

Invitation for Bids
for engagement of Consulting Agency for conducting
Systems Study, preparation of Tender Document, Bid
Process Management for e-Governance Project
of
Haryana Real Estate Regulatory Authority, Gurugram

Glossary

DRC	Data Recovery Centre
EC	Evaluation Committee
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
HARERA	Haryana Real Estate Regulatory Authority
Lol	Letter Of Intent to be issued to the successful Bidder
O&M	Operations and Maintenance
QCBS	Quality Cost Based System
SI	Service Integrator
SRS	Software Requirement Specification

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List of Important Dates

S. No.	Particulars	Date/Time
1.	Start date of issuance / sale of Bid document	20.02.2025
2.	Last date for Submission of Pre-Bid Queries	03.03.2025, 4 p.m.
3.	Pre-Bid Conference	07.03.2025, 3 p.m.
4.	Issue of Clarifications, if required	18.03.2025
5.	Last date and time for Bid Submission	28.03.2025, 4 p.m.
6.	Date for opening of Technical Bid	01.04.2025, 3 p.m.

1. Advertisement for Bid Proposal

The details of the advertisement are published on HARERA website at <https://haryanarera.gov.in/login/loginview/2> for Invitation of Bids to shortlist prospective bidders for undertaking consultancy work for preparing Bid document for implementing e-governance Project of HARERA.

2. Invitation for Bids

HARERA invites bids from reputed Consulting Agencies (hereafter referred as 'Agency/ Agencies') to provide Consultancy services to prepare the BID document as well as undertake the BID management process for selection of suitable agency to execute the e-Governance of Project for implementation of single integrated platform for delivery of services. The project information and the broad scope of work are detailed in the succeeding paragraphs.

It may be noted that the information in this bid is indicative only and is liable to change.

3. Earnest Money Deposit

Bids with respect to this tender shall be accompanied with earnest money deposit of Rs. 5,00,000 (Five lakh only) in the form of Demand Draft/ Bankers Cheque in favor of The Haryana Real Estate Regulatory Authority, Gurugram. Any Bid not accompanied with earnest money deposit shall be summarily rejected.

4. Introduction to the Project

4.1. Background and Objectives

4.1.1. Background

Regulatory Framework:

Table 1.

Act/Rules/ Regulations	Reference URL
The Real Estate (Regulation & Development) Act, 2016	https://haryanarera.gov.in/images/ReraActs2017.pdf
The Haryana Real Estate (Regulation & Development) Rules, 2017 as amended from time to time.	https://haryanarera.gov.in/admincontrol/rules
Regulations/ Orders passed by the HARERA from time to time.	https://haryanarera.gov.in/login/loginview/2#

The Real Estate (Regulation & Development) Act, 2016:

The Real Estate (Regulation & Development) Act, 2016 (Henceforth called RERA) aims to establish the Real Estate Regulatory Authority to Regulate and Promote the real estate sector

for its harmonious growth and development. The Act was passed by Parliament of India on 25 March, 2016 as Act No. 16 of 2016 and came into force from 1st May, 2016 with majority of the Sections notified on the same date and the remaining sections came into force from 1st May, 2017.

The Haryana Real Estate (Regulation & Development) Rules, 2017:

The Haryana Real Estate (Regulation & Development) Rules, 2017 were notified by the State Government on 28 April, 2017. RERA ensures transparency in every real estate transaction by making it mandatory for builders and developers to provide timely, accurate, and comprehensive information about the project so that buyers can make an informed choice while purchasing any property.

The main objectives of Real Estate Regulatory Authority are as follows:

- a) Ensuring transparency and efficiency in real estate sector in dealings between promoters and buyers regarding sale of a plot, apartment, building or real estate project.
- b) Protecting the interest of consumers in real estate sector.
- c) Ensuring real estate projects are completed within the prescribed time frame.
- d) Establishing adjudicating mechanism to ensure speedy redressal of disputes.
- e) Establishing an Appellate Tribunal to hear appeals from the decision, directions, or orders of the Real Estate Regulatory Authority.

