring any liability to the affected applicant or without informing the applicants.

## **12. SUBMISSION REQUIREMENTS**

To be eligible for selection, the applicants shall provide documentary evidence which shall include the following information:

- a) Forwarding Letter;
- b) Copies of original documents defining the legal status, structure of organization, place of business of the company or corporation or firm or partnership in Schedule 'A';
- c) Reports on the financial standing of the applicant in Schedule 'B' ;
- d) Information about Planning professionals and allied Technical staff in Schedule 'C';
- e) Details of the experience and past performance of the applicant on works of a similar nature and details of current works in hand and other commitments in Schedule 'D';

## **13. LANGUAGE OF APPLICATION**

The language of the application as well as the supporting documents shall be English.

#### **14. SUBMISSION OF RFP: PACKING, SEALING & MARKING**

- a. The RFP must be inserted in sealed envelopes, along with applicant's name and address in the left hand corner of the envelope and super scribed in **“Request for Proposal for Preparation of Property Tax Database Management software for Shillong Municipal Board”**
- b. The RFP shall be addressed at the following address:

**Municipal Fiscal & Utility management Specialist**

**ADB Project Cell, Shillong Municipal Board**

**Bishop Cotton Road, Shillong – 793001, Meghalaya**

*If the envelope is not sealed and marked as mentioned above, Department will not be responsible for any misplacement or premature opening. (Telex, cable or facsimile RFP will be rejected).*

#### **15. NUMBER OF RFP's**

An applicant shall submit only one Application.

#### **16. RFP SUBMISSION DATE**

RFP submitted in all respect must reach at the specified address by the date and time specified on the first page of this document through Speed / Registered Post or Courier. If the specified date for the submission of RFP is declared as a holiday for the department, the RFP will be received up to the appointed time on the next working day.

#### **17. LATE SUBMISSION**

RFP received after the deadline for submission prescribed in the RFP will be rejected.

#### **18. MODIFICATION AND WITHDRAWAL OF RFP**

No modifications to the RFP or withdrawal shall be allowed once the RFP is received.

#### **19. JURISDICTION**

All disputes arising shall be subject to the jurisdiction of the appropriate court at Shillong, Meghalaya, India and will be governed by the laws of India.

#### **20. PAYMENT SCHEDULE**

The Payment schedule will be as follows –

Mobilization Advance	10% of the contract Value
After installation of the software	80% of the contract value
After approval from SMB	10% of the contract value
Annual Maintenance fee	At the end of every year



## **TECHNICAL BID FORMATS**

**Covering Letter**

(ON APPLICANTS OFFICIAL LETTER HEAD)

To

**Municipal Fiscal & Utility management Specialist**

**ADB project Cell**

**Shillong Municipal Board**

**Bishop Cotton Road, Shillong, Meghalaya, Pin-793001**

Dear Sir,

Having examined the advertisement and application form, including the instructions for submission, scope of work etc., we hereby submit all the necessary information and relevant documents for our selection in the proposal for preparation of property tax database management software for Shillong Municipal Board.

We understand that the Department reserves the right to reject any application without assigning any reason thereof.

(Signature **of Authorised Person**) Date:

[Name of the authorized person]

[Designation]

**Enclosures:**

1

2

3

4

5

6

7

**Schedule 'A'**

## **Information of Applicant**

1. Name of the Consultant (In full):
2. Address:
3. Telephone no:
4. E-mail:
5. Website (if any):
6. Year of establishment:  
(Certificate of Registration/Incorporation to be furnished by companies)
7. PAN: .....
8. Place of business:
9. Nature of relevant Assignments carried so far:
  - i.
  - ii.
  - iii.
  - iv.
  - v.
10. Nature of assignments in hand
  - i.
  - ii.
  - iii.
  - iv.
  - v.
  - vi.

**(Signature of Authorised Person) Date:**

**Schedule 'B'**

## **Financial Status**

A. Name of the consultant:

(Whether individual/proprietary/partnership/limited Company or Corporation/an academic institution etc)

B. Annual Turnover (for each of the last 3 years) (Indian Rupees in Lakhs) Along with audited balance sheets for last three years

**(Signature of Authorised Person) Date:**

**Note:** - All foreign currencies should be converted to equivalent Rupees.

**Schedule 'C'**

## **Technical Staff**

### **Information about the Technical Staff**

(Each member of the consortium to furnish information in their respective area of participation)

### **Information about Proposed professional Staff (Table A)**

Sl no	Field of Specialization	Name	Key Qualifications	No of years of experience	Area of Specialistise
1					
2					
3					
4					
5					

