

REQUEST FOR PROPOSAL (RFP)

SELECTION OF SOFTWARE SOLUTION PROVIDER FOR DESIGN, DEVELOPMENT, IMPLEMENTATION AND DEPLOYMENT OF INTER-DEPARTMENTAL DIGITAL LAND QUERY AND REPORT MANAGEMENT SYSTEM FOR DADRA & NAGAR HAVELI PLANNING & DEVELOPMENT AUTHORITY (DNHPDA)

No. DNHPDA/102(296)/IDDLQ/2026/2469

DTD. 18/08/2026

Dadra & Nagar Haveli
Planning and Development Authority

August 2026

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Disclaimer

All information contained in this Request for Proposal (RFP) provided/ clarified are in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

DNHPDA reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. DNHPDA also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. DNHPDA reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of DNHPDA <https://dnhtenders.gov.in/>. and eProcurement Website <https://dnhtenders.gov.in/>.

Neither DNHPDA nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of DNHPDA or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

1.Data Sheet- Key Activities and Dates

Tender / RFP Number:	E-Tender Notice No. 5 of 2026 - 27
Name of the Project	“Selection of Software Solution Provider for design, development, implementation and deployment of Inter-Departmental Digital Land Query and Report Management System for Dadra & Nagar Haveli Planning & Development Authority, (DNHPDA)
Name of the Project Owner	Dadra and Nagar Haveli, Planning and Development Authority
Contact person for queries	Shri P.P Parmar (ATP, DNH)
Address for communication	Office of the Member Secretary, DNHPDA Phone No. 0260-2630146/ 147 (Email- dnhpda@gmail.com)
Cost of Bid Document	Rs. 5,000/- Only (To be paid in the favour of Member Secretary, DNHPDA, Silvassa / In the form of Demand Draft)
Bid Security (EMD)	Rs. 1,00,000/- Only (To be paid in the favour of Member Secretary, DNHPDA, Silvassa / In the form of Fixed Deposit Receipt)
Validity period of Bid	One Eighty (180) days from the date of submission of Bid.
Date & Time of Commencement of RFP Document	Date: 19/08/2026 Time: 11:00 hrs.
Last date and time for online submission of bid	Date: 31/08/2026 Time: 13:00 hrs
Last date and time for submission of Physical documents	Date: 31/08/2026 Time: 15:00 hrs.
Time, date and venue for Opening of Technical Bids	Date: 01/09/2026 Time: 11:00 hrs. Venue: Office of DNH Planning & Development Authority
Date of Opening of Financial Bids	The place, date and time for opening of financial proposals will be communicated to the technically qualified bidder later on.
Tender can be downloaded from	https://dnhtenders.gov.in

Note: All bids must be submitted online on <https://dnhtenders.gov.in> website.

2.Project Background

The Dadra & Nagar Haveli Planning & Development Authority (DNHPDA), is the statutory

authority responsible for town planning, land development control, and regulation of development activities within its jurisdiction. As part of its statutory functions, DNHPDA is required to provide land-related remarks, reports, and planning clearances in services such as Subdivision, Amalgamation, Family Partition, Non-Agricultural (NA), Change of NA, Sale NA, Gift NA, Will-related matters, and other similar services handled by DNHPDA to various government departments, particularly the Mamlatdar Office and the Land Records Office (LRO), for administrative, revenue, legal, and statutory purposes.

At present, requests for such land-related reports are received by DNHPDA through physical files forwarded by the Mamlatdar Office and LRO. These submissions do not follow a standardized format and require manual movement of files between departments and within DNHPDA sections. This results in delays in processing, lack of transparency in request status, difficulty in monitoring pendency, and challenges in maintaining proper records and audit trails. The existing process also increases dependency on manual follow-ups and makes it difficult for senior officers to assess workload, timelines, and performance.

Although DNHPDA uses technical planning tools and software for internal scrutiny and evaluation of development proposals, the inter-departmental communication mechanism for land-related queries and reporting continues to be largely manual. There is no centralized digital platform for receiving, processing, tracking, and responding to such inter-departmental requests in a structured and time-bound manner.

In view of the above, DNHPDA proposes to implement a dedicated, secure, and standardized digital system to enable electronic submission of land-related queries by the Mamlatdar Office and Land Records Office, internal processing within DNHPDA through a defined workflow, and digital issuance of reports. The proposed system is intended to enhance transparency, efficiency, uniformity, and accountability in inter-departmental coordination, while reducing delays and improving overall administrative effectiveness.

3. Bid Preparation

3.1. Bidding Process Detail

1. Complete bidding process has been divided into following parts, namely:
 - a. Publishing of RFP document.
 - b. Submission of bids.
 - c. Opening Minimum Eligibility documents and Technical Bids.
 - d. Qualification of Bidders.
 - e. Opening of Financial Bids.
 - f. Bid Evaluation
 - g. LOA (Letter of Award).
2. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
3. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect shall be at the Bidder's risk and may result in rejection of its Proposal.
4. Without prejudice to the generality, purchaser reserves the right to reject any Proposal if:
 - At any time, a material misrepresentation is made or discovered; or
 - The Bidder does not provide, within the time specified by the Authority, the supplementary information sought by purchaser for evaluation of the Proposal.
 - Misrepresentation/improper response by the Bidder may lead to the disqualification of the Bidder. If such disqualification/rejection occurs after the Proposals have been opened or even after award of contract; and the highest-ranking Bidder gets disqualified / rejected, then purchaser reserves the right to consider the next best Bidder, or take any other measure as may be deemed fit in the sole discretion of purchaser, including annulment of the selection process.

3.2. Availability of Bid Document

- Bidders are invited to download the RFP documents through the portal <https://dnhtenders.gov.in> website.
- The Bids submitted after due date and time will not be considered under any circumstances, unless notified by the DNHPDA with full information of the altered date and time, as a Corrigendum.

3.3. Cost of Bid Document

Bidders are required to pay cost of Bid Document, as mentioned in datasheet above.

3.4. Bid Security for EMD

- 1) **Form of Bid Security (EMD):** The Bid security shall be in Indian rupees (INR) and shall be in the form of Fixed Deposit Receipt (FDR) in the favour of Member Secretary, DNHPDA, Silvassa as mentioned in the Data Sheet. No interest shall be payable on Bid Security under any circumstances. (EMD Shall be exempted for MSME)
- 2) **Bid Security (EMD):** To be paid in the favour of Member Secretary, DNHPDA, Silvassa. (EMD Shall be exempted for MSME)
(**Note:** The cost of Bid Document shall be submitted through Demand Draft (DD) in the favour of Member Secretary, DNHPDA, Silvassa)
- 3) **Release of Bid Security (EMD):**
 - a) Unsuccessful Bidder's Bid security will be returned within 30 days of issuing LOA (Letter of Award) to the successful bidder.
 - b) The successful Bidder's Bid security will be returned within 30 days after the Bidder's furnishing of the Performance Security.
- 4) **Forfeiture of Bid Security (EMD):** The Bid Security may be forfeited:
 - a. If a Bidder withdraws its Bid during the period of Bid validity specified in this bid document; or
 - b. In case of any variation between the Financial Bid and the Technical Bid: The Bidder will be asked to amend the Financial Bid to bring it in line with the Technical Bid. If the Bidder refuses or fails to amend the Financial Bid to the satisfaction of the Committee, it will be presumed that its Bid has been withdrawn during validity period and its Bid security will be forfeited.
 - c. In case the successful Bidder fails to submit the **Performance Security (5% of quoted amount)** as specified in this RFP document.

3.5. Period of validity of bids

- Bids shall remain valid for 180 days after the date of Financial Bid opening. A Bid valid for a shorter period may be considered as non-responsive and shall be rejected.

3.6. Language of Bid

- The Bid prepared by the Bidder, the correspondences as well as all the document relating to the Bid exchanged between the Bidder and the DNHPDA, shall be in English language. Supporting documents and printed literature furnished by the Bidder

may be in some other language, provided, they are accompanied by an accurate translation of the relevant passages in English. In case such translations(s), the same must be self-attested by the Bidder.

4. Bid Submission

1. Bids must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted.
2. DNHPDA shall evaluate the bid based on its clarity and the correctness of its response to the requirements of the project as outlined in this RFP.
3. The bids shall be submitted online on <https://dnhtenders.gov.in> as per the formats given below.
4. Registered firms holding a valid Udyam Registration Certificate under the MSME category shall be eligible for exemption from Earnest Money Deposit (EMD) and Tender Fee. Submission of a valid Udyam Registration Certificate is mandatory for claiming such benefits.

