

**‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’**

## **REQUEST FOR PROPOSAL (2<sup>nd</sup> Call)**

**‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’**

**RFP Notification No: APUIAML/MSSC/A4/25-26/01**



**ANDHRA PRADESH URBAN INFRASTRUCTURE ASSET MANAGEMENT LIMITED  
(APUIAML)**

4th Floor, NTR Administrative Block, Pandit Nehru Bus Station,  
Vijayawada 520 013, Andhra Pradesh.

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## SCHEDULE OF RFP PROCESS

<b>Description</b>	<b>Scheduled Date</b>
<b>Notification No:</b>	RFP Notification No.: APUIAML/MSSC/A4/25-26/01
<b>Project Name</b>	‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’.(herein after called as “ Project ”)
<b>RFP Issue / Start Date</b>	05.12.2025
<b>Bid Submission Closing Date and Time (Bid Due Date/BDD)</b>	26.12.2025 at 10:30 AM
<b>Submission of Hard Copy of the Bid</b>	To, The CEO, APUIAML 4 <sup>th</sup> Floor, NTR Administrative Block, Vijayawada-520013 (Andhra Pradesh)
<b>Date &amp; Time of Opening Technical Bids</b>	26.12.2025 @ 11:30 PM
<b>Technical Presentation</b>	26.12.2025 @ 12:00 PM Onwards (In case of any change same will be intimated to the bidders through website)
<b>Consortium/JV</b>	Allowed (Max 2 Partners)
<b>Date &amp; Time for Opening of Financial Bids</b>	30.12.2025 at 5.00 PM Technically Qualified bidders shall be informed through email. In case of any change in the date & time, the same shall be informed to Technically Qualified bidders.
<b>Method of Selection</b>	The successful Bidder will be selected under Quality and Cost Based Selection (QCBS) method and procedures described in this Tender Document

- Any addendum / corrigendum to the RFP Document shall be intimated to all applicants/bidders through APUIAML website [www.apurban.com](http://www.apurban.com) only.
- The Authority shall not be responsible for any non-receipt of Bids before the scheduled closing date & time of submission of bids.
- Failure to fill and sign the all the required Annexures (including incomplete information / document) shall make the Bid invalid. The bidder(s) is/are requested to submit it's/their

bid document in the given format only (including supporting documents). Any discrepancy in the submitted documents and/or submission of any irrelevant document may result in disqualification of the respective bidder from the bidding process.

- Interested bidders may obtain further information about this requirement from the office of APUIAML.
- RFP Documents can be downloaded online by the participating bidders electronically at [www.apurban.com](http://www.apurban.com)
- The RFP shall be filled in English Language and all entries must be typed / written in blue / black ink. Initials of the Authorized representative of the Bidder must be attested at all erasers and alterations made while filing the bid. Overwriting of figures in the Price Proposal is not permitted. Failure to comply with any of these conditions may lead to the Proposal invalid.
- Authority shall not be responsible for any costs or expenses incurred by the bidder(s) in connection with the preparation and delivery of Proposal, including costs and expenses related to transport etc. Authority reserves the right to cancel, terminate, change or modify this procurement / Bid Process and/or requirements of the proposal stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same.
- The Proposal/bid shall be valid for a period of not less than 30 days from the Bid Due Date (the "**BDD**"). In exceptional circumstances, prior to the expiry of the original proposal validity period, the authority may request the Bidders to extend the period of validity for a specified additional period. The request for such extension shall be made in writing. However, bidders will not be permitted to modify their submitted bids after the BDD.

## **INTERPRETATION**

In the interpretation of this RFP, unless the context otherwise requires:

- i. The singular of any defined term includes the plural and vice versa, and any word or expression defined in the singular has the corresponding meaning used in the plural and vice versa;
- ii. A reference to any gender includes the other gender;
- iii. A reference to any agreement is a reference to that agreement and all annexes, attachments, exhibits, schedules, appendices and the like incorporated therein, as the same may be amended, modified, supplemented, waived, varied, added to, substituted, replaced, renewed or extended, from time to time, in accordance with the terms thereof;
- iv. The terms "include" and "including" shall be deemed to be followed by the words "without limitation", whether or not so followed or defined;
- v. Any reference to a person shall include such persons, successors and assignees;
- vi. A reference to a "writing" or "written" includes printing, typing, lithography, scanned and other means of reproducing words in a visible form;
- vii. Any date or period set forth in this RFP shall be such date or period as maybe extended pursuant to the terms of this RFP;
- viii. The terms "hereof", "herein", "hereto", "hereunder" or similar expressions used in this RFP mean and refer to this RFP and not to any particular Article,
- ix. In case of any inconsistency between the terms mentioned in the RFP and the literary term, the meaning best construed in furtherance of the objectives of this RFP shall prevail.
- x. Where there is a discrepancy between amount in figures and in words, the amount in words shall prevail.
- xi. A term "Property" includes all the built-up assets like Households, Commercial establishments, Govt. institutions, PSUs, and any other buildings
- xii. A term "Immovable Assets" include Households, Commercial establishments, Govt. institutions, PSUs, any other buildings, vacant land parcels, open spaces, parks, etc.
- xiii. A term "Agency" refers to Successful Bidder/ System Integrator/ Service Provider
- xiv. A term "Client" refers to Andhra Pradesh Urban Infrastructure Asset Management Limited (APUIAML)

xv. A term "Authority" refers to Municipal Shared Services Centre (MSSC)

## **DISCLAIMER**

- I. The information contained in this **RFP ("Document")** or subsequently provided to Bidders (Applicants / Bidders), whether verbally or in documentary or any other form by or on behalf of CEO, APUIAML (hereinafter referred to as "**Client**") or any of its employees, representatives, advisors or Consultants is provided to Bidder(s) on the terms and conditions set out in this Document and any other terms and conditions subject to which such information is provided.
- II. This Document is neither an agreement nor an offer by the Authority to the prospective Bidder(s) or any other person. The purpose of this Document is to provide interested parties with the information that may be useful to them in the formulation & submission of their Proposal pursuant to this Document.  
This Document includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Request for Proposal towards '**Project**' by the selected Bidder / Agency selected through a competitive bid process. The purpose of this RFP is to provide the Bidder(s) with information that may be useful to them in formulation of their bids (including Price Bids) (the "**Bids**") pursuant to this RFP document and for no other purpose.
- III. This Document may not be appropriate for all persons, and it is not possible for the Authority and its employees to consider the objectives, technical expertise and particular needs of each party who reads or uses this document. The assumptions, assessments, statements and information contained in this document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Document and obtain independent advice from appropriate sources. Information provided in this Document to the Bidders may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- IV. The Authority and its employees/ officers/ advisors/ consultants make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Document and any assessment, assumption, statement or information contained therein or deemed to form part of this Document or arising in any way in this Selection Process / RFP Process (hereinafter defined).
- V. The possession or use of this Document in any manner contrary to any applicable law is expressly prohibited. The Bidders shall inform themselves concerning and shall observe any applicable legal requirements. The information does not purport to be comprehensive or to have been independently verified. Nothing in this Document shall be construed as final commercial, legal, financial or tax advice.

- VI. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements and information contained in this Document.
- VII. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this Document.
- VIII. The issue of this Document does not imply that Authority is bound to select a Bidder or to award work to the Selected Bidder, as the case may be, for the subject project and the Authority reserves right to reject all or any of the Proposal without assigning any reasons whatsoever.
- IX. Laws of the Republic of India are applicable to this Document.

## 1. LETTER OF INVITATION

To,  
Interested Bidder(s)

**Sub:** ‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’.

The broad Scope of Work/details of the services required to be provided by the Selected Bidder are given in Terms of Reference (ToR) Section 3, of this document (hereinafter referred to as the “**Project**”).

**1.1** Proposal submission must be received not later than the Bid Due Date specified in the “**Schedule of RFP Process**” in the manner specified in this RFP Document.

The Original Hard Copies shall be submitted on or before the due date specified at the address given below, clearly mentioning the name of the project and the services for which they are intending to bid for ‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’

**To**

The CEO,  
APUIAML  
4<sup>th</sup> Floor, NTR administrative block,  
Vijayawada, Andhra Pradesh - 520013

**1.2** This RFP has the following sections\*:

Section – 1	Letter of Invitation
Section – 2	Instructions to Applicants
Section – 3	Data Sheet
Section – 4	Preparation, Submission and Evaluation of Proposals
Section – 5	Terms of Reference
Section – 6	Formats for Proposal Submission (Annexures)

**1.3** The agency for providing its services for the said Project shall be selected based on the ‘Quality and Cost Based Selection (QCBS) method. The bidders ranked on the basis of technical score (St), shall be pre- qualified and shortlisted for price evaluation stage. The Minimum technical Score to pass the technical-Evaluation is 50 marks. The financial bid

of such bidder whose technical score is less than 50 marks shall not be opened or considered for further evaluation.

- 1.4 The Proposals shall be filled in English Language and all entries must be typed and written in blue/black ink. Initials of the Authorized representative (Power of Attorney) of the Applicant must be attested at all erasers and alterations made while filling the Proposal. Failure to comply with any of these conditions may lead to the Proposal invalid.
- 1.5 The Authority shall not be responsible for any costs or expenses incurred by the Applicant in connection with the preparation and delivery of Proposals, including costs and expenses related to transport, postage, survey etc. The Authority reserves the rights to cancel, terminate, change or modify thisprocurement / RFP process and / or requirements of proposal as stated in the RFP at its sole discretion, without assigning any reason or providing any notice and without being liable in any manner for the same.
- 1.6 The Proposal shall be valid for a period of not less than Sixty (60) days from the Bid Due Date (the "**BDD**"). In exceptional circumstances, prior to the expiry of the original proposal validity period, the Authority may request the Applicants to extend the period of validity for a specified additional period. The request for the extension shall be made in writing. However, Applicants will not be permitted to modify/alter their submitted proposals post submission of bids.