The Haryana Real Estate Regulatory Authority, Gurugram:

The Haryana Real Estate Regulatory Authority, Gurugram was established on 14th December, 2017. Under Section 85 of the RERA Act, 2016, the Authority is empowered to make Regulations to carry out its functions. HARERA has notified several **Regulations** from time to time in this regard, which are hosted on the website of the Authority. The Authority has a number of branches/verticals under its purview to carry out its functions and services. The existing processes and functions are both paper based/ manual as well as online and result in tedious paperwork and information redundancy, which puts significant strains on HARERA officials for timely processing of various activities. In view of the above, HARERA envisages an e-governance project to provide efficient, effective, and speedy services to the stakeholders by providing online access to services and developing a robust and efficient internal e-governance mechanism.

3.1.3 Objectives of the E-Governance Project:

The e-governance project is envisaged to achieve the following objectives:

- (i) Enhanced Service Delivery- Provide online and technology-based services to

stakeholders with speed and certainty by adhering to the timelines specified.

- (ii) Speedy Processing - Efficient technology automation of processes, application verification, approval, issue, audit, and support functions.
- (iii) Greater coordination through cross functional integration and cross entity interfacing - Create a central, secure electronic repository of all records and enable an integrated workflow across functions of different directorates.
- (iv) Effective Surveillance & Enforcement – Generate MIS Reports/ Historical Track record and Analysis.
- (v) Single Data Entry/Retrieval source – Integration of various directorate functions and the presence of a central repository will ensure that there is a single point of entry for data, once data is created, it will be a single view for various touch points trying to access that data.
- (vi) Ease of Data access - With a digitized environment and an automated workflow, it shall be easy to access data for all the stakeholders.
- (vii) The IT enablement and process re-engineering would speed up the execution of functions within a directorate and ensure seamless flow of information across all the directorates.
- (viii) Automatic generation of meaningful Management Information System (MIS) Reports: The statistics and the data critical to the HARERA for their internal process improvements, audits and forecasts would be available through automated periodical reports containing the required information in a structured way.
- (ix) Creation An Integrated Eco system connecting all stakeholders – Agents, Architects, CA, Citizens, Contractor, Engineer, Lawyer & Promoters over an Integrated Eco System.

The broad features of the e-governance project as envisaged by HARERA for carrying out the above project are attached as [Annexure 4](#).

4.2. Geographical coverage of the project

The project is primarily to be executed at HARERA office located at Gurugram with its jurisdiction covering the area of Gurugram, Manesar and Sohna.

4.3. Availability of funding of the project

Project will be funded by the HARERA, Gurugram.

5. Broad Scope of Work for Consulting Agency

HARERA wishes to execute an e-governance project to organize and carry out its regulatory and management functions on one single integrated platform. **For this purpose, the Authority wishes to engage the services of a competent agency to assist the Authority in selecting a suitable vendor/System Integrator to execute the e-governance project.**

The broad work scope of the Agency and the expected deliverables are as under:

- a. To map As-Is process of all existing internal and external processes in the HARERA and carry out Gap Assessment.
- b. To develop detailed To-Be processes addressing all bottlenecks, duplications and gaps identified in the As-Is process for automation and digitization.
- c. To deliver a concept of the To-Be product, technical architecture, wireframes and user interface/ screen layouts that will form an input to the stakeholders.
- d. To develop Functional Requirement Specifications (FRS) to achieve the objective of single window online platform covering all business processes, including identification of system interfaces with external entities/stakeholders.
- e. To develop MIS Architecture, MIS Process flow in respect of To-Be process and application flow in FRS document.
- f. To develop a roadmap (with timelines) for implementation of the re-designed processes keeping in view the impact and complexity of the processes and develop a priority matrix for implementation.
- g. To frame Bid Document for engagement of Service Integrator / other Service Provider(s), as applicable.
- h. To carry out Bid Management for identification/selection of a suitable System Integrator for implementation of the project within the guidelines given in documents/ manuals and draft the final contract agreement to be signed between the Authority and the selected vendor/system integrator.
- i. To deploy certain minimum numbers of resources/ manpower on full time basis for performing various activities at each stage of the project.

5.1 Timelines for delivery of the Scope under the present tender

It is envisaged that the Agency will complete the processes inter alia consisting of As-Is, To-Be, FRS, BID document preparation in a period of 2 Months extendable by 1 month. This should not be construed as an assessment of the Authority on development/ implementation efforts on the part of selected agency/ other service provider. The bidder is solely responsible for carrying out due diligence while assessing the complexity and quantum of work involved, resource requirement etc. while submitting the bid. The timeline for carrying out the work shall be:

Table 2.