5. Bid Evaluation Criteria

5.1. Evaluation Procedure

Process of Evaluation: The bid will be evaluated on QCBS methodology in the ratio of 70:30 (70% weightage for technical bid and 30% for financial bid). The evaluation will consist of the following phases:

- Phase I: Evaluation of Eligibility Criteria
- Phase II: Evaluation of Technical Bids
- Phase III: Evaluation of Financial Bids
- Phase IV: Combined Evaluation of Technical & Financial Bid

5.2. Phase I: Minimum Eligibility Criteria

The Bidder shall have to meet with the following minimum eligibility criteria to be considered eligible for this assignment.

Table 1 Pre-qualification Criteria

Sr No.	Pre-Qualification Criteria	Attachments
1	The company should have a registration under Companies Registration act 1956 or 2013. Or any other competent authority	Copy of Certificate of Incorporation/Partnership Deed in case of Partnership Firm.

	Statutory Registrations: - The Agency should submit its registration copies as mentioned here.	• Self-attested copy of GST Registration: The Bidder/Bidding Firm must be registered with GST having GST Registration Number. • Self-attested copy of the PAN card in name of the individual/firm as the case may be, issued by the Income Tax Department with a copy of Income-Tax Return.
2	Total turnover of the firm should be at least Rs. 0.5 Crore during last financial year.	Bidder should have to submit the CA certificate or copies of the audited Balance sheet.
3	The Bidder should have at least one (1) project completed for the Government (Central or State) in the last five (5) years as on the last date of bid submission.	Copy of Work Orders
4	The Bidder should have prior experience of successfully developing and implementing such work of similar nature.	Submit a copy of work orders
5	Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India and / or black-listed by Indian Government departments and PSUs	Self-Declaration to be submit

1. Bidders engaging in fraudulent or mis-representation practices shall be disqualified at any stage, including after award of work and shall also result in forfeiture of their EMD.

Note: All the above information should be supported by relevant documents / certificates.

Phase II: Evaluation of Technical Bids:

In this part the technical bid of only those bidders who have qualified the Phase I. i.e., Eligibility criteria will be evaluated. The technical bid will be evaluated on the parameters.

- a) Analysis of technical bid.
- b) In this part, the technical proposal submitted by the bidders shall be evaluated based on the information/ documents and presentation of the bidder as per the marking scheme mentioned in table 3 & 4 above out of 100 marks.
- c) These scores out of 100 marks shall be considered as the Technical Score (TS). All bidders with the technical score of 70 marks or above shall qualify for the next step which is opening of the financial bids.
- d) The Bid Evaluation Committee reserves the right to modify the evaluation

process at any time during the Tender process, without assigning any reason, whatsoever, and without requirement of intimating the Bidder of any such changes. At any time during the process of evaluation the Bid Evaluation Committee may seek specific clarifications from any or all Bidders

Phase III: Evaluation of Financial Bids:

In this phase, the Financial Bids of the Bidder, who are technically qualified in Phase II, shall be opened. Formula to determine the financial scores (FS) for the Financial Bids shall be as follows:

$(FS) = (FL/F) \times 100$, where, FS is the Financial Score

FL is the lowest evaluated financial bid price among technically qualified bidders

F is the price quoted in the bid under by respective bidder

Phase IV: Final Composite Score.

The Final Composite Score (FCS) of the Bidder will be determined as under:

$FCS = (0.7 \times TS) + (0.3 \times FS)$

- i) The bidder, who obtains the highest FCS value, will be rated as the most Responsive Bid. In the event of the same FCS score of bidders, the bid with the highest technical score (TS) will be rated as the most responsive bid. Beyond that, the Bid Evaluation/Tender Committee will decide the matter in its full discretion.

5.3. Preparation of Proposal

1. The Proposal as well as all related correspondence by the Bidder shall be written in English.
2. The Bidder shall provide all the information sought under this RFP. The Authority shall evaluate only those Proposals that are received in the required formats and complete in all respects.
3. In preparing their Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information as requested may result in rejection of a Proposal.
4. The Proposal shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page of Proposal, in blue ink. If the same are not signed, the authority may, in its discretion ask the bidder to sign the said documents. For this purpose, the authorized signatory shall mean either -

- (a) the proprietor, in case of a proprietary firm, or
 - (b) a duly authorized person holding the Power of Attorney as per the format prescribed in Form: 3 (Annexure-3)
- 5. All the alterations, omissions, additions or any other amendments made to the Proposal (printed hard copy) by the Bidder, if any, shall be initialed by the person signing the Proposal.
- 6. The Bidder may, if required, format the specified Forms only to make due provision of space required to incorporate the requested information. However, the overall structure and sequence of the Forms shall not be altered.
- 7. The Bidder shall, along with the Proposal, also submit a copy of this RFP document duly signed by the authorized signatory of the Bidder who shall also initial each page in blue ink.
- 8. The Bidder shall submit the Proposal in the specified formats and shall place the documents in TWO (2) separate envelopes, Tender Fees (Envelope-1) and Technical Proposal (Envelope-2) as specified hereunder. These envelopes shall be sealed and marked as mentioned below.

5.3.1. Envelope-1: Tender Fees

- i) The envelope shall contain-
 - Cover Letter from the Bidder in the format as prescribed in Form: 1 (Annexure-1)
 - Tender Fee of **Rs. 5,000** (Indian Rupees Five Thousand Only) in form of Demand Draft from a Nationalized Bank or Scheduled Bank in favour of “Member Secretary, DNHPDA, Silvassa, payable at Silvassa (Submit scanned copy as part of online submission)
 - Earnest Money Deposit (EMD) of **Rs. 1,00,000** (Indian Rupees One - Lakh Only) in form of Fixed Deposit Receipt (FDR) from a Nationalized Bank in favour of “Member Secretary, DNHPDA, Silvassa”, payable at Silvassa (Submit scanned copy as part of online submission)
- ii) The envelope shall be titled “**ENVELOPE 1: TENDER FEES**”. The envelope shall also bear RFP Title and name, address, and contact number of the Bidder/ authorized person of the Bidder.

5.3.2. Envelope-2: Technical Proposal

- i) The envelope shall contain following information/ documents in the sequence as mentioned herein below.

Submittal 1: Firm’s Background

- Introduction to the Firm- A brief overview of the firm and its background, organizational structure of the firm, sectors and services being rendered, range of projects/works, list of recent/ongoing relevant projects, landmark projects, registration/empanelment with Govt. authorities, recognitions/certifications, awards/commendations, contact details, etc.
- Firm Registration/ Incorporation documents- Documents exhibiting the Bidding entity's incorporation/ establishment date and/or the experience (in years) in providing the related services
- Power of Attorney as per Form: 3 (Annexure-3).
- Anti-Black Listing Declaration as per Form:4 (Annexure-4).
- Non termination of contract declaration/affidavit.
- Copy of this RFP document (For physical submission, submit copy of this RFP document duly signed by the authorized signatory of the Bidder who shall initial each page in blue ink)

Submittal 2: Approach, Methodology and Work Plan

- Comments and Suggestions on Terms of Reference (TOR)
 - Approach and Methodology
 - Activity Schedule
- ii) The envelope shall be titled “**ENVELOPE 2: TECHNICAL PROPOSAL**”. The envelope shall also bear RFP Title and name, address, and contact number of the Proposer/ authorized person of the Proposer.
- iii) The Technical Proposal shall not include any financial information relating to the Financial Proposal.

5.3.3. Financial Proposal

Financial quote of fees for the proposed consultancy assignment as per format prescribed in Form: 7 (Annexure-7) mandatorily **online only**. No Price Bid shall be submitted in physical form.

- a) The bidder may also note that there shall not be any monthly fee payable.
- b) All payment of fees shall be paid in Indian Rupees after the statutory deductions. All statutory taxes and other payments in connection with fees received or any

services provided under this consultancy assignment by the Consultants. However, where necessary, appropriate deduction at source will be made by the Authority and necessary certificates will be issued to the Consultant.

- c) The intending Bidder shall quote the financial bid inclusive of GST and all the applicable taxes.

