

बिहार सरकार | Government of Bihar

नगर निगम मुंगेर | Nagar Nigam Munger

Munger, Bihar – 811201

REQUEST FOR PROPOSAL

NIT No.: NNM/eGov/2026-27/08

**Selection of Agency for Implementation of Municipal e-Governance
System covering all Properties in the Municipal Area of Nagar Nigam
Munger**

Issued by

Municipal Commissioner

Nagar Nigam Munger, Munger – 811201, Bihar

Tel: [] | Email: munger.ulb@bihar.gov.in

Bid Portal: <https://eproc2.bihar.gov.in>

Date of Issue: 17 / 06 / 2026

DISCLAIMER

This Request for Proposal ("RFP") document is issued by Nagar Nigam Munger (hereinafter "NNM" or "Client") solely for the purpose of inviting proposals from eligible firms/agencies for Implementation of Municipal e-Governance System. The information contained herein is provided to Bidder(s) on the terms and conditions set out in this document.

This RFP does not purport to contain all information each Bidder may require. Bidders are expected to conduct their own investigations, analyses, and due diligence. NNM, its employees, and advisors make no representation or warranty and shall incur no liability under any law or regulation as to the accuracy, reliability, or completeness of this document.

NNM reserves the right, in its absolute discretion and without obligation, to update, amend, or supplement this RFP. Updated documents will be published on <https://eproc2.bihar.gov.in>. Bidders are advised to check the portal regularly for corrigenda and addenda.

Submission of a bid does not, in any way, constitute a right to or expectation of contract award. NNM reserves the right to reject all bids, cancel, or suspend the procurement process at any stage without liability.

ABBREVIATIONS & DEFINITIONS

Abbreviation	Definition / Meaning
NNM / MMC	Nagar Nigam Munger / Munger Municipal Corporation
Client / Employer	NNM / Municipal Commissioner, Nagar Nigam Munger
Bidder / Agency	Any firm/company submitting a Proposal in response to this RFP
Contract	Agreement signed between NNM and Selected Agency with all annexures
Day	Calendar day
EMD	Earnest Money Deposit
GIS	Geographic Information System
GoB	Government of Bihar
GoI	Government of India
IEC	Information, Education and Communication
ISO	International Organization for Standardization
LOA / LOI	Letter of Acceptance / Letter of Intent
MIS	Management Information System
NeGP	National e-Governance Plan
NIT	Notice Inviting Tender
PAN	Permanent Account Number
POC	Proof of Concept
LCBS	Least Cost Based Selection
RFP	Request for Proposal
SAF	Self-Assessment Form
SD / PBG	Security Deposit / Performance Bank Guarantee
SLA	Service Level Agreement
SoW	Scope of Work
TDS	Tax Deducted at Source
ToR	Terms of Reference
ULB	Urban Local Body
WO / PO	Work Order / Purchase Order

SHORT TENDER NOTICE

NIT Number	NNM/eGov/2026-27/08
Date of Issue	17 /06 / 2026
Name of RFP	Selection of Agency for Implementation of Municipal e-Governance System covering all Properties in the Municipal Area of Nagar Nigam Munger
Issuing Authority	Municipal Commissioner, Nagar Nigam Munger

Municipal Commissioner, Nagar Nigam Munger, invites proposals from eligible Firms/Agencies for Implementation of Municipal e-Governance System at Nagar Nigam Munger. Interested Firms/Agencies are required to note the following before applying:

1. Selection shall be based on Least Cost Based Selection (LCBS) method as described in this RFP, in accordance with the Bihar Municipal Act, 2007 and applicable GoB procurement guidelines. Technical evaluation is a qualifying gate; the contract shall be awarded to the technically qualified Bidder quoting the lowest commission rate.
2. RFP documents comprising the Terms of Reference, Scope of Work, Eligibility Criteria, Technical Evaluation Sheet, and Bid Formats are available for download exclusively from <https://eproc2.bihar.gov.in>.
3. Online RFP availability date: 04 / 07 / 2026.
4. Bids shall be submitted ONLY online through <https://eproc2.bihar.gov.in>. Bids submitted by any other mode (email, post, courier, in person) shall be summarily rejected.
5. Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees Two Lakh Only) to be paid through online at <https://eproc2.bihar.gov.in>
6. The deadline for complete receipt of Proposals: 10 / 07 / 2026 up to 15:00 hrs (IST).
7. Joint Ventures, Consortiums, and Sub-contracting of the core assignment are NOT permitted.
8. Bids without requisite documents or containing incomplete information are liable for rejection. No correspondence shall be entertained in such cases.
9. NNM reserves the right to accept or reject any or all proposals, and to annul the selection process at any time prior to contract award, without any liability or obligation to the affected Bidders.
10. Any clarification sought by Bidders must be submitted in writing via the portal within the pre-bid query period. Clarifications raised outside this period or by other means will not be addressed.