S. No.	Deliverables	Timeline
1.	Submission of Draft Tender document	60 days from signing of

		Lol.
2.	Submission of Final Tender Document & Draft Notice for invitation of Bids	7 working days from grant of approval of Draft Tender Document by HARERA.
3.	Submission of minutes of Pre-Bid meeting & recommendations for clarifications/ alterations based thereon	Within 7 working days of Pre-Bid Meeting
4.	Technical Evaluation Report of Technical Bid submitted by the Bidders	Within 7 working days of date of opening of Technical Bids
5.	Final Evaluation Report, Draft Lol and Draft Agreement to be signed with the successful bidder.	Within 7 working days of opening of Financial Bids.

6. Instructions to the Bidders

6.1. Eligibility Criteria

- a. The Bidder should be a Company / Firm / Corporation, incorporated in India under the Companies Act, 1956 or 2013 or a Limited Liability Partnership Firm (LLP) registered under section 12 of Limited Liability Partnership Act, 2008, and should have been in existence for a minimum of 5 years.
- b. The Bidder should have minimum annual sales turnover from consulting business amounting to Rs. 25 Crores each for the last three financial years.
- c. The Bidder should have experience of having successfully completed at least one project of similar nature for the State/Central government or any of its entities directly held by the Central/ State Government. Preference will be given to Bidders who have prior experience of working with any of the Real Estate Regulatory Authorities in India. Preference will also be given to Bidders who have relevant ISO & IEC Certifications.
- d. The Bidder should have adequate understanding of the scope of work and shall be required to present a comprehensive methodology and approach to carrying out the scope of work defined in the Bid.

- e. The Bidder should have sufficient qualified technical and managerial manpower directly on its rolls to carry out the scope of work defined in the Bid.
- f. The bidder shall not be in the active debarred list by the Central/ State Government of Haryana or any of its board or entities.

6.2. Completeness of Response

- a) Bidders are advised to study all instructions, forms, requirements, and other information in the Bid document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the document with full understanding of its implications.
- b) The response to this Bid should be full and complete in all respects. Failure to furnish all information required by the documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its proposal.
- c) The bidder may, at their discretion, submit their suggestions on the objectives and scope of the work or service, timelines projected in the enquiry along with their interest. Suggestions and inputs received in the Bid document may not form part of evaluation and shortlisting criteria. However, the Authority reserves the right to accept/ reject any or all suggestions/ inputs while framing the document for short listed bidders. The bidders/ short-listed bidders shall have no right or claim in this regard.

Documents at lower levels of hierarchy must conform to the documents higher up in hierarchy.

6.3. Bid Proposal Preparation Costs & related issues

- a) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by HARERA to facilitate the evaluation process. HARERA will in no case be responsible or liable for such costs, regardless of the conduct or outcome of the bidding process.
- b) This Bid does not commit HARERA to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of the award or in preparing this Bid.
- c) All materials submitted by the bidder will become the property of HARERA and may be returned completely at its sole discretion.

6.4. Pre-Bid Meeting

1. HARERA shall hold a pre-bid meeting with the prospective bidders on date and time reflected in the Table at page 4 at the following address:
Venue: Conference Hall, HARERA, Gurugram, New PWD Rest House, Civil Lines, Gurugram-122001.
2. The Bidders will ensure that their queries reach on or before the date and time as Mentioned in the List of Important Dates at page 4 of this document.
3. All queries to be raised in the pre-bid meeting will relate to the Bid alone and no queries related to detailed analysis of Scope of Work, Payment Terms and Mode of Selection will be entertained.

6.5. Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the HARERA, will endeavor to provide timely response to all queries. However, HARERA makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does HARERA undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, HARERA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bid Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on and HARERA website at <https://haryanarera.gov.in/login/loginview/2> and emailed to all participants of the pre-bid conference.
- d) Supplemental information to the Bid Document: If HARERA deems it appropriate to revise any part of this document or to issue additional data to clarify an interpretation of provisions of this document, it may issue supplements to this document. Any such corrigendum, supplements & clarifications shall be deemed to be incorporated into this document.
- e) In order to provide prospective bidders reasonable time for taking the corrigendum/ supplemental information into account, HARERA may, at its discretion, extend the last date for the receipt of Bid Proposals.

6.6. Right to Terminate the Process

- a) HARERA may terminate the Bid process at any time and without assigning any reason. HARERA makes no commitments, express or implied, that this process will result in business transaction with anyone.
- b) This Bid does not in itself constitute an offer by HARERA.