## 2. INSTRUCTIONS TO APPLICANTS

- 2.1 The Authority has adopted a Single-stage with Two-Part process (hereinafter referred to as the “**Selection Process / RFP Process**” for selection of agency), for award of the project. Proposals have to be submitted in hard copy formats in two sealed envelopes, i.e. first envelope Technical Bid as Part I and in second envelope Financial Bid as Part II. The Technical Proposal to be submitted by Applicants shall comprise of technical and financial capability documents and other requisite documents/clarifications as per the terms of this RFP. The Financial Proposal, of only those Applicants whose Technical Proposal qualify the evaluation process as per terms hereof, shall be opened for further processing.
- 2.2 Applicants are encouraged to inform themselves fully about the project and other conditions before submitting their Proposals.
- 2.3 Broad description of the objectives, scope of services, deliverables and other requirements relating to this Assignment are specified in this RFP. In case, an Applicant possesses the requisite experience and capabilities required for undertaking the Assignment, it is invited to participate in the Selection Process either solely or as a consortium of entities (the “**Consortium**”), where it is to be noted that the Applicants bidding individually cannot be a member of a Consortium or vice versa. The Consortium should enter into binding Agreement specifying the roles which should be submitted along with the bid
- 2.4 Proposals shall be prepared and submitted in the manner elaborated in this RFP as per the formats/annexures provided.
- 2.5 No Applicant or its Associate shall submit more than one Proposal for the Project.
- 2.6 Any entity which has been blacklisted by any Department or Agency of the Central Government, any State Government, any Statutory Authority or any Public Sector undertaking, as the case may be, from participating in any project, and the prohibition subsists as on or before the last date of submission of the Bid, would not be eligible to submit the Bid either by itself or through its Associate.
- 2.7 Each Applicant shall submit a Power of Attorney as per the format provided at Annexure: 6 authorizing the signatory of the Proposal to commit and bind the Applicant.
- 2.8 It shall be deemed that by submitting the Proposal, the Applicant has:
  - I. made a complete and careful examination of the RFP;
  - II. received all relevant information requested from the Authority;
  - III. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority or relating to any of the matters referred to in the RFP;
  - IV. satisfied itself about all matters, things and information, including matters referred herein, necessary and required for submitting an informed Application and performance of all of its obligations there under;
  - V. acknowledged that it does not have a Conflict of Interest;

- VI. Agreed to be bound by the undertaking and all other documents provided by it under and in terms hereof; And
- VII. Satisfied with the project conditions and made a complete and careful examination of the same.
- VIII. Acknowledged that the render of services for the Project shall be as per the satisfaction of MSSC/APUIAML.

**2.9** The Authority /Client shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.

**2.10** The Proposal of an Applicant shall be liable for disqualification in the Preparation of documentation of the following:

- a) If the Applicant refuses to accept the correction of errors in its Proposal,  
(or)
- b) at any time, a misrepresentation is made or information sought is not disclosed or suppressed,  
(or)
- c) the Applicant does not provide, within the time specified by the Authority /Client , the supplemental information sought by the Authority /Client for evaluation of the Proposal or does not respond to any queries raised by the Authority /Client ,  
(or)
- d) If the applicant submits a conditional Proposal which would affect unfairly the competitive provision of other firms who submitted substantially responsive proposal and/or is not accepted by the Authority.
- e) If the Applicant submits multiple proposals for the subject Project.

#### **2.11 AMENDMENT TO RFP**

- a) At any time prior to the due date for submission of Proposal, the Authority/Client may, for any reason, whether at its own initiative or otherwise, modify the RFP document by issuing Addendum / Corrigendum.
- b) In order to provide the Bidders with reasonable time for taking an amendment into account, or for any other reason, Authority/Client may, in its sole discretion, extend the BDD.
- c) The above changes & amendments if any will be notified on [www.apurban.in](http://www.apurban.in) for the Project.

#### **2.12 CONFLICT OF INTEREST**

The Authority/Client requires that the Bidder(s) provide professional, objective, impartial advice and at all times hold Authority's interest's paramount, avoid conflicts with other projects / assignments or its own interests, and act without any consideration for future work. The Bidder(s) shall not accept or engage in any assignment / project that would be in conflict with its prior or current obligations to other Authority(s) / Client(s), or that may place it in a position of not being

able to carry out the project in the best interests of the Authority.

A Bidder shall not have a conflict of interest that may affect the Selection Process(the "**Conflict of Interest**"). Any Bidder found to have a Conflict of Interest shall be disqualified.

A Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process,if:

- a) A constituent of such bidder is also a constituent of another bidder; (or)
- b) Such bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other bidder or its Associate; (or)
- c) Such bidder has the same legal representative for purpose of this application as any other bidder; (or)
- d) if a Bidder is engaged by the Authority/Client to provide goods or works or services and if the Associate(s) of such firm is engaged for providing services for the same project and vice versa.
- e) If a Bidder submits multiple Proposals either individually or as a member of any Consortium and vice versa.

## **2.13 MODIFICATIONS/ SUBSTITUTION / WITHDRAWAL OF PROPOSALS**

2.14.1 The Applicant may modify, substitute or withdraw its Proposal after submission, provided that written notice of the modification, substitution or withdrawal is received by the Authority/Client prior to the BDD. No Proposal shall be modified, substituted or withdrawn by the Applicant on or after the BDD.

2.14.2 Any alteration/modification in the Bid or additional information supplied subsequent to the BDD, unless the same has been expresslysought for by the Authority shall be disregarded.

## **2.14 REJECTION OF PROPOSALS**

2.15.1. Not with standing anything contained in this RFP, the Authority/Client reserves the right to reject any Proposals and to annul the RFP Process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons. In the preparation of documentation that the Authority/Client rejects or annuls all the Proposals, it may, inits discretion, invite all eligible Applicants to submit fresh Proposals hereunder or may take such other steps as it may deem fit in its solediscretion in any manner.

2.15.2. If the Applicant has submitted any documents, created or originating from outside the Republic of India, such as work experience certificate(s), financial detail(s), power of attorney(s), undertaking(s), documentary evidence(s), qualifying document(s), etc. (collectively “Foreign Documents”) then the Applicant, before any such Foreign Document(s) are sent to India for the purpose of applying towards this Project/Assignment, shall be required to get each and every page of such Foreign Document(s), duly authenticated/ embossed/ legalized/ notarized from the Indian Embassy/Indian High Commission situated in the country from where such Foreign Document(s) were created or are originating from. Such authentication/ embossment/ legalization/ notarization from

the Indian Embassy/Indian High Commission shall also apply to all such document(s) that are in a language other than English, which shall compulsorily be required to be translated (as the true translated copies of the original) by a duly certified/ authorized /qualified translator, supported by the affidavit of the said translator, certifying the correctness of the English translation. In case of any inconsistency between the original Foreign Document and its English translation, the later shall prevail and be held binding on such Applicant. However, in the case of Foreign Document(s) created or originating from countries that have signed, ratified and have made operational the Hague Convention abolishing the requirement of legalization for foreign public documents, 5 October, 1961 - "Hague Legalization Convention, 1961" and other applicable provisions thereto, the Applicants may affix an 'Apostle" sticker on each and every page of their Foreign Document(s) [including all commercial document(s) duly notarized]. Thereafter, the Applicant shall be compulsorily required to get all such "Apostille" Foreign Document(s) approved, certified and attested from the Indian Embassy /Indian High Commission in that country where the 'Foreign Document(s)' were created or are originated from or the Ministry of External Affairs, Government of India, New Delhi and the Bidder/s shall follow any other norms/guidelines laid by the Ministry of External Affairs, Government of India.

## **2.15 CLARIFICATION OF TERMS:**

For the purposes of this RFP:

- The terms "Proposal" and "Bid" shall have the same meaning and may be used interchangeably, as per context.
- The terms "Applicant", "Bidder", shall be construed to mean the party submitting the Proposal/Bid in response to this RFP, whether singly or as part of a consortium, and upon selection, shall be referred to as the "Selected Service Provider/ Selected agency/ Successful bidder".