Municipal Commissioner
Nagar Nigam Munger

SCHEDULE OF DATES & KEY INFORMATION

S.No.	Item	Details
1	Name of Assignment	Selection of Agency for Implementation of Municipal e-Governance System, Nagar Nigam Munger
2	Earnest Money Deposit (EMD)	Rs. 2,00,000/- (Rupees Two Lakh Only) to be paid through online at https://eproc2.bihar.gov.in
3	Bid Portal	https://eproc2.bihar.gov.in
4	Online Tender Floating Date	04 / 07 / 2026
5	Last Date & Time of Online Bid Submission	10 / 07 / 2026 15:00 hrs IST
6	Last Date & Time of Physical Submission of EMD & Notarized Affidavit	11 / 07 / 2026 15:00 hrs IST At: Office of the Municipal Commissioner, Nagar Nigam Munger
7	Date & Time of Technical Bid Opening	11 / 07 / 2026 15:30 hrs IST
8	Date & Time of Financial Bid Opening	Will be intimated separately to technically qualified Bidders only
9	Bid Validity Period	180 days from the date of bid submission
10	Pre-Bid Query Submission Deadline	06 / 07 / 2026 11:00 hrs IST (at Office Nagar Nigam, MUNGER- 811201)
11	Pre-Bid Meeting / Response Date	06 / 07 / 2026 11:00 hrs IST (at Office Nagar Nigam, MUNGER- 811201)
12	Bid Evaluation Method	Least Cost Based Selection (LCBS) Technical: Pass/Fail compliance check only (no scoring) Award: Lowest quoted commission rate among compliant Bidders
13	Duration of Assignment	3 years (extendable by 2 years on satisfactory performance)
14	Security Deposit	Rs. 10,00,000/- (Rupees Ten Lakh Only) – Bank Guarantee within 07 days of LOA IN FAVOUR OF MUNICIPAL COMMISSIONER, NAGAR NIGAM, MUNGER
15	JV / Consortium	NOT PERMITTED
16	Cost Of Bidding Document (Tender Fee)	Tender fee Rs 10000(Ten thousand only) (Non refundable) to be paid through online at https://eproc2.bihar.gov.in/

NOTE: Nagar Nigam Munger reserves the right to revise dates through corrigendum published on <https://eproc2.bihar.gov.in>.

INTRODUCTION AND BACKGROUND

1.1 National e-Governance Framework

The National e-Governance Plan (NeGP) approved by the Government of India identifies e-Governance at Urban Local Bodies (ULBs) as a Mission Mode Project (MMP). The Government of Bihar, through the Urban Development and Housing Department, has directed all Nagar Nigams to implement integrated municipal e-Governance systems to enhance service delivery, revenue collection, and administrative transparency.

1.2 About Nagar Nigam Munger

Nagar Nigam Munger (NNM) is the Urban Local Body governing the Municipal area of Munger city in Bihar. NNM administers civic services including property tax, water and sewerage, solid waste management, trade licensing, and grievance redressal for the city's residents and commercial establishments.

1.3 Project Rationale

NNM recognises that e-Governance is no longer an experiment but a permanent component of the governing process. The existing revenue management processes are predominantly manual, leading to data inaccuracies, revenue leakage, and poor service delivery. NNM seeks to implement a comprehensive, integrated, and citizen-centric Municipal e-Governance Solution to:

- Expand the taxpayer database through GIS-based door-to-door property surveys.
- Streamline demand generation, collection, and recovery of property tax, water charges, solid waste user charges, and trade licence fees.
- Provide real-time MIS and dashboards to management for evidence-based decision-making.
- Enable multi-channel, digital-first payment mechanisms for citizens.
- Ensure tamper-resistant, auditable, and secure data management.

1.4 Project Approach

NNM has decided to implement the project on a Revenue Sharing (percentage on collections) basis, engaging a single System Integrator-cum-Collection Agency through a transparent Least Cost Based Selection (LCBS) competitive procurement process. The selected Agency shall be responsible for end-to-end delivery: survey, software, deployment, demand generation, collection, and post-implementation support for the duration of the contract.

INSTRUCTIONS TO BIDDERS

2.1 Language

All bids, correspondence, and documents submitted shall be in English only.

2.2 Bid Components

The bid shall comprise two envelopes/parts submitted online:

11. Technical Bid: Covering letter, EMD proof, Pre-Qualification documents, Technical Proposal (compliance statement, approach & methodology, team CVs, brochures, POC-related documentation). No price information shall appear in the Technical Bid.
12. Commercial Bid: Price schedule (BOQ) as per the format specified in this RFP, submitted online only. Commercial Bid shall not be submitted in physical form.

2.3 Physical Submission

Only the following shall be submitted in physical form (by Regd. Post / Speed Post / Hand Delivery) at the office of the Municipal Commissioner, NNM by the deadline:

- Copy of Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees Two Lakh Only) to be paid through online at <https://eproc2.bihar.gov.in>.
- Notarized Affidavit of Non-Blacklisting on Rs. 100/- stamp paper.
- Original Power of Attorney on Rs. 100/- stamp paper (Notarized).

All other documents must be uploaded online. Physical submission of Financial Bid is strictly prohibited.

2.4 Earnest Money Deposit (EMD)

Bidders must submit a refundable EMD of Rs. 2,00,000/- (Rupees Two Lakh Only) to be paid through online at <https://eproc2.bihar.gov.in>.

- EMD Exemption: Micro and Small Enterprises (MSEs) registered with udyam (formerly NSIC) and DPIIT registered and recognized startups are exempt from submitting EMD.
- Refund to Disqualified Bidders: Within 45 days of finalization of successful Bidder.
- Refund to Unsuccessful Bidders: Within 45 days of Security Deposit submission by the successful Bidder.
- Refund to Successful Bidder: Within 45 days after successful Bidder submits Security Deposit.

EMD shall be forfeited if the Bidder: (a) withdraws bid during validity period; (b) fails to accept correction of arithmetic errors; (c) being the successful Bidder, fails to sign the Contract, submit Security Deposit, or accept the LOI within the specified timelines.