6.7. Submission of Responses

1. Submission of Bids:
 - a) Bidders should submit their responses to the Bid as per the procedure specified hereunder.
 - b) Each of the above documents must be submitted in the format specified for this purpose.
 - c) The bidder must ensure that the bid is physically signed by the Authorized Signatory of the bidding firm and has been duly submitted within the submission timelines. HARERA will in no case be responsible if the bid is not submitted within the specified timelines.
 - d) All the pages of the proposal document must be sequentially numbered and must contain a list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.
 - e) The Bid Submission shall be done within 10 am to 4 pm at the Reception of HARERA Authority, Haryana Real Estate Regulatory Authority, New PWD Rest House Civil Lines, Gurugram, Haryana as per the timelines specified in the List of Important Dates at page 4 of this document. Physical receipt shall be obtained by the Bidder for submission of Bid Document indicating the date and time of submission of the Bid.
2. Response submitted by any other mechanism will not be considered and will be summarily rejected without any intimation to the bidder.

6.8. Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Invitation for bids and any deviation may result in the rejection of the proposal.

Bid shall be submitted in two separate envelopes namely:

Envelope 1:

- A- Pre-qualification Bid containing earnest money amounting to Rs 5 lakhs (Rs. 5,00,000)
- B- Proforma for Technical Evaluation duly completed & signed by the Bidder along with all annexures, as per [Annexure 2](#).

Envelope 2: Financial Bid as per Proforma at [Annexure 3](#).

The following bids such as incomplete bids or conditional bids shall be summarily rejected.

- A- Incomplete Bids

B- Conditional Bids

C- Bids not submitted in the Proforma prescribed.

D- Bids not accompanied with earnest money as specified.

E- Bids submitted after closing date and time as specified.

6.9. Deadline for Submission

The response to Bid Document must be submitted only in the office of HARERA, Gurugram on any working day on or before last date and time for submission as mentioned in table of important dates. Any proposal submitted on the said portal after the deadline will not be accepted and shall be automatically rejected. The Authority shall not be responsible for any delay in the submission of the documents.

6.10. Short listing Criteria

1. HARERA will shortlist bidders, who meet all the Pre-Qualification criteria mentioned in this Invitation to Bid.
2. Appropriate Quality and Cost Based Selection (QCBS) criteria would be incorporated in the document for evaluation of the bids subsequent to the Bid document. Appropriate additional weightage will be assigned to bidder having national/ international experience in the relevant or to have key personnel, who have worked on such national/ international projects in its roles.
3. Evaluation of bids at the bidding stage would be based on submission of documentary evidence, therefore, non-submission of such documentary evidence will render the relevant claim ineligible for evaluation, including weightages, if any, as per QCBS. This would be applicable irrespective of any third-party agreement of any kind, including those pertaining to confidentiality or non-disclosure clauses, which prohibit such submission or disclosure to the HARERA for the purpose of bidding.
4. It may be clearly understood the successful bidder for the present Bid shall not be eligible to Bid for the consequent tender for appointment of System Integrator execution of the e-governance project.
5. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of its Bid Proposal.
6. Only technically short-listed bidders will be eligible to respond to the Bid.

6.11. Evaluation Process

- a) Selection of agency shall be done based in 2 stages:
 - (i) Stage 1 Technical Bid
 - (ii) Stage 2 Financial Bid

These stages are elaborated below:

Stage 1

In this stage, bids shall be evaluated based on the pre-qualification criteria listed in this Bid document and only those bids, which are found eligible against the required criteria shall be shortlisted. Only the shortlisted bidders will be considered for Stage 2, which involves financial evaluation.

Stage 2

In this stage, bids shall be evaluated for financial scores based on the parameters to be defined in the Bid document and the final score shall be based on QCBS methodology.

Table 3.

STAGE	WEIGHTAGE
Stage-1 (Technical Bid)	60%
Stage-2 (Financial Bid)	40%
Total	100%

- b) The responses of the bidders will be evaluated by the Evaluation Committee constituted by the HARERA.
- c) The Evaluation Committee shall evaluate the responses to the document and all supporting documents & documentary evidence within the specified time. Inability to submit requisite supporting documents or documentary evidence may lead to rejection of the Bid proposal.
- d) Each of the responses shall be evaluated to validate compliance of the bidders according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document. The status of the document and information with the proposal shall be evaluated as on date of opening of bids. Any change subsequent to the opening of the bid will not be accepted.
- e) The decision of the Evaluation Committee in the evaluation of responses to the Bid proposal shall be final. No correspondence will be entertained outside the evaluation process of the committee.