### 3. DATA SHEET

#### 3.1 Key Information and Details

S. No	Key Information	Details
1	Project/Assignment	‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’
2	Authority	CDMA/Municipal Shared Services Centre (MSSC)
3	Client	Andhra Pradesh Urban Infrastructure Asset Management Limited (APUIAML)
3	Assignment Locations	Andhra Pradesh

#### Proposal Conditions and Evaluation

4	<b>Eligibility Criteria</b> <ul style="list-style-type: none"> <li>1. The sole bidder or, in case of a consortium, the Lead Member must be a company registered under the Indian Companies Act and primarily engaged in IT/ICT services including software development, system integration, IT infrastructure management, e governance solutions and related digital services. The Lead Member shall have been in continuous business operations for at least three (3) financial years prior to 1st November 2025. Other consortium members must be registered legal entities in India and demonstrate relevant domain expertise supporting the scope of work. All consortium members shall be jointly and severally responsible for the obligations under the Agreement.</li> <li>2. The bidder declared blacklisted/ ineligible/ debarred by any State / Central Government or PSU or has been found to have been engaged in activities or practices which are corrupt, fraudulent, non-satisfactory work performed or any other unethical business practices, as on date of bid submission, shall not be eligible. Bidder must not have defaulted with APUIAML or GoAP in the last three (3) Years.</li> <li>3. The bidder (sole bidder or any consortium member) must have an average annual turnover of at least INR 12,50,00,000(Twelve crore fifty lakhs) , with a positive net worth, during the last three financial years.</li> <li>4. The Bidder should have applicable and valid registrations with statutory authorities, viz Goods &amp; Service Tax, PAN etc. (copies of the same need to be submitted)</li> <li>5. The bidder should have experience in the supply of printed QR codes and/or RFID solutions to any Government Department or</li> </ul>
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		Public Sector Undertaking (PSU). The bidder must submit relevant work orders along with completion/execution certificates issued by the client as proof of such experience
5	<b>Proposal Evaluation</b>	Selection of agency shall be based on “Quality and Cost Based Selection (QCBS) method; details at clause 3.2
7	<b>Proposal Validity</b>	The Proposal shall be unconditional, firm and irrevocable and shall be valid for a period of 60 (Sixty) Days from the Bid Due Date (BDD) unless extended by the Authority in writing
8	<b>Proposal Withdrawal</b>	Authority/Client reserves the right to cancel or withdraw this RFP at any stage, without assigning any reason and without incurring any liability or obligation whatsoever.
<b>Proposal Submissions</b>		
9	<b>Offline Submission</b>	The bidder shall submit its response through bid submission to the RFP as per the details provided in this Document
10	<b>Technical Bid for Eligibility Qualification</b>	<p>The Technical Bid shall be submitted offline</p> <ul style="list-style-type: none"> <li>i) Signed RFP Document.</li> <li>ii) Checklist of Submissions ~ Annexure 1.</li> <li>iii) Covering letter ~ Annexure 2</li> <li>iv) Similar Experience towards eligibility ~ Annexure 3 (All documents including Project Data Sheet (PDS) as mentioned in Data Sheet)</li> <li>v) GST registration certificate and PAN card ~ Annexure 4</li> <li>vi) Financial Experience towards eligibility ~ Annexure 5</li> <li>vii) Power of Authority ~ Annexure 6</li> <li>viii) Firm/ Company Registration Certificate~Annexure-7 (Not required for Proprietary firm)</li> <li>ix) Affidavit of non-blacklisting by any client/authority in India~ Annexure 8.</li> <li>x) Power of Attorney and MoU for Consortium ~ Annexure 9 (if required)</li> <li>xi) Any other documents as required &amp; mentioned in the Data sheet.</li> </ul>
11	<b>Financial Bid</b>	The Applicants shall be required to submit their Financial Bid in the format as provided in this document at Annexure 10 and should not be part of technical proposal.

### 3.2 QCBS Evaluation Method.

#### 3.2.1 Technical Bid Evaluation

For the Bidders that qualify the Eligibility criteria as per Data sheet, the Technical Score (St) shall be computed as per marking criteria as given below.

Criteria, sub-criteria, and point system for the evaluation of the Technical Proposals

S No	Evaluation Criteria	Max Score	Documents to be submitted
<b>I</b>	<b>Past Experiences and Technical Expertise</b>	<b>40</b>	
a	<p>The bidder should have successfully completed projects involving the generation/supply of printed QR/RFID components to any Government dept or PSUs.</p> <p>Three or more projects - 15Marks Two Projects - 10 Marks One Project - 05 Marks</p>	15	Copy of work order and work completion/execution certificate
b	<p>The bidder should have experience in IT/ICT services including software development, system integration, IT infrastructure management, e-governance solutions and related digital services with project cost/value for single project:</p> <p>Above 25 Crores – 15 Marks Above 15 to 25 Crores – 10 Marks 10 – 15 Crores – 5 Marks</p>	15	Copy of work order and project completion/execution certificate.
c	<p>Bidder should have experience in Security Audit clearance by any CERT-In empaneled agency:</p> <p>&gt;=4 Projects - 10 Marks 3 Projects - 5 Marks 2 Projects – 3 Marks 1 Project- 1 Mark</p>	10	Copy of work order and Security Audit certificate issued by competent authority
<b>II</b>	<b>Presentation</b>	<b>60</b>	
a	<p>Implementation Methodology and Solution Architecture</p> <p>a. Implementation Methodology - 10 Marks b. Solution Architecture – 10 Marks</p>	20	Presentation
b	<p>Work Plan:</p> <p>Apart from the detailed Project Plan proposed by the Bidder, the following has to be provided which would be evaluated in the following parameters: -</p> <p>a. Project Monitoring and Communication Plan–</p>	15	Presentation

	Bidder's approach to project monitoring and communications among stakeholders – 5 Marks b. Risk Management Plan – Bidder's approach to identify, respond / manage and mitigate risks – 5 Marks c. Quality Control plan - Bidder's approach to ensure quality of work and deliverables – 5 Marks		
c	Live demonstration/ Proof Of Concept (POC)	25	Presentation
	<b>Total (I+II)</b>	<b>100</b>	

The Minimum technical score to qualify further for financial bid evaluation is 50 marks. The financial bid of such bidders whose technical score is less than 50 marks shall not be opened or considered.

### 3.2.2 Financial Bid Evaluation

Upon opening financial bids, the financial score shall be computed as follows:

- (a) The lowest evaluated Financial Proposal (Fmin) shall be given a financial score (Sf) of 100.
- (b) The formula for determining the financial scores (Sf) of all other Bids is calculated as following:

$S_f = 100 \times F_{min} / F$ , in which “Sf” is the financial score, “Fmin” is the lowest price, and “F” the price of the proposal under consideration.

### 3.2.3 Combined Evaluation

A combined score of Technical and Financial will be evaluated. The successful Bidder shall be selected as per the following procedure: -

- (i) The weights, Technical (Tw) and Financial (Fw) would be given for Technical and Financial proposals, where **Tw=0.70 and Fw=0.30**
- (ii) Tw=the weight given to technical proposal; Fw=weight given to the financial proposal; Tw+Fw=1
- (iii) Final Score (S) would be arrived at using the following formula:  $S= S_t \times Tw + S_f \times Fw$
- (iv) The Bidder achieving the Highest Combined Score (H1) will be successful Bidder/Selected Bidder

## **4. PREPARATION, SUBMISSION AND EVALUATION OF PROPOSALS**

### **4.1 GENERAL**

- a) The Applicants shall bear all costs associated with the preparation and submission of its Proposal, including site visits, required data collection, analysis, etc., as also any discussions/negotiations. The Authority/Client shall not be responsible or liable for any such costs incurred.
- b) Adherence to Formats, wherever prescribed, is required. Non-adherence to formats might be a ground for declaring a proposal non-responsive
- c) All communication and information shall be provided in writing and in English language only.
- d) All communication and information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words. In case of conflict between amounts stated in figures and words, the amount stated in words will be taken as correct and final.

### **4.2 PREPARATION AND SUBMISSION OF PROPOSALS**

RFP has to be submitted hard copy in two (2) sealed envelopes i.e. first envelope Technical Bid as Part I and in second envelope Financial Bid as Part II. The Technical Bid to be submitted by Applicants shall comprise of technical and financial capability documents and other requisite documents/ clarifications as per the terms of this RFP. The Financial Bid comprise of only financial quote in the prescribed format (Annexure – 10)

- a) The bidder is requested to download the RFP document from the website at [www.apurban.com](http://www.apurban.com) and read all the terms and conditions mentioned in the RFP Document. Clarifications can be sought from the RFP Inviting Authority. Bids shall be submitted in hard copy only as per this RFP. Online/e-mail submissions will not be accepted.
- b) The bidder has to keep track of any changes by viewing the addendum / corrigendum issued by the Authority from time-to-time in the Client website ([www.apurban.com](http://www.apurban.com)). The Department calling for Proposals shall not be responsible for any claims/problems arising out of this.
- c) The bidders shall submit their eligibility and qualification documents, technical bid, financial bid etc., in the standard formats prescribed in this RFP document.

Note: All the required documents are to be arranged in the serial order, (Serial Numbers and Page Numbers)

The following documents are to be submitted;

- I. Signed RFP Document
- II. Checklist of Submissions ~ Annexure 1
- III. Covering Letter ~ Annexure 2
- IV. Similar Experience towards eligibility ~ Annexure 3 (All documents including details / certificates of key personnel as mentioned in S.No.4 of Data Sheet)
- V. GST registration certificate and Pan card ~ Annexure 4
- VI. Financial Experience towards eligibility ~ Annexure 5
- VII. Power of Authority ~ Annexure 6
- VIII. Firm/Company Registration Certificate ~ Annexure 7 (Not required for Proprietary firm)
- IX. Affidavit of non-blacklisting by any client / authority in India ~ Annexure 8.
- X. Power of Attorney and MoU for Consortium ~ Annexure 9 (if required)
- XI. Any other documents as required in the data sheet.

  

- d) Bidders are encouraged to inform themselves fully about the project and the other conditions before submitting the Proposal.
- e) The Authority shall not take any responsibility for any delay or non-receipt
- f) Other conditions as per RFP documents are applicable.
- g) The outer envelopes shall clearly indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".
- h) The bids shall be made in SEALED ENVELOPE.

#### **4.3 SIGNING OF PROPOSALS**

The Authorized Signatory shall sign or initial each page of the proposal documents along with the stamp of the Applicant. They should also sign & stamp each page of the RFP. Each Applicant shall submit a Power of Attorneys per the format at Annexure 6; authorizing the signatory of the Proposal to commit and bind the Applicant.

#### **4.4 OPENING OF PROPOSALS**

Proposals received on or before the Bid Due Date (BDD) will only be considered for opening and evaluation.