2.5 Security Deposit

The selected Agency shall furnish a Performance Bank Guarantee (PBG) of Rs. 10,00,000/- (Rupees Ten Lakh Only) within 07 days of issue of Letter of Acceptance (LOA), in favour of "Commissioner, Municipal Corporation Munger", payable at Munger, from any nationalised or scheduled commercial bank. The PBG shall remain valid for six months beyond the stipulated contract period and shall be released after six months of expiry, if not invoked.

2.6 Bid Validity

Bids shall remain valid for 180 days from the bid submission deadline. Bidders shall not be entitled to revise or withdraw their bids during the validity period. NNM may request an extension of validity, which the Bidder may accept or refuse without forfeiture of EMD.

2.7 Pre-Bid Meeting

A pre-bid meeting will be held as per the Schedule of Dates. Bidders may submit written queries through the portal prior to the meeting. Responses to queries and any amendments will be published on the portal as Addenda/Corrigenda and shall be binding on all Bidders. Oral responses shall not be binding.

2.8 Format and Signing of Bid

The Technical Bid shall be submitted online. A duly stamped and notarized Power of Attorney shall authorize the signatory. The authorized signatory shall initial all pages. Submission of an incomplete bid shall be sufficient ground to declare it non-responsive.

2.9 Opening of Bids

Technical Bids will be opened at NNM Head Office in the presence of Client officials and Bidders' representatives as per the Schedule. Financial Bids will be opened only for technically qualified Bidders, on a date to be separately communicated. Bids rejected during pre-qualification or technical evaluation shall not be considered further.

2.10 Award of Contract

The successful Bidder will be notified by LOI via registered letter/email. The Bidder must acknowledge receipt and accept the LOI in writing within three (3) working days. Contract agreement shall be signed on non-judicial stamp paper within the prescribed timeline after submission of Security Deposit. NNM reserves the right to negotiate terms before signing. Incidental expenses of contract execution shall be borne by the successful Bidder.

PRE-QUALIFICATION CRITERIA

Bidders must satisfy ALL of the following eligibility conditions. Bids not meeting any single condition shall be rejected at the pre-qualification stage without further evaluation.

S.No.	Criterion	Requirement	Supporting Documents Required
1	Legal Entity	Bidder must be a Company registered under Companies Act 1956/2013 or LLP registered under LLP Act 2008, with valid existence in India as on bid submission date. Consortium/JV is NOT permitted.	Notary-certified copy of Certificate of Incorporation / Registration; PAN card; Name-change certificate if applicable.
2	Annual Turnover	Minimum annual turnover of INR 1 Crore (standalone) in the last financial year ending 31.03.2025, from business of Software Development / IT Products / IT Support Services.	Audited Financial Statements for FY 2022-23, 2023-24, 2024-25; CA Certificate specifying turnover from Software/IT business.
3	Net Worth	Positive net worth (standalone) as on 31st March 2025.	Audited Balance Sheet; CA Certificate.
4	Municipal e-Governance Experience – Bihar	At least one (1) project of Municipal e-Governance for any ULB in Bihar during the last 3 financial years.	Copy of Work Order/Agreement AND Completion/Implementation Certificate issued by the concerned ULB.
5	Property Survey & Collection Experience	Must have provided services for door-to-door property survey (self-assessment mechanism) with collection of property taxes for any Municipal Corporation in Bihar during the last 3 financial years.	Copy of Work Order/Agreement AND Completion/Implementation Certificate.
6	ISO Certification	Valid ISO Certification for Software Development as on bid submission date.	Copy of valid ISO Certificate.
7	GST Registration	Registered under Goods and Services Tax (GST).	Copy of valid GST Registration Certificate.
8	Clean Track Record	Bidder must not be under the effect of blacklisting, debarment, EMD forfeiture, FIR registration, contract termination, or BG forfeiture by any Ministry/Department of GoI, any State Government, or any Government PSU in the past 10 years.	Notarized Affidavit on Non-Judicial Stamp Paper of Rs. 500/- as per format at Annexure-III.
9	Power of Attorney	The authorized signatory must be empowered by a valid Power of Attorney to sign and execute all bid documents and communications on behalf of the Bidder.	Original Power of Attorney on Rs. 100/- stamp paper, Notarized.

TECHNICAL COMPLIANCE CHECK (PASS / FAIL)

There is NO technical scoring in this tender. Technical evaluation is strictly a PASS/FAIL compliance check. A Bidder either satisfies ALL criteria below (PASS) or does not (FAIL). Only Bidders who achieve PASS status shall have their Commercial Bids opened. Contract shall be awarded solely on the basis of the lowest quoted commission rate among all PASS-status Bidders.

The Evaluation Committee shall verify each of the following criteria against the documents submitted. Failure to satisfy even ONE criterion shall result in rejection of the bid at this stage.