- f) The evaluation committee may ask for presentations/ meetings/ supplementary information with the bidders to evaluate its suitability for the Consulting assignment.
- g) The Evaluation Committee reserves the right to reject any or all proposals.

6.12. EVALUATION METHODOLOGY

The evaluation of the bids will be a two-staged process based on Quality-cum-Cost Based Selection (QCBS) method. The minimum cut-off technical score is 70 marks out of total 100 marks. Proposals scoring 70 or above points will qualify for commercial opening and further evaluation. The Financial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process. The technically qualified bidders will be informed of the date and venue of the opening of the Commercial bids through a written communication.

Financial Bid Evaluation Process

- a. All the technically qualified bidders will be notified to participate in Financial Bid opening process.
- b. The financial bids for the technically qualified bidders will then be opened on the notified date and time in the presence of representatives of qualified bidders and reviewed to determine whether the commercial bids are in accordance with the BID document.
- c. The bidder names, the bid prices, the total amount of each bid and such other details as the client may consider appropriate, will be announced and recorded at the opening.
- d. The lowest evaluated financial bid (FI) will be given the maximum financial score (Sf) of 100 (one hundred) points. The financial scores (Sf) of the other Financial Proposals will be computed as per the formula –

$$\mathbf{Sf = 100 \times FI/F,}$$

in which Sf is the financial score, Fm is the lowest financial quote and F is the financial quote under consideration.

Overall Evaluation Methodology and Award Criteria

Bid evaluation will be carried out on Quality Cost Based System (QCBS) on 60:40 basis. 60 % weighted for technical score and 40% for financial. Formula for cumulative score for bid score: Technical score *60%+ Financial score *40%

Calculation of Final Composite Score (S)

$$\mathbf{S = (St \times 0.60) + (Sf \times 0.40)}$$

The total scores (Technical + Financial) arrived as above will be ranked in descending order (H1, H2, H3....) and bidder with H1 score will be recommended by the Evaluation

Committee for selection to the Authority.

6.13. Payment Schedule

a. Payment Schedule for Phase -1

Table 4.

S. No.	Particulars	Payment
1.	Mobilization Advance upon Signing of Contract	10%
2.	Submission of FRS & SRS document	30%
3.	Submission of Final Bid Document	30%
4.	Bid Evaluation & Award of Contract and Agreement.	30%

7. Pre-Qualification criteria

Table 5.

S. No.	Basic Requirement	Specific Requirements	Documents Required	Weightage
1.	No. of Years of experience	Company / Firm / Corporation, incorporated in India under the Companies Act, 1956 or 2013 or a Limited Liability Partnership Firm (LLP) registered under section 12 of Limited Liability Partnership Act, 2008, and should have been in existence for a minimum of 5 years in IT/ITES consulting services.	Certificate of incorporation and CIN No. with names and DIN Nos. of each of the Directors	Maximum Marks: 10
		Up to 5 years		3 Marks
		5 to 7 years		5 Marks
		7 to 10 years		10 Marks

2.	Annual Sales Turnover in Consulting	<p>Annual Sales Turnover generated from services related to Consulting during each of the last 3 (three) Financial Years (excluding current Financial Year) as per the last published Balance sheets), should be at least INR 25 (Twenty-Five) Crores.</p> <p>This turnover should be on account of Consulting only and should not comprise of sales revenues related to supply of hardware/IT infrastructure, software development and their associated maintenance services, implementation of packaged software etc.</p>	Audited Balance sheet duly certified by the Statutory Auditor	<p>Maximum Marks: 10</p> <p>>25 Cr.– <50 Cr.: 5 Marks</p> <p>>50 Cr. :10 Marks</p>
3.	Technical Capability	<p>Agency must have the experience of working on at least one project of similar nature not less than the amount of INR 25 lakhs.</p> <p>“Projects of Similar nature” will be considered as e-Governance project done in full/part with Central/ State Government and PSUs under Central/State Governments over the current Financial Year and the last three financial years.</p>	Satisfactory Completion Certificates from the client	<p>Maximum marks: 20</p> <p>5 Marks for every additional successfully completed projects up to 3 such projects</p> <p>Note: 5 marks shall be allotted to bidder having previous experience of working as consultant in a project of similar nature not less than the amount of INR 25 lakhs. in any Real Estate Regulatory Authority.</p>