5.4. Submission of Proposal

- i) The bidders shall submit the soft copy Proposal on the e-procure web link **<https://dnhtenders.gov.in/>** by the Proposal due date as mentioned in this RFP document. The Bidder shall upload the Proposal Fees, Technical Proposal, and Financial Proposal at respective links provided on the e-procure web link.
- ii) The bidders shall submit the physical copy of the Proposal to Member Secretary, Planning and Development Authority, by **15:00 Hrs** on the Physical Submission due date at the address mentioned in this RFP document by Registered Post or in person.
 - a) The Bidder shall submit the Tender Fee and EMD in Envelope- 1, which shall be sealed and marked “ENVELOPE 1: TENDER FEES”, followed by RFP Title.
 - b) The Bidder shall submit ONE (1) copy (ORIGINAL) of the Technical Proposal.
 - c) The original hardcopy of the Technical Proposal shall be placed in Envelope- 2, which shall be sealed and marked “ENVELOPE 2: TECHNICAL PROPOSAL”, followed by RFP Title.
 - d) The Financial proposal shall be submitted online only and not to submit the Price bid in physical form. This is mandatory. If price bid is submitted in physical form, same will not be opened and only on-line submitted price will be considered for evaluation.
 - e) The Envelope-1 and Envelope-2 shall be placed into a Main Outer Envelope and sealed. This outer envelope shall be marked “PROPOSAL”, followed by RFP Title.
 - f) The Main Outer Envelope and the two envelopes to be placed inside it shall also be marked with the name, address and contact details of the Bidder or the authorized signatory of the Bidder.
- iii) The Authority shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for rejection of Proposal. The Financial Proposal shall be submitted online only through the e-Tendering Portal.
- iv) Any proposal received by the Authority after the deadline for submission shall be not accepted and returned unopened.

- v) The Authority shall open the Main Envelope and the Envelope-1 (Proposal Fees), Envelope-2 (Technical Proposal) immediately after the Physical Submission Due Date.

5.5. Proposal Opening Process

- i) On the day of Technical Proposal Opening, the Authority shall open the Main Outer Envelope. The **Envelope-1** (Proposal Fees) would be opened first, and the Tender Fee and EMD would be verified to ascertain responsiveness.
- ii) On successful verification of Tender Fee and EMD, **Envelope-2** (Technical Proposal) would be opened.
- iii) Evaluation of the technical capacity of the Proposer shall be done next through evaluation of Technical Proposal (as submitted), and subsequent Presentation of the shortlisted bidder, The Proposer would be awarded Technical Score as per the procedure mentioned in this RFP.
- iv) Financial Proposal shall be opened of only those Bidders whose Technical Score is complying minimum 70 marks for qualification.
- v) Selection of successful proposer shall be done as per the evaluation process and conditions mentioned in this RFP.

5.5.1. Evaluation of Proposal

The Proposals will be evaluated through a Quality and Cost-Based Selection. Only those proposals accompanying with Tender Fee and EMD shall be evaluated (MSME exempted). The evaluation of proposals shall be carried out in the manner as described below.

5.5.2. Criteria for Evaluation and Comparison of Technical Bids:

- Technical Bids of only those bidders who meet the “Minimum Eligibility” criteria shall be considered for Technical Evaluation.
- Bidders who have been qualified under “Minimum Eligibility” criteria will be invited to provide Technical Presentation of the proposed solution.

- The date, time and venue for such Technical Presentation shall be intimated through e-mail to such bidders by the Authority at least Three days in advance.
- The mode of technical presentation could be either in person or through online meeting.
- DNHPDA shall be the deciding authority to finalize the mode of presentation based on the prevalent situation.
- The technical evaluation shall be done by “Bid Evaluation Committee” formed by DNHPDA for this purpose. In case of any discrepancy or dispute among the members of “Bid Evaluation Committee”, the decision of Member Secretary shall be final and binding for all.

The Technical Bids will be evaluated using the following criteria:

Note: Minimum 70 marks out of 100 required to qualify for financial bid opening.

Table 2 Technical Bid Evaluation Criteria

Sr. No	Particulars	Points System	Max Marks
1	Annual Turnover of Bidder	0.5 Cr = 10 Marks More than 0.5 Cr = 15 Marks	15
2	Implementation Agency should have implemented projects having cost of more than 15 lakhs	1 project = 10 Marks More than 1 projects = 20 Marks	20
3	Implementation Agency should have successfully completed development and design of such projects and developed Web/Mobile Application	1 project = 10 Marks More than 1 projects = 15 Marks	15
4.	Approach adopted, services rendered in preparation of such project.	Shall be evaluated on the basis of documents supplied by the firm by the technical evaluation committee	10
5.	Comments and Suggestions on Terms of Reference (TOR), Approach & Methodology	Shall be evaluated on the basis of documents submitted by the bidder	10
6.	Presentation on scope of work along with detailed methodology and phasing.	Detail mentioned in below table	30
		Total	100 Marks

Table 3 Presentation Evaluation Criteria

Sr. No.	Presentation Evaluation Criteria	Max. Score
1.	Design- Concept and Local Suitability	10
2.	Demonstrate a unified and seamless mechanism for routing, approving, and sharing reports across various departments, showcasing interoperability, workflow automation, and centralized oversight.	5
3.	User friendliness and Ease of Navigation of Application	5
4.	Provision for prevention of outages, system back up and Support (Troubleshooting, Operation and Maintenance) for system downtime.	5
5.	Robustness and Standards used for system (software, hardware and integration)	5
	Total Score	30

5.6. Opening & Comparison of Financial Bids

1. Only those bidders, who have scored at least 70% marks in technical bid evaluation process shall be declared as “Technically Qualified Bidders”.
2. The Financial Bids of only “Technically Qualified Bidders” will be opened. The decision of the DNHPDA in this regard shall be final.
3. The Bidders are required to quote for all the items as mentioned in the Price Schedule. Therefore, any Bid which does not quote for all the items will be determined to be non-responsive and will be rejected.
4. The evaluation committee will evaluate each of the technical qualified bids on the basis of Quality and Cost-Based Selection.
5. In case of a tie in the financial bid during the evaluation process, the bidder having higher technical marks shall be considered as the Successful Bidder. In case of a tie in both financial bid and technical marks, the Tendering Authority (DNHPDA) reserves the sole and final right to select the Successful Bidder and award the LOA

5.7. Letter of Award

After evaluation of the proposals, the LOA (Letter of Award) will be issued to the “Successful Bidder”, whose proposal conforms to the RFP and is, in the opinion of the DNHPDA, the most advantageous and represents the best value to the project, price and other factors considered.

5.8. Notification of Award

Prior to expiry of the validity period, the DNHPDA will notify to the “Successful Bidder”.

The “Successful Bidder” shall furnish a “Performance Security” in the form of a Performance Bank Guarantee (“PBG”) from a Scheduled or Nationalized Bank in the prescribed format within 15 working days of receipt of the notification from DNHPDA.

5.9. Performance Bank Guarantee

- The total value of PBG shall be 5% of the total value of the contract including GST.
- The period of PBG shall be 60 days beyond the period of the Contract. In case of any extension or delay of Contract Period, the Service Provider will extend the PBG by requisite period, as and when notified by the DNHPDA.
- The PBG shall be returned to the Service Provider within 30 days of expiry of the PBG along with the BG discharge letter.
- Upon the successful bidder’s furnishing of the PBG, Work order will be given.
- DNHPDA reserves the right to invoke the PBG in case the Service Provider is not able to deliver the work as per terms of RFP or abandons the work for any reason.

5.10. Issuance of Work Order

Upon furnishing the Performance Bank Guarantee by the successful bidder, DNHPDA shall issue the Work Order.

6.Scope of Work

6.1 Overview

DNHPDA requires an online, workflow-based system to digitise the processing of land-related service applications within its jurisdiction — including NA (Non-Agricultural) permission, Subdivision, Amalgamation, Family Partition, Change of NA, Sale NA, Gift NA, and Will-related cases — along with the inter-departmental queries these generate. Applications currently move through physical files across the LDC / Single Window, the Mamlatdar Office, and several reporting departments before an applicant receives an Intimation Order, pays the applicable fees, and is issued a final order / Sanad. This results in delays, inconsistent tracking, and poor visibility of pendency for DNHPDA, the other departments involved, and the applicant.

This is not simply a bilateral channel for DNHPDA to exchange queries and planning remarks with the Mamlatdar Office, LAQ, and LRO. DNHPDA requires a platform that digitises the complete inter-departmental process, in which DNHPDA is one of several reporting departments — alongside the LRO, Talathi, LAQ, and Circle Officer — feeding into a Mamlatdar-led approval chain. The system shall be implemented as a standalone application on bidder-procured infrastructure, with an API connection for integration with DNHPDA's existing PDA application.

The detailed process flow provided to bidders maps the NA case. Subdivision, Amalgamation, Family Partition, Change of NA, Sale NA, Gift NA, and Will-related cases follow a broadly similar flow and shall be built into the system from the outset; the relevant department shall furnish the detailed process for each service to the bidder. Bidders are expected to study these processes and propose their own technical approach, system architecture, and implementation methodology to meet DNHPDA's requirement.

The system is intended to improve inter-departmental coordination, reduce processing time, and enhance transparency and accountability in handling land-related queries. It will support better information management within DNHPDA and enable efficient monitoring of request status and pendency. The solution shall be implemented as a standalone application on bidder provided infrastructure and shall be designed to support future integration with other government systems as required.