S.No.	Compliance Criterion	Document to be Submitted	Compliant? (✓ / X)
1	Valid Certificate of Incorporation / LLP Registration + PAN	Notary-certified copy	
2	Audited financials confirming annual turnover ≥ INR 1 Crore from Software/IT business (FY 2022-23, 2023-24, 2024-25)	Audited financial statements + CA Certificate	
3	Positive net worth as on 31.03.2025	Audited Balance Sheet + CA Certificate	
4	At least one Municipal e-Governance project for a ULB in Bihar in the last 3 financial years	Work Order/Agreement + Completion/Implementation Certificate	
5	Door-to-door property survey with property tax collection for a Municipal Corporation in Bihar in the last 3 financial years	Work Order/Agreement + Completion/Implementation Certificate	
6	Valid ISO Certification for Software Development as on bid submission date	Copy of valid ISO Certificate	
7	Valid GST Registration	Copy of GST Registration Certificate	
8	Non-blacklisting declaration – no blacklisting, debarment, EMD/BG forfeiture, or FIR registration in the past 10 years	Notarized Affidavit on Rs. 100/- stamp paper (Annexure III)	
9	Power of Attorney authorizing the signatory	Original PoA on Rs. 100/- stamp paper (Notarized) (Annexure IV)	
Overall Technical Compliance Status			PASS / FAIL

5.1 POC Demonstration (Compliance Verification)

In addition to document verification, each PASS-status Bidder shall be required to give a live Proof of Concept (POC) demonstration of their proposed solution before the Evaluation Committee. The POC is NOT scored. It is a compliance demonstration to verify that the Bidder possesses a functional, working solution meeting the specifications in the Scope of Work.

The POC demonstration must cover the following (all items mandatory – failure to demonstrate any item may lead to disqualification):

S.No.	POC Demonstration Item	Compliant? (✓ / X)
i	Web Portal – live demo of all service modules accessible to citizens	
ii	Door-to-door demand generation workflow including SAF, QR code generation, property assessment/re-assessment	
iii	Android mobile app for field staff – demand delivery, on-site payment collection, instant digital receipt	
iv	Facial recognition attendance system – live demonstration of face enrolment, daily punch-in/punch-out via phone app, geo-tagging, and real-time dashboard	
v	Real-time dashboard and MIS report generation	
vi	Online and offline payment gateway integration with receipt generation	
vii	Data security features – SSL, role-based access control, audit trail, anti-phishing protection	

FINANCIAL EVALUATION – LEAST COST BASED SELECTION (LCBS)

6.1 Selection Method

NNM shall follow the Least Cost Based Selection (LCBS) method. Contract shall be awarded to the Bidder who: (a) satisfies ALL Pre-Qualification criteria (PASS), AND (b) quotes the lowest percentage commission rate in the Commercial Bid. There is no composite or weighted scoring. The commission rate is the sole basis of award.

Parameter	Details
Selection Method	Least Cost Based Selection (LCBS)
Technical Evaluation	PASS / FAIL only – document compliance + mandatory POC demonstration No marks, no scores, no weightage
Financial Bid Opening	Only for technically compliant (PASS) Bidders
Award Criterion	Lowest quoted percentage commission rate (L1) among all PASS-status Bidders
Tie-breaking Rule	If two or more PASS-status Bidders quote identical lowest rates, award shall be decided by draw of lots conducted in the presence of Bidders' representatives.
Negotiation	NNM reserves the right to negotiate the commission rate downward with the L1 Bidder before finalising the contract.
Abnormally Low Bid	If the L1 rate is considered unrealistically low, NNM may seek written justification. If a satisfactory explanation is not provided, the bid may be rejected and the next lowest Bidder (L2) considered.

6.2 Financial Bid Evaluation Process

13. Financial Bids shall be opened only for Bidders who have achieved PASS status in Technical Compliance Check and POC Demonstration.
14. Each Bidder's quoted commission rate (%) shall be read out publicly in the presence of qualified Bidders' representatives and recorded in the evaluation register.
15. The Bidder quoting the lowest percentage commission rate shall be declared L1 and issued a Letter of Intent (LOI).
16. The L1 Bidder must acknowledge receipt of LOI and confirm acceptance within three (3) working days.
17. All Bidders' quoted rates and the evaluation register shall be signed by all representatives present at the opening.

KEY PRINCIPLE: Technical compliance establishes eligibility. Price (commission rate) decides the winner. A Bidder meeting all pre-qualification and POC requirements and quoting the lowest commission rate shall be awarded the contract. No other consideration applies.

SCOPE OF WORK

7.1 Overview

The selected Agency shall be responsible for the following primary deliverables:

- GIS-based door-to-door property survey and database creation.
- Design, development, implementation, and hosting of the Municipal e-Governance Application System.
- Demand generation, distribution, collection, and recovery of municipal taxes and user charges.
- Operation, maintenance, and post-implementation support for the contract period.
- Capacity building, training, and IEC activities.

7.2 GIS-Based Property Mapping & Survey

The Agency shall conduct a comprehensive door-to-door property survey covering all holdings in the NNM municipal area. The following information shall be captured for each property:

- Owner's name, father's/husband's name, complete property address (with locality and road name), mobile number.
- Holding number (new and old), Zone number, Block number, Locality, Ward number.
- Occupancy status (self-occupied / rented / mixed), number of floors, total plot area, built-up area on each floor.
- Property usage category (residential / commercial / industrial / institutional / mixed); area-wise split for mixed-use.
- Water connection ID, sewerage connection ID, year of construction.
- GPS coordinates (latitude-longitude), geo-tagged photograph of each property.
- For multi-storey / apartment buildings: Building name, total units, total built-up area, open space area, residential/non-residential count, water source.
- For commercial / industrial / institutional properties: Firm name, owner name, licence status and number, shop area, business type.

All property data shall be geo-tagged and linked to a digital database integrated with the GIS module. Digital photographs shall be submitted in soft copy with unique property IDs.

7.3 Software Modules

The Agency shall design, develop, implement, customize, host, and maintain the following modules:

(a) Web Portal

A secure, citizen-facing web portal providing single-window access to all ULB services. The portal shall support HTTPS (SSL), online payment integration, multi-lingual interface (Hindi and English), responsive design for mobile and desktop access, and integration with state/national service delivery gateways.

