पनवेल महानगरपालिका, पनवेल

मालमत्ता कर विभाग

अंदाजपत्रक बनविणेकामी दरपत्रक मागविणे

पनवेल महानगरपालिका मालमत्ता कर विभागा अंतर्गत सन २०२५-२६ ते २०२९-३० या पाच आर्थिक वर्षाकरिता "मालमत्ता कर आकारणी व वसुली प्रणाली पुरविणे तसेच संबंधित प्रणाली वापरण्याकरिता मनुष्यबळासह वार्षिक देखभाल दुरुस्ती व साहित्य पुरवठा करणे व इतर अनुषंगिक कामे" करावयाची आहेत. संबंधित कामाकरिता उक्त क्षेत्रात अनुभवी व इच्छुक एजन्सीद्वारा महानगरपालिकेत अंदाजपत्रकीय रक्कमे बाबत बाजार भाव अन्वये तपशील मागविण्यात येत आहे. तरी या क्षेत्रात काम करणाऱ्या संबंधित एजन्सी यांनी महानगरपालिकेच्या www.panvelcorporation.com या संकेतस्थळावर अथवा मालमत्ता कर विभाग यांच्याशी संपर्क साधून विहित नमुन्यामध्ये विहित मुदती पुर्वी संबंधित कामातील विविध बाबीं करिता कामाच्या तपशीला प्रमाणे स्वतंत्र दर भरून quotation व प्रस्ताव सादर करावे.

मुदत:-दिनांक १८/०१/२०२५ वेळ- सायं.०६:०० वाजेपर्यंत

पमपा/   /   /प्र.क्र.   दिनांक

सही/-

(उपायुक्त)

मालमत्ता कर विभाग

पनवेल महानगरपालिका

Panvel Municipal Corporation
Property Tax Dept.
Request For Quotation (RFQ)

Panvel Municipal Corporation intends Property Tax Department, for the five financial years 2025-26 to 2029-30, "The work includes providing property tax assessment and collection systems, along with necessary manpower for using the systems, as well as annual maintenance, repairs, supply of materials, and other related work". For this work, the Municipal Corporation is inviting quotations based on market rates for the estimated amount from experienced and interested bidders in the relevant field.

Agencies working in this sector are requested to submit their quotations and proposals in the prescribed format, detailing the rates for various aspects of the work as per the work schedule, within the given deadline. The proposals should be submitted through the Municipal Corporation's website at www.panvelcorporation.com or by contacting the Property Tax Department.

RFQ Notice No:
Deadline:-Date 18/01/2025 Time- Till 06:00 PM

Signature/-
(**Dy. commissioner)**
Property Tax Department
Panvel Municipal Corporation

2025

QUOTATION

No. PMC/PT/   / 2024-25

Providing Services, computerization, Annual Operation & maintenance and Supply for the property tax dept. within the limits of Panvel Municipal Corporation, Panvel.

Panvel Municipal Corporation (PMC)

1. Scope of Work

1.1 Providing services for annual operations and maintenance, manpower, etc. as per scope of quotation with integrated computerization of property tax department and property tax collections by various mode as mention in quotation for 5 years.

The contract shall be in force for 5 years which shall include 3 Month of implementation phase and further years operation and maintenance works to be provided as per the details scope of work in the quotation and agreement for 3,61,000 register properties or more.

However, The Hon. Commissioner of Panvel Municipal Corporation may choose to extend the term for a period of another two or more years as required in mutual consent with the selected agency with all the terms and conditions of this quotation document. Panvel Municipal Corporation and the selected agency shall have individual rights to terminate this work of Providing Annual Maintenance Services and yearly supply at each financial year. The work of operation and maintenance maybe initiated before or after the final publication of assessment list as per the mutual consent of both party.

1. Municipal Corporation have previously procured the software applications for computerization of property survey and assessment data along with software for online tax payment through municipal website and mobile base software for mobile-based property tax recoveries. However, due to drastic change in software technology, selected agency shall use its own highly technically enhanced software and shall quote the rates considering it.

2. The selected agency shall provide Operation maintenance and providing supply and services for computerization of the existing data of the property tax dept. The agency shall study and analyze the existing work flows and documentations in the existing property tax and the data of municipal properties of property tax department and shall computerize and enter the-

   - Individual property wise
   - Ward wise data as names, renter names, taxation and dues details
   - Year wise arrears of taxes
   - Current taxes, as per Municipal Corporation information in the software.

3. The entire discount, penalty structure for property tax payment promotional activities shall be provided time to time to the selected agency and shall be incorporated with the software program and its database by the selected agency.

4. The selected agency shall facilitate and provide services for penalty amnestic Schemes in software database for payment and maintaining such according of discount and schemes in Demand register and Collection abstract.

5. PMC may have few records maintained in the hard copies in tax department that may be necessary to computerized by the selected agency. PMC shall provide such necessary information and data to selected agency and the selected agency shall collect and computerized all physical data under the co-ordination and guidance of PMC staff as per standard excel format.

6. The selected agency shall perform following operations

- To provide the service to update the database of property tax department.
- To provide the service to print the bills of properties every year.
- To provide the service to print the demand and collection register every year.
- To provide the required stationary and provide the service for printing for the above work every year.

7. The authorized software operator from selected agency should maintain and manage ward/ property wise property tax collections and maintain the credits and debits of Property tax, demand and collection for the financial year using software provided as per scope of work of this quotation. The Operator from selected agency should assist to Municipal Corporation to provide services operation and implement the property tax department collection.

8. The operator from selected agency should assist for day-to-day collection of taxes on Municipal Corporation counter and daily, monthly receipt statement shall be generated by agency along with daily ward wise and consolidated challan of property tax collection including –

- Cash,
- Cheque,
- Demand Draft,
- Online payments,
- Card payments.

9. The agency should provide software, database, hardware, gateway integration services for above and door to door collection through mobile devises and Bluetooth printer.

10. The selected agency prepares and print all reports format as per Government rules, annexure for PMC ex.-
- Demand Bill,
- Payment Receipt,
- Demand register,
- Collection register,
- Day wise, Month wise Challan,
- Day wise collection Report,
- Cheque collection,
- Cancel receipt,
- Property Transfer fee application Report etc.

11. The selected agency should provide services for "Online Municipal Property Tax Payment Counter" based property tax payment software application with receipts, challan, daily collection report generations, security access, email, SMS as the responsibility of the agency.

12. The selected agency shall provide services for settlement or reconciliation of initiated online bank

transitions.

13. The selected agency shall be the responsible to updating, additions, deletions, alteration in taxes, names etc. and any other changes to primary database through online wadh-ghat module to be primarily operated by authorized operator of selected agency in the software. Authorized operator from Municipal Corporation shall approve the above correction and update software through approval module to be maintain by the selected agency. The selected agency must maintain inward outward register for such corrections.

14. The selected agency shall provide services for scanning, linking and document management to the property database of document related to property tax additions, deletions, alteration in taxes, names, mutations etc.

15. The selected agency should provide services and working for displaying the online live and dynamic dashboard for displaying –

   - All the entries
   - Tax increment
   - Tax decrement statements
   - User wise changes, tax collections remain pending amount zone wise, ward wise, user wise, counter wise tax collections along with zone and mode wise statement for UPI/UPI Code through, cash, cheque, online Payments and receipt of taxes and these figures should match with daily weekly and monthly challan of taxes to be printed by the agency through software.

16. **Manpower requirement for Operations & Maintenance:** -

   The selected agency shall be responsible to depute its staff for various work under this contractual Operations and Maintenance like software developers, hardware maintenance team, Managers, Quality Control team, administrative staff and other back-end employees along with all stationary printings and bindings and allied services. In addition to this, The selected agency providing skilled and experienced manpower for 7 Nodal offices for counter payment operations and maintaining the hardware and software system as per the scope of work for 5 years.

Sr. No	Manpower Category	Number of Resource	Qualification	Skill
1	Software operator (2 Person Per Node)	14	BE/Diploma in Engineering/ BSC or Any Graduate/ Diploma with at least 1 Year Experience in handling and operating the software's	a. Good knowledge of computer operations, preferably English and Marathi typing, b. Computer Operator should have good knowledge of Microsoft office and excel. c. Computer Operator should have experience in providing customer support. d. The customer support manpower

				will be required to be positioned at various Municipal offices for operation and maintenance of Property tax counter payment application during all official days in Full office timings.
2	Project coordinator/ Manager	1	Graduate/ Diploma With appropriate experience of minimum 2 Years in management, administration	Responsible for daily arrangements of works from such employees and daily reporting to Corporation from MIS reports.
4	Help Desk/Call Center	2	Any Graduate with good communication skills and expertise in English, Marathi and Hindi Language	Handling call center, grievance registration, follow up, providing necessary information to tax payers and all property holders

17. Help Desk/Call Center-

The selected agency at its branch office at Panvel or as required shall setup a call center system for all the citizens of the corporations Establishment and maintenance of IT Helpdesk / Call Centre to provide support relating to Property tax queries. The call center shall communicate in at least two languages Marathi and Hindi. There shall be at-least 1 members available on the help desk for working hours i.e. 10:00 a.m. to 5:00 p.m. The call center needs to be designed by selected agency in consultation with the PMC and indicatively may include general enquiry, enquiry related to payment of property and other issues as specified by PMC. The Call center flow shall be designed as a part of requirements gathering stage. The selected agency shall establish an inbound & outbound Help Desk facility which will be the one point of contact for reporting issues/ problems with the application and the selected agency shall also set up the communication channels while providing sufficient resources (Workstations, E-mail, and Telephones) for the incident reporting. A **Call Center/Helpdesk Dashboard** should provide a centralized interface for tracking, monitoring, and managing the performance and operations of customer support services. Below are the typical details and key components included in such a dashboard:

I. **Call Metrics**:
   a. Total Calls (Inbound/Outbound)
   b. Calls Answered vs. Missed
   c. Average Call Duration

II. **Ticket Metrics**:

a. Total Tickets (Open, In Progress, Resolved, Escalated)

b. Average Resolution Time

III. **Agent Performance**:

a. Number of Calls/Tickets Handle

IV. **Visualization Features**

a. Real-time updates on active calls, tickets, and queues.