The Work Flow for different land related services: As displayed on pages 19,20,21.

[illegible]

```

graph TD
    subgraph Applicant
        Start([Start]) --> Login[Applicant logs into application]
        Login --> Nav1[Navigate to state of application from top left pane]
        Nav1 --> Select[Select application]
        Select --> Nav2[Navigate to state of application from side menu bar and click on pending applications]
        Nav2 --> Nav3[Superintendent can see the status of application on request option located in status section on home page]
        Nav3 --> Nav4[Applicant can download the status of file of application and]
        Nav4 --> Nav5[Applicant can see the request option located in status section on home page]
    end

    subgraph Superintendent
        Nav2 --> SuperNav[Superintendent can see the status of application on request option located in status section on home page]
        SuperNav --> SuperNav2[Superintendent can see the status of application on request option located in status section on home page]
    end

    subgraph LDC
        Nav2 --> LDCLogin[LDC logs into his account of application]
        LDCLogin --> LDCNav[Navigate to state of application from side menu bar and click on pending applications]
        LDCNav --> LDCNav2[LDC clicks on application details and reviews them]
        LDCNav2 --> LDCNav3[Assigns the concerned LDC]
        LDCNav3 --> LDCNav4[Applicant approves and assigns]
        LDCNav4 --> LDCNav5[On review of all the proposed reports LDC prepares the required report]
        LDCNav5 --> LDCNav6[Applicant approves the required report]
        LDCNav6 --> LDCNav7[Applicant approves the required report]
    end

    subgraph Mainstream
        LDCNav5 --> MainstreamNav[Mainstream logs into his account of application]
        MainstreamNav --> MainstreamNav2[Mainstream clicks on application details and reviews them]
        MainstreamNav2 --> MainstreamNav3[Mainstream approves the required report]
        MainstreamNav3 --> MainstreamNav4[Mainstream approves the required report]
    end

    subgraph TAdm
        MainstreamNav5 --> TAdmNav[TAdm logs into his account of application]
        TAdmNav --> TAdmNav2[TAdm clicks on application details and reviews them]
        TAdmNav2 --> TAdmNav3[TAdm approves the required report]
        TAdmNav3 --> TAdmNav4[TAdm approves the required report]
    end

    subgraph ClerkOfficer
        TAdmNav5 --> ClerkOfficerNav[Clerk Officer logs into his account of application]
        ClerkOfficerNav --> ClerkOfficerNav2[Clerk Officer clicks on application details and reviews them]
        ClerkOfficerNav2 --> ClerkOfficerNav3[Clerk Officer approves the required report]
        ClerkOfficerNav3 --> ClerkOfficerNav4[Clerk Officer approves the required report]
    end

    subgraph LRO
        ClerkOfficerNav5 --> LRONav[LRO logs into his account of application]
        LRONav --> LRONav2[LRO clicks on application details and reviews them]
        LRONav2 --> LRONav3[LRO approves the required report]
        LRONav3 --> LRONav4[LRO approves the required report]
    end

    subgraph LAO
        LRONav5 --> LAONav[LAO logs into his account of application]
        LAONav --> LAONav2[LAO clicks on application details and reviews them]
        LAONav2 --> LAONav3[LAO approves the required report]
        LAONav3 --> LAONav4[LAO approves the required report]
    end

    subgraph RAK
        LAONav5 --> RAKNav[RAK logs into his account of application]
        RAKNav --> RAKNav2[RAK clicks on application details and reviews them]
        RAKNav2 --> RAKNav3[RAK approves the required report]
        RAKNav3 --> RAKNav4[RAK approves the required report]
    end

    subgraph RDC
        RAKNav5 --> RDCNav[RDC logs into his account of application]
        RDCNav --> RDCNav2[RDC clicks on application details and reviews them]
        RDCNav2 --> RDCNav3[RDC approves the required report]
        RDCNav3 --> RDCNav4[RDC approves the required report]
    end

    subgraph Hmtrb
        RDCNav5 --> HmtrbNav[Hmtrb logs into his account of application]
        HmtrbNav --> HmtrbNav2[Hmtrb clicks on application details and reviews them]
        HmtrbNav2 --> HmtrbNav3[Hmtrb approves the required report]
        HmtrbNav3 --> HmtrbNav4[Hmtrb approves the required report]
    end

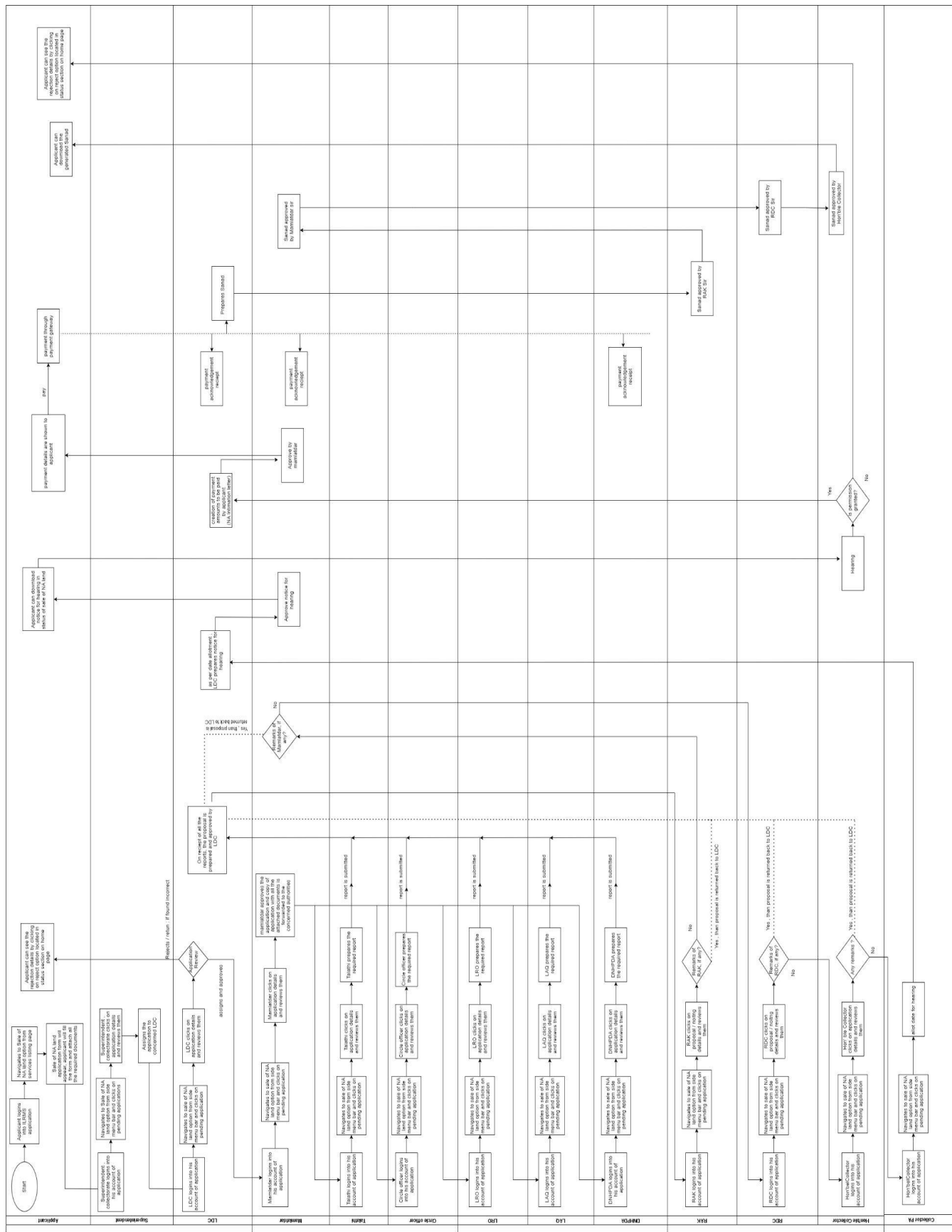
    subgraph CchdrPh
        HmtrbNav5 --> CchdrPhNav[CchdrPh logs into his account of application]
        CchdrPhNav --> CchdrPhNav2[CchdrPh clicks on application details and reviews them]
        CchdrPhNav2 --> CchdrPhNav3[CchdrPh approves the required report]
        CchdrPhNav3 --> CchdrPhNav4[CchdrPh approves the required report]
    end

    subgraph Other
        CchdrPhNav5 --> OtherNav[Other logs into his account of application]
        OtherNav --> OtherNav2[Other clicks on application details and reviews them]
        OtherNav2 --> OtherNav3[Other approves the required report]
        OtherNav3 --> OtherNav4[Other approves the required report]
    end

    subgraph Final
        OtherNav5 --> FinalNav[Final logs into his account of application]
        FinalNav --> FinalNav2[Final clicks on application details and reviews them]
        FinalNav2 --> FinalNav3[Final approves the required report]
        FinalNav3 --> FinalNav4[Final approves the required report]
    end