(b) Property Tax Management System

Comprehensive property tax module covering: property database with full CRUD operations; self-assessment (SAF) workflow; bifurcation and amalgamation of holdings; mutation and title transfer; tax calculation engine configurable as per Bihar Municipal Act; demand notice generation; online and in-person payment processing with gateway integration; automated SMS/email reminders; tax exemption management; dispute tracking; legacy data migration tools; GIS integration; configurable workflows; role-based user management; analytics and reports.

(c) Water User Charges Management System

Module covering: customer and connection database; meter reading entry (manual and automated); bill generation on configurable slab rates with additional charges; multi-mode payment processing; disconnection/reconnection workflow with prior notices; SMS/email alerts; revenue MIS; field staff mobile app for meter reading and on-site collection; analytics dashboards.

(d) Solid Waste User Charges System

Module covering: door-to-door billing and collection for SWM user charges; QR code generation for each household; digitisation of demand register; challan/receipt printing; online payment gateway; field survey and data updation tools; revenue reconciliation.

(e) Trade Licence Fee Management System

Module covering: business directory database; online new and renewal licence applications with document upload; configurable fee structure by business category; licence certificate issuance with unique number and QR code; inspection scheduling and report recording; violation notices and fines; suspension and cancellation workflow; SMS/email notifications; reports and analytics; mobile app for field inspections.

(f) Grievance Redressal Management System

Module covering: multi-channel grievance registration (web portal, mobile app, call centre, physical office); categorisation and routing by department/area/type; officer assignment and status tracking; SLA-based escalation; citizen notifications via SMS/email; resolution documentation; closure feedback by citizens; appeal mechanism; reporting and analytics; mobile app for field officers.

(g) Dashboard & MIS

Centralized real-time dashboard aggregating data from all modules with key performance indicators (KPIs) for collection efficiency, pending demands, defaulter lists, grievance status, etc. Configurable for Municipal Commissioner, Department Heads, and field supervisors. Data must sync in real-time.

(h) Mobile Application (Android)

Field-staff mobile application (Android, with offline capability) for: property survey, geo-tagging, and photograph capture; demand generation and delivery; on-site tax collection with instant digital receipt; meter reading; trade licence inspection; grievance capture and resolution. All data must sync with the central system.

(i) Payment Gateway Integration

Integration with one or more RBI-approved payment gateways supporting: net banking, debit/credit cards, UPI, NEFT/RTGS, and over-the-counter (OTC) payment via handheld devices. Automated reconciliation with escrow and NNM bank accounts. Real-time receipt generation and SMS confirmation.

(j) Facial Recognition Based Employee Attendance System

The Agency shall design, develop, and deploy a phone-based facial recognition attendance system for all NNM employees and field staff deployed under this contract. This is a mandatory deliverable. The system shall:

- Allow each employee to be enrolled by capturing their facial biometric data through the Android mobile app at the time of onboarding. Enrollment shall be done under supervision of an authorised NNM officer.

- Record daily attendance through face-recognition-based punch-in and punch-out on the employee's assigned mobile device. The system shall use 1:1 face verification (matching against the enrolled face of the specific employee) to confirm identity.
- Capture GPS coordinates (geo-tagging) at the time of every punch-in and punch-out to verify physical presence at the designated work location or within an NNM-defined geo-fence radius.
- Reject spoofing attempts using photographs or pre-recorded videos through liveness detection (anti-spoofing) mechanisms.
- Operates with minimal or no internet connectivity at the point of capture, with automatic synchronisation to the central server when connectivity is available (offline-first architecture).
- Provide a real-time attendance dashboard visible to NNM supervisors showing: employee-wise daily attendance status (present/absent/late), geo-location of punch-in/out, attendance summary by ward/zone/team, and monthly attendance reports.
- Generate automated alerts to the concerned supervisor if an employee fails to punch in by a configurable threshold time.
- Maintain a tamper-proof audit log of all attendance records with timestamp, GPS coordinates, and facial match confidence score; no record shall be editable post-submission without a supervisor-authorised override with full audit trail.
- MIS dashboard.
- An Android app for the same.
- Support a minimum of 950 enrolled employees (NNM Safai department and all contract field staff) with capability to scale.

7.4 Data Security Requirements

The entire application stack shall comply with the following security requirements:

- SSL/TLS encryption for all data in transit (minimum TLS 1.2).
- Role-based access control (RBAC) with audit trail for all user actions.
- Protection against common web vulnerabilities (OWASP Top 10), SQL injection, XSS, and CSRF attacks.
- Anti-phishing and look-alike website/email/social media fraud protection measures.
- Biometric data (facial templates) shall be stored in encrypted form and shall not be shared with any third party. Facial templates shall be stored locally on the server infrastructure under NNM control and shall not be uploaded to any external cloud without explicit written approval of NNM.
- Regular vulnerability assessment and penetration testing (VAPT) – at least annually, with reports submitted to NNM.
- Data backup with verified restoration capability (minimum daily incremental, weekly full backup).
- All OEM security patches, updates, and bug fixes to be applied promptly throughout the contract period.
- Non-Disclosure Agreement (NDA) to be signed along with the Contract Agreement.