4.	Key Personnel (Such personnel should be directly on the rolls of the Bidder)	Maximum Marks		30
		Project Lead with min 7 years' experience.		
		> 7 years		5 Marks
		>7 - <10 years		7 Marks
		>10 years		10 Marks
		Consultant with minimum bachelor's degree with 15 years of experience out of which 5 years should be on projects of central/state governments/ PSU's		
		>5 years - <7 years:		5 Marks
		>7 years - <10 years:		7 Marks
		>10 years:		10 Marks
		IT Expert: Min. B.E./ B.Tech /MCA with 5 years of experience in IT/e-governance projects.		
		>5 years - <7 years		5 Marks
		>7 years - <10 years		7 Marks
		>10 years		10 Marks
		5.	Adequacy and Quality of the proposed methodology and work plan	<p>The bidder should have understanding of the work plan proposed by him which should be implementable with an appropriate skill mix.</p> <p>Note1: Preference will be given to Bidders who have prior experience of working with any of the Real Estate Regulatory Authorities in India.</p> <p>Note 2: Preference will be given to Bidders who have relevant ISO & IEC Certifications.</p>
	Total Marks			100 Marks

8. Final Evaluation

The final evaluation score shall be calculated by adding the pre-qualification marks of the shortlisted bidders in Stage-1 and the marks achieved in the financial bid as per weightage given

in Evaluation Process.

9. Performance Bank Guarantee

The successful bidder shall deposit a performance bank guarantee amounting to 5% (exclusive of taxes) of the value of contractual services to be rendered in Phase-I within a period of 30 days from the date of Lol.

10. Signing of Agreement

The successful bidder shall execute an agreement with HARERA, Gurugram for delivery of the services as specified in the Bid document and any additional services as mutually agreed between the Authority and Bidder within a period of 30 days of issue of Lol.

11. Release Of EMD:

The EMD deposited by the unsuccessful Bidders shall be refunded within 30 days of the final decision taken by HARERA in respect of Allotment of work to the successful bidder. The EMD of the successful bidder shall be adjusted in the performance bank guarantee or refunded as the case may be, within 30 days of Lol to the successful bidder.

12. Default & Termination

1. In case the successful bidder fails to sign an agreement and/or deposit the Performance Bank Guarantee within period defined in Clause 8 & 9, the Lol issued by HARERA shall be deemed to have been withdrawn and successful bidder shall have no further claim with regard to Lol.
2. In case the successful bidder/ service provider fails to carry out the work assigned in terms of the Agreement signed between the parties within the stipulated time as specified in the Agreement to the satisfaction of the Authority, the Authority shall have the right to direct the service provider to cure the defect within a period of 15 days. In case the successful bidder/service provider fails to cure the defect, the Authority may terminate the Agreement and may forfeit the performance bank guarantee submitted by the successful bidder/ service provider.

13. Conflict of Interest

The agency shall not receive any remuneration in connection with the assignment except as provided in the contract. The agency and its affiliates shall not engage in consulting or other activities that conflict with the Government entity/department under the contract. The contract shall include provisions limiting future engagement of the agency for other service resulting from or directly related to the agency's consulting services in accordance with following requirements:

The agency shall provide professional, objective, and impartial advice and at all times hold the

Government entity/department's interest's paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignments and their own interests. Consultants shall not be hired for any assignment that would be in conflict with their prior or current obligations to other Government entity/departments, or that may place them in a position of being unable to carry out the assignment in the best interest of the Government entity/ department. Without limitation on the generality of the foregoing consultants, consultants shall not be hired under the circumstances set forth below:

Conflict between consulting activities and procurement of goods, works or non-consulting services (i.e. services other than consulting services covered by these Guidelines) – Agency that has been engaged by the Government entity/ department to provide good, works, or non-consulting services for a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm, shall be disqualified from subsequently providing goods, works, or services (other than consulting services covered by these guidelines) resulting from or directly related to the consulting services for such preparation or implementation. This provision does not apply to the various firms (consultants, contractors, or suppliers) which together are performing the Contractor's obligations under a turnkey or design and build contract.

