Request for Proposal (RFP) for Rate Contract for providing Digital Tax Collection Solutions for various Urban Local Bodies
(Reference: Bid Ref: CO/DB&FP/1402/R1/2024-25 Dated 03.09.2024)

NOTICE - IV Addendum / Corrigendum

S.No.	Pg No/ Clause	Original Content		Amended Content	
		Particulars	Existing guidelines	Particulars	Revised guidelines
1	27(Section 9.d)	Technical Specification (30 Marks)	Detailed in Annexure A.	Technical Specification (30 Marks)	Detailed in Annexure A.

Annexure A:

Existing Clause:

d. Technical Specifications: (30 Marks)

Bidder needs to mandatorily demonstrate the modules declared as available by the bidder as per the Technical Specification, else marks for the same will not be awarded.

S. No	Application Infrastructure	Available (Yes/ No)	Marks 1.5 Marks Each
1	Web-based Centralized Application		
2	Data migration from existing system		
3	Integration with GIS		
4	Helpdesk Facility (For Employees)		
5	Citizen Mobile App.		
6	Collection App.		
7	Management App.		
8	Auto EOD Email & SMS		
9	Integration with BBPS		
10	Payment Gateway Integration		
11	Collection Centres		
12	Software customization and enhancement,		
13	Development and Management of Website		
14	Server Infrastructure at Govt. Listed Data Centre.		

15	Software maintenance and up gradation.		
16	Availability of Onsite engineers for day-to-day support		
17	Training & Handholding at every stage		
18	Call Centre support team to assist citizen on various on line payment		
19	Team for Online Transaction Reconciliation		
20	Back Office Team to help MIS and other reports preparation.		
	Total Marks		**30**
	Minimum marks needed		**18**

Amended Clause:

d. Technical Specifications: (30 Marks)

S. No	Parameters	Description	Available(Yes/No)	Marks Allotted	Marks Obtained
1	Web-based Centralized Application and Website Management	The solution must be a web-based, centralized platform accessible from any device with internet connectivity, supporting real-time data synchronization and user access control. The developed website should be capable for taxpayers to access information, make payments, and manage their accounts. It should include features such as real-time payment processing and access to various services of Urban Local Bodies.		4	
2	Data migration from existing system	The system should include robust data migration tools for transferring existing tax data from legacy systems, ensuring data accuracy and integrity during the transition.		2	
3	Integration with GIS	Bidder should Integrate with Geographic Information Systems (GIS) must be supported to enable location-based tax assessments, property mapping, and spatial analysis.		4	
4	Helpdesk Facility (For Employees)	The solution must provide a comprehensive helpdesk system with ticketing, issue tracking, and real-time support features to assist employees with technical and operational issues.		2	

5	Performance	The performance of the Tax Collection Solution should be monitored as per the defined Service Level Agreement as mentioned in this RFP to ensure optimal operation. Penalty will be levied for non-adherence of Service level as below:		2	
		<table><tr><td>S. No</td><td>Level of uptime</td><td>Penalty Charges</td></tr><tr><td>1</td><td>99.50% and Above</td><td>NIL</td></tr><tr><td>2</td><td>98.00% and above but below 99.5%</td><td>0.5% of project cost.</td></tr><tr><td>3</td><td>95.00% and above but below 98.00%</td><td>1% of project cost..</td></tr><tr><td>4</td><td>90.00% and above but below 95.00%</td><td>1.5% of project cost.</td></tr><tr><td>5</td><td>Below 90.00%</td><td>2.0% of project cost.</td></tr></table>			
6	Mobile Application	A mobile app should be available for taxpayers to view, pay taxes, and manage accounts on-the-go, with features for secure login and transaction history. The solution must include a collection app for field agents to process payments, issue receipts, and update records in real-time while on-site.		2	
7	Integration with BBPS	Integration with the Bharat Bill Payment System (BBPS) is required to facilitate seamless payment processing across various channels and ensure compliance with BBPS standards		2	
8	Payment Gateway Solutions Related	•Payment gateway on website/mobile app • Generate dynamic UPI QR codes for each transaction • Integrate POS machine with UPI and card payments • Simplified refund and dispute processes		2	

9	Security	• The successful bidder shall have to comply with Indian Bank's policies like IT policy, Information Security policy, Cyber Security Policy, Digital Personal Data Protection Policy etc. in key concern areas relevant to the RFP, details of which shall be shared with the successful bidder. • The bidder needs to ensure the complete safeguard in this regard. Bank will not be liable for any kind of security violations. • The system should implement robust authentication mechanism and granular authorization controls to ensure only authorized users have access to specific resources The system must address and should have adequate mechanism to prevent all type of attacks and Data Tampering and other ways of security threat.		2	
10	Server Infrastructure at Govt. Listed Data Centre.	Deployment must be on secure, government-listed data centres with high availability, scalability, and robust security measures to protect sensitive data.		2	
11	Secure and Role-Based Access Control	The system must implement secure, role-based access control mechanisms to restrict data access based on user roles and permissions.		2	
12	Device-Agnostic and Responsive User Interface	The application should be compatible to all the available leading browsers. The application should work on all the leading operating systems used in Desktop, Laptop and Mobile Application should work in all Android or IOS versions used in Mobile or Tablets.		2	
13	Granular Data Backup and Restoration	Implement granular data backup and restoration procedures, allowing for the recovery of individual records or specific datasets rather than full-system restores. This facilitates quick recovery of specific data without impacting overall system performance		2	
Total Marks					**30**
Minimum Marks Needed					**18**