7.5 Demand Generation & Distribution

The Agency shall:

- Collect all relevant baseline data from NNM (existing database, disputed/court-pending properties, etc.) immediately after LOA.
- Generate online demand bills for each property/connection/consumer.
- Register and maintain separate databases for each revenue category.
- Distribute demand bills to consumers door-to-door.
- Conduct assessment/re-assessment of surveyed properties with requisite approval from NNM authority; issue special notices and complete hearing process as required.

- Submit data to NNM for random verification.

7.6 Collection & Recovery

The Agency shall:

- Accept payments by Cash, Cheque, DD, and online modes against demand challan/bill.
- Deploy sufficient manpower and handheld electronic devices for real-time receipt generation linked to the portal and banking records.
- Deposit all Cash/Cheque/DD collections into the designated NNM escrow account within 24 hours of collection.
- Update the digitized database on a current basis after payment receipt/cheque realization.
- Send real-time SMS confirmation to the assessee upon payment entry.
- Maintain strict compliance with collection and enforcement procedures under the Bihar Municipal Act, 2007.
- All collection representatives must carry photo ID issued by the Agency along with NNM authorization letter at all times.

7.7 Helpdesk & Grievance Redressal

The Agency shall establish and operate a helpdesk (online portal + telephone) during working hours to:

- Provide citizens with information on collection processes, dues, and payment confirmation.
- Register and track grievances; maintain a complete audit trail of all interactions.
- Provide periodic grievance/feedback reports to NNM as required.

7.8 IEC Activities

The Agency shall conduct Information, Education and Communication (IEC) activities to promote online and digital payment adoption, including:

- Prominent placement of online payment links on the municipal website with FAQs.
- Social media campaigns (Facebook, Twitter/X, Instagram, WhatsApp) highlighting digital payment benefits.
- Distribution of banners, pamphlets, and information brochures explaining the payment process and rebate structure.
- Ward-level camps for awareness and on-site assistance.
- Online training kits and video guides for citizens and field staff.

7.9 Training

The Agency shall provide comprehensive training to NNM end-users before go-live, covering all installed modules, workflows, security procedures, and system operation — including the facial recognition attendance system. Training may be conducted in batches. The Agency shall prepare user-friendly training manuals (English and Hindi) with screenshots. Training infrastructure (venue, projector, seating) shall be provided by NNM.

PAYMENT TERMS

8.1 Revenue Sharing Model

Payment to the selected Agency shall be entirely on a Revenue Sharing (percentage commission on collections) basis. No fixed/lump sum payments shall be made by NNM for any item including hardware, software, manpower, stationery, or administrative expenses unless explicitly stated otherwise in the Contract.

8.2 Monthly Payment Mechanism

At the end of each month, payment shall be processed as follows:

18. 95% of [Agreed Bid Rate %] of collections credited to the Designated Escrow Account during the month (net of GST at prevailing rates, less applicable TDS) shall be disbursed to the Agency.
19. 5% of each month's invoice amount shall be withheld as performance retention.
20. All collections must be deposited daily into the Special Escrow Account of the designated bank of NNM. The designated bank shall auto-transfer the Agency's share to the Agency's bank account and the balance to NNM's account monthly.
21. No additional costs (transportation, legal, stationery, telephone, etc.) shall be paid by NNM beyond the agreed percentage commission.

8.3 Monthly Target & Payment Hold Mechanism

Monthly target: 7.5% of the agreed annual collection target (in Rs), and 7.5% of the total holdings to be covered.

If the monthly target of 7.5% (for both number of holdings covered and total collections) is not met, an additional 5% of the invoice amount (over and above the standard 5% retention) shall be placed on hold for that month.

At the end of each financial year, the cumulative achievement shall be assessed. If the Agency achieves a minimum of 90% of the annual target, all amounts placed on hold during the year shall be released. If the 90% annual target is not met, held amounts shall stand forfeited.

8.4 PF & ESI Compliance

The Agency shall submit PF and ESI challans every month along with the invoice for the respective month, for all field employees deployed for collection and recovery.

PERFORMANCE EVALUATION & IMPLEMENTATION TIMELINE

9.1 Implementation Schedule

The implementation timeline from the date of signing of Contract (T) is as follows:

1. A period of 4 weeks will be given to the selected agency from the time of signing of contract for getting the system ready for tax/fee collection and provision of online services. (T+4 weeks).
2. From T+4 week onwards the agency will be expected to meet the deficiency in collection target for the first month within a period of 6 months thereafter.

9.2 Quality Verification

NNM shall randomly verify at least 20% of total surveyed properties. Verification shall cover:

- Accuracy of property details in the demand register.
- SAF verification and completeness.
- Accuracy of tax/user charges calculations.

If re-survey of a property reveals a discrepancy of more than 10% between the Agency's submitted data and the actual field condition, the differential demand and applicable penalty shall be recovered from the property owner (without Agency commission) and an additional 10% penalty shall be levied on the Agency on the penalty amount.