V. **Team Management Tools**:

a. Agent availability and workload distribution.

b. Shift scheduling and adherence.

A "Toll-free number" for helpdesk with calling features should be provisioned by the selected agency.

A. The Help Desk shall carry out the following activities.

B. Issue ID number to each complaint/issue logged.

C. Track each complaint/issue using the ID number.

D. Escalate the complaints as per the mutually agreed escalation matrix.

E. Provide Functional & Technical support for resolving the complaint/issue.

F. Address the issues raised by citizens of corporation.

G. Manage the "Toll-free number" with calling features.

H. Confirm resolution with end user & close the complaint/ issue log.

I. Analyses the complaints/ issue handled by the Help desk for call volumes & problem trends & resolution times and prepare a knowledge base for the frequently reported problems. The helpdesk should be functional during Government specified office hours.

18. The selected agency shall provide services using software of PMC to print various report like Demand Bills, Notice, KarAkarani, Ledger Reports, Individual and apartment wise Tax Notice, Primary Assessment List, Final Assessment List etc.,. Generate and print Monthly tax increase and decrease report, Mutation report, generate and print various collection reports by payment mode wise report, Consolidated Collection reports by CFC wise, Node wise, payment source wise, date wise etc., Monthly yearly Collection report, generate and print frequently demanded list like Tax defaulter list, Missing tax invoices List, Goshwara, Total Outstanding list, Collection report of education and employment tax report., generate and print Day wise, month wise challan etc., Pre-confiscation notice, warrant notice etc.

19. The selected agency should visit the society mentioned by the Municipal Corporation and hold meetings there to explain the property tax assessment to the taxpayers there and motivate them to pay property tax.

20. The selected agency shall providing services for sending various alerts to the tax payer for various facilities, discount in property tax to the property owners through SMS, email and WhatsApp alerts with Chart board.

21. Yearly Operations and Maintenance- The contract shall be in force for further next 5 financial year

during this annual operation & maintenance and supply work as per the quotation. The concern item work rates shall be increased by 5 % per year as natural price rise escalation from second year.

1.2 **Providing Integrated copyright registered mainframe and advance Software License & Services for 5 year from the date of agreement-**

The selected agency shall Providing, Software Executable file License & Services for Integrated copyright registered mainframe and online web-based software to fulfill and execute the scope of work under this quotation. This software should be used by the agency during Computerization of Municipal counter payment for property tax collection and Integrated Mainframe mobile base Software for Door-to-door property tax payment/Recovery for Property tax department during this contractual implementation period. The Selected agency shall remove all the software and database etc. files from the server and remove access of Municipal Corporation users as sole intellectual property rights holder.

Municipal Corporation have previously procured the software applications License for computerization of property survey and assessment data along with software license for online tax payment through municipal website and mobile base software for mobile-based property tax recoveries. As the software license included in the earlier five-year agreement has expired, the selected agency should provide its own integrated copyright registered mainframe and advance software license & Services to execute the scope of work mentioned in this quotation document for 5 year from the date of agreement.

The selected agency shall provide registered and ready to use software License required to fulfil and execute the scope of work under this quotation. This software should be used by the selected agency during the assessment and operation, Maintenance period to be executed by the selected agency and the data in excel format shall be handed over to Municipal Corporation at the time of handover for porting the data with the Panvel Municipal Corporation.

Thereafter the bidder should provide read only copy to the Municipal Corporation for viewing the data from the software and may deactivate the operational features. The successful bidder shall supply and provide the data in Excel format as the data shall be the sole property of Municipal Corporation.

1. Software Licensing Clause for Property Tax Department for Computerization

    I.   License Terms and Usage Restrictions:

    a.   The bidder shall provide the software required for the computerization of the Property Tax Department under a licensing agreement.

    b.   The software shall be provided in the form of an executable file only, and the source code will not be shared under any circumstances.

    II.   License Fee: The license fee for the use of the software shall be claimed by the bidder on an annual basis as per the agreed terms and conditions.

    III.   Permissible Use:

    a.   The licensed software shall be used exclusively by the Municipal Corporation in its own offices

and operated only by its permanent employees.

    b. The software license is non-transferable, non-exclusive, and restricted to the purposes specified under this quotation.

IV. Intellectual Property Rights (IPR):

    a. The provision of the software under this agreement does not confer any ownership rights to the Municipal Corporation over the software or its intellectual property.

    b. All intellectual property rights, including copyrights, patents, and trade secrets related to the software, shall remain solely with the bidder or the original software owner.

V. Prohibition on Ownership Claims:

    a. The Municipal Corporation acknowledges that the payment of the license fee does not constitute the purchase of the software or its ownership.

    b. The software shall only be used under the terms of the license provided and cannot be modified, decompiled, or reverse-engineered.

VI. Liability and Compliance: The bidder shall ensure the software remains compliant with all applicable laws and standards throughout the licensing term. Any updates or modifications necessary to maintain compliance shall be provided as part of the license agreement.

VII. This clause ensures clarity on licensing, prohibits ownership claims, and maintains the bidder's intellectual property rights.

2. The selected agency shall provide services for Providing, Development, Deployment copyright registered online web-based software for the Payment of property tax through Municipal Website for property tax payers.

The Selected agency shall provide web interface application for online property tax payment and linking the data of Property Tax dept. for the quick reference on Municipal Website for Online Property Tax Payment. Application should allow Property owner to search the relevant property

    a. By owner name,

    b. UPIC ID,

    c. Property number

    d. View link update information and property data from the main frame software application of tax dept.,

    e. Make payments using any 1. Visa, MasterCard or Credit Cards, Bharat Bill Payment system, wallet Payment, POS machine Integration 2. Debit Cards 3. Online Net Banking accounts or 4. Cash Cards 5. UPI. Generate receipts, SMS and email alerts.

    f. Municipal Corporation shall provide multiple Online Payment Gateway to the selected agency and agency shall integrate multiple payment gateway with web application developed for the e-payment of property tax.

- Following modules shall be provided in this software by selected agency.

S. No.	Module/Master/Work
1.	Quick payment for property tax with time to time various type wise, use wise, tax wise, facility wise payment discount facility.
2.	Search property to pay property tax through Debit card, Credit card, UPI of various Banks, various payment gateways.
3.	Notification of payment through SMS on registered Mobile number.
4.	Send payment receipt to the property owner for his registered Email-ID.
5.	Download tax receipt.
6.	Download tax receipt, Assessment abstract and NOC, Calculation sheet.
7.	Download Demand bills, Download Tax Valuation List.
8.	Owner register his Mobile number and registered Email-ID for official uses and sent notification and alerts.
9.	Online self-assessment software module should be provided. Pay property transfer fees and download receipt online.
10	The software must generate a Property-wise DCB (Demand, Collection and Balance) Ledger Report and Property name Transfer history which includes a detailed statement that tracks the Demand, Collection, and Balance (DCB) and detailed Name transfer history for each property. This report is essential for managing property taxes, History and provides a clear overview of the financial status of individual properties

3. **The selected agency shall provide services for Providing, Development, Deployment copyright registered online web based software for the Payment of property tax through Municipal counter payment for PMC.**

The Selected agency shall provide web interface software for the Payment of property tax through Municipal counter payment for PMC. Application should allow municipal officials to search the relevant property by the following envisages requirements with regards to implementation of web portal applications to facilitate real time customer services:

The Home page shall provide a brief description about the site along with the various functionalities like

A. **CRM- Consumer Relationship Management**

● Login Component

● Registration for new user

● The Forgot Password link helps the user to retrieve their password

● The Log In page shall ask the registered users for their username and password.

● The new password is sent to the user by SMS to his registered mobile number as recorded in his profile.

● Once the user has logged in, he can change his credentials i.e. Username and Password by clicking on the Change Credentials link.