```

NA Flow diagram



6.2 Project Objective

1. To establish a centralized digital platform for receipt, processing, tracking, and disposal of inter-departmental land-related requests.
2. To enable digital processing and reporting of land-related services including Subdivision, Amalgamation, Family Partition, NA, Change of NA, Sale NA, Gift NA, and Will-related case.
3. To ensure uniform and standardized digital report formats for all land-related replies issued by DNHPDA.
4. To eliminate physical file movement and reduce dependency on manual coordination between departments.
5. To provide real-time visibility of request status to all concerned departments.
6. To maintain a complete audit trail of actions performed by users at each stage of the process.
7. To implement role-based access control for secure and controlled use of the system.
8. To support attachment and reference of relevant documents, plans, and maps during processing.
9. To enable dashboard and Management Information System (MIS) reports for monitoring pendency, disposal timelines, and workload.
10. To provide online tracking and status monitoring of requests by the originating departments.
11. To design the system as a standalone application with API readiness for future integration with other government systems.
12. To improve inter-departmental coordination, transparency, and accountability in handling land-related matters.
13. To support timely and efficient decision-making by DNHPDA officials through structured digital information.
14. The bidder shall provide, deploy, configure, and maintain all necessary infrastructure and services required for the project, including but not limited to Cloud Hosting Servers, Network Attached Storage (NAS) Backup Servers, SMS Gateway Services, WhatsApp Business API Services, Email Services/APIs, Domain Name Registration and Management, SSL Certificates, and any other associated software, licenses, or components required for the successful implementation and operation of the system.

The proposed system shall be a secure, workflow-based digital platform that strengthens inter-departmental collaboration and enhances the overall efficiency of land-related administrative processes within the jurisdiction of the Planning & Development Authority.

6.3 Process Stakeholders

The system shall serve as a shared platform for the following offices: the Applicant; the LDC / Single Window; the Office of the Superintendent; the Mamlatdar Office (including RAK); the Resident Deputy Collector (RDC); the Office of the Hon. Collector; and the departments that furnish reports during processing — DNHPDA, the Land Records Office (LRO), the Talathi, the Land Acquisition Office (LAQ), and the Circle Officer.

6.4 Scope of the Proposed System

At a high level, the system shall digitise the following stages, common to the NA process and the other land-related services in scope, end-to-end. Bidder converts that approved process into a configurable digital workflow, screens, and system logic needed to deliver each stage:

- **Application intake and scrutiny** — single-window online submission by the applicant, with document verification before the file is marked for processing.
- **Inter-departmental referencing and reporting** — parallel routing of the application to all concerned reporting departments (LRO, Talathi, DNHPDA, LAQ, Circle Officer), with turnaround-time tracking.
- **Proposal drafting and multi-level review** — structured online noting and approval through the Mamlatdar's office and up to the Hon. Collector, including a formal query / objection and revision mechanism at each review level.
- **Hearing management** — scheduling, notice generation, and recording of outcomes where a hearing is required.
- **Approval / rejection decisions** — system-generated communication to the applicant on the outcome.
- **Online fee management** — collection and reconciliation of all applicable fee heads (e.g. conversion, illegal construction, irrigation, Sanad fees) against the correct receiving department.
- **Order and Sanad issuance** — generation and verification of the Intimation Order, and online processing, approval, and authorisation of the Sanad through to final order download by the applicant.
- **Visibility, audit and access control** — real-time status tracking and MIS dashboards for all stakeholder departments, a complete audit trail, and role-based access.
- **SLA breach escalation and delay tracking** — automated escalation of overdue applications to higher authorities (e.g., Hon. Collector, Resident Deputy Collector) upon SLA breach, featuring real-time tracking of the specific department and officer currently holding the file.
- **Multi-service workflow engine** — the same engine shall run NA, Subdivision, Amalgamation, Family Partition, Change of NA, Sale NA, Gift NA, and Will-related

cases as configured services from go-live, each following a process broadly similar to the NA workflow above; the relevant department shall furnish the detailed process for each service to the bidder.



Indicative process stages at a glance, common to NA and the other services in scope (for context only — not a specification of system design).

6.5 Project Scope

The project scope has been divided into two parts as mentioned in the below table:

-Design, Development & Implementation phase (45 Days)

Sr. No.	Work	Explanation
1	General	Design, development, implementation, testing, deployment, and commissioning of an Inter-Departmental Digital Land Query and Report Management System for the Planning & Development Authority (DNHPDA), Dadra & Nagar Haveli. The system shall facilitate digital exchange of land-related queries and reports between various revenue department such as DNHPDA, the Mamlatdar Office, the Land Acquisition Office (LAQ), and the Land Records Office (LRO).
2	Requirement Gathering & Analysis	The bidder shall clearly understand the functional, operational, and statutory requirements of all stakeholders, including DNHPDA, Mamlatdar Office, Land Acquisition Office, and Land Records Office. The bidder shall study the existing manual and file-based process for handling land-related queries and reports and perform a detailed gap analysis between the existing process and the proposed digital system. Deliverables shall include preparation and submission of a detailed System Requirement Specification (SRS) document.
3	System Design & Architecture	The bidder shall design the overall system architecture, database structure, application workflow, and security framework in accordance with Government IT standards. The system shall be implemented as a standalone application deployed on bidder-procured infrastructure, with an API connection for integration with DNHPDA's existing PDA application.
4	Application Development	The bidder shall design and develop a secure, web-based application for online submission, processing, tracking, and disposal of land-related queries and report requests pertaining to services including Subdivision, Amalgamation, Family Partition, Non-Agricultural (NA), Change of NA, Sale NA, Gift NA, and Will-related matters.

5	Workflow Configuration	The bidder shall configure end-to-end workflow for processing land-related requests within various revenue department such as DNHPDA, the Mamlatdar Office, the Land Acquisition Office (LAQ), and the Land Records Office (LRO)., including assignment, scrutiny, remarks, approvals, and report issuance. The workflow shall be configurable to accommodate changes in departmental procedures, if required.
6	User & Role Management	The system shall provide user creation, role definition, and access control for DNHPDA officials, Mamlatdar Office users, Land Acquisition Office users, Land Records Office users, and system administrators. Access rights shall be defined to ensure data security and controlled usage of the system.
7	Document Management	The bidder shall implement a document management mechanism to allow uploading, viewing, referencing, and attaching relevant documents, maps, plans, and records during processing of land-related queries. Proper version control and secure access shall be ensured.
8	Dashboard & MIS Reports	The system shall provide dashboards and Management Information System (MIS) reports for monitoring pending, disposed, and overdue requests. Reports shall be available department-wise, period-wise, and status-wise to support administrative review and decision-making.
9	Audit Trail & Security	The bidder shall ensure complete audit logging of all user activities, including submission, processing, approvals, and report issuance. The system shall incorporate appropriate security controls, authentication mechanisms, and data protection measures in compliance with Government security guidelines. The application shall be developed as a standalone system with API-enabled architecture to facilitate future integration with other Government applications, databases, and digital platforms, as and when required by DNHPDA.
10	Integration Readiness	The application shall also support API integration with existing DNHPDA software applications, including the Online Building Plan Approval System (OBPS), to enable automatic fetching and exchange of relevant data such as certified plans/maps, 7/12 extracts, Non-Agricultural (NA) Orders, and other required records, thereby ensuring seamless interoperability between the systems.
11	Deployment & Commissioning	The bidder shall deploy the application on the server infrastructure provided by the bidder itself, carry out configuration, data setup, and system commissioning, and ensure the application is ready for production use.