PENALTIES AND TERMINATION

10.1 Penalties for Non-Performance

The following penalty provisions shall apply:

S.No.	Default	Penalty
1	Loss of taxes/user charges due to wilful inaction or incorrect information by the Agency	25% of the lost amount (minimum Rs. 500/- per incident) plus recovery of the full lost amount
2	Agency-verified property data found to differ by > 10% on re-survey (where owner-submitted SAF and Agency-verified data were identical)	Differential demand and applicable statutory penalty recovered from property owner (without Agency commission); additional 25% of penalty amount charged to Agency
3	Failure to meet monthly collection target of 7.5% of annual target	Additional 5% of invoice amount placed on hold for that month (released at year-end only if 90% annual target is met)
4	Failure to deposit daily collections in escrow account within 24 hours	Interest at prevailing bank rate per day on delayed amount; repeated default may lead to contract termination
5	Data breach, misuse, or breach of NDA	Severe financial penalties as determined by NNM; may include contract termination, blacklisting, and legal action

10.2 Termination of Contract

The contract may be terminated by NNM in the following circumstances:

- Agency performance falls below benchmarks set by NNM and fails to improve within 3 months of written warning.
- Agency resorts to unfair practices, intimidation, or coercive conduct in collection activities.
- Agency provides false or incorrect information regarding property assessment or collection.
- Agency fails to meet agreed collection targets for two consecutive financial years.
- Any substantiated serious complaint against the Agency or its representatives.
- Breach of confidentiality or data security obligations.

The Agency shall be given a written warning and three months to improve before termination, except in cases of gross misconduct, fraud, or data breach, where immediate termination is permissible. Either party may terminate the contract with one month's written notice. During the notice period, all obligations shall continue. Upon termination, all data, documents, and credentials used or generated under the contract shall become the property of NNM.

GENERAL CONDITIONS

11.1 Governing Law & Jurisdiction

The Contract shall be governed by the laws of India. The courts at Munger (Bihar) shall have exclusive jurisdiction over all matters arising out of this Contract.

11.2 Arbitration

Any dispute between NNM and the selected Agency that cannot be resolved amicably shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 (as amended). The Arbitral Tribunal shall consist of a Sole Arbitrator appointed by NNM. Arbitration proceedings shall be conducted in English, with the venue and seat of arbitration at Munger, Bihar.

11.3 Force Majeure

Neither party shall be liable for delays caused by Force Majeure events including natural calamities (floods, droughts, earthquakes, epidemics), acts of any government (war, quarantine, embargo), or lawful strikes/lockouts. The affected party must notify the other in writing within 15 days of occurrence. If a Force Majeure event persists for 90 days or more, either party may terminate the Contract without liability. The Agency shall be entitled to payment for services rendered prior to termination.

11.4 Fraud and Corruption

NNM will reject a bid or terminate the contract if it determines that the Bidder/Agency has engaged in corrupt, fraudulent, unfair trade, or coercive practices at any stage. The Agency may be declared ineligible for future contracts with NNM for a stated period.

11.5 Code of Conduct for Collection Agency

The selected Agency and all its representatives shall strictly adhere to the following:

- Display NNM-issued photo ID and Authorization Letter before visiting any taxpayer premises.
- Accept payments only through Account Payee Cheque/DD drawn in favour of "Municipal Commissioner, NNM" or via designated digital modes. No payments shall be accepted in the Agency's name.
- Not engage in intimidation, public humiliation, privacy intrusion, or threatening conduct towards defaulters. The Agency may inform defaulters of statutory provisions under the Bihar Municipal Act.
- Not enter into any compromise, composition, or waiver of NNM's rights without explicit written permission.
- Maintain a register of field visits, calls, and correspondence; submit periodic progress reports to NNM.
- Field personnel must be well-dressed and sober during all visits.
- The Agency shall not assign or sub-contract any rights or obligations under the Contract without NNM's written permission.
- Cooperate fully with NNM's internal/external auditors. NNM reserves the right to audit the Agency's operations at any time.
- All data, documents, and information obtained from NNM are confidential and must not be disclosed to any third party, during or after the contract period. All such material must be returned to NNM upon contract expiry or termination.

11.6 Rights to Data

NNM retains all rights, title, and interest in and to all data entered or generated by the Agency pursuant to the Contract. The Agency has no proprietary rights over any data generated during the contract period.

11.7 Confidentiality

The Agency and its personnel shall not disclose any proprietary or confidential information relating to services, the Contract, or NNM's business or operations to any third party, during or after the contract period, without prior written consent of NNM. A Non-Disclosure Agreement (NDA) shall be signed concurrently with the Contract.

BILL OF QUANTITIES (BOQ) – FINANCIAL BID FORMAT

12.1 Instructions

The Bidder shall quote a single percentage rate (inclusive of all costs) as commission on total revenues collected under the heads listed below. The quoted rate shall be exclusive of GST, which shall be paid additionally at the applicable rate.

The Bidder shall NOT quote separate rates for individual heads. A single consolidated percentage rate applies to all collections combined.

NNM shall not bear any cost other than the percentage commission on recovered amounts as agreed. All other costs (manpower, hardware, software, stationery, transport, legal, etc.) shall be borne entirely by the Agency.

S.No.	Description of Service	UOM	Quoted Rate	GST (%)	Effective Rate incl. GST
1	Consolidated Fee (% of total revenues collected) covering all services: • Assessment & Re-Assessment of Properties• Collection & Recovery of Property Tax, Water User Charges, SWM User Charges, Trade Licence Fees, Rents, and other Municipal dues• GIS Survey & Database Management• Demand Generation & Distribution• Facial Recognition Based Employee Attendance System (phone app, geo-tagging, dashboard)• Helpdesk, Toll-free & Grievance Management• All Software, Hardware, IEC, Training, and Administrative Costs	% of Amount Collected	_____ %	As applicable	_____ %

IMPORTANT: A lower quoted percentage = higher Financial Score. The Bidder with the lowest quoted rate earns a Financial Score of 100. All other Bidders' Financial Scores are calculated proportionately. Bidders are cautioned against unrealistically low bids, which may be subject to scrutiny.