- The user is provided with the options of registering in Online Billing and also continues with paper bills.
- Taxpayer/user can search their property to pay tax using various online payment mode available listed as-
  i. UPIC ID,
  ii. Property number,
  iii. Owner name or property tax collection,
  iv. Mobile Number of taxpayer.
  v. Old property number etc.
- The View and Pay Bill page presents a short summary of the Notice bill, Property valuation sheet, Assessment abstract register, No due Certificate. The Taxpayer/user can also view the bill in PDF format by clicking on the link 'View Bill'.
- The user/Taxpayer shall be provided with different modes of payment namely Credit Card / Debit card / Net Banking / UPI/QR code etc. On providing the valid credentials payment can be made directly from the site. The online payment shall be processed through secured multiple payment gateways.
- There should be a "Service/Grievance management system" page that will allow Taxpayer to lodge request for services such as Self-assessment application, Change request to modify Flat-wing No, Plot No, Minor corrections in name, type of use, construction year of property.
- There will be a "Track Service Status" screen which is read only screen which the user can view. Status of various pending requests for the Property such as name change, category change etc.
- "Complaint Status" page shall provide the user a read only screen to view the complaint status.
- The system shall have role based user access and work flow based entry and approval process in built. Login based security shall be enabled for all such approvals and transactions performed.
- The web based application shall have the most robust, flexible and configurable billing engine for generation of bills using latest technologies.
- The system shall invariably support Spot Billing, Automated Spot Billing, Billing, for all the Retail and Bulk consumers.
- Updating and maintenance of security deposit for consumers
- Advance Payment facility
- Property tax payment History View at least last 3 years, Year wise Arrears View, Export & import of Property related data functionality
- The system shall also facilitate
- Registration of mobile number, email ID of Taxpayers
- Duplicate bill
- Registration for e-Bills
- On-line payment of bills

- ▪ Viewing latest payment status.
- ▪ Change in address / Correction in mailing address.

B. Property Tax arrears & billing rule management functionality

- The system shall provide an interface for configuring various rates as per the various parts of the municipal corporation and business rules
- The system shall have provisions for retrospective billing or tax calculation system
- The system shall have provision to calculate or pay part bills.
- The system shall have a flexible, user configurable and business rule management interface and all the changes can be configured from the front end, without making changes at the code level.

C. Revenue Management

This module shall cover the following functional requirements features

- Handles the entire payment collection of the Property tax Department PMC
- Multi-tiered approach to handle operations at all levels
- Automatic generation of Ledger Report
- Validation for dishonored/bounce cheque.
- Facility for periodic reconciliation including bank reconciliation
- The revenue management module shall facilitate payment collection in various modes
- Payment collection using various CFC centers of PMC
- Payment collection through online payment gateways, banks /debit & credit cards, authorized third parties.
- Online Payment through digital wallets, Govt. Apps like BHIM, UPI Gateways and other future payment gateways or interfaces that may come during the tenure of the contract.
- Functionality to collect and account payments against bills and other miscellaneous heads
- The payment collection system shall be secure and reliable and shall facilitate cash reconciliation at various levels
- Payment collection module should have transaction based approval from cashier before the payments are posted and accounted.
- The system should have the flexibility to accept full, partial advance payments.
- The system should also have the facility to centrally change these settings from time to time related to various Discount/interest schemes.
- System should support group payment facility for acceptance of one single payment for set of consumer accounts. I.e. Society Payment facility.
- System should generate reconciliation reports for the same.
- System must be capable of handling centralized or decentralized payment processing
- System should be built with cash counter which can be installed at zonal, nodal & municipal main offices & accounting sections which should work on real time data synchronization basis.

- System must be able to generate & send SMS/Email automatically to Taxpayer for every payment received as per the requirement and directions of PMC
- All payments should be associated with the login-id of the cashier or person who operates the cash counter.
- Each payment should include machine ID, Payment center codes at which they were received, unique receipt number
- System should support acceptance of payment by reading the QR code for bills issue through on Spot billing device & Pay property transfer fees and download receipt.
- System should have the flexibility of reversal of payments in case of cheque dishonor.
- System should have the logic of defining the distribution of the payments against the bills based on the specific order or as defined by utility like Tax, Interest etc.
- System should generate centralized collection report and closing of collection process (cash book entry etc.) on daily basis with relevant approval
- System should have the facility of generation of notices
- System should support monthly payment reconciliation process
- System shall have provisions to display payment received from various channels.

D. Tax Rates and fees management

- Functionality/provision in the application system to define, add, and change rate code types and amounts as directed by PMC.
- Functionality to publish revised rate tables and calculate rate based charges from the effective date.
- Provision of functionality to assess various types of penalties based upon various criteria.

E. MIS Report Management System

- System shall have provision to identity the Top defaulter and shall have provision to generate notices, lists, send email and SMS alerts to Taxpayer, also share the acknowledgement to Property tax department officials.
- System shall have provisions to generate various MIS reports for Quality checking report, Tax defaulters list and Generate pre-property celling Notices, Generate Challan Day wise, month wise. etc.
- System shall have provisions to generate various reports like
- Bill receipt, Daily challan generation exporting
- Importing the required data and generating the reports of Transactions,
- Show daily, monthly, yearly, ward wise, zone wise main dashboard for
- Property tax collection for selected users, Download assessment abstract, NOC etc.

F. Training and capacity building of Municipal Staff etc.

G. Account Management of User

- Support an unlimited number of accounts/Login with username and password encryption.

- Provision to fetch the respective Property information i.e. Information of the Taxpayer, Property details, Tax Details etc.
- Provision to track the activities of the specific user.
- Fetch the Property or arrears information using unique identification Number, Property Number, Taxpayer name and mobile Number.

H. Following module shall be provided in this software.

S.No.	Module/Master/Work
1	Search property by property number, UPIC ID, Owner name etc.
2	Pay property tax by cash, POS machine, Cheque, UPI of various Banks with time to time various type wise, use wise, tax wise, facility wise payment discount facility.
3	Download tax receipt, Bill
4	Pay property transfer fees and download receipt.
5	Generate Challan Day wise, month wise.
6	Download assessment abstract, NOC etc.
7	Grievance's registration and Approval though user level wise with OTP facility.
8	Grievance's tracking.
9	Dashboard showing total properties, tax payers / Defaulters, Today Collection ward wise.
10	Total comparative Demand/Collection and Balance wards wise.
11	Grievance handling Dashboard.
12	Cancel receipts by authorized user.
13	DD/Cheque Approval.
14	Search property by tax invoice.
15	Create login and change password.
16	Report generation e.g. Quality checking report, Tax defaulters list and Generator-property ceiling Notices etc.
17	Bill Book Allocation master.
18	User access define master.
19	Bank master to add bank for payment
20	Updating of taxes with online Wadh- Ghat Approval Module.
21	Updating of tax payer name/ occupier with online mutation module.
22	Manage user access.

4. **The selected agency shall provide services for Software interface for door to door android based property tax collection:-**

The software interface for mobile based property tax collections shall also be provide by the selected agency with required mobile devices and Bluetooth printer hardware and training as per bill of

quantities. The software should be capable for entering ward/ property wise property tax collections and maintain the credits and debits of Property tax demand and collection for the financial year. The day to day collection of taxes on Municipal Corporation door to door mobile based collection shall be done by Municipal Corporation clerks and daily, monthly receipt statement shall be generated along with daily ward wise and consolidated challan of property tax collection including cash, cheque, and door to door collection through mobile devises. The agency shall deploy the software as per the specifications, coordination's and guidelines laid by Municipal Commissioner Panvel Municipal Corporation. All other terms and conditions to be specified in agreement shall be bindings and part of the scope of works as mentioned. Further process of recoveries of property tax shall be done through existing mobile based software application with Corporation.

A. Following outlines the key responsibilities of the selected agency for the Mobile application development.

- The selected agency shall be responsible for the design, development, integration and implementation of the mobile app on latest methodologies and platforms.
- The selected agency shall be responsible for mobile application placement /hosting on respective APP stores i.e. Google Play Store in co-ordination with IT department of PMC.
- Selected agency shall ensure the development of mobile application as per guidelines issued by the respective APP stores guidelines.
- The selected agency will be responsible for all the upgrades, updates, installation of patches and overall maintenance of the Mobile Application during the contract period.
- Selected agency will be responsible for integration of Mobile Application with the Web application, Email, SMS, and Payment Gateway.
- Capacity building/ Training to department personnel will be provided by selected agency. Hence, the vendor shall ensure a proper hands-on training on the newly developed web /mobile application to the department end users and to make them well conversant with the functionalities, features and processes built in the web /mobile app.

