

BERHAMPUR MUNICIPAL CORPORATION

REQUEST FOR PROPOSAL

No. 6536 /

Date : 13-6-2022

The Commissioner, Berhampur Municipal Corporation invites sealed RFP from registered Firms for "Development of BeMC e-SEVA" for Berhampur Municipal Corporation.

The Start and end date of sale of RFP from 13/06/22 to 23/06/22. RFP should reach by Speed Post/ Regd. Post to the undersigned on or before 23/06/22 by 3.00 PM and will be opened on same day at 04.00 PM in the office chamber of the undersigned in presence of the authorised agents who intend to attend. The rate to be quoted shall be inclusive of all charges. No extra cost on any account whatsoever will be admissible. Conditional RFP will be rejected immediately. The rate should be written clearly and legibly without any error or overwriting and both in figures and in words. In case of difference or rates or any ambiguity over rates, then the rates written in words will be taken into consideration.

Each firm should furnish the following details:

1. Firm Registration Documents.
2. GST Regn.
3. PAN Card
4. The Bidder need to deposit Bid Cost of Rs. 2240/- in shape of DD in favour of Commissioner, Berhampur Municipal Corporation..
5. EMD of Rs. 10,000/- in shape of DD drawn in the name of Commissioner, Berhampur Municipal Corporation payable at Berhampur ".
6. Last year Return file
7. Flow Chart/ Prototype of development of Software.

The detailed scope of the work given below:

A. Project Details

BEMC e-SEVA will be an all-in-one integrated software solution that shall enable Berhampur Municipal Corporation administration to monitor and manage all the designated services on a real-time basis with ease from a single online Platform. This software platform shall help citizens of Berhampur to Avail or book different services of BEMC directly from a single platform. BEMC e-SEVA software is to be made with a futuristic approach such that all of the existing services and upcoming services can be directly integrated into this single platform.

The objective of this platform is to facilitate the citizens to avail all the facilities and services of the BEMC directly through a single online platform on their internet-enabled devices. This software platform shall have three primary components that are Integrated Admin Panel, BEMC e-SEVA Web Portal, and BEMC e-SEVA Mobile APP.

The service modules to be developed in this platform are Kalyan Mandap Booking Management, Town Hall Booking Management, Sports Arena Membership Management, Hearse Vehicle Booking Management, and Ambulance booking management.

The database architecture and the back-end module is to be designed which shall enable Swift integration and development of future services and modules into this single platform.

B. Project Components

The BEMC SEVA project will consist of three primary components i.e. Integrated Admin Dashboard, BEMC SEVA Web Portal & BEMC SEVA Mobile APP. The required components in detail are as follows:

B.1.) Integrated Admin Panel

- Super Admin Login Panel
- Sub-Admin Login
- Forgot ID or Password Module
- Centralised Service Dashboard
- Sub-Admin registration by Super Admin
- Sub-Admin Information page (View)
- Sub-Admin Access Management System
- Payment History Module
- Integrated Financial Accounting Module
- Multi Attribute-Based Report Generation
- Service or facility wise listing
- **Integration of Ramlingeswar Park Booking Module**
- **Kalyan Mandap Booking Management Module**
 - ➡ Kalyan Mandap Admin management
 - ➡ Slot Management
 - ➡ Availability & Booking Status

- ➔ Booking Details
- ➔ Booking History
- ➔ User or Consumer details
- ➔ Financial Accounting Module

- **Town Hall Booking Management Module**

- ➔ Town Hall Admin management
- ➔ Slot Management
- ➔ Availability & Booking Status
- ➔ Booking Details
- ➔ Booking History
- ➔ User or Consumer details
- ➔ Financial Accounting Module

- **Sports Arena Membership Management Module**

- ➔ Sports Arena Admin management
- ➔ Sports Arena Addition/Deletion Module
- ➔ Sports Activity Addition/Deletion Module
- ➔ Activity wise Slot & Capacity Management
- ➔ Activity wise Slot Availability & Membership Status
- ➔ **Subscription-based Membership Module**
- ➔ Subscription Validity & Status
- ➔ Membership details
- ➔ Financial Accounting Module

- **Hearse & Ambulance Booking Management Module**
 - ➔ Request based Booking System
 - ➔ Booking status & History
 - ➔ Financial Accounting Module

B.2.) BEMC e-SEVA Web Portal

- User Landing Page
- Service or Facility Slider
- About us Page
- Contact us & Feedback Page
- Facility or Services Page
- OTP Based Login Panel
- **Integration of Ramlingeswar Park Booking Module**
- **Kalyan Mandap Booking**
 - ➔ Landing Page
 - ➔ Kalyan Mandap Selection
 - ➔ Date Wise Availability Status
 - ➔ Time Slot Selection
 - ➔ Booking Details
 - ➔ Booking History
 - ➔ Online Payment Module
 - ➔ Whatsapp & Message Based booking notification
- **Town Hall Booking**
 - ➔ Landing Page

- ➔ Date Wise Availability Status
- ➔ Time Slot Selection
- ➔ Booking Details
- ➔ Booking History
- ➔ Online Payment Module
- ➔ Whatsapp & Message Based booking notification

- **Sport Arena Membership**

- ➔ Landing Page
- ➔ Sports Arena Selection
- ➔ Sports Activity Selection
- ➔ Activity wise membership Availability status
- ➔ Activity wise Slot selection
- ➔ Membership Details
- ➔ Membership History
- ➔ Online Payment Module
- ➔ Whatsapp & Message Based booking notification