The eligible Proposals will be checked for all the mandatory documents and submissions (Mandatory Annexures and their supporting documents if any) duly signed as per the list provided above and in the prescribed formats. The Authority shall take a decision at its sole discretion with regard to proposals without any of the said documents or documents submitted in any other format other than the prescribed

#### **4.5 EVALUATION OF PROPOSALS**

Evaluation of proposals shall be as per 3.1 and 3.2 of Section 3.

#### **4.6 CONDITION ON APPLICANTs / BIDDERs**

In case of Consortium Bids, the bidders shall submit a duly executed Consortium Agreement along with the Proposal. The agreement shall clearly specify the roles, responsibilities, and scope of work of each member, designate the Lead Member authorized to act on behalf of the consortium, and confirm that all members are jointly and severally liable for the obligations under the RFP and the Agreement. The Consortium Agreement shall be signed by all members and submitted as part of the bid documents.

#### **4.7 NUMBER OF COPIES OF PROPOSAL**

The Applicant shall submit one original hard copy each of the Technical Bid (Part-I) and the Financial Bid (Part-II) in separate sealed envelopes, placed inside one outer sealed cover. The Applicant shall also submit one soft copy the Technical Bid (Part-I) in a pen-drive placed in the Technical Bid envelope. The Applicant shall submit one signed hard copy each of the Technical Bid (Part-I) and the Financial Bid (Part-II), in separate sealed and clearly marked envelopes, which shall then be placed together inside one outer sealed cover superscribed with the name of the project . The Applicant shall also submit one soft copy of the Technical Bid (Part-I) in PDF format on a virus-free pen-drive, placed inside the Technical Bid envelope.

#### **4.8 ANNULMENT OF AWARD**

Failure of the Applicant to comply with the requirements set forth in this RFP Document and / or the provisions of the Contract shall constitute sufficient grounds for the annulment of the award.

#### **4.9 AUTHORITY'S RIGHT TO ACCEPT OR REJECT ANY AND/OR ALL PROPOSALS**

Authority reserves the right to accept or reject any Proposal in its sole discretion, and to annul the Proposal Process or reject all proposals without assigning any reason whatsoever at its sole discretion at any time before issuance of a Letter of Award without incurring any liability. Application fee shall not be refunded.

#### **4.10 SINGLE BID (DISCRETIONARY ACCEPTANCE)**

In the event that only one bid is received/qualified in response to this RFP the Authority reserves the right to consider, evaluate, and accept such a bid at the discretion of the Chief Executive Officer (CEO), in accordance with CVC guidelines, No.F.1/1/2021-PPD, Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division, 29.10.2021 and applicable context.

## 5. TERMS OF REFERENCE

### 5.1. Background

The Government of Andhra Pradesh has established the Municipal Shared Services Centre (MSSC) as a State-level institutional mechanism to bring standardization, efficiency, and technology-driven reforms across all 123 Urban Local Bodies (ULBs). MSSC functions as the policy-making authority, responsible for formulating guidelines, standards, and strategic directions that govern municipal service delivery and urban digital governance across the State.

MSSC is mandated to oversee and guide four key functional arms of urban transformation:

1. Land Asset Management
2. New Water Management
3. Asset Management for Energy Efficiencies
4. QR-Based Ecosystem for Citizen Services

For the purposes of this RFP, the scope of work of the Selected Agency shall be limited to the design, development, deployment, and maintenance of the QR-Based Ecosystem for Citizen Services, as defined in the subsequent sections of this document.

To ensure professional and coordinated implementation of these policy mandates, the MSSC has designated the Andhra Pradesh Urban Infrastructure Asset Management Limited (APUIAML) as the policy execution authority (referred as Client). APUIAML is responsible for implementing, operationalizing, and monitoring all project activities strictly in accordance with MSSC's approved policies, decisions, and technical standards.

Among the four arms, the QR-based ecosystem is one of the flagship initiatives, aimed at providing every household and commercial establishment across the State with a unique, digitally traceable QR identity. This QR identifier serves as the central access point for municipal services, payments, grievances, inspections, emergency support, and interactions with multiple government departments. Covering nearly 50 lakh properties across 123 ULBs, this initiative seeks to eliminate fragmented platforms and enable a single, unified, citizen-first digital governance framework.

Through this structured division of roles—MSSC as the policy-making authority and APUIAML as the policy execution authority (referred as Client)—the Government of Andhra Pradesh aims to build a modern, integrated, and scalable municipal service delivery ecosystem, ensuring transparency, accountability, and ease of access for every urban citizen

### 5.2. Objective

The objective of the QR Based Eco System project is to build and operationalize an integrated ICT Platform for citizen-centric municipal governance (improving service delivery, enhancing operational efficiency and addressing capacity gaps) across all 123 urban local bodies (ULBs) in Andhra Pradesh. The key deliverable is a QR-based property identification and service integration system that assigns every property a unique, traceable digital identity linked to all municipal and state services. The Agency shall—

- A. Design, Develop, Implement and Maintain Urban Asset Management (UAM) IT System, including web and mobile applications, to geo-tag each property during field survey and generate

secure QR codes.

- B. Print the generated QR codes on 0.5 mm thick, 4 inch × 4 inch, rust-proof galvanized iron (GI) sheets conforming to standards, and mount them on every property.
- C. Ensure integration of the QR identity with all municipal services, payments, grievance redressal, inspections, emergency response, and departmental linkages.
- D. Provide a 24×7 multilingual AI-enabled citizen support interface as part of the ecosystem.

- Every property in Andhra Pradesh gets a unique QR identity and in integration with ERP.
- All services, all payments, all grievances, all feedback and more → linked to this QR code.
- A single digital ecosystem that is transparent, efficient, and trusted.
- Bridges the final gap: from fragmented ICT systems → to seamless, citizen-first service delivery.
- CT Infra Asset Management (Focused on Citizen Services) builds on existing ICT assets to create a QR-based ecosystem where every property has a unique digital identity.
- The QR serves as a single gateway for municipal services, transparent request & payment tracking, local commerce linkages, line department integration, emergency response, and a 24x7 multilingual AI assistant — transforming fragmented systems into a unified, citizen-first platform implemented in 123 ULBs and 50 lakh properties

## 5.1. Scope of Work

The objective of the QR based eco system project is to design, develop, and operationalize an integrated ICT ecosystem for citizen-centric municipal governance across all 123 Urban Local Bodies (ULBs) in Andhra Pradesh by creating a unified, QR-based property identification and service integration system that assigns every property a unique, traceable digital identity linked to all municipal and state services. The project aims to enable geo-fencing of all properties through department-led field surveys using the Successful Bidder -developed mobile and web applications, ensuring accurate data capture, synchronization, and real-time analytics. The Successful Bidder shall develop the UAM IT system, generate and print QR codes on 0.5 mm thick, 4 × 4 inch rust proof galvanized iron (GI) sheets, and mount them with rust proof nails on respective properties in a phased manner after departmental verification.

The initiative will enhance transparency, accountability, and efficiency in municipal service delivery by linking property information to taxation, water, trade, grievance, other payment systems and ERP. Furthermore, the Successful Bidder shall provide comprehensive two-year warranty and maintenance support for all printed and mounted QR plates, ensuring replacement of damaged, defective, or faded plates within prescribed timelines to maintain long-term reliability and durability of the system.

The scope of work shall be executed in structured phases, comprising software and hardware components, as detailed below:

<b>I. Software</b>			
<b>S. No</b>	<b>Phase / Component</b>	<b>Description</b>	
5.1.1	Design, Development & Implementation Phase	Software – Phase 1	Development of Field Survey Application and Concern Dashboards
5.1.2		Software – Phase 2	Development of Core UAM System

5.1.3	Maintenance Phase	Software – Phase 3	Application & System Maintenance
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<b>II. Hardware</b>			
<b>S. No</b>		<b>Phase / Component</b>	<b>Description</b>
5.1.4	Implementation	Hardware – Phase 1	Procurement & Base Sheet Printing
5.1.5	Phase	Hardware – Phase 2	QR Code & Unique property ID Printing, and Transportation
5.1.6		Hardware – Phase 3	Mounting and Verification

### **5.1.1. Software – Phase 1: Development of Field Survey Application and Concern Dashboards**

The agency shall develop a mobile app and web dashboards enabling department field teams to conduct geo-fencing and property data capture street-wise during field surveys. The system must ensure real-time synchronization, data accuracy, monitoring tools, and integration with the central UAM/MSSC/ERP database.

- i. **Street-wise Geo-enabled mobile/web Application:** Develop an mobile/web application to be used by Department field surveyors for street-wise mapping of all properties. The app must guide surveyor street-by-street using preloaded base maps or GIS layers to ensure complete coverage.
- ii. **Street-level Survey Workflow Management:** Incorporate workflow logic to allow supervisors to assign specific streets/wards to surveyors and track their completion progress in real time.
- iii. **Geo-fencing and Coordinate Accuracy:** Integrate GPS-based boundary tagging and accuracy indicators ensuring that every Immovable asset within a street is geo-fenced and validated spatially before submission.
- iv. **Dynamic Digital Forms:** Provide configurable data-entry forms capturing details such as street name, property type, occupancy status, owner details, service connections, and photographs.
- v. **Photo and Document Capture:** Enable property photo capture tagged with street name, latitude, longitude, and timestamp for verification.
- vi. **Offline Functionality:** Ensure offline data capture during field operations, with automatic data synchronization once internet connectivity is available.
- vii. **Street-wise Progress Dashboards:** Develop web dashboards to monitor street-wise progress across wards and ULBs. The dashboard shall visually display completed, ongoing, and pending streets with color-coded indicators.
- viii. **Supervisor and Verifier Interface:** Provide tools for supervisors to re-assign or validate completed streets, flag duplicates, and approve survey submissions.