12	Testing & Quality Assurance	The bidder shall conduct comprehensive testing, including functional testing, performance testing, and user acceptance testing (UAT), and shall rectify all identified issues prior to final deployment.
13	Training & Documentation	The bidder shall provide user training to designated officials of DNHPDA, Mamlatdar Office, Land Acquisition Office, and Land Records Office. User manuals, administrator manuals, and system documentation shall be prepared and submitted in soft copy.
14	Go-Live & Handover	The bidder shall support system go-live, stabilize the application during initial usage, and hand over complete source code, database schema, configuration details, and documentation to DNHPDA upon successful completion of the project

- The support personnel for AMC shall be available physically or virtually at any time during the service period as and when required by DNHPDA. The officer appointed for AMC is required to be responsible for single point of contact for DNHPDA in any kind of breakdown or when directed by DNHPDA officials.
- The bidder is required to resolve the query of DNHPDA within 24 hours (physically or virtually as per the prevailing condition). If the query raised by DNHPDA is not resolved within 24 hours from the time at which the complaint was made, the bidder shall be liable of penalty imposed by DNHPDA or cost or expenditure incurred therein shall be recoverable from the bidder.
- "Authorized DNHPDA administrators shall have configurable administrative privileges to modify approved master data, workflow parameters, SLA parameters, user roles, notification templates, report configurations and other configurable system parameters without requiring modification of the core application, wherever technically feasible.
- User interface and user experience shall need to be verified before Go-live.
- The bidder shall provide additional user accounts at any time to all stakeholder department without any additional charges or fees.
- The system shall support creation of additional user accounts without additional software license charges.

6.6 Roles and Responsibility of DNHPDA

1. Reviewing the Request for Proposal.
2. Issue of the work order to the successful bidder and contract signing.
3. Policy directions and guidance for successful execution of the project.
4. Full support for the success of the project.
5. Approval and sign off of various project milestones and functionalities to be covered under the project.

6. Ensure proper training arrangements for internal and external stakeholders including employees of DNHPDA, Mamlatdar, LRO / LAQ. etc. and ensure their attendance in the training programs.
7. Provision of core team to spend quality time with the bidder for knowledge transfer and acceptance of the solution.
8. Conduct periodic review meetings at regular intervals to monitor the overall progress of the project.
9. Release of payments to the bidder after the satisfactory work.

6.7 Project Timelines

The overall implementation of the DNHPDA Project is envisaged to be completed in 45 days. Considering the specific and limited functionality of the Application, it is recommended to design, develop, test and implement the application in one phase.

Below timelines are mentioned for bidder to perform various activities under given milestones. Time taken by DNHPDA for evaluation and approval of deliverables will be excluded from these timelines.

DNHPDA reserves the right to extend the timelines on request from Service Provider for justifiable reasons. Member Secretary of DNHPDA will be the final authority for any such extension.

Table 4: Time Limit of Project

Sr No.	Milestone	Time Line
1.	Submission and approval of Project Design Report (with implementation timeline)	T+10 days
2.	Successful Testing, Demo, UAT, and Go-Live readiness as per the Scope of Work	T+30 days
3.	Successful Go-Live, handover, documentation, training, troubleshooting guidelines, and final acceptance by the Authority	T+45 days

6.8 Annual Maintenance Contract (AMC)

The scope of this RFP includes the Design, Development, Customization, Integration, Testing, Deployment, Commissioning, Training, and Go-Live support of the Inter-Departmental Digital Land Query and Report Management System, along with Comprehensive Annual Maintenance and Support (AMC) for a period of one (1) year from the date of Go-Live.

Upon successful completion of the initial one-year AMC period, the Dadra & Nagar Haveli Planning & Development Authority (DNHPDA), at its sole discretion and subject to satisfactory performance of the selected bidder, may extend the AMC for a further period of up to five (5) years on a year-to-year basis or for such duration as may be decided by the

Competent Authority, on mutually agreed terms and conditions. The AMC charges for the extended period shall not exceed 20% of the original project cost (including taxes) per annum.

6.9 Infrastructure & Services to be Provided by the Bidder

The bidder shall provide, deploy, configure and maintain all infrastructure and third-party services required to implement and operate the system, including but not limited to:

- Cloud hosting server
- Network Attached Storage (NAS) backup server
- SMS Gateway and WhatsApp API services
- Email services / APIs
- Domain name registration and management, and SSL certificates
- Any other associated software, licenses, or components required for successful implementation and operation of the system

6.10. Miscellaneous Points

1. The proposed software shall be a secure web-based application hosted on a Government-approved Cloud Infrastructure. Daily automated backups of the complete database and application shall have to be maintained and a copy of the backup shall also be stored on a dedicated server to ensure data recovery and work continuity.
2. The software solution shall incorporate all relevant Acts, Rules, Regulations, Notifications, Circulars and Government Orders applicable to the concerned Departments so that reports generated through the system are accurate, consistent and in conformity with prevailing statutory provisions.
3. The selected agency shall provide source code escrow/access, detailed technical documentation, user manuals, training material and system architecture documents to DNH Planning & Development Authority upon successful implementation.
4. The software shall provide role-based access control, audit trail facility, user activity logs, digital record management, data encryption and cyber security measures in compliance with applicable Government standards and guidelines.
5. The system shall support integration/API connectivity with existing departmental databases and future Government applications, wherever required.
6. The bidder shall provide comprehensive training to all concerned departmental users and technical personnel along with post-implementation support during the defect liability/warranty period.

7. The successful bidder shall provide defect rectification, bug fixing, security patches and necessary technical support during the 12-month Warranty/Defect Liability Period as specified in this RFP. Any post-warranty AMC shall be governed by a separate AMC arrangement, if awarded by DNHPDA.
8. The software shall contain provisions for generation of MIS reports, dashboard analytics, query tracking, SMS/WhatsApp SMS/Email Notifications, document management and automated report generation for decision-making and monitoring purposes.
9. Appropriate provisions regarding Service Level Agreement (SLA), performance standards, uptime requirements, penalties for non-performance, data ownership and confidentiality shall be incorporated in the RFP.
10. All data generated, processed or stored under the project shall remain the sole property of DNH Planning & Development Authority and shall not be shared with any third party without prior approval of the Authority.
11. The successful bidder shall comply with all applicable data protection, cyber security and information technology laws, rules and guidelines issued by the Government from time to time.
12. **Site Inspection, Geo-Tagging and Field Data Capture-** The system shall provide a Site Inspection and Field Data Capture module for authorized officers/field personnel to record inspection details against the concerned case/application. The system shall support recording of **inspection observations, remarks, deficiencies and recommendations**. The system shall support **geo-tagging of inspection locations**, including capture of latitude and longitude coordinates, wherever supported by the device. The system shall allow authorized users to **capture and upload geo-tagged photographs** with associated date, time, location and user/inspecting officer details, subject to device availability. Multiple photographs shall be allowed against a single inspection/case and shall be maintained as part of the case record. The system shall maintain a **complete history of site inspections**, including inspection date, officer, location, observations and photographs. Geo-tagged inspection locations and photographs shall be **viewable with the concerned case**
13. **API Integration with Unified Building Plan Approval System, Labour Software, Avaniika and Other Land-Related Systems-** The system shall support secure API-based integration with external systems, databases, portals, and third-party services identified by DNHPDA, including, wherever applicable, the Unified Building Plan Approval System

(OBPS/Unified PDA), Avaniika, land-record systems, GIS services, SMS gateway, email gateway, WhatsApp/API services, and other existing or future land-related Government systems, for retrieval, exchange, and synchronization of relevant land, application, ownership, survey, and case-related information. The bidder shall be responsible for API configuration, authentication, data mapping and exchange, error handling, transaction logging, integration testing, and related technical documentation, based on the APIs and technical specifications provided by the respective system authorities/DNHPDA. The responsibility for providing third-party APIs, credentials, gateway services, infrastructure, and associated charges shall be as specified in the Responsibility Matrix forming part of this RFP.

6.11 Defect Liability Period / Warranty Period

The successful bidder shall provide a comprehensive warranty and defect liability period of 12 (Twelve) months from the date of successful Go-Live and final acceptance of the application by DNHPDA. During the warranty period, the bidder shall, at no additional cost to DNHPDA, rectify all defects, bugs, errors, security vulnerabilities, performance issues, and system malfunctions, and ensure uninterrupted functioning of the application. The bidder shall also provide necessary patches, updates, and minor enhancements required for the smooth operation of the system. All complaints reported by DNHPDA during the warranty period shall be resolved within the timelines specified in the Service Level Agreement (SLA).

7. General Conditions

7.1. Intellectual Property Rights

- The bidder will ensure that there is no violation of intellectual property rights, in any form, during execution of this project. The bidder shall indemnify the DNHPDA all actions, costs, claims, demands, expenses & liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the bidder the Competent Authority shall be defended in the defense of any proceedings which may be brought in that connection.
- The IPR of pre-existing COTS (Commercial Off the Shelf Software Product) shall remain with respective bidder/OEM. The Service provider shall provide the Trademark Certificate and / or Copyright Certificate for the COTS product to DNHPDA at the time of closure of Project i.e., as one of the deliverables for the Exit Management process.
- The bidder shall hand over the Perpetual License Certificate for COTS product used for this project with no restrictions on use of License within DNHPDA.

7.2. Governing Language

All correspondences and other documents pertaining to the Project Implementation and Maintenance which are exchanged between the parties, shall be written in the English language.