- **Hearse & Ambulance Booking Management Module**

- ➔ Booking Request generation
- ➔ Booking status & History
- ➔ Online Payment Module
- ➔ Whatsapp & Message Based booking notification

B.3.) BEMC e-SEVA Mobile APP

- User Landing Page
- Service or Facility Slider
- About us Page
- Facility or Services Page
- OTP Based Login Panel
- In-App based notification Module
- **Ramlingeswar Park Booking Module**
 - ➔ Landing Page Events Slider
 - ➔ Event Detail Page
 - ➔ Event-based Booking Module
 - ➔ Date based Booking Module
 - ➔ Time Slot Selection
 - ➔ Seat/Zone Selection
 - ➔ Online Payment Module
- **Kalyan Mandap Booking**
 - ➔ Landing Page
 - ➔ Kalyan Mandap Selection
 - ➔ Date Wise Availability Status
 - ➔ Time Slot Selection
 - ➔ Booking Details
 - ➔ Booking History
 - ➔ Online Payment Module

- ➔ Whatsapp & Message Based booking notification

- **Town Hall Booking**

- ➔ Landing Page

- ➔ Date Wise Availability Status

- ➔ Time Slot Selection

- ➔ Booking Details

- ➔ Booking History

- ➔ Online Payment Module

- ➔ Whatsapp & Message Based booking notification

- **Sport Arena Membership**

- ➔ Landing Page

- ➔ Sports Arena Selection

- ➔ Sports Activity Selection

- ➔ Activity wise membership Availability status

- ➔ Activity wise Slot selection

- ➔ Membership Details

- ➔ Membership History

- ➔ Online Payment Module

- ➔ Whatsapp & Message Based booking notification

- **Hearse & Ambulance Booking Management Module**

- ➔ Booking Request generation

- ➔ Booking status & History

➔ Online Payment Module

➔ Whatsapp & Message Based booking notification

C. Project Scope

API Development	Developer
User Experience & User Interface	Developer
Web Portal Package	Developer
Android APP Package	Developer
IOS APP Package	Developer
Payment Gateway Integration	Bank & Developer
Email Services	Developer
Quality Assurance Testing	Developer
Troubleshooting and Debugging	Developer
Maintenance	Developer
Content and Photos	BEMC

D. Project Technology

Project Name	BEMC e-SEVA
Project Commodities	Integrated Admin Dashboard, BEMC e-SEVA Web Portal & BEMC SEVA Mobile App
Project Platform	Web Portal, Android App & IOS APP
Project Technologies	MERN Stack & Relevant API's
Project Timeline	45 Days

The evaluation of the bid shall be based on the following criteria:

Sl. No.	Item	Total Marks	Criteria	Marks
1.	Adequate Experience in Web Based Application/ Website/ Maintenance / Updation for State/Central Government or any recognized organizations.	20	≥ 5 $\geq 3 < 5$ $\geq 1 < 3$	20 15 10
2.	Proposed Demo of Software Application and its Methodology, Approach, Proposed solution.	80	-----	80

The minimum qualifying Technical Score shall be 60%.

Commercial bids of those bidders who are only technically qualified in the Technical Evaluation will only be opened. All other Commercial bids will be ignored. Final selection will be based upon "Quality cum Cost Based Selection" (QCBS) method.

The Absolute Technical Evaluation Mark will be calculated as follows:

$$\text{Normalized Technical Score } S_{\text{Tech}} = \frac{\text{Mark Secured by the bidder} \times 80}{\text{Highest Score obtained by any bidders}}$$

The Commercial Evaluation will be done by following method:

$$\text{Normalized Commercial Score } S_{\text{Com}} = \frac{\text{Lowest Price Quoted by any bidder} \times 20}{\text{Price Quoted by the Bidder}}$$

Final Score will be calculated as follows:

$$S_{\text{Final}} = S_{\text{Tech}} + S_{\text{Com}}$$

Final Selection of Bidder will be done based on added individual score achieved by the bidder in technical evaluation and commercial evaluation scores and highest score (S_{Final}) will be awarded the contract. The highest score bid hence forth will be called adjusted Lowest One (L1).

The sealed RFP should be superscribed on the cover as "BeMC e-SEVA". Further clarifications can be obtained from this office. Successful vendor should deliver the project within 20 days of getting work order.

The undersigned reserves the right to accept or reject any RFP without assigning any reason thereof.

The Price bid of the RFP should be in the following format.

Sl.No	Item Description	Qty	Unit	Unit Rate	Amount
1	Development Cost of the total Web application	01	No.		
2	Development of Mobile Application	01	No.		
3	Annual Maintenance of the Web Application	01	Nos.		
4	Annual Maintenance of Mobile Application	01	Nos.		
5	Annual Hoisting Price	01	No.		
6	Man-day rates for Major enhancement	01	No.		
	TOTAL				

(The above rate is inclusive of all taxes)

Note:

1. Annual Maintenance Cost will be applicable from 2nd year onwards.
2. 1st year Minor enhancements will be made Free of cost.
3. 1st year support will be Free of Cost.
4. If any Major enhancement required by the Authority, calculation will be made as per approved man day rates in the tender.
5. From 2nd year onwards the invoices will be raised in Post Quarterly basis.
6. After go-live of the Applications 80% of the Development Cost and hoisting cost will be released, after 3 months Successful running rest 20% will be released.


Commissioner
Berhampur Municipal Corporation

Memo No. 6537

Dt. 13-6-2022

Copy forwarded to the Steno to Mayor, Berhampur Municipal Corporation / P A to Commissioner/ E.E./ office Notice Board/DA Receive/ spare copies to concerned files for reference and record.


Commissioner
Berhampur Municipal Corporation