- ix. **Real-time Data Sync to UAM Database :** All street-wise survey data must synchronize securely with the central UAM and ERP database, maintaining a unified and traceable property record repository.
- x. **Data Validation & Exception Handling:** Implement validation checks to avoid duplicate street entries, misaligned geo-tags, or incomplete records. The system should flag anomalies for review.
- xi. **Street Map Visualization:** Integrate GIS map visualization on the dashboard showing street boundaries, property density, and coverage percentage at ward and ULB levels.
- xii. **Training & User Support:** Successful Bidder shall provide structured training and documentation for Department teams on using the mobile app, managing street assignments, and interpreting dashboards.

### **5.1.2. Software – Phase 2: Core UAM System Development**

The agency shall build the complete Unified Asset Management (UAM) digital ecosystem for all Immovable Assets and backend engines, workflows, integrations, payments, and analytics. This forms the core platform linking all services, QR identities, data repositories, and citizen interfaces. Core UAM System Development includes Six modules

<b>S.No</b>	<b>Module</b>	<b>Description</b>
5.1.2.1	Module - 1	Citizen Services Platform (29 Services)
5.1.2.2	Module - 2	My Service, My Status (Live Tracking)
5.1.2.3	Module - 3	Civic Connect+ (Local Commerce & Civic Engagement)
5.1.2.4	Module - 4	Unified State Services (Interdepartmental Integration)
5.1.2.5	Module - 5	Emergency Services
5.1.2.6	Module - 6	AI-Powered Citizen Assistant

#### **5.1.2.1. Module 1 – Citizen Services Platform (29 Services)**

Under this module, the Successful Bidder shall digitize and enable end-to-end processing of 29 municipal citizen services. All services must be fully integrated with the household QR identity, unified service engine, workflow dashboards, payment system, and tracking system.

- i. **New Assessment Creation:** Allows citizens to apply for a new property assessment for newly constructed or previously unassessed buildings. The system captures property details, documents, geo-tag information, and routes the application for verification and approval.
- ii. **Revision Petition:** Enables citizens to request revision of existing property tax assessment where discrepancies are identified. The application is evaluated by relevant officers with updated valuation and revised tax demand generation.
- iii. **Addition / Alteration of Assessment:** Facilitates updating assessments when a property undergoes structural changes such as extensions or modifications. Field inspectors verify alterations, update measurements, and recalculate tax liabilities accordingly.

- iv. **Vacancy Remission:** Allows property owners to claim tax remission for properties vacant for a defined period as per norms. Documents and evidence of vacancy are submitted, verified, and remission is granted based on policy guidelines.
- v. **Vacant Land New Assessment:** Enables assessment of vacant plots not yet assigned a tax record within the ULB's jurisdiction. The system calculates tax based on land area, usage, zone, and valuation parameters.
- vi. **Bifurcation of Assessment:** Allows splitting a single assessment into multiple assessments when a property is divided legally. Each new portion is assigned a separate assessment number with recalculated tax.
- vii. **Transfer of Title:** Enables updating ownership details based on sale, inheritance, gift, or legal documents. The system validates ownership proofs and updates the master record and tax obligations.
- viii. **Demolition Request:** Permits citizens to declare partial or full demolition of a structure, resulting in assessment revision. ULB inspectors verify demolition status and adjust or remove tax charges accordingly.
- ix. **General Revision Petition:** Allows citizens to request general reassessment during ULB-wide revision exercises. Revised valuations are applied based on updated parameters and policy directives.
- x. **Exemption Request:** Supports applications for tax exemptions such as religious institutions, charitable organizations, or eligible categories. Evidence is reviewed, and exemption is approved or rejected based on statutory rules.
- xi. **Amalgamation of Assessments** Enables merging of multiple assessments into a single unified assessment when properties combine. The system recalculates tax for the merged parcel and updates ownership and usage details.
- xii. **New Water Connection:** Citizens can request a new domestic or commercial water connection through a structured workflow. Document verification, field feasibility check, and connection installation are tracked digitally.
- xiii. **Water Charges Reconnection:** Supports reconnection of water supply previously disconnected due to non-payment or request. After dues clearance and approval, reconnection orders are issued and monitored.
- xiv. **Change of Usage:** Allows modification of water connection category (domestic to commercial or vice versa). Tariff, billing, and service parameters are updated automatically upon approval.
- xv. **Closure of Water Connection:** Enables permanent disconnection of water supply when a property is vacated or demolished. Final meter reading, dues settlement, and closure approval are digitally recorded.
- xvi. **Additional Water Connection:** Allows citizens to request extra connections in the same property where permissible. Feasibility, load capacity, and billing integration are verified by the ULB.
- xvii. **New Sewerage Connection:** Enables households to apply for sewerage pipeline connection based on location feasibility. Inspection, sanction, and execution details are fully tracked through the service workflow.
- xviii. **Change of Closet / Closure:** Allows modification or closure of sewerage points due to renovation or structural changes. Field teams verify the request, update connection records, and adjust charges accordingly.
- xix. **New Trade License:** Citizens can apply for a license to operate a commercial establishment by submitting required documents. ULB officers review compliance, collect fees, and issue digitally signed licenses.
- xx. **Renewal of Trade License:** Enables businesses to renew licenses annually or as per validity terms. The system auto-calculates renewal fees and ensures that compliance documents are updated.

- xxi. **Closure of Trade License:** Allows business owners to request formal closure when operations cease. The ULB verifies closure status, settles dues, and updates licensing records.
- xxii. **Create Marriage Registration:** Couples can register marriages through an online workflow linked with QR-based household identity. Documents, witness details, and verification steps are digitally managed until certificate approval.
- xxiii. **Reissue Marriage Certificate:** Enables reprinting of marriage certificates in case of loss, damage, or additional copies. Applicant identity is verified, and a digitally certified copy is issued through the system.
- xxiv. **Water & Sanitation Grievances:** Citizens can report issues such as leaks, no supply, drainage blocks, or sanitation lapses. Grievances are routed to field staff with SLA-based resolution tracking.
- xxv. **Road-related Grievances:** Allows reporting of potholes, road damage, streetlight issues, or unsafe road conditions. Field inspections, work orders, and closure actions are updated in real-time.
- xxvi. **Health & Environment Grievances:** Covers mosquito problems, waste accumulation, stray animals, or environmental hazards. The system ensures timely redressal with photographic evidence and verification.
- xxvii. **Property & Revenue Grievances:** Citizens can raise issues relating to tax errors, assessment discrepancies, or incorrect billing. Each case is reviewed by revenue staff with documented resolution.
- xxviii. **Public Services & Digital Grievances:** Covers issues in digital services, ward seva centers, documentation, or general civic services. These are directed to concerned departments with monitoring until closure.
- xxix. **General Public Grievance:** Citizens may file any civic complaint that does not fall into the predefined categories. The system intelligently assigns the complaint to the correct officer based on subject and location.

### **5.1.2.2. MODULE 2 — My Service, My Status (Live Tracking)**

This module helps citizens easily track the progress of any service request they submit. The system shows who is working on the request, how long it will take, and what steps are completed. Updates will be visible on the website, mobile app, and even when the QR code is scanned.

- i. **Stage-wise Service Tracking:** Citizens can clearly see each step of their request—submitted, checked, inspected, approved, or rejected. They get instant updates through SMS, WhatsApp, app alerts, or QR scan results.
- ii. **SLA-based Monitoring:** Every request has a time limit within which the department must complete it. If the request is delayed, the system automatically alerts higher officials to take action.
- iii. **Officer Assignment Visibility:** Citizens can see the name and contact details of the officer handling their request. This helps reduce confusion and ensures the right staff is accountable.
- iv. **Document and Payment Status:** All documents submitted and payments made can be viewed in one place. Citizens can easily see if anything is pending without visiting any office

### **5.1.2.3. MODULE 3 — Civic Connect+ (Local Commerce & Civic Engagement)**

The agency shall create a digital engagement platform for G2C announcements, B2C marketplace listings, and C2C community interactions. It must support notifications, campaigns, feedback, local business

discovery, and verified communication channels.

- i. **Government → Citizen Communication:** ULBs can send verified alerts, scheme updates, tax reminders, and public notices directly to households via the QR interface. This creates a unified, authenticated channel eliminating misinformation.
- ii. **Business → Citizen Marketplace:** Local businesses can list services, promotions, and offers in a verified digital marketplace accessible to all QR-linked households. The platform supports discovery of local stores, vendors, artisans, and service providers.
- iii. **Citizen → Government Feedback:** Citizens can participate in ward-level surveys, feedback forms, civic polls, and suggestion forums. These insights help ULBs improve services and prioritize high-demand infrastructure needs.
- iv. **Citizen → Citizen Classifieds:** A local community board allows citizens to post rentals, buy/sell items, events, or neighborhood updates. It strengthens local engagement and improves community interaction.

#### **5.1.2.4. MODULE 4 — Unified State Services (Interdepartmental Integration)**

The agency must integrate state department workflows (police, health, civil supplies, disaster, etc.) into a unified QR-linked service layer. This includes data exchange, joint workflows, household master linkages, and control room dashboards.

- i. **Multi-Department Request Routing:** Citizens can access services from electricity, health, transport, civil supplies, police, disaster management, and more through one QR identity. Requests are automatically routed to the correct department using geo-location and service classification.
- ii. **Unified Household Profile:** All departmental data relevant to a household becomes part of a shared master record linked to the QR. This eliminates repeated surveys and ensures accurate, single-source citizen data.
- iii. **Command & Communication Center Integration:** All departments' service requests and emergency alerts flow into a centralized command center. Dashboards provide live monitoring, escalations, and performance tracking.
- iv. **Interdepartmental Workflow Automation:** Cross-department tasks such as joint inspections, NOCs, and service verifications are digitally coordinated. This reduces delays and aligns all departments to a unified service timeline.