- (i) Conflict among consulting assignments – Neither consultants (including their personnel and sub-consultants), nor any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm, shall be hired for any assignment that, by its nature, may be in conflict with another assignment.
- (ii) Relationship with Government entity/department's Staff – Agency (including its experts and other personnel, and sub-personnel) that have a close business or family relationship with a professional staff of the Government entity/ department (or of the project implementing agency) who are directly or indirectly involved in any part of:
 - a) The preparation of the TOR for the assignment
 - b) The selection process for the contract
 - c) The supervision of such contract may not award a contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Government entity/department throughout the selection process and the execution of the contract.
 - d) A Consultant shall submit only one proposal, either individually or as a joint venture partner in another proposal. If a consultant, including a joint venture partner, submits or participates in more than one proposal, all such proposals shall be disqualified.

This does not, however, preclude a consulting firm to participate as a sub- consultant, or an individual to participate as a team member, in more than one proposal when circumstances justify and if permitted by the Bid document.

- e) Unfair Competitive Advantage – Fairness and transparency in the selection process require that consultants or their affiliates convincing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the Government entity/ department shall make available all the short-listed consultants, together with the Bids, all information that would in that respect give a consultant a competitive advantage.
- f) Professional Liability - The agency is expected to carry out its assignment with due diligence and in accordance with prevailing standards of the profession. As the agency's liability to the Government entity/ department will be governed by the applicable law, the contract need not deal with this matter. The Authority may, however, prescribe other liabilities depending on the requirement in each case without any restriction on the agency's liability as per the applicable laws.

14. Address for Correspondence

All correspondence shall be addressed to the Nodal Officer, i.e. Secretary, HARERA, Gurugram, New PWD Rest House, Civil Lines, Gurugram-122001.

Email Address: secretary.hareraggm@gmail.com

15. Confidentiality & IPR

The Successful Bidder shall treat all information provided by the Authority during the performance of contract as strictly confidential and shall not disclose such information to any third party without prior written consent. Further, all manuals, reports and any other documents generated during the project will solely be the property of the Authority and shall not be disclosed or shared with any other entity without the express approval of the Authority.

16. Disclaimer

HARERA reserves the right to formulate any Terms & Conditions while framing the Bid document, even if these are in variance with the terms provided in this document.

Further, the bidders shall have no claim in this regard.

ANNEXURE 1 (1/3)

1. BID Submission Forms

The bidders are expected to respond to the Bid document using the forms given in this section and all documents supporting Pre-Qualification / Bid Criteria.

- a. Proposal / Pre-Qualification Bid shall be submitted in a separate sealed envelope inscribed with the words "TECHNICAL BID FOR ENGAGEMENT OF CONSULTING AGENCY FOR CONDUCTING SYSTEMS STUDY, PREPARATION OF TENDER DOCUMENT, BID PROCESS MANAGEMENT FOR E-GOVERNANCE PROJECT" and shall comprise of following forms:

Form 1.1: Covering Letter with Correspondence Details

Form 1.2: Details of the Applicant's Operations and Consulting Business

Form 2: Compliance Sheet for Pre-Qualification Criteria

- b. The Financial Bid shall be submitted in a separate sealed envelope inscribed with the words "FINANCIAL BID FOR ENGAGEMENT OF CONSULTING AGENCY FOR CONDUCTING SYSTEMS STUDY, PREPARATION OF TENDER DOCUMENT, BID PROCESS MANAGEMENT FOR E-GOVERNANCE PROJECT" and shall comprise of following form:

Form 3: Financial Bid Format

- c. Both the above envelopes shall be placed together in a single envelope inscribed with the words "BIDS FOR ENGAGEMENT OF CONSULTING AGENCY FOR CONDUCTING SYSTEMS STUDY, PREPARATION OF TENDER DOCUMENT, BID PROCESS MANAGEMENT FOR E-GOVERNANCE PROJECT"

Every page of Bid shall be duly signed and authenticated. Bid document can be downloaded from website of HARERA at <https://haryanarera.gov.in/login/loginview/2>.

ANNEXURE 1 (2/3)

1.1: Covering Letter with Correspondence Details.

The Chairman,
HARERA, Gurugram

Dear Sir,

We, the undersigned, offer to provide the consulting services for Engagement of ONE Consulting Agency for two phases for Project of HARERA. Our correspondence details with regard to this Bid document are:

S. No	Information	Details
1	Name of the Contact Person	
2	Address of the Contact Person	
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this Bid	
4	