7.3. Penalty / Liquidated Damages

The Service Provider shall be liable for Penalty / Liquidated Damages (LD) as per following conditions:

- A penalty on account of delay or non-performance in achieving the project milestones as defined in the RFP. This penalty shall be equal to 1% per week of the corresponding payment milestone value of the delayed milestone (as defined in section 'Payment Milestones' of the RFP). This penalty is subject to the maximum of 10% of the value of corresponding payment milestone value of the delayed milestone. This right to levy any penalty shall be without prejudice to other rights and remedies available to Client under the RFP and/or any other law.
- The bidder is also liable for penalty imposed by DNHPDA for AMC service, in case if the query raised by DNHPDA is not resolve within 0 to 24 hours from the time at which the complaint was made.
- Member Secretary, DNHPDA reserves the right to waive off the Penalty / Liquidated Damages (LD) at its sole discretion; if in his opinion the parameters for application of Penalty / Liquidated Damages (LD) are due to the reasons not attributable solely to the Service Provider.

7.4. Termination

7.4.1. Termination for Default

- The DNHPDA may, without prejudice to any other course of action, for breach of contract, by written notice of 30 days to the bidder, terminate the work in whole or in part, if:

- a. the bidder fails to perform any or all of the obligations within the time period(s) specified in the RFP or any extension thereof granted, by Competent Authority from DNHPDA; or
 - b. the quality of the delivery of various tasks is not up to the satisfaction of the Competent Authority; or
 - c. the bidder fails to perform any other obligation under the RFP.
- In the event of the Competent Authority terminating the contract in whole or in part, pursuant to clause above, the DNHPDA may procure at bidder's risk and cost upon such terms and in such a manner as it deems appropriate, items or services similar to those remaining undelivered. The bidder shall be liable to pay for any excess costs incurred by the Competent Authority for such procurement at his risk and cost. However, the bidder shall continue with the performance of the contract to the extent not terminated.
 - a. The bidder shall stop the performance of the contract from the effective date of termination and hand over all the reports studies etc. to the Competent Authority for which payment has been made. The bidder may withdraw items for which payment has not been made. No consequential damages shall be payable to the Bidder in the event of termination.
 - b. In case of termination of contract as mentioned in Clause above, The Performance Bank Guarantee furnished by the Bidder by way of Performance Security shall stand forfeited.

7.4.2. Termination for Insolvency

The DNHPDA may, at any time, terminate the contract by giving notice to the bidder, if the bidder becomes bankrupt or otherwise insolvent.

In this event, termination will be without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to DNHPDA.

7.5. Indemnity for Intellectual Property Rights

- No goods or services covered under the contract shall be sold, disposed by the bidder in violation of any right what so ever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trade mark or similar right, or of any charge mortgage or lien.
- The bidder shall indemnify the DNHPDA from all actions, cost, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the bidder, the DNHPDA shall be defended in the defense of any proceedings.

7.6. Corrupt or Fraudulent practices

- The DNHPDA requires that the bidder must observe the highest standard of ethics during the performance and execution of this contract.
- For this purpose, the following definitions of unethical behavior will be assumed.

- "Corrupt practice" means offering, giving, receiving or soliciting of anything in value or favor to influence the action of a public official in the procurement process or in contract executions, and
- "Fraudulent practice" means a misrepresentation of facts in order to influence procurement process or the execution of a contract to the detriment of the interests of the department, and include collusive practice amongst Bidder's (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the department of the benefits of free and open competition.
- In case of any Bidder being found to be indulging in unethical practices and declared so by the DNHPDA, the DNHPDA will reject the proposal for award and will declare the firm ineligible, either indefinitely or for a stated period of time, for bidding in future works.

7.7. Data Protection

- In the course of providing the Services the Service Provider may be compiling, processing and storing proprietary data relating to the users.
- The bidder is responsible for complying with its respective obligations under the applicable data protection laws and regulations governing the proprietary data.
- The bidder is required to follow the best practices for the data security regarding all the data made available to them.
- The bidder shall conduct government approved security audit for the software solution through NIC or any Government approved agency.
- The bidder shall not transfer any data unless otherwise authorized by the Authority in this regard.

7.8. Confidentiality

- The Authority may permit the bidder to come into possession of confidential public records as per the needs of the project and the bidder shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.
- Additionally, the bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/ facilities, during implementation or after completion of the project.
- The Authority shall retain all rights to prevent, stop and, if required, take necessary punitive action against the bidder regarding any forbidden disclosure.
- The bidder shall ensure that all its employees execute individual non-disclosure agreements, which have been duly approved by Authority with respect to this Project.
- The aforesaid provisions shall not apply to any information, that is:
 - a. already in the public domain;
 - b. Received from a third party who had the right to disclose the aforesaid information disclosed to the public due to a court order.

7.9. Force Majeure

- Notwithstanding anything contained in the Bid Document, the bidder shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the RFP is the result of an event of Force Majeure.
- For purposes of this clause “Force Majeure” means an event beyond the control of the bidder and not involving the bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. The decision of the Member Secretary, DNHPDA regarding Force Majeure shall be final and binding on the bidder.
- If a Force Majeure situation arises, the bidder shall promptly notify to the Competent Authority in writing, of such conditions and the cause thereof. Unless otherwise directed by DNHPDA in writing, the bidder shall continue to perform its obligations under the RFP as far as reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.10. Resolution of Disputes & Arbitration

- DNHPDA and the bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.
- If, after 30 days from the commencement of such informal negotiations, the DNHPDA and the bidder are unable to amicably resolve a contract dispute, either party may require that the dispute be referred for resolution by way of formal arbitration. In such case, either party may give a formal notice to other party to initiate the process of arbitration.
- Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator or an arbitration panel composed of three (3) arbitrators. Both DNHPDA and Service Provider may mutually agree for a sole arbitrator. In case DNHPDA and the Consultant are not able to agree on one Sole Arbitrator, then each party shall appoint one (1) arbitrator, and these two arbitrators shall jointly appoint a third arbitrator, who shall chair the arbitration panel. The arbitration proceedings shall be carried out as per Indian Arbitration and Conciliation Act 1996 with its subsequent amendments and revisions. The place of arbitration shall be Dadra and Nagar Haveli.

7.11. Legal Jurisdiction

- All legal disputes between the parties shall be subject to the jurisdiction of the courts situated at Dadra and Nagar Haveli only.

7.12. Payment Schedule & Terms

- Following are the payment milestone against Total Amount of Project

Sr No.	Milestone	Percentage Payable
1.	Submission and approval of Project Design Report (with implementation timeline)	20%
2.	Successful Testing, Demo, UAT, and Go-Live readiness as per the Scope of Work	50%
3.	Successful Go-Live, handover, documentation, training, troubleshooting guidelines, and final acceptance by the Authority	30%

7.13. Taxes and Duties

- The responsibility of obtaining all the necessary statutory clearances lies with the bidder. The bidder shall be solely responsible for all taxes, duties, license fees, etc. regarding all the items needed for completion of work assigned to him including GST.

7.14. Notice

Any notice, request or consent required or permitted to be given or made in this project shall be in writing. Any such notice/ request shall be deemed to have been given or made when delivered in person to the authorized representative of the party to whom the communication is addressed, or sent by registered post, personal delivery or by e-mail, to such party at the address specified below:

In case of Competent Authority –

**Member Secretary,
Planning and Development Authority
“A” Wing Second Floor, District Secretariat,
Silvassa, Dadra & Nagar Haveli, PIN-396230**

In case of bidder -

(To be filled at the time of submission of Bid)

Notice will be deemed to be effective as specified below:

- In the case of personal delivery to authorized person – Next Working Day
- In case of registered post – Fourth Working Day from the date of delivery.
- In the case of, E-mail – Next Working Day after confirmed transmission.

7.15. Limitation of Liabilities

- Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.

- The total cumulative liability of Implementing Agency arising from or relating to this RFP shall not exceed the total amount to be paid by DNHPDA under this project, which gives rise to such liability; provided, however, that this limitation shall not apply to any liability for damages arising from:
 - Willful misconduct
 - Indemnification against third party claims for infringement

7.16. Exit Management Schedule

This schedule sets out the provisions, which will apply on completion and /or termination of the contract.