#### **5.1.2.5. MODULE 5 — Emergency Services**

The agency shall build a location-aware digital emergency system enabling rapid incident reporting through QR scan. It must auto-route cases to nearest responders, track actions, and maintain response timelines on dashboards.

- i. **QR-triggered Emergency Requests:** Citizens can trigger emergency support without OTP or login simply by scanning their QR code. The system instantly identifies household details, location, and emergency type.

- ii. **Pre-configured Emergency Contacts:** Each household is mapped to nearest police stations, hospitals, fire stations, and ward staff. Upon alert, the correct responder is instantly notified with location details.
- iii. **GIS-based Proximity Routing:** Requests are auto-assigned to the closest available responder using GIS and real-time location data. This minimizes response time and improves crisis management.
- iv. **End-to-end Emergency Tracking:** Citizens can track emergency response from initiation to arrival and closure. All actions are logged for accountability and audit.

#### **5.1.2.6. MODULE 6 — AI-Powered Citizen Assistant**

The agency must develop a multilingual AI assistant that guides citizens 24×7 on procedures, documents, fees, and service status. It should support voice/text conversations, form assistance, grievance creation, and integration with ULB knowledge bases.

- i. **Multilingual Conversational Support:** A 24×7 AI assistant provides text-based guidance in Telugu, English, and additional languages. It supports illiterate and elderly citizens through simplified conversational flows.
- ii. **End-to-end Service Assistance:** The AI explains procedures, required documents, fees, and timelines for any municipal or state service. It also helps fill forms, lodge grievances, and track application status.
- iii. **Policy and Data Learning:** The assistant continuously updates itself from ULB policies, service manuals, and citizen interactions. This ensures accurate, context-aware responses over time.
- iv. **Multi-channel Access:** The AI assistant is available via app, web portal, WhatsApp, IVR, and QR scan interface. Citizens can access help anytime without visiting ULB offices.

#### **5.1.3. Software – Phase 3: Application & System Maintenance**

- i. Provide 24×7 application and backend system maintenance, ensuring continuous availability.
- ii. Fix bugs, optimize performance, apply security patches, and update modules as required.
- iii. Monitor servers, databases, APIs, and data pipelines with proactive issue resolution.
- iv. Support ULB staff through helpdesk services, training, and technical assistance.
- v. Maintain backups, logs, disaster recovery readiness, and version control.
- vi. Cover full maintenance during the two-year warranty period, including free replacement of damaged QR plates.

#### **5.1.4. Hardware – Phase 1: Procurement & Base Sheet Printing**

The agency shall procure 4×4 inch 0.5 mm GI sheets and print the approved base design as per department specifications. All printed sheets must undergo quality checks and receive verification team approval before moving to the next stage.

1. **Procurement of Material:** Successful Bidder shall procure .5 mm thick galvanized iron sheets of approved grade and finish, ensuring durability and weather resistance suitable for outdoor conditions.
2. **Sheet Cutting & Finishing:** Sheets shall be cut to 4x4 inch uniform size using precision machinery and finished with smooth edges to avoid rust or injury during mounting.
3. **Surface Treatment:** Apply anti-corrosive coating and weatherproof primer to enhance outdoor lifespan and print adhesion.
4. **Base Colour Coating:** Use department-approved background colour and finish (e.g., powder coating) to maintain uniformity across all ULBs.
5. **Unique Batch Identification:** Each batch of base plates shall carry a unique production batch code for traceability and inspection.
6. **Sample Submission for Approval:** Successful Bidder shall submit sample sheets to the department/verification team for physical inspection and approval before mass production.
7. **Quality Assurance Testing:** Conduct bending, weather exposure, and scratch resistance tests as per departmental specifications.
8. **Mass Printing Post Approval:** After approval, Successful Bidder shall proceed with bulk production and maintain a production log for each ULB.
9. **Storage & Dispatch:** Approved base sheets shall be securely packed, labelled ULB-wise, and stored for the next phase (QR and Unique property ID printing).
10. **Departmental Verification:** Department/verification team shall randomly inspect base sheets and approve for use in Part 2 operations.

### **5.1.5. Hardware – Phase 2: QR Code, Unique property ID Printing & Transportation**

The agency must generate QR codes, print unique property ID, and apply them onto approved GI sheets as per UAM household data. Printed plates shall be transported securely to the respective ULBs after verification and stage-wise departmental approval.

1. **Data Preparation:** Successful Bidder shall generate QR codes from the validated UAM property database and link each QR with a unique property ID.
2. **QR Design Layout:** Design layout to include ULB name/logo, Unique property ID, and QR code placement as per department-approved template.
3. **High-Resolution Printing:** Use UV-stable, high-resolution printing or sublimation printing process ensuring clear readability and long-term durability.
4. **Unique property ID Integration:** Unique property ID shall be printed clearly in contrasting colour and readable font size, based on department-approved format.

5. **Data-to-Print Validation:** System-based validation to ensure every QR code printed matches the property record in MSSC database (zero duplication).
6. **Sample Testing:** Submit printed QR samples for department verification for accuracy, readability, and visual quality before bulk printing.
7. **Department Approval:** Proceed with mass printing only after written approval from the verification team.
8. **Batch-wise Quality Assurance:** Each batch must undergo random sampling for scanning verification, Unique property ID clarity, and coating quality.
9. **Inventory Management:** Maintain a digital log linking each printed QR plate to the property ID, ULB name, and delivery batch.
10. **Final Verification & Packaging:** Verification team to inspect and certify each batch before release for mounting; approved plates to be securely packed and tagged ULB-wise.

### **5.1.6. Hardware – Phase 3: Mounting and Verification**

The agency shall mount the GI QR plates on Properties in a phased manner. Each installation must be geo-tagged, photographed, and verified by the department/verification team for final acceptance.

1. **ULB-wise Mounting Plan:** Department shall prepare a ward/street-wise mounting schedule coordinated with ULB field staff and verification teams.
2. **Material Handling:** Successful Bidder shall deliver approved QR plates to designated ULBs with proper labeling and inventory details.
3. **Mounting Procedure:** QR plates shall be mounted at department-specified locations (e.g., near entrance/gate) using approved fixtures (screws/bolts/adhesives) ensuring durability.
4. **Geo-tagging During Mounting:** Mounting team shall capture geo-coordinates, property photo, and timestamp during installation via mobile application.
5. **Mounting Verification Workflow:** Field supervisor and verification officer shall validate the correctness of each mounted plate in real-time.
6. **Digital Update to MSSC Database:** On successful verification, property record shall be auto-updated in the MSSC central system with mounting status and verification details.
7. **Exception Handling:** For missing or damaged properties, system shall flag exceptions for re-mounting or reprinting.
8. **Daily Progress Dashboard:** Web dashboard to display ULB-wise and street-wise progress, including number of properties mounted, verified, and pending.
9. **Final Verification & Certification:** Department verification team shall conduct sample physical inspections to certify completion and accuracy.
10. **Completion Report:** Successful Bidder shall generate a comprehensive completion report (ULB-wise) including number of QR plates mounted, geo-tags, photos, and verification logs.

*Note: Phase: 2 of Software Component and Hardware component are to be implemented simultaneously*

**Sample:**



*Note: The above sample is for indicative purposes only.*

## **5.2.Role of Agency/Successful Bidder**

The Agency/ Successful Bidder shall:

1. Develop, deploy, and maintain the UAM web and mobile applications.
2. Provide application-based tools to enable field survey, geo-tagging, and QR data capture (used by Department teams).
3. Generate and manage QR codes and associated database.
4. Procurement, fabrication, coating, sample submission, quality testing, and delivery
5. Print and deliver QR plates as per specifications.
6. Mount printed QR plates for every property.
7. Integrate with existing and future municipal applications.
8. Provide dashboards, reports, and analytics tools.
9. Conduct testing, UAT, and user training.

10. Offer application hosting, maintenance, and technical support for 5 years.
11. Ensure data security, privacy, and uptime SLA compliance ( $\geq 99.5\%$ ).
12. Submit periodic reports and enhancements as approved by the Department.
13. Successful bidder has to complete Part B of phase -1 and Phase - 2 simultaneously
14. The Agency has to submit source code and all supporting documentation related to UAM solution

### **5.3. Role of Authority**

The Authority shall:

1. Conduct the field survey, data collection, and geo-fencing of all properties using the mobile application provided by the Agency/ Successful Bidder.
2. Provide existing datasets (property tax, water, trade license, grievance, etc.) for system integration.
3. Facilitate coordination with ULBs for on-ground implementation.
4. Approve all designs, modules, and deliverables submitted by the Agency/ Successful Bidder.
5. Oversee QR plate mounting operations through ULB field teams.
6. Support testing, validation, and Go-Live processes.
7. Establish a Project Management Unit (PMU) to monitor progress and issue approvals.
8. Assign field staff to travel with QR plate mounting team to monitor work progress and coordinating with property owners.
9. Inspection, approval, and quality certification of base sheets prior to further printing.
10. Conduct citizen awareness programs for promoting QR-based service access.
11. Manage payments and milestone approvals based on deliverable completion.