ANNEXURES

ANNEXURE – I: TECHNICAL PROPOSAL SUBMISSION FORM

To,
The Municipal Commissioner
Nagar Nigam Munger, Munger – 811201, Bihar

Subject: Technical Proposal for Selection of Agency for Implementation of Municipal e-Governance System,
Nagar Nigam Munger – NIT No. NNM/eGov/2026-27/08

Dear Sir,

We, the undersigned, offer to provide services for the above-referenced assignment in accordance with your Request for Proposal dated _____ / _____ / 2026 and our enclosed Proposal. We are submitting our Proposal in individual capacity (no consortium or JV).

We hereby declare that:

22. All information and statements in this Proposal are true and accurate. Any misrepresentation may lead to our disqualification.
23. We have not been blacklisted, debarred, or had EMD/BG forfeited by any Government authority in the past 10 years (see Annexure III affidavit).
24. We understand that NNM is not bound to accept any proposal received.
25. If selected, we undertake to sign the Contract within the stipulated timeline and submit the required Security Deposit.

Authorized Signature	
Name and Designation	
Name of Firm	
Registered Address	
Date	
Seal of Firm	

ANNEXURE – II: FORMAT FOR DETAILS OF BIDDER

Name of Firm / Agency	
Legal Status (Company/LLP)	
Year of Establishment	
Registered Office Address	
Telephone / Mobile	
Email Address	

Name & Address of Authorized Signatory (PoA holder)	
PAN Number	
GSTN Registration Number	
Annual Turnover – FY 2022-23	Rs. _____
Annual Turnover – FY 2023-24	Rs. _____
Annual Turnover – FY 2024-25	Rs. _____
Net Worth as on 31.03.2025	Rs. _____
Number of Similar Assignments completed in last 5 years (Municipal e-Governance, India)	
Similar Assignments in Bihar (last 3 years)	
ISO Certifications held	
Name and Address of Bankers	
Have you/your firm ever been blacklisted/debarred/had FIR filed/EMD or BG forfeited by any Government authority? (If Yes, give details)	Yes / No Details (if Yes):

ANNEXURE – III: NON-BLACKLISTING AFFIDAVIT

(To be executed on Non-Judicial Stamp Paper of Rs. 100/- and duly Notarized)

TO WHOMSOEVER IT MAY CONCERN

I / We, _____ (Name of Authorised Signatory), being duly authorised representative of M/s. _____ (Name of Firm), having its registered office at _____, do hereby solemnly affirm and state as follows:

26. We have not been engaged in any fraudulent or corrupt practice in connection with any Government tender or contract.
27. No agent, middleman, or intermediary has been engaged to facilitate this bid or contract, and no agency commission has been paid or will be paid.
28. Neither we nor any of our associates/subsidiaries/sister concerns have ever been: (a) blacklisted; (b) debarred; (c) had an FIR lodged against us; (d) had a work order suspended/terminated; (e) had a Bank Guarantee or EMD forfeited, by any Central/State Government, Government PSU, or any Employer, in relation to any contract.
29. We have never been expelled from or had a contract prematurely terminated by any Government organisation or employer.
30. We understand and accept that any incorrect declaration shall lead to immediate disqualification, forfeiture of EMD/Security Deposit, and may attract legal action.

Deponent:

Signature of Authorized Signatory	
Name	
Designation	
Name of Firm	
Seal of Firm	
Date	
Place	
Notary Signature & Stamp	

ANNEXURE – IV: POWER OF ATTORNEY FOR SIGNING OF APPLICATION

(To be executed on Non-Judicial Stamp Paper of Rs. 100/- and duly Notarized)

Know all men by these presents, We, M/s. _____ (Name and registered address of the Firm), do hereby irrevocably constitute, nominate, appoint and authorize Mr./Ms. _____ (Name), son/daughter/wife of _____, residing at _____, currently employed with us as _____, as our true and lawful Attorney ("Attorney") 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 bid for:

"Selection of Agency for Implementation of Municipal e-Governance System covering all Properties in the Municipal Area of Nagar Nigam Munger" – NIT No. NNM/eGov/2026-27/08

including but not limited to signing and submission of all documents, participating in pre-bid and other conferences, providing information/responses to NNM, representing us in all matters, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with NNM in all matters in connection with or relating to or arising out of our bid for the said Project.

We hereby agree to ratify and confirm all acts, deeds, and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL, HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 2026.

For _____
(Name of Firm)

Signature: _____
Name & Designation: _____
Date & Seal: _____

Witnesses:

1. Name: _____
Signature: _____

2. Name: _____
Signature: _____

(Notarized)

ANNEXURE – V: FORMAT FOR APPROACH, METHODOLOGY & WORK PLAN

Bidders shall submit a detailed document (suggested length: 10–20 pages) covering the following three sections:

(a) Technical Approach and Methodology

Explain your understanding of the objectives of this assignment; your approach to service delivery; methodology for GIS survey, database creation, software development, demand generation, and collection; and the degree of detail and quality assurance built into each stage. Highlight key challenges and your mitigation strategy.

(b) Work Plan

Propose a Gantt-chart-style work plan showing all major activities, their content, duration, phasing, interrelations, milestones, and delivery dates aligned with the implementation schedule in Section 9. List all final deliverables.

(c) Organisation and Personnel

Propose the team structure and composition. List the disciplines required, key personnel by name, their roles, and provide a summary CV for each key person including: name, qualification, years of experience, specific relevant experience, and current assignment.

— END OF DOCUMENT —