B. Following modules shall be provided in this software by selected agency

S.No.	Module/Master/Work
1.	User Login
2.	Change Password with OTP (One Time Password)
3.	View All Properties List with Owner Name
4.	Search property by Property No. & Owner name etc
5.	View Property Details with Demand
6.	View Demand with Tax Head
7.	Select External Device for Printing
8.	Pay property tax by Cash, POS machine, Cheque & Demand Draft.
9.	Generate Challan day wise, month wise
10.	Payment receipt regeneration and print

C. Technical requirement of the mobile application

- The mobile app should access and supporting to Geo-location information.
- The mobile apps need to check for the updates if any and alert the user to download the latest version.
- The developed mobile application should support at least two OS versions.
- The mobile applications should work in all networks irrespective of mobile device make and model.
- Mobile Application structure should be resolution & platform independent
- All icons must be crisp, clean, and distinguishable and should be as per guidelines of respective mobile application platform.
- All buttons and objects must be reactive to touch and work as intended.
- All functions must stay within the mobile platform boundaries.
- The graphics, widgets and colors used in the app should be best in class.
- The design and development of the mobile application should be scalable to handle increasing number of users.
- In mobile application development, the best practice and standard procedures are to be used by the selected agency.
- The mobile application installed in the smart phones should be able to access the device database securely.
- The data communication between downloadable mobile application and various subsystems like payment gateway, SMS gateway, server, any other third-party authentication server, and application server should be in encrypted form.
- The mobile APP should have the ability to upgrade services / add new services and mode to access these services effectively without affecting other services.
- The mobile APP should be able to communicate with the payment Gateway API for integrating various bank payment gateways.
- The mobile APP should be able to communicate with the SMS Gateway API for integrating various PUSH and PULL Notification services.
- The mobile APP should be able to integrate with SMTP (Simple Mail Transfer Protocol) Gateway.
- The mobile APP should have an ability to integrate with third party server for OTP.
- The mobile APP should support user role-based access to different functionalities

5. **Selected Agency should consider the below features while development of the mobile application:**
   - Static pages, which contain only static information to view. Ex: Terms and Conditions, Privacy Policy etc.
   - 1 Page with 1 to 5 input fields, submit and cancel action and 2 Pages with 1 to 10 input fields,

and 4 actions (View, Add, Edit, and Delete)

- Backend data integrations
- Dynamic data display
- Static Menu and Sub Menu display
- Dynamic Menu and Sub Menu display
- Simple Search with 2 to 3 input fields
- Ability to Sync data
- Images display with different resolution sets
- GPS tracking and location capturing
- Email/ SMS Gateway Integrations
- Multiple Payment Gateway Integrations.
- API Integrations
- Calculation of data transactions
- Server end PUSH Notifications functionality
- Device features utilization like camera, contacts, calendar, call etc.
- Upload/download
- E-Print

6. **The selected agency shall provide services for Android and iOS based property tax collection, Service/grievance handling Software interface for Taxpayer:**

   A. This shall support following features:

- Mobile Application should be developed for Android and iOS operating systems users
- Upload in Play Store and App store also
- Access of 'Quick Bill Pay' where the taxpayer may pay the bill on the go
- Citizen Mobile application should have facility for complaint management and redressal related to property tax department.
- Selected agency shall provide facility for citizen to pay property tax with time to time various type wise, use wise, tax wise, facility wise payment discount facility and check property details online using online android mobile application.
- Citizen Mobile application should have facility to view and download e- notice, e-bill receipt, online assessment copy, NOC, Calculation sheet etc.
- e-Bill registration
- One touch e-mail facility for sending bill on registered email of the consumer
- Mobile Notification from PMC side

   B. Citizen Mobile application should be able to generate various notifications and reminder through android mobile application related to Property tax department and notification related to various Municipal Scheme and services related to property tax department.

C. Citizen Mobile application should have details about List of important Contact, E-mail Id's related to property tax department.

D. Online Mobile number registration on property.

E. Grievance tracking facility.

F. The Mobile Application shall provide a nearby search feature for locating hospitals, schools, colleges, fire services, ambulances, hotels, banks, etc.

1.3 Providing services of property tax bills distribution-

1. It shall be the responsibility of the selected agency for distribution of all the bills of property tax to the property holders. The Selected agency shall at liberty may distribute door to door, or shall send all the bills by register letter post mentioning the details of the recipients like name and postal address, Selected agency shall take the signature of the representative or any receiving person at the time of delivery of the bill on the receipt of property tax bill in case of door-to-door manual delivery.

2. Selected agency should develop distribution application which will have additional feature to capture GIS location, photo of the property, signature of the property owner and also have ability to correction in postal address mobile number, shop/ flat number etc.

3. Yearly Operations and Maintenance- The contract shall be in force for further next 5 financial year during this annual operation & maintenance and supply work as per the quotation. The concern item work rates shall be increased by 5% per year as natural price rise escalation from second year.

1.4 The selected agency shall providing services for data correction in the software for the retrospective tax properties and print and providing revised retrospective notice and bill of taxes for next 5 years as per operation and maintenance works during stage and year wise assessment implementation for related respective properties within PMC.

1. The Panvel Municipal Corporation was established in 2016 to incorporate the CIDCO areas of New Panvel (East and West Nodes), Kamothe Node, Kalamboli Node, Kharghar Node, Taloja Pachanand Node, as well as the former Grampanchayat areas. Additionally, all property tax assessments in these areas were completed as per clauses 129A and 150A of the Maharashtra Municipal Corporation Act during the Assessment year 2021-22. According to Sections 129A & 150A of the Maharashtra Municipal Corporations Act, the Hon. Municipal Commissioner has the authority to assess individuals who have escaped the assessment process for taxes. This Act allows for the retrospective application and recovery of dues from individuals who were not assessed in the appropriate year. The Panvel Municipal Corporation (PMC) can initiate this assessment process within six years from the date the property should have been assessed. The selected agency shall assist to PMC in providing services for the revised taxation process and generation of Special Notice with Retrospective calculations, Bill of taxes etc. for such properties. The selected agency shall assist to PMC and providing services for revised assessment and demand register for next 5 years as per operation and maintenance works during stage and year wise assessment implementation for related respective properties within PMC.

2. Tax payer or society that has not received an occupancy certificate and the property is occupied the

selected agency shall assist to PMC for visit the property and collect the bill of electricity connection or prepare a site inspection report. The selected agency providing services for identify first date of using the property for the document of occupancy, possession date or bill of electricity and enter to the date into PMC existing software applications. The selected agency shall provide services for data entry in the software applications like taxable area, calculation of taxes, occupancy date and possession date along with big building taxes and add or edit arrears of such properties.

3. The selected agency shall provide services for scanning of such property document, Possession certificate, Occupancy certificate and linking the document property database.

4. The agency shall print and provide retrospective individual multicolor Notices as per clause 129A & 150A Maharashtra Municipal Corporation act etc. with preprinted stationary and necessary bindings.

5. As per directions and rules given by the Hon. Commissioner, Panvel Municipal Corporation, The agency shall prepare and provide Computer Printed multicolor property wise individual Computerized Property tax assessment case papers along with Photo and plans printed showing all Calculations of as per clause 129A & 150A Maharashtra Municipal Corporation Act and old records details with all required printings and stationary and bindings.

6. The selected agency shall provide services for penalty calculation from the date given on the occupancy certificate or from the levy of retrospective taxation and Reconciliation of the tax and penalty accordingly if the tax has been paid.

7. It will be the responsibility of the selected agency for distribution of all the Special Notice with Retrospective calculations, Bill of taxes to the property holders.

1.5 Data Analytics and Visualization Tool:-

1. **Dashboard Customization and Deployment:** The selected agency shall customize and deploy data analytics and visualization tools, including interactive dashboards that provide real-time insights into key metrics such as property tax collections, payment trends, and defaulter lists. The dashboards shall support filtering and detailed analysis capabilities.

2. Data Analytics & Visualization

A. Understand the current data, analytical frameworks and match it with the requirement of data analytics required by the department

B. Create dashboards and representation of data for better decision making with Role based access for various department members through the application tool.

C. The tool should be able to support multiple users and roles with different access levels and permissions.

D. The tool should be able to collect, store, process and analysis property tax data from various sources.

E. The tool should be able to operate on various devices and platforms, such as desktops, laptops, tablets and smartphones with web browsers or native applications.

F. Training the department stakeholders to make data backed decisions shall result in data-centric

performance enhancement.

G. Some possible analytical parameters for data analysis includes but not limited to the following:

H. The number and percentage of property owners who pay their taxes on time, late, or not at all.

I. The average amount of property tax paid per property owner, per zone, and per property type.

J. The trends and patterns of property tax collection over time, such as seasonal variations, year-on-year changes, and outliers.

K. The effectiveness and efficiency of the communication channels used by the department to inform, remind, and persuade property owners to pay their taxes, such as emails, SMS, phone calls, etc.

3. Integration with Other Property Tax Systems:

Interoperability and API Development:

A. The selected agency shall develop and implement necessary Application Programming Interfaces (APIs) to ensure interoperability and seamless integration between the application product and other existing property tax systems used by PMC and associated municipal bodies.

4. Manpower Deployment-

A. We expect the bidder to deploy experienced and agile teams which deliver value quickly. It is expected that bidder team(s) can quickly bring structured data to life with technology implementation.

Sr. No	Manpower Category	Number of Resource	Qualification	Skill
1	Data Analyst	2	Graduate/Postgraduate in quantitative fields such as economics/ econometrics/ computer science/ mathematics/ statistics or a related discipline with a quantitative emphasis.	a. Good knowledge of computer operations, preferably English and Marathi typing, b. Computer Operator should have good knowledge of Microsoft office and excel. c. Computer Operator should have experience in providing customer support.

2	Content Writer	1	Qualifications: Graduate/Postgraduate in Journalism or Mass Communication or other relevant field	

5. Yearly Operations and Maintenance- The contract shall be in force for further next 5 financial year during this annual operation & maintenance and supply work as per the quotation. The concern item work rates shall be increased by 5% per year as natural price rise escalation from second year.

1.6 Providing services for Design, Development, and Deployment of WhatsApp Chatbot Services

1. The Municipal Corporation invites bids from eligible agencies for the design, development, deployment, and maintenance of a WhatsApp chatbot and related services for interactive communication between the Property Tax Department and taxpayers. The interested bidding agency shall have to provide the following services if selected-

2. Role of the Service Provider:

A. Design and develop an interactive WhatsApp chatbot to facilitate communication with property taxpayers.

B. Generate and integrate APIs for seamless connectivity between the chatbot and the municipal corporation's backend systems.

C. Develop customized software solutions to automate responses, provide property-related details, tax payment reminders, and grievance redressal mechanisms.

D. Deploy, test, and maintain the chatbot, ensuring its functionality, accuracy, and smooth operations.

E. Provide technical support, updates, and troubleshooting services post-deployment.

F. Ensure the chatbot facilitates essential services, including tax payment reminders, property status updates, grievance submission, and query resolutions.

3. Role of the Municipal Corporation: Share all relevant property tax data, system integration requirements, and business process details necessary for the chatbot's functioning.

G. Collaborate with the selected agency for testing and validation of the chatbot and related systems.

H. the Selected agency shall use the deployed chatbot solution for timely communication with taxpayers, including sending reminders, updates, and addressing grievances effectively.

I. the Selected agency shall monitor and utilize the solution to improve taxpayer engagement, reduce manual interventions, and enhance operational efficiency for the Property Tax Department.

J. By implementing this project, the Municipal Corporation aims to foster efficient, interactive, and transparent communication with property taxpayers, ensuring timely tax collection and enhanced citizen satisfaction.

4. Interested agencies are requested to carefully review the scope of work and submit their proposals in accordance with the terms and conditions mentioned in the quotation document.

1.7 **Scanning and Digitization records of Property tax Dept**.- Existing Flow analysis of property tax dept., data entry operations of entire assessment registers of Property tax Department (both in English and Marathi), scanning and Digitization records, indexing and meta-tagging of scanned records of particular page and file as per the technical requirements specified elsewhere in the document, Creation of database for scanned data with quality and accuracy and pass service provider's quality assurance phase for property tax department.**(If and as ordered)**

1. Property tax is one of the important sources of revenue for PMC. It is imperative to have the latest status about commercial, industrial, and other non-residential properties so appropriate tax can be taken and revenue can be generated and recorded. In that context PMC is looking for agencies who would undertake the data entry operations and digitalization of industrial and other non-residential property, new properties, additional construction properties, unassessed properties. The selected agency is expected to use the existing digital platform for recording the data and scanning and uploading the existing data.

2. The work involves a) data entry operations of entire assessment registers of Property tax Department (both in English and Marathi) b) scanning and digitizing the selected records, b) indexing and meta-tagging of scanned records for easy retrieval, search, view, addition, deletion of a particular page and file as per the technical requirements specified elsewhere in the document. Creation of database for scanned data with quality and accuracy and pass service provider's quality assurance phase. The data should be in monthly and yearly abstract form. The scanned images and database have also to be linked to the existing legacy application and MIS application in. Provision for integration and meta-tagging of and other documents to be scanned in future.

3. It is always imperative for any organization to meet accepted standards for managing its large official records. These standards are designed to ensure that electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured in a way that ensures their reliability, authenticity and usability over their entire retention period and that allows the images or copies produced from the images, to be authenticated as true copies of the originals and to be admissible as evidence in legal proceedings. Additionally, bilingual data entry (English and Marathi) is to be done for the entries made in the assessment registers of the Property Tax Department.

4. Digitization is expected to achieve the following benefits: -

- Ultimate objective of reduction of storage space for preserving files.

- Minimizing the file search time

- Increase in productivity of processes.

- Availability of the document for sending in electronic format

- Reduced turnaround time of processes

- Improved control over all the important digitized documents

- Correct Data Entry of fields provided in the Assessment Register

- Linkages of the scanned records with the data entered from assessment register.

- Bidder is cannot used OCR for data digitalization and data entry.

5. Estimated quantity of work: At present, there are approximately 3.5 lakh recorded properties under the Property Tax Department. Subsequently, the details are recorded in the assessment register with supporting documents such as maps, contracts, property transfer deeds etc. available in the form of hard copies. The number of supporting documents and size of document (A4, A3, legal, map documents etc.) may range from 20-25 pages per file (back-to-back) which can vary from property to property. The agency is expected to setup their infrastructures across 6 premises of PMC offices for digitalization and bilingual data entry (English and Marathi). The agency may submit the scheduling of aforesaid activities as part of proposal.

6. PMC inform to the selected agency to initiate one or all steps together for one or all gat or zones to manage the timely completion of the works. The selected agency of the contract after completion any step for any number of properties, irrespective of the complete completion of a gat or zone or the entire Municipal limits may claim the part running bill, as per payment terms, for the work done in respect of the properties for the step or steps. The selected agency shall inform in writing to the PMC about partial or full Completion of that steps of the contracted work and after receipt of such information, it shall be the duty of PMC to verify the work etc.

7. Specifications:

A. Data Entry Operations:

1. The Service Provider has to create a bilingual data capturing format inaccordance with the existing assessment register.

2. The Service Provider to deploy competent resources (Data Entry Operators) to input entries as per the defined fields and information provided in the assessment register.

3. The Service Provider to ensure that the assessment register handed over to them for the data entry operations are handled with utmost precautions and to be returned to the department safely after completion of the assignment.

4. Hon Commissioner, PMC, May, allow the selected agency upon inspection and satisfaction to carry the documents for scanning purposes at the agencies on the registered office at PMC location after due receipt of the document. Facility agency shall take optimum care of the documents and its safety. In case the selected agency is permitted to carry such documents in its own premises for the purpose of execution of the work in this contract.

5. If upon mutual consultation, it is decided to carry the entire work or the part of the work in the zonal offices or main office of the municipal corporation, the agency shall be provided adequate working space with all furniture fixtures, and Internet connections for the purpose of execution of this work contract in the premises of PMC office or its authorized other locations.

B. Scanning of Records

1. The Service provider has to create digitized format of records including assessment register.

2. Scanning resolution should be 300DPI to 600DPI in colour resolutions (24 bit) for brittle and very old document to maintain the originality of the document and making it searchable.

3. The paper size of the document to be scanned may vary (A0, A1, A2, A3, A4, legal, map etc.) 300DPI to 600DPI resolutions with (8 bit) colour background documents ensuring originality and search ability of the documents.

4. 300DPI to 600DPI with colour resolution for legible documents ensuring originality and search ability of the documents.

5. Scan images should not be duplicated, and all images should be in proper sequence.

6. Scan image should be cropped in a proper manner and no content should be deleted.

7. The data in the final output should be well-readable and in Clean PDF.

8. All scanned data and the scanned documents shall be submit to PMC. PMC shall initiate integration of data provided by service provider with the existing Application and MIS Application software of the department. The Service Provider will create database of all scanned data with quality and accuracy and pass service provider's quality assurance phase. The data should be in monthly and yearly abstract form.

9. The service provider has to impart training to the resource persons/staff identified by the department to carry out scanning/digitization and the entire operational part of application Software /utilities developed by the selected Service provider during the project like indexing, archiving (scanning and storing), deleting, retrieval, printing and appending pages to existing files etc.

10. On completion of the work, the service provider shall hand over the database to this office, which shall become property of the PMC for all intents and purposes.

11. Selected agency may authorize educational institutions for their academic training sessions, industrial training program for executing part of the works as required Time to time in order to complete the works in schedule time period. The Selected agency may, at its discretion, offer maintenance and support services for the software application and database to PMC on PMC's application and having all the specifications and functionalities as per quotation document. PMC shall provide the required remote access with all privileges to selected agency for temporary period as and when required for all type of installation, support and troubleshooting, updations etc. PMC shall remove such access after the troubleshooting or maintenance is done. PMC shall ensure the backup and restore mechanism in place and working with all verification of data and correctness at the access allotment

and maintenance delivered point. All type of maintenance and troubleshooting services shall be provided from selected agency office as per telephonic ticketing mechanism to be provided by selected agency

12. Executable Licensed files, Data in the excel format installation setup kit shall be provided to PMC and the all software shall be provided as per scope of work. Service provider shall install the licensed copy of the executable file of software in the server of PMC in its office for Project tenure only and it shall be the responsibility of PMC to manage infrastructure, website domain registration and renewal, backup and restore mechanism, SSL certification, static IP and the licensed copies of all other supporting operating systems, database server. Copy of data in PDF, JPG, JPEG, PNG, Excel format shall be provided to PMC in the hard disk by the selected agency after completion of the project. The software License shall be provided by the selected agency as per the agency's standard license terms and conditions for the Project tenure time only to the PMC governing the secured standard uses, prohibitions and standards operating procedures, user manual, roles and responsibilities to be signed at the time of installation of software by both parties.