### **5.4. Deliverables, timelines and payment details**

<b>S No</b>	<b>Name of Deliverable</b>	<b>Time Line</b>	<b>Payment details</b>
1	<b>Software Component including O&amp;M:</b> Development of Field Survey Mobile/Web Application and Training to master trainers	T+15 Days	40 % of Agency quoted value for Item no. 1 of Annexure 10 (i.e., Software cost including O&M)
2	<b>Software Component including O&amp;M:</b> Core UAM System Development	T+45 Days	40 % of Agency quoted value for Item no. 1 of Annexure 10 (i.e., Software cost including O&M).
3	<b>Software Component including O&amp;M:</b> Operation and maintenance	T+22 months	20% of Agency quoted value for Item no. 1 of Annexure 10 (i.e., Software cost including O&M) cost. The O&M cost shall be paid quarterly
4	<b>Hardware Component including warranty:</b> Base	30 days from the	Successful bidder may submit invoice for every 50,000 units or in

	Sheet Printing	date of field survey completion	the multiples of 50,000
5	<b>Hardware Component including warranty:</b> QR Code Unique property ID Printing	45 days from the date of field survey completion	Successful bidder may submit invoice for every 50,000 units or in the multiples of 50,000
6	<b>Hardware Component including warranty:</b> Mounting and Verification	60 days from the date of field survey completion	Successful bidder may submit invoice for every 50,000 units or in the multiples of 50,000

*Note: QR Code generation, printing, and mounting timelines are subject to revision depending on field survey progress and departmental requirements*

## **5.5.TERMS OF PAYMENT**

- i. The fee to be quoted for the project shall be in terms of INR by the Agency and the same shall be payable upon satisfactory performance of the given scope of work and acceptance by Client/Authority
- ii. The fee payment will be paid / released to the agency by the Client on back-to-back basis, i.e., after receiving corresponding payment from the Authority subject to any statutory and other deductions. Notwithstanding any other provision contained herein to the contrary or otherwise, no payment shall be made to the agency unless corresponding payment has been received by the Client from the authority.
- iii. The payment towards the services shall be done within 15 (Fifteen) days from the receipt of corresponding payments from the Authority.
- iv. The decision of Client (as specified in this Document) or any officer duly authorized by the Authority shall be final & binding with regard to any payment.
- v. The Authority & Client reserves the right to hold the payment if the services / goods is not implemented/ provided / supplied with in the time specified in the work order / indent / agreement or if the supplied services is not as per specifications or satisfactory.

## **5.6.Performance Security**

The Selected Agency shall furnish a Performance Security equivalent to two and half percent (2.5%) of the quoted contract price within [15] days from the date of issue of the Letter of Acceptance/Work Order.

The Performance Security shall be provided in the form of a Bank Guarantee/DD issued by a Scheduled Commercial Bank, valid for the entire duration of the project and extendable, if required, until completion of all contractual obligations.

The Performance Security shall be forfeited as damages, without prejudice to any other rights or remedies available to the Client under this RFP or otherwise, under the following conditions:

1. If the selected agency fails to fulfil the assignment as specified in the Terms of Reference (ToR) of this RFP.
2. If the selected agency fails to complete the assignment within the specified time limit, or fails to deliver the agreed deliverables as per the agreement with the Client.

Note: Performance Security amount will be released to the agency along with the final bill of Hardware - Implementation phase

## **5.7.Retention Amount**

The applicant, by submitting its proposal pursuant to this RFP, shall be deemed to have acknowledged and accepted that the Client will retain 5% of each invoice amount as the Retention Amount until completion of the entire assignment.

The retained amount shall be released as follows:

50% - Along with the final bill upon successful completion of hardware - implementation phase

25% - upon successful completion of one year of warranty period (for hardware)

25% - upon successful completion of the second year of warranty period (for hardware)

## 6. FORMATS FOR SUBMISSION OF PROPOSAL (ANNEXURES)

### Annexure 1

#### CHECKLIST OF SUBMISSIONS

S.No.	Enclosures to the Proposal	Status (Submitted / Not Submitted)	Remarks
1.	Signed RFP Document		
2.	Covering Letter (Annexure 2)		
3.	Similar Experience towards eligibility ~ Annexure (All documents including PDS as mentioned in Data Sheet).		
4.	GST registration certificate and Pan card (Annexure 4)		
5.	Financial Experience towards eligibility (Annexure 5)		
6.	Power of Authority (Annexure 6)		
7.	Firm/Company Registration Certificate ~ Annexure 7		
8.	Affidavit of non-blacklisting by any client /authority in India (Annexure 8)		
9.	Power of Attorney and MoU for Consortium ~ Annexure 9 (if required)		
10.	Any other documents as required & mentioned in the Data Sheet		

**Annexure 2**

*Format for*

**COVERING LETTER (LETTER OF PROPOSAL)**

(On Applicant's Letter Head)

Date: \_\_\_\_\_.

To,  
The CEO,  
APUIAML,  
4<sup>th</sup> Floor, NTR Administrative Block  
**Vijayawada** – 520 013 (Andhra Pradesh)

**Sub:- ‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’ - Reg**

With reference to your RFP Document, Notification No.: APUIAML/MSSC/25-26/01 dated 05.12.2025, I / We, having examined all relevant documents and understood their contents, hereby submit our Proposal for “Selection of Agency for implementation of “QR based eco system” for the state of Andhra Pradesh’. The proposal is unconditional and unqualified.

I/We acknowledge that the APUIAML, (the “Client”) will be relying on the information provided in the Proposal submitted by us and the documents accompanying the Proposal for selection of the Agency. We further certify that all information provided in the Proposal submitted by us and in the Annexures are true and correct, and nothing has been suppressed or omitted which could render such information to mislead and all documents accompanying with Proposal are true copies of their respective originals.

This statement is made purely for the purpose of the aforesaid project.

- I / We shall make available to the Authority for any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
- I / We acknowledge the right of Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any ground or for any reason whatsoever.
- I / We certify that in the last Five years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project/assignment or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

- I/We declare that:
  - a) We have examined and have no reservations to the RFP Document, including any Addendum / Corrigendum issued by Authority.
  - b) I / We do not have any conflict of interest as mentioned in the RFP Document.
  - c) I / We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of request for proposal issued by or any agreement entered into with Authority or any other public sector enterprise or any government, Central or State; and
  - d) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of this RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- I / We understand that you may cancel the Selection Process at anytime and that you are neither bound to accept any Proposal that you may receive nor to select the Bidder(s), without incurring any liability to the Applicants in accordance with the RFP Document.
- I / We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.
- I / We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
- I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by Authority (and/ or the Government of India) in connection with the selection of Agency or in connection with the Selection Process itself in respect of the above-mentioned project.
- I/We agree and understand that the proposal is subject to the provisions of the RFP Document. In no case, shall I/we have any claim or right of whatsoever nature if the project is not awarded to me/us or our proposal is not opened or rejected.
- I / We agree to keep this offer valid for 60 (Sixty) days from the BDD specified in the RFP and also understand and abide by the selection process as mentioned in the RFP.
- In the preparation of documents of my/our firm being selected as the Agency for subject project, I/we agree and undertake to provide the services in accordance with the provisions of the RFP and I/we shall be responsible for providing the agreed services and not through any other person or Associate.

- I/We have studied the RFP document and all other documents carefully. We understand that we will not claim, right or title arising out of any documents or information provided to us by Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of project. The Technical and Financial Proposals are being submitted along with Annexures to prove our technical & financial details. The contents provided in this regard shall be binding on us.
- I/We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

(Name and seal of the Applicant)

**Annexure 3**  
*(to be printed on letterhead of Bidder)*  
**Format for**

**APPLICANT'S EXPERIENCE**  
**(Towards Eligibility)**

**Details of Project(s) as in Clause 3.1 & 3.2**

S. No	Name of work/project	Name of the Client (with Brief Address of Concerned Office & Contact No. and e-mail ID)	Date of Agreement with Client	Scope of work	Project Cost/Value	Date of commencement as per contract	Date of completion

(\*\*Tables to be added by the bidder if required)

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Company : \_\_\_\_\_

Date : \_\_\_\_\_

Notes: : \_\_\_\_\_

**Annexure 4**

*Enclosed copy of*

**GST registration certificate and Pan card**

(Signature of the Key Expert /Authorized Signatory)

Place .....

**ANNEXURE 5**  
*(to be printed on letterhead of Bidder)*

**In support of Eligibility Criteria**

*Format for*

**FINANCIAL SUMMARY DATA**

**TURNOVER RELATED DATA (All figures in INR Crores)**

Description	FY 22-23	FY 23-24	FY 24-25
<b>Turnover</b>			
<b>Total</b>			

Financial Year: 1<sup>st</sup> April to 31<sup>st</sup> March or the particular accounting year followed and audited.

Note:

1. The applicant shall submit Audited Balance Sheets/ Annual Reports.

COMPANY  
SEAL

SIGNATURE : \_\_\_\_\_  
NAME : \_\_\_\_\_  
DESIGNATION : \_\_\_\_\_  
COMPANY : \_\_\_\_\_  
DATE : \_\_\_\_\_

## **ANNEXURE 6**

### ***Format for***

#### **POWER OF AUTHORITY TO BID-SIGNATORY**

***(On a Non-Judicial Stamp Paper of Rs. 100 duly attested by notary public)***

Know all men by these presents, we, ..... a company / firm registered under and having its Registered Office at ..... hereby constitute, nominate, appoint and authorize and presently residing at ..... as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for RFP Notification No. APUIAML/MSSC/25-26/01 including but not limited to signing and submission of all applications, proposals and other documents and writings, providing information/ responses to APUIAML, (the "Client"), representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority/Client in all matters in connection with or relating to or arising out of our Proposal for the said project and/or upon award thereof to us till the entering into of the Agreement with the Authority/Client.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,..... THE ABOVE-NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF.....