- The bidder shall submit Exit Management plan clearly specifying the duration and activities required for such transition/migration before three months' period from the date of completion of contract period.
- The Exit Plan must include at least following activities:
 - Submission of Copyright and / or Trademark Certificate of COTS products
 - Submission of Perpetual License certificate of COTS products
 - Submission of Source code for bespoke application and source code for customization layer for COTS products
 - Submission of Updated HELP files, Tutorials and Training Materials
 - Submission of Documentation for API's used for any integration
 - Backup copy of all database generated from the application till date of exit.
- The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- In case of premature termination of contract, the Authority shall initiate exit management and shall ask Service Provider to carry out all operations till the time, handover to the new designated agency is completed. During such transition/migration phase it is also to be ensured that there is no service down time.
- The Service Provider shall provide handholding support for a period of 30 days with the new designated agency (if any) who is going to manage the operations thereafter.

Sd/-
(Amit Kumar)
 Member Secretary
 Dadra & Nagar Haveli
 Planning & Development Authority
 Silvassa

8.ANNEXURES

ANNEXURE-I

FORM 1. COVERING LETTER FOR PROPOSAL SUBMISSION

Date:

TO:
Member Secretary,
Planning and Development Authority,
UT of Dadra and Nagar Haveli

FROM:
<Name of the authorized signatory>
<Designation of the authorized signatory>
<Name of the Bidder>
<Address of the Bidder>

Subject: Proposal for Selection of Software Solution Provider for design, development, implementation and deployment of Inter-Departmental Digital Land Query and Report Management System for Planning & Development Authority (DNHPDA), Dadra & Nagar Haveli

Dear Sir,

We, the undersigned, offer to provide software solution for Inter-Departmental Digital Land Query and Report Management System for DNHPDA in accordance with your Request for Proposal.

We are hereby submitting our Proposal which includes Technical Proposal sealed under separate envelopes. We are hereby also furnishing the Tender Fee and EMD as prescribed in your RFP.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate and complete the services related to the assignment immediately upon receiving work order.

We understand you are not bound to accept any Proposal you receive or may cancel or postpone the selection process without assigning any reason.

Yours faithfully,

<Signature, name and designation of the authorized signatory>
<Name of Firm>
<Address>

ANNEXURE-II

Form 2: DETAILS OF BIDDER

Description	Details to be filled by Bidder
Name of the Organization	
Nature of the Organization Government / Public / Private / Partnership /Proprietorship/ Other	
Year of Establishment (Enclose any of the following for proof of establishment) • Certificate of Incorporation • Audited balance sheets • Registered Partnership deed if any	
Regd. Office Postal Address with Phone Number	
Business Office Postal Address with Phone Number	
GST Registration Number	<<Provide the GSTIN as well as attach copy of GST Registration Certificate.>>
PAN (Permanent Account Number)	<<Provide PAN as well as attach scanned copy of PAN document>>
Name & Designation of Authorized Signatory for this RFP	

ANNEXURE-III

FORM 3. POWER OF ATTORNEY OF BIDDER APPOINTING DESIGNATED REPRESENTATIVE

(Applicable in case of Proposal not being signed by Proprietor, Partner or Director of the applicant firm or person having appropriate authority of the firm)

Date: _____

To,

Member Secretary,
Planning and Development Authority,
Dist- Dadra and Nagar Haveli

Dear Sir,

REF: Your Request for Proposal (RFP) Proposal for Selection of Software Solution Provider for design, development, implementation and deployment of Inter-Departmental Digital Land Query and Report Management System for Planning & Development Authority (DNHPDA), Dadra & Nagar Haveli

<**Name of the Designated Representative**>, whose signature is attested below, is hereby authorized by<**Name of the Bidder**> to negotiate and settle terms and conditions, finalize, approve, sign and execute agreements, documents, endorsements, writings etc. on behalf of <**Name of the Bidder**>as may be required by Planning and Development Authority to provide software service for Inter-Departmental Digital Land Query and Report Management System for Dadra and Nagar Haveli Planning and Development Authority in accordance with the above-referred RFP, and is hereby further authorized to sign and file relevant documents in respect of the above.

Yours faithfully,

< Signature, name and designation of the authorized signatory of the Applicant Firm >

Accepted

< Signature and name of the Designated Representative of the Bidder >

Witnesses:

- 1.
- 2.

Notarized

(Note: Any change in the Designated Representative should be informed to the Planning and Development Authority)

ANNEXURE-IV

FORM 4. SELF DECLARATION OF ANTI BLACKLISTING

(On a Stamp Paper of relevant value)

Anti-Blacklisting Declaration

I <Name of the Bidder> , <the names and addresses of the registered office> hereby certify and confirm that we or any of our promoter/s / directors/s are not barred by Government of UT of Dadra and Nagar Haveli/ and any other entity of GoG or blacklisted by any state government or central government / department / Local Government / agency in India or from abroad from participating in providing Consulting / Advisory Services of any kind, either individually or as member of a Consortium as on the <Proposal Due Date>.

We further confirm that we are aware that our Application in pursuant to the RFP for Selection of Software Solution Provider for design, development, implementation and deployment of Inter-Departmental Digital Land Query and Report Management System for Planning & Development Authority (DNHPDA), Dadra & Nagar Haveli would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the execution period. Dated this <Date>th Day of <Month>, 2026.

<Name of the Bidder >

<Signature, name and designation of the **authorized signatory** (not the Designated Representative) of the applicant firm >

Date: _____

Place: _____

ANNEXURE-V

FORM 5. FINANCIAL STATEMENT

This is to certify that the audited turnover of <Name of Applicant Firm> for last three financial years are as follows:

Financial Information – Name of The Company			
	FY 2023-24	FY 2024-25	FY 2025-2026
Revenue (in INR Crores)			
Profit Before Tax (in INR Crores)			
Mandatory Supporting Documents: (a) Audited Balance Sheets for the Last three financial years (OR) CA certificate			

< Name, Sign and Seal of the Statutory Auditor/ Chartered Accountant, along with Registration Number >

Date: _____

Place: _____

(Note: Please attach relevant pages of printed annual financial statement, Income Tax returns, and Service Tax/GST returns for the three financial years for which the turnover details are presented in the table above)

ANNEXURE-VI

Form 6: RELEVANT PROJECT EXPERIENCE

Relevant Project Experience – Name of the Bidder	
Name of the Project	
Client for which the project was executed along with address	
Name of Contact Person of Client along with contact details	Name: Designation: Contact Phone No.: E-mail ID:
Description of the project	Provide brief description of project along with the names of software modules implemented
Scope of services	
Start Date of The Project	
Total cost of the project in INR	
Total duration of the project (In months)	
Current Status of the Project (Whether Go-Live, O&M, Completed or any other status)	
Supporting Documents - Work Order / LOI / LOA	

ANNEXURE-VII

FORM 7. FINANCIAL PROPOSAL

Tender Reference No.:

Please note that the bidder should quote the price (including GST and all other taxes) in the following format only.

SN.	Items	Quantity	Unit	Rate (INR)	Total Financial inclusive of GST (INR)
1	Design, development, customization, implementation, testing, deployment, and commissioning of Inter-Departmental Digital Land Query and Report Management System for DNHPDA	1	Job		
2	Procurement of Infrastructure & Services	1	Job		
		Total Amount (INR)			

Seal & Signature of the Authorized Signatory of the Bidder

Date

Place

ANNEXURE-VIII

FORM 8. PBG FORM

Ref: No.:

Date:

To,
Member Secretary
Dadra and Nagar Haveli, Planning and Development Authority
Silvassa, DNH

Dear Sir,

Subject: PERFORMANCE BANK GUARANTEE

WHEREAS

M/s. <<Name of Bidder>>, a company registered under the Companies Act, 1956, having its registered and corporate office at <<Address>> (hereinafter referred to as “Our Constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract (herein after, referred to as “Contract”) with you for Project for << Description of Project>>, in the said Contract.

We are aware of the fact that as per the terms of the Contract, Our Constituent is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 5% of the contract value, and guarantee the due performance by Our Constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as Performance Security against breach/ default of the said Contract by Our Constituent.

In consideration of the fact that Our Constituent is our valued customer and the fact that Our Constituent is going to sign the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of Our Constituent committing any breach / default of the said Contract, and which has not been rectified by Our Constituent, we hereby agree to pay you forthwith on demand such sum(s) not exceeding the value of this BG without any demur.

Not with standing anything to the contrary, as contained in the said Contract, we agree that your decision as to whether Our Constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

We further agree that the termination of the said Contract, for reasons solely attributable to Our Constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We the Guarantor, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the validity period of this BG.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Notwithstanding anything contained herein: Our liability under this Performance Bank Guarantee shall not exceed Rs. _____ (In Words Rupees _____).

This Performance Bank Guarantee shall be valid till the date: _____

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank in Original upon its expiry. If the bank does not receive the Performance Bank Guarantee within 45 days of expiry date of this BG, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated: _____ day of _____

Sd/
(Amit Kumar)
Member Secretary
Dadra & Nagar Haveli
Planning & Development Authority
Silvassa