**Schedule 'D'**

**Applicant's Experience of Relevant Projects (Both finished and ongoing Projects)**

**Give information in the following format**

Name of the project	Name of the client	Consultancy fees (Rs.)	Completion year

**Signature of Authorised Person) Date:**

## **FINANCIAL BID FORMAT**

**Covering Letter**

(ON APPLICANTS OFFICIAL LETTER HEAD)

To

**The Municipal Fiscal & Utility management Specialist**

**ADB project Cell**

**Shillong Municipal Board**

**Bishop Cotton Road, Shillong, Meghalaya, Pin-793001**

Dear Sir,

Having examined the advertisement and application form, including the instructions for submission, scope of work etc., we hereby submit financial offer for Rs. .... for preparation of property tax database management software for Shillong Municipal Board.

We understand that the Department reserves the right to reject any application without assigning any reason thereof.

(Signature **of Authorised Person**) Date:

[Name of the authorized person]

[Designation]



### **Financial Quotation**

<b>Sl no</b>	<b>Particulars</b>	<b>Total in INR inclusive of Service Tax</b>	<b>Total in Words</b>
<b>1</b>	Design, Development and deployment of the Software including importing of existing Legacy Data.		
<b>2</b>	Annual Maintenance Support for the existing developed software per year		
<b>3</b>	Design and development of Additional New Report. (Rate per report )		

\*for financial evaluation combined financial quotation for all three components will be taken into account.

PLOT DATA/FIELDS			ANNEXURE - 1		
SL No.	PLOT LAYER	DATA TYPE	DESCRIPTION	Address Report	Facility & No. of Building report
1	Qno	Numeric	Same as Plot_ID		
2	Name_Surveyor		Name of the surveyor		
3	Date_Survey		Date of Survey		
4	Grid_no	Both	For H2H survey		
5	Ward_no	Both	As surveyed or ward boundary		
6	Plot_ID	Numeric	Same as Qno.		
7	Respondent_name	Alphanumeric	Name of the Respondent		
8	Owner_Name	Alphanumeric	Name of the Owner of the plot	Yes	
9	Holding_no	Both	Holding number as assigned by SMB	Yes	
10	Blg_name	Alphanumeric	Name of the building	Yes	
11	Major_Rd	Alphanumeric	Name of the road facing the entrance of building	Yes	
12	Landmark	Alphanumeric	Name of the nearby Landmark	Yes	
13	Locality	Alphanumeric	Name of the locality	Yes	
14	Police_Station	Alphanumeric	Name of the nearest police station	Yes	
15	Pincode	Numeric	Pincode of the locality	Yes	
16	Water_connection	Alphanumeric	SMB -1, PHED-2 or Other Source - 3		Yes
17	Garbage_Collection	Numeric	Garbage collection facility available or not: 1-Yes, 0-No		Yes
18	Drainage_Facility	Numeric	Drainage facility available or not: 1-Yes, 0-No		Yes
19	Plot_Area_SqM	Numeric	Area of the plot as responded by Respondent		
20	LandCost_INR				
21	Total_Blgs_No	Numeric	Total Number of Buildings in the Plot		Yes
22	Remarks				

PORTION DATA/FIELDS			ANNEXURE - 2
SL No.	PORTION LAYER	DATA TYPE	DESCRIPTION
1	Qno	Numeric	Questionnaire no. as assigned during H2H survey
2	Ward_No		Ward number
3	Plot_ID	Numeric	No. of Plot where Building is located
4	Blg_ID	Numeric	Same as Qno.
5	No_Of_Floors	BOTH	Number of Floor of the building
6	Floor_No1	Numeric	Information on Floor no. 1 starts upto Remark1 and Floor no.2 upto Remark2
7	Portion_Unit_Flat1		Information on Portion of Floor no. 1
8	Portion_Unit_Flat_No1		
9	Occupier_Name1	Alphanumeric	Occupier name
10	Occupier_Contact_No1		Occupier contact no.
11	OwnerName1	Alphanumeric	Owner Name
12	Owner_Contact_No1		Owner contact no.
13	Owner_Address		
14	Blg_Usage1	Alphanumeric	Use of Building: Res./Comm./Inst./Other -Church, Off., Club
15	Plinth_Area_SqFt1	Numeric	Plint Area (Sqft): Information may not be available through questionnaire
16	Ownership_Status1	Alphanumeric	Ownership Status: Rented/Self/Other
17	Ownership_Type1	Alphanumeric	Ownership Type: Individual/Govt/Trust
18	Blg_Age_Yrs1	Numeric	Building age: 20, 30, 50 etc
19	Construction_Type1	Alphanumeric	House type: RCC / AT / Combo
20	Cov_Parking_Area_No1	Numeric	
21	Cov_Parking_Area_sqFt1	Numeric	
22	PropertyAssessment_Status1	Numeric	Whether Property Assessment done by SMB or not? : 1-Yes, 0-No
23	Property_Value_INR1	Numeric	Approximate Property value in Rs. as responded by respondent
24	Rental_Value_INR1	Numeric	Rental Value in Rs. as responded by respondent
25	Remarks1	Alphanumeric	

