No.21/PDA/DMN/Software/2023/ 1068   Dated: 04/10/2023

SHORT QUOTATION NOTICE

The Planning and Development Authority, Daman, invites sealed quotations, superscripted **"Quotation for Operation and Maintenance (O&M) of Software for Online Building Plan Approval System and other related services on a monthly basis"**. The sealed Quotation should reach the office of the undersigned on or **before 12/10/2023 up to 12:00 pm** by Speed Post/Courier. The details are as follows:

Sr. No.	Description	Quoted Amount per Month in Rupees (Incl. GST & all other applicable taxes)
1.	Operation and Maintenance (O&M) of Software for the Online Building Plan Approval System and other related services on a monthly basis.	

Terms & Conditions:

1. The bidder should quote the price, including GST and all other applicable taxes and charges, in the above-prescribed format only. No extra charges will be paid other than the quoted rate.

2. Quotation Fees of Rs. 5,000/- (NON-REFUNDABLE) in the form of DD from any Nationalized Scheduled Bank should be attached with the Bid (To be paid in favour of Member Secretary, PDA, Daman).

3. Earnest Money Deposit (EMD) of Rs. 10,000/- submitted in the form of a Fixed Deposit Receipt (FDR) of any Nationalized Scheduled Bank payable at Daman and drawn in the favour of the Member Secretary, PDA, Daman. EMD shall have to be valid for 180 days or more from the last date of quotation notice.

4. The successful bidder shall pay a Security Deposit of an amount of Rs. 1,00,000/- within Ten days from the issue of the work order, failing which, the work order will automatically be cancelled without any intimation.

5. The rate quoted by the successful bidder shall remain fixed for an initial period of Five years which may be further extended for a period as deem fit, by the Authority, with the mutual understanding.

6. The amount of EMD paid by the bidder whose tender is not accepted will be refunded to them.

7. The quotation shall not quote absurd rates or make corrections/ overwriting in the quotation.

8. No advance payment will be made in any circumstances.

9. The lowest bidder will be evaluated on the basis of the lowest rate quoted by the bidder at Sr. No. (B) of the above-prescribed format.

10. An agreement will be required to be signed by a successful bidder.

11. For legal purposes, the schedule of rate and terms and conditions shall be duly signed with the stamp by the bidder.

12. Any dispute will be subject to the jurisdiction of the Hon'ble Court in the Union Territory of Daman only.

13. In case of failure/rejection/termination of the accepted bid, the next lowest quoted rate offered or any other source may be decided by the quotation Inviting Authority. The loss to the Authority, on account of such work, shall be recovered from the former Agency's Security Deposit or bills payable. The successful bidder shall have no right to dispute with such procedure.

14. The appointed agency shall raise the payment invoice after completion of the month and within the 1st week of the next month.

15. The successful bidder shall provide all Technical Assistance in operation of the Software to the Planning and Development Authority, Daman, without any charges.

16. The successful bidder shall provide training to the Core Team of the Planning and Development Authority, Daman, and to practicing Architects/ Engineers, including hands-on practice for an initial three-month period without any charges.

17. The Operation and Maintenance (O&M) shall include automation of:

- **Online submission of the proposal by the Architect/Engineer For the Construction Permission**
- **Online Issue of Plinth Level Certificate**
- **Online issue of Occupancy Certificate**
- **Online application and issue of Site Elevation Certificate**

18. During the Operation and Maintenance (O&M) periods, the Service Provider shall cover the following objectives:

- Bug fixing and updates.
- Help Desk Support
- Remote technical support
- Changes or modifications in the user interface.
- Maintain rule database and implementation of changes in any amendment or correction made in the existing DC Rules.
- Any other modification/ Corrections in the database or application as and when required for the Planning and Development Authority.

(The Change request management of the software shall be without any additional cost).

19. The Service Provider will develop a mobile platform (Mobile App) and identify services that can be developed through mobile devices, facilitating ease of use and faster adoption. The mobile application should support both Android and iOS-based operating systems.

20. The support personnel for Operation and Maintenance (O&M) shall be available physically or virtually at any time during the service period as and when required by the Planning and Development Authority.

21. The Service Provider is required to resolve the query of PDA within 24 to 48 hours (physically or virtually as per the prevailing condition). If the query raised by PDA is not resolved within 24 to 48 hours from the time at which the complaint was made, the bidder shall be liable for the penalty @ 2% of the quoted rate per complaint/query.

22. The bidder must enclose a copy of the Certificate of GST Registration and PAN Card of the Agency. The TDS at the prescribed rate, if any, shall be deducted by the Authority, if applicable.

23. Bidders engaging in fraudulent or misrepresentation practices shall be disqualified at any stage, after the award of work, and shall result in

forfeiture of their Security Deposit.

24. The Planning and Development Authority, Daman, reserves the right to terminate the service of the bidder at any time without prior notice and giving reasons, thereof.

(Mohit Mishra)
Member Secretary,
Planning & Development Authority,
Daman.

Copy to:-

1. The NIC, Daman with a request to upload the above short quotation notice on the website for wide publicity.
2. All Head of Office.
3. Notice Board.