13. PMC shall verify the creativeness and functional and security regarding uses, changes, online security, and data flow in all functionalities of all module and data within 15 days from the date of installation and intimation from the agency. PMC shall provide the lists of functional defects to the agency in written and the agency shall be bound to make corrective measures, if found necessary, regarding all faults of software functions of all modules after installation Process in detail:

14. The process of scanning and digitization involves the following sequential stages:

15. Data Entry Operations:

16. First-hand review of sample assessment registers

17. The service provider to set up a well-defined and sequential mechanism for data entry operations in accordance with the fields mentioned in the assessment registers.

18. Setting up of bilingual name data entry mechanism for the data fields

19. Deployment of resources for data entry operations and communicating the timelines to the department

20. Setting up quality assurance mechanism and sample verification

21. Setting up of scanning and digitization facility

22. The Service provider will be required to set up and install the necessary infrastructure at the premises of PMC, to complete the scanning and digitization within the time frame.

23. The Service provider shall use necessary hardware (including Server, desktop systems, Overhead image scanners, printers, etc. in sufficient quantity), application software and other infrastructure for Scanning & Digitization work at the location of the PMC Office/Zone Office or any authorized locations.

24. Pre-Scanning preparation: These are the activities that are to be performed by the Service provider on the documents collected before commencement of scanning. Its inter-alia includes:

25. The records to be scanned will be provided by the department and handed over to the service provider. After collection of documents, it would be the responsibility of the Service provider to maintain and return all the files in their original form to the department. The documents should be collected, on a regular basis under the supervision of an Officer, scanned at the Office site. Scanning will be done through an Overhead Scanner in its present position without disturbing the contents.   After scanning they should be arranged in the same manner as they were received & returned the same day.

26. The Service provider shall check for the number of records to be scanned in a file in the presence of the representative(s) of the department and acknowledge the same

27. Wherever required, the Service provider shall be responsible for removal of dust, removal of tags, pins, threads, rubber bands etc. from the records before scanning.

28. The Service provider shall take extreme care to arrange the documents back in the files so that their chronology is not disturbed.

29. The Service provider should carefully unfold and flatten the documents to eliminate creases and wrinkles if any.

30. The Service provider shall take special care in preparing the documents for scanning which are old and not in good physical condition. This may inter-alia include pasting of torn pages, straightening of pages, un-binding of files that cannot be scanned in a routine manner. Some documents which are folded at the edges may even require ironing to straighten them.

31. After Scanning the Service provider shall binding the documents.

32. Document & batch Preparation: Inspecting & separating documents, grouping documents into categories & designating the beginning & end of documents and batches.

C. Scanning and Digitization:

1. The scanning needs may vary from page to page in a file and accordingly appropriate resolution has to be maintained.

2. The images have to be scanned in colour. The scanned documents shall be stored in clean PDF format.

3. The documents would be sent to the Service provider for scanning in convenient batches as mutually agreed to between the Service provider and the department. Records would be scanned and digitized at the place provided by this office and the Service provider shall be responsible for accounting the details of records handed over to them to carry out the digitization work.

4. The Service provider is responsible for quality assurance and has to go through all documents to see if they are complete and readable. The Service provider has to undertake Quality Assurance processes for all aspects of processing and post- processing of records including image capture, indexing, storage and return. The Service provider has to perform quality control to ensure that each page is fully rendered, properly aligned, and free of aliasing/distortions. When necessary (e.g., poor image capture), the Service provider has to re-scan from the original page and insert the image(s), into the proper image file sequence.

5. The Service provider shall perform following image enhancement activities wherever necessary

6. Ensuring that the quality of scanned images is enhanced to the optimum level.

7. carrying out cropping and cleaning of images like removal of black spots around the text, providing equal margins around the text

8. In case the print/writing in the documents is not legible, the Service provider shall scan the documents at a higher resolution or in Grayscale. No extra payment shall be made for the same.

9. Page should not be left while scanning the file.

10. No chemical/water should be used for manual flipping pages.

11. If the image is very large in size it must be properly stitched after partially scan.

12. Blank pages should be left out during scanning of records.

13. Scan image should not be corrupt.

14. Map image should be saved in separate folder also.

15. All scanned data should be cross checked by the department official/employees.

D. Indexing & Meta-tagging of scanned documents:

1. After documents are scanned and stored in digital form, they would be indexed using manual entry. The Service provider will create metadata with metadata fields as required for indexing as per the requirement of the Department. However, it may finally be decided at the time of execution.

2. All scanned files to be mapped with their respective entries from the assessment registers.

3. The Service provider will establish procedure for checking the accuracy of indexing and making necessary corrections as accurate indexing is required for efficient retrieval of digital documents from digital storage media.

4. The Service Provider will create database of scanned data with quality and accuracy and pass service provider's quality assurance phase. The data should be in monthly and yearly abstract form. The database has to be integrated with existing application software. The service provider will also make provision for integration and meta- tagging other documents to be scanned in future.

E. Post Scanning activities:

1. After scanning, the physical document would be pinned together/ tagged/stitched in the same form as it was given for scanning by the department. Periodically, all paper documents have to be returned in their original form to the department. The documents should return back to the concerned Department's Officer with a check being done again for integrity of the documents being returned.

2. Each page shall be arranged in the form it was received while giving the documents back to the department.

3. Service provider has to follow the Maker and Checker process to avoid mistake in scanning work.

The mistakes identified by the Checker need to be rectified and final error-free output should be provided.

4. PMC shall deploy the sample checking 10% random check by PMC designated clerk and 2% random check by Zonal Property Tax Officer for every 1000 entries

5. Document Maintenance, Management and Accessibility:

6. The scanned documents are to be stored in a structured manner for easy access and retrieval.

7. File searching should be possible by file name, key words, author of the file and hierarchical position of the author, date created, and date modified.

8. The Service provider shall be required to independently arrive at the methodology, based on globally acceptable standards and best practices, suitable for the Office by providing state-of-art technology by using scanner/overhead non-contact scanners.

F. Storage and backup

1. A folder structure has to be followed while storing the digitized data in the storage media.

2. Nomenclature of the digitized file should be decided in consultation with the department.

3. Copies of the scanned data (and metadata) shall be provided by the Service Provider. The Service provider will create a Master copy for the department and will provide the replica of Master copy as per the requirement of the department.

4. The Service provider shall use standard methodology for Scanning & digitization and archiving so that in future, any Service provider can access the archival database.

5. A necessary daily backup of scanned data may be ensured in any external storage media.

6. The external storage media should be handed over weekly to the department representative for safe custody.

7. The data in the final output should be well-readable and in Clean PDF.

8. The scanned data should ultimately be moved to the server's department at the end of the project.

9. Before claiming bill for the quantity scanned/scanned and accepted, a copy of the digitized data has to be handed over to the department.

G. Quality Assurance:

1. After scanning the images, they are to be checked by the Service provider for ensuring their quality and completeness. Thereafter, they are subject to quality check by the department in a systematic manner to ensure completeness of scanning of a particular file. During the process, if it is observed that pages are omitted to be scanned or it is not ordinarily readable or it is not properly scanned or incompletely scanned, the Service provider has to set right the defects/omissions immediately. On complete acceptance of the scanned files only, the Service provider can reckon the quantum of scanned images for monthly billing.

2. Every image must be readable. The best image quality should achieve by using state of the art Scanners, Processors & quality equipment with automatic exposure control features. The minimum scanning resolution should be 300 DPI, in general. However, the service provider should increase this if required, to ensure proper readability of output image.

3. Officials authorized by the department will verify the number of pages, readability, search facility and other decided parameters and on acceptance the authorized officials shall verify the same.

4. PDF/Archives which are rejected during the verification process due to poor quality or otherwise, will be scanned again to prepare PDF/Archives file, which will again pass through verification process till it is accepted.

5. Yearly Operations and Maintenance- The contract shall be in force for further next 5 financial year during this annual operation & maintenance and supply work as per the quotation. The concern item work rates shall be increased by 5% per year as natural price rise escalation from second year.

1.8 The selected agency shall providing following services for the Tax Assessment and Collection Software.
1. Database updations, opening new financial year in the tax Assessment and Collection Software.
2. To provide required hardware maintenance support, if any and provide software application support.
3. Maintain the system for the period of 5 (Five) years after Go-Live in Operation and Maintenance phase.
4. Ensure the desired functioning of the Interface / integration
5. Periodic modification, updating and maintenance (as per requirement of the PMC) of the portal and other services
6. Software installation-reinstallation if and as required by PMC.
7. Provide handholding support and training services as part of the post implementation services.
8. All required support & services for implementation, smooth operation and maintenance of all the components of software

1.9 The selected agency shall Providing License based data services for various online activities related to property tax software and application as a host server and database server as data canter with appropriate backup system at selected agency office. (If and as Ordered and agreed by both bidder and quotationing party.)
1. The Selected agency shall provide Data services for various online activities related to property tax department with mutual consent of The Hon. Commissioner, Panvel Municipal Corporation as or when required.
2. Data centre services is a collective term for all the supporting components necessary to the proper operation of software application provided by selected agency. This includes all the implementation, maintenance and operation of a software application files, database and all the supporting files related to software application. As such, data centre services can involve hardware, software, processes and personnel.
3. Municipal Corporation shall verify the creativeness and functional security regarding data services, online security in all functionalities of data services provided by agency. After authorization of

selected agency to manage and maintain municipal data and application on selected agency's server by municipal council, it is responsibility of municipal council to make sure data is secure and well managed on server.

1.10 Change Request Clause

1. PMC shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called Change), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract. A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with system/product Upgrades.

2. The Selected agency may from time to time during its performance of the Contract propose to PMC (with a copy to the Project Manager) any Change that the selected agency considers necessary or desirable to improve the quality or efficiency of the System. PMC may at its discretion approve or reject any Change proposed by the Supplier.

3. Notwithstanding Clauses mentioned above, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any extra cost or Time for Achieving Operational Acceptance.

4. The procedure on how to proceed with and execute Changes is specified below.

5. Moreover, PMC and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be frozen. Any major Change initiated after this time will be dealt with after Operational Acceptance.

6. Changes originating from PMC- If PMC proposes a Change pursuant to Clause mentioned above, it shall send to the Selected agency a request for Change Proposal, requiring the Selected agency to prepare and furnish to the Project Manager as soon as reasonably practicable a Change Proposal, which shall include the following:

7. Brief description of the Change;

8. Impact on the Time for Achieving Operational Acceptance

9. Detailed estimated cost of the Change

10. Effect on Functional Guarantees (if any)

11. Effect on any other provisions of the Contract.

12. Prior to preparing and submitting the Change Proposal, the selected agency shall submit to the PMC a Change Estimate Proposal, which shall be an estimate of the cost of preparing the Change Proposal,

plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Selected agency's Change Estimate Proposal, PMC shall do one of the following:

13. Accept the Selected agency's estimate with instructions to the Selected agency to proceed with the preparation of the Change Proposal;

14. Advise the Selected agency of any part of its Change Estimate Proposal that is unacceptable and request the selected agency to review its estimate;

15. Advise the Selected agency that PMC does not intend to proceed with the Change. Upon receipt of PMC's instruction to proceed under above Clause, the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with Clause mentioned above. The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

16. Upon receipt of the Change Proposal, PMC and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, PMC shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If PMC is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If PMC decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall not be entitled to reimbursement of any costs incurred by it in the preparation of the Change Proposal.

17. If PMC and the selected agency cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented.

18. If the selected agency proposes a Change pursuant to Clause mentioned above, the selected agency shall submit to the Project Manager a written Application for Change Proposal, giving reasons for the proposed Change and including the information specified in Clause mentioned above. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in Clauses mentioned above. However, should PMC choose not to proceed or PMC and the selected agency cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the selected agency shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between PMC and the selected agency to the contrary

19. The selected agency needs to make any changes in software and hardware suggested by PMC or the Supplier in accordance with clause mentioned above. It is expected that any minor changes shall be carried out by the selected agency without any extra cost. In case of substantial change requests, extra cost estimated for the change shall be paid by PMC separately.

20. The PMC may submit a change request for the integration of the Property Tax Application with the other inter-department, state and central government application. Changes may include, but are not limited to:

    I.   Data exchange between the systems

    II.   API development and integration.

    III.   User interface adjustments.

    IV.   Compliance standards and guidelines.

21. Integration-related costs, including development, testing, and deployment, shall be calculated based on:

    I.   The scope of work outlined in the Change Order.

    II.   A mutually agreed billing rate or fixed price.

1.11 Documentation required and Terms for all type of works.

Following documents and all other documents as and when required shall be provided by the Municipal Corporation to the selected agency.

1. Revenue ward wise existing lists of Ownership names, Assessment details and Renter's name, Rent and other related details.

2. Municipal Corporation will provide identification cards to staff of the selected agency. The staff of selected agency will be working for the contracted work on behalf of PMC First Party so, if required PMC will provide adequate working protection to selected agency and when required by the selected agency without any cost of the same. In case of any major resistance for the property survey from any person preventing selected agency to perform its legal duty towards the contract, PMC shall immediately be reported for appropriate action.

3. All leased property, Shopping Complex wise Lease rent lists for the assessment of PMC Leased properties. Rent and lease details of all the public sector and private major properties like Offices, Banks, PSU's, Schools, and Mobile Towers Etc.

4. All leased property, Agreement copy or list of actually rented all properties with yearly rent and renter names, Shopping Complex wise Lease rent lists for the assessment of PMC Leased properties. Rent and lease details of all the public sector and private major properties like Offices, Banks, PSU's, Schools, and Mobile Towers Etc.

5. PMC shall provide the required set of software and hardware for the installation of all supporting licensed software's and operating system in Municipal offices premises as and when required by the selected agency for successful installation and running the software.

6. PMC shall provide adequate working set up of computer/Server, furniture, LAN set up, fixtures, uninterrupted high-speed internet and power supply, required Licensed copy of software's (Microsoft

windows server OS latest version, SQL Server 64 bit latest version, Crystal Report), server room with all facilities and application and data server along with backup and restore servers systems in main office of Municipal Corporation. PMC shall provide set of client PC, furniture, LAN network, static IP, Firewall, Antivirus, printers, Licensed copy of required operating system and software etc. in all zonal offices and tax department of Municipal Corporation.

7. PMC shall provide bulk SMS Gateway for sending various alerts, notification related to various tax activities.

8. All software Computer Program Logic used under this contract shall be the Intangible Assets of the selected agency. However, the selected agency shall be bound to provide the database files and the data in the Excel format after completion of the Works Contract.

9. Creation of testing and live environment, user access creation as per PMC defined roles and responsibility.

10. Testing of application on test environment and submit for UAT testing to PMC.
   a. The primary goal of Acceptance Testing is to ensure that the proposed System meets requirements, standards, and specifications as set out in this RFP & in the SSD document and to achieve the desired outcomes.
   b. Selected Bidder shall prepare the UAT criteria document and sample data for UAT, and take approval from the Corporation, in advance before start of the UAT process.
   c. The Corporation reserve its right to undertake this exercise of Testing, Acceptance and Certification through a third party.
   d. The basic approach for UAT will be ensuring that the following are associated with clear and quantifiable metrics for accountability:
   e. Functional requirements, Infrastructure Compliance Review, Performance Testing (Full load/ Stress test) using suitable tools which would be provided by the Selected Bidder, Security, Project Documentation, Data Quality Review.
   f. Any defect/s arising out of the UAT shall be notified in writing and the selected agency shall resolve the defects and release appropriate patches & demonstrate the effect to the Corporation.
   g. The Corporation would provide the UAT signoff on successful acceptance of the application. The software would be considered as frozen and all additional requirements would be addressed through change request during the post-implementation phase.

11. System and User documentation
   a. The selected agency will provide documentation as the project undergoes various stages of implementation. Indicative list of documents include:
   b. Project Commencement Documentation: Project Plan in giving out micro level activities with milestones & deadlines.
   c. System Specification Document (SSD), AS-IS, TOBE and BPR: Comprehensive document with all system related details
   d. User Manuals: For all the Application Software Modules, required for operationalization of the system.

e. System Manual: For all the Hardware equipment covering detail information required for its' administration.

f. Installation Manual Note: The selected agency will ensure Upkeep & Update of all documentation and manuals.

12. Creation of template with PMC system Admin for Incident / Enhancement reporting.

13. PMC will provide licensed cloud hosting space and environment for application, database and services hosting.

14. The standard terms and conditions for the detailed operation and maintenance of all the software's to be provided under this contract shall be provided by the selected agency as standard operating procedure at the time of relevant training of the concerned software.

1.12 Installation and support

To provide training to personnel identified by PMC with respect to use of Property Survey and Analysis Project, software.

1.13 Training

The training will cover, in addition to the general training of Project, the following:

a. Report handling on web application

b. Data updates on web application.

c. Modifying property status with updated data.

d. Identification of various levels of users of the system:

e. The training experts for Property Survey and Analysis Project, if required, would assist PMC in identifying and classifying the below four categories of users in identified departments of PMC who will use the solution.

1.14 Manpower for Onsite support

Bidder should deploy two (2) onsite resources having experience in business analytics for first year for handling report generation. The resources should coordinate with all department officers and concern field officer to generate report on fortnightly/monthly progress on the tagged properties. Functions includes, not limited to:

a. Handholding for PMC staff during one year after project work completion

b. Communicate with field staff and ward officers to generate deviation property report and delta revenue report on monthly basis.

c. Collect development ward/field officer and help them to update the developments in the system

d. Help top management of PMC to generate listed report

1.15 Licensing and Upgrades

The cost of the software should not be based on the number of users utilizing the application. The Software should be enterprise level software allowing any number of users to use it without extra

costs. The agency shall ensure that technical support is available for software application for the period of 5 year from the date of work order against any failure of software.

1.16 Ownership/Copyright:

Database Executable files, data installation setup kit shall be provided to Panvel Municipal Corporation and the all software License shall be provided as per "As It Is" basic and all customizations that is necessary to fulfill the scope of quotation shall be done by the agency. Selected agency shall install the licensed copy of the executable file of software in the server of Panvel Municipal Corporation in its office and it shall be the responsibility of Panvel Municipal Corporation to manage infrastructure, Municipal Council website, website domain registration and renewal, payment gateway, backup and restore mechanism, SSL certification, static IP and the licensed copies of all other supporting operating systems, database server. Software's required for running the Property tax software in The Municipal Corporation server computer. The selected agency shall submit Copy of data to Panvel Municipal Corporation in the hard disk by the selected agency after completion of the project. The software shall be provided by the selected agency as per the agency's standard license terms and conditions to the Panvel Municipal Corporation governing the secured standard uses, prohibitions and standards operating procedures, user manual, roles and responsibilities to be signed at the time of installation of software by both parties. Panvel Municipal Corporation shall verify the creativeness and functional and financial security regarding transactions, uses, changes, payments, online security, and data flow in all functionalities of all module and data within 15 days from the date of installation and intimation from the agency. Panvel Municipal Corporation shall provide the lists of functional defects to the agency in written and the agency shall be bound to make corrective measures, if found necessary, regarding all faults of software functions of all modules after installation and within verification period by Panvel Municipal Corporation. After such transfer, hand over, Panvel Municipal Corporation shall be the software application and database server administrator and remove all access for the agency till maintenance and troubleshooting is required.

1.17 Ethics and Fraudulent / corruption practices policy

Selected agency represents, warrants and covenants that it has given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment, or other things of value to any employee or Municipal Council, or its nominated agencies in connection with this agreement and acknowledges that the giving of any such payment, gifts, entertainment, or other things of value is strictly in violation of Purchaser standard policies and may result in cancellation of this Agreement. The Municipal Corporation requires that bidder under this RFP, observe the highest standards of ethics during the execution of such contract. In pursuance to this policy, PMC:-"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence of public officials in contract execution; and "Fraudulent Practice" means a misrepresentation off acts in order to influence execution of contract to the detriment of PMC, and includes collusive practice among bidders (prior to or after bid submission);Will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;· Will declare

a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in Corrupt and fraudulent practices in competing for, or executing a contract. The past performance of the bidder will be crosschecked if necessary. If the facts are proven to be dubious the bidders RFP will be ineligible for further processing.

1.18 Risk Purchase Clause

In case the selected agency fails to execute the project as stipulated in the delivery schedule, PMC, reserves the right to procure similar services from alternate sources at the risk, cost and responsibility of the selected agency. Before taking such a decision, The Municipal Corporation would give a notice period of 3 months for performance improvement extendable further to 1 month.

1.19 Data ownership Clause- All the data created as the part of the project would be owned by PMC. Successful Bidder shall take utmost care in maintaining security, confidentiality and backup of this data.

1.20 Responsibility of contractors/s

Immediately on approval of the offer, the contractors shall draw up a time schedule (indicating the period of each stage) in accordance with the stipulated milestones. Approach paper shall also be prepared and submitted for approval of Hon. Commissioner, Panvel Municipal Corporation.

The Contractor shall visit the site personally from time to time and at least once in a week for ascertaining that the work is being carried out satisfactorily and also for studying the problems on the spot and giving necessary clarifications/directions.

The Contractors' shall be responsible to visit the office of Hon. Commissioner, Panvel Municipal Corporation as and when called for any clarifications, meetings etc. The Panvel Municipal Corporation shall intimate the contractors regarding such occasions in advance by means of Letter/ over telephone/ by tealeaf / e-mail etc.

1.21 Disputes:

The parties shall attempt to resolve any dispute arising out of or relating to this contract through negotiations between the Hon. Commissioner of PMC and the director of the selected agency, who have authority to settle the same. Either party arising the dispute shall issue the notice for negotiations to another party for the period not less than 15 days mentioning the detail of disputed issues and the needed actions, remedy against the disputed issue. If the matter is not resolved by negotiation, termination process as per the clause of termination shall be initiated by either party.

Both parties hereby strictly agree that no any coercive action like blacklisting or any other action shall be initiated by PMC against the selected agency before or after receiving such notice of negotiations, further termination if any, the reason of termination what so ever may be as this action shall be treated prejudiced.

Both parties reserve right to file civil suits against each other and the dispute shall be juridical as per the jurisdiction as per law.

Quotation Inviting Authority: HON.COMMISSIONER PANVEL MUNICIPAL CORPORATION, PANVEL						
Financial Bid						
Contract No:						
Quotationer Name :						
SCHEDULE OF WORKS						
Sl. No.	**Description of work-Providing Services, computerization and Providing Annual Operation & maintenance and Supply for the property tax dept. within the limits Panvel Municipal Corporation, Panvel.**	**NO.OR QTY**	**Unit**	**Rate In Figures**	**Rate In Words**	**AMOUNT Rs.**
1	Providing Annual Operation, maintenance and Supply for the property tax dept as providing yearly tax collection postings, Bills of taxes, demand registers and collection register etc with preprinted multicolor stationary and maintaining the database, Manpower requirement for Operations & Maintenance,Help Desk/Call Center etc as per quotation document scope of work for 5 Years as per section 1.1 and 1.2	1	Per Property Unit Per Year			
2	Providing Software Executable file License & Services for 5 year-Integrated copyright registered mainframe and advance online web based software for the purpose of Computerisation of municipal counter payment for property tax collection and online property tax collection, receipt, daily challan generation, arrears posting, data enrty, bills of taxes, demand and collection regesters etc computerisation for municipal counter payment software Exporting,importing the required data and generating the reports of Transactions and Copyright registerd android based mobile Application for door to door property tax collection in Hand held mobile device with receipt printing facility for Property tax dept.Training and capacity building of Municpal Staff for one Year as per section mentioned in the quotation doc. (1.2)	1	Software License Per Year			

Sl. No.	Description of work-Providing Services, computerization and Providing Annual Operation & maintenance and Supply for the property tax dept. within the limits Panvel Municipal Corporation, Panvel.	NO.OR QTY	Unit	Rate In Figures	Rate In Words	AMOUNT Rs.
3	Providing services of property tax bills distribution- Selected agency should Providing services for door to door property tax bill distribution and agency should develop distribution application which will have additional feature to capture GIS location, photo of the property, signature of the property owner and also have ability to correction in postal address mobile number, shop/ flat number etc.as per section 1.3					
3.1	Per Property Unit Per Year for hand to hand delivery	1				
3.2	Per Property Unit Per Year for sent bill by registered post	1				
4	Providing services for data correction in the software for the retrospective tax properties, print and providing revised retrospective notice and bill of taxes for next 5 years etc as per section 1.4	1	Per Property Unit Per Year			
5	Data Analytics and Visualization Tool- Providing services for Dashboard Customization and Deployment, Data Analytics & Visualization,Automated Reporting and Notifications,Manpower Deployment and Integration with Other Property Tax Systems etc as per section 1.5	1	Per Property Unit Per Year			
6	Providing services for Design, Development, and Deployment of WhatsApp Chatbot Services as per scope of work section 1.6	1	Per Property Unit			

Sl. No.	Description of work-Providing Services, computerization and Providing Annual Operation & maintenance and Supply for the property tax dept. within the limits Panvel Municipal Corporation, Panvel.	NO.OR QTY	Unit	Rate In Figures	Rate In Words	AMOUNT Rs.
7	**Scanning and Digitization records of Property tax Dept-** Scanning and digitising records for property tax Dept- Selected agency analyses Existing Flow analysis of property tax dept., data entry operations of entire assessment registers of Property tax Department (both in English and Marathi), scanning and digitising records, indexing and meta-tagging of scanned records for easy retrieval, search, view, addition, deletion of a particular page and file as per the technical requirements specified elsewhere in the document, Creation of database for scanned data with quality and accuracy and pass service provider's quality assurance phase. The data should be in monthly and yearly abstract form. The scanned images and database have also to be linked to the existing legacy application and MIS application in. Provision for integration and meta-tagging of and other documents to be scanned in future. As per clause no. 1.7 **(If and As Ordered)**					
7.1	**Data entry operations and Digitalization per entry**	1	Per Property Unit			
7.2	**Scanning of property records per page**	1	Per Page			
8	Maintainance of the all above software and the Database,installation-reinstallation as Required by Municipal Corporation,Upgradtion of Software and Database for Consilation of the Next Financial year for one year as per section 1.8	1	Per Year			
9	Providing License based data services to maintain and manage data to Panvel Municipal Corporation related to property tax department on agency's data center for various online activities related to property tax software and application as a host server and database server as data center with appropriate backup system at selected agency office as per section mentioned in the quotation doc (1.9).(If and As Ordered)	1	Per Year			
Total in Figures						**0.00**

Sl. No.	Description of work-Providing Services, computerization and Providing Annual Operation & maintenance and Supply for the property tax dept. within the limits Panvel Municipal Corporation, Panvel.	NO.OR QTY	Unit	Rate In Figures	Rate In Words	AMOUNT Rs.
Total in Words						