## PROPERTY SURVEY ASSESSMENT SHEET FOR SHILLONG MUNICIPAL BOARD (ANNEXURE -2)

<b>Property Tax Identification Number</b>				<b>Date of survey</b>			
Data Entry done by				Date of data entry			
1	<b>GRID NUMBER</b>						
2	<b>UNIQUE PLOT ID</b> (Create Simultaneously on Map)						
3	<b>WARD NUMBER</b>			Ward name			
<b>A</b>	<b>ADDRESS DETAILS OF PREMISES</b>						
4	Respondent Name			Owners Name			
5	Holding No						
6	Name of the building/Block/Premises/Society						
7	Road segment ID						
8	Name of the major road /Street /Bye lane on which the property is located (if more than one frontage then record all applicable road names)					Same as UNIQUE PLOT ID.....	
9	Landmark						
10	Locality name						
11	Police station						
12	Pin code						
<b>B</b>	<b>UTILITY SERVICES DETAILS</b>						
13	Piped water supply Connection	<input type="checkbox"/> Yes	SMB	<input type="checkbox"/>	Garbage Collection	<input type="checkbox"/> Yes	
	No of water connection	<input type="checkbox"/> No	PHED	<input type="checkbox"/>		<input type="checkbox"/> No	
14	Drainage Facility	<input type="checkbox"/> Yes			Street lighting	<input type="checkbox"/> Yes	
		<input type="checkbox"/> No				<input type="checkbox"/> No	
<b>C</b>	<b>PROPERTY DETAILS</b>						
15	Total plot Area (Specify Unit)						
16	Approx land cost per Sqft						
17	Total no of buildings on the plot						
<b>D</b>	<b>PORTION/UNIT/FLAT DETAILS</b>						
1	<b>Unique Plot ID</b>						

2	Building Operation (Tick as applicable)	Existing <input type="checkbox"/>				Merged <input type="checkbox"/>				If merged or split then write old ID(s)						
		New <input type="checkbox"/>				Split <input type="checkbox"/>										
5	<b>Unique Building ID</b>															
6		<b>Portion/Unit/Flat ...</b>				<b>Portion/Unit/Flat ...</b>				<b>Portion/Unit/Flat ...</b>						
7	Number of floors															
8	Unit no/Flat no															
9	Occupier name															
10	Usage details (Specify Code)															
11	Plinth area (in Sq ft)															
12	Ownership status	se	Rented	Leased	Others ...	Owned	Rented	Leased	Others ...	Owned	Rented	Leased	Others ...			
13	Ownership Type	Individual	Trust	Company	Govt	Othres..	Individual	Trust	Company	Govt	Othres..	Individual	Trust	Company	Govt	Othres..
14	Owners Name															
15	Contact no															
16	Owners Postal address(if not staying in the same premises)															
17	Whether assessment is done by SMB	Yes		No		Yes		No		Yes		No				
18	Total plinth area (by measurement )															
19	Age of the building (specify code)															
20	Construction type (Specify types)	Combination of				Combination of				Combination of						
21	Covered parking area	Number		Area (Sqft)		Number		Area (Sqft)		Number		Area (Sqft)				
22	Floor finishing Type (Specify code)															
23	Immovable fixture	Lift <input type="checkbox"/> Generator <input type="checkbox"/>				Lift <input type="checkbox"/> Generator <input type="checkbox"/>				Lift <input type="checkbox"/> Generator <input type="checkbox"/>						
		central air conditioning <input type="checkbox"/>				central air conditioning <input type="checkbox"/>				Central air conditioning <input type="checkbox"/>						
24	Approximate value of your property (Rs.)															
25	Please indicate the rent if the property is on rent at present (Rs.)															
26	General Remarks															
										Interviewer (s) Signature						