For .....

(Signature, name, Designation and Address)

Witnesses :

1.

2.

Accepted

For .....

(Signature, name, Designation and Address)

**Notes:**

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under commonseal affixed in accordance with the required procedure. The Power of Attorney should be executed on a Non- Judicial stamp paper of Rs. 100/- (rupees one hundred).

Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For a Power of Attorney executed and issued overseas, the documents will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention, 1961 and other applicable provisions are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

**ANNEXURE 7**

***Please Provide  
here***

**FIRM/COMPANY REGISTRATION CERTIFICATE**

***(Registration from Shops & Establishments in case of Sole Proprietary firm)***

**ANNEXURE 8**

***(On a Non-Judicial Stamp Paper of Rs. 10 duly attested by notary public) Format for***

**AFFIDAVIT OF NON-BLACKLISTING BY ANY CLIENT / AUTHORITY IN INDIA**

To,  
CEO  
APUIAML.  
VIJAYAWADA.

Dear Sir,

I/We further confirm that none of the Proprietor/ firm / Organization / Board Members of our firm have been blacklisted/ banned/ suspended by any of the Government Departments in AP or in other States in India in last Five years from the date of the issue of RFP document

I / We further confirm that in case, any of the information noted above is found to be incorrect, I / We will be liable for any action under the terms of the RFP / contract including termination of the contract and forfeiture of the Earnest Money / Security Deposit.

Having fully understood the RFP conditions and the above undertaking in this letter, we sign this .....Day of .....at .....

Yours faithfully,

Sign & Official Seal

**ANNEXURE 9**

***Format for***

**POWER OF ATTORNEY AND MEMORANDUM OF UNDERSTANDING FOR  
CONSORTIUM**

***(On a Non-Judicial Stamp Paper of Rs. 100 duly attested by notary public)***

***Power of Attorney***

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2025

Know all persons by these present that We, ..... (herein after collectively referred to “the consortium”) hereby appoint and authorize ..... as our attorney.

Whereas the Andhra Pradesh Urban Infrastructure Asset Management Limited (“APUIAML”) has invited applications from interested parties for the “\_\_\_\_\_” (hereinafter referred to as “the Assignment”),

Whereas the members of the consortium/ are interested in bidding for this project in accordance with the terms and conditions of this RFP along with its amendments, addenda and related documents

And whereas it is necessary for the members of the consortium to appoint and authorize one of them to do all acts, deeds and things in connection with the aforesaid Project,

We hereby nominate and authorize as our constituted attorney in our name and on our behalf to do or execute all or any of the acts or things in connection with making an application to APUIAML, to follow up with APUIAML and thereafter to do all acts, deeds and things on our behalf until culmination of the process of bidding and thereafter till the license contract is entered into with the Selected agency.

And we hereby agree that all acts, deeds and things done by our said attorney shall be construed as acts, deeds and things done by us and we undertake to ratify and confirm all and whatsoever that our said attorney shall do or cause to be done for us by virtue of the power hereby given.

All the members of this consortium will be jointly and severally liable for execution of this assignment in all respects.

In witness hereof we have signed this deed on this day of 2025.

[Signature]

For and on behalf of

[Company]

## **CONSORTIUM AGREEMENT / MEMORANDUM OF UNDERSTANDING**

*(To be executed on Non-Judicial Stamp Paper)*

**THIS CONSORTIUM AGREEMENT** (“Agreement”) is made and executed on this \_\_\_\_ day of \_\_\_\_\_, (Year), by and among:

1. \_\_\_\_\_, a company/firm incorporated under the laws of India, having its registered office at \_\_\_\_\_ (hereinafter referred to as “First Member”);
2. \_\_\_\_\_, a company/firm incorporated under the laws of India, having its registered office at \_\_\_\_\_ (hereinafter referred to as “Second Member”);

(The above entities are hereinafter collectively referred to as the “Consortium”, and individually as a “Consortium Member”.)

### **WHEREAS**

- A. Andhra Pradesh Urban Infrastructure Asset Management Limited (APUIAML) has invited proposals through a Request for Proposal (RFP) for **the** “Selection of Agency for Design, Development, Implementation & Maintenance of QR-Based Digital Ecosystem for the State of Andhra Pradesh.”
- B. The Consortium Members are jointly desirous of submitting a Proposal in response to the said RFP and performing the obligations relating to the assignment in accordance with the terms and conditions of the RFP.
- C. The Consortium Members have agreed to enter into this Agreement to record the terms governing their mutual rights, responsibilities, roles and obligations for the purpose of submission of the Proposal and execution of the assignment.
- D. As required under the RFP, the Consortium Members hereby agree to designate one of them as the Lead Member, who shall be authorized to represent the Consortium in all matters pertaining to the Proposal, contract execution, coordination, communication, and overall project management.

### **NOW, THEREFORE, THIS AGREEMENT WITNESSETH AS FOLLOWS:**

The Consortium Members hereby agree to form a Consortium for the sole and exclusive purpose of submitting a Proposal and undertaking the assignment specified in the RFP.

The Consortium hereby appoints: \_\_\_\_\_ as the Lead Member, duly authorized to represent and bind all Consortium Members for all purposes related to the RFP, signing of the Proposal, execution of the contract, submission of documents, clarification responses, correspondence, and all acts necessary for successful performance of the assignment.

Each Consortium Member hereby irrevocably authorizes the Lead Member to act as its duly constituted attorney for the purposes mentioned above and agrees to ratify all lawful acts, deeds, and things done by the Lead Member on behalf of the Consortium.

The roles and responsibilities of the Consortium Members shall be as follows:

Consortium Partner	Lead Bidder	Scope of Work

Additional scope details, if any, shall be annexed to this Agreement.

All Consortium Members shall be jointly and severally liable to APUIAML for the execution, performance, and successful completion of the assignment at all times during the contract period.

This Agreement shall remain valid and in full force until the completion of the assignment or dissolution of the Consortium by mutual written consent, whichever is later.

This Agreement shall be governed by and construed in accordance with the laws of India.

**IN WITNESS WHEREOF, the Consortium Members have executed this Agreement on the date first written above.**

**For and on behalf of Consortium Member – 1**

\_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

In the presence of: \_\_\_\_\_

**For and on behalf of Consortium Member – 2**

\_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Signature: \_\_\_\_\_

In the presence of: \_\_\_\_\_

**Notes:**

For the purposes of Memorandum of Understanding and Power of Attorney: The contracts are to be executed by all members in case of a Consortium.

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

**Note:** ANDHRA PRADESH URBAN INFRASTRUCTURE ASSET MANAGEMENT LIMITED (APUIAML) reserves the right to modify/alter the above mentioned schedule of Selection Process at any time during the Selection Process at its sole discretion without assigning any reason or being liable for the same in any manner whatsoever.

**Annexure – 10**  
**FINANCIAL BID FORM**  
*(to be printed on letterhead of Bidder)*

Date:

To,  
 CEO,  
 APUIAML,  
 VIJAYAWADA.

**Sub:** ‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’

*Sir,*

We hereby submit our **Lump sum Cost in INR with breakup** for the subject Project.

**Item no.1 -Software Cost including O&M**

S no	Particulars	Cost	Cost in Words
1	Cost of UAM software application development, Implementation & Training		
2	RAG SAS Licence cost		
3	Operation & Maintenance		
<b>Total</b>			
<b>Total Cost in Words</b>			

**Item no.2-Hardware Cost with 2 year warranty**

S no	Particulars	Per Unit Cost	Quantity/Units	Total Cost	Cost in Words
1	Procurement & Base Plate Printing		<b>50,00,000</b>		
2	QR Code, Unique property ID Printing & Transportation		<b>50,00,000</b>		
3	Mounting		<b>50,00,000</b>		
	<b>Total Cost</b>				

<b>Total Cost in Words</b>	
----------------------------	--

<b>Item no.</b>	<b>Total Amount</b>	<b>In words</b>
Item no. 1- Software Cost including O&M		
Item no.2- Hardware Cost including 2 year warranty		
<b>Total</b>		

1. The above quote is exclusive of GST and is inclusive of all professional services and incidental costs required to deliver the Scope of Work under this RFP.
2. We understand that selection shall be on Quality and Cost Based Selection (QCBS) – H1 method.
3. In case of any discrepancy between figures and words, the amount in words shall prevail.
4. Validity: Our offer shall remain valid for 60 (Sixty) days from the Bid Due Date (BDD) or for such further period as may be mutually agreed.
5. We understand that financial bid = Software Cost including O&M + Hardware Cost with 2 year warranty

*Yours faithfully,*

---

*(Signature of Authorised Signatory)*

*(Name, Title, Address, Date and seal)*

***Note: The financial proposal to be submitted strictly as per the above format. Non compliance to the above format shall disqualify the firm's proposal***

**Annexure – 11**  
**Pre-Bid Queries Submission Format**

**Email ID:** info@apurban.in

**Subject:** ‘Selection of agency for design, development, implementation & maintenance of QR-based digital ecosystem for ULBs in the state of Andhra Pradesh’.

Sir,

We hereby submit our Pre-Bid Queries for the subject Project.

**A. Details of Bidder**

<b>S. No</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the Bidder / Firm	
2	Address	
3	Contact Person	
4	Mobile Number	
5	Email ID	

**B. Pre-Bid Queries**

<b>S. No</b>	<b>RFP Page No</b>	<b>Clause No</b>	<b>Clause Description</b>	<b>Query / Clarification Requested</b>	<b>Suggested Change (if any)</b>
1					
2					
3					

**Authorized Signatory**

Name:

Designation:

Company Seal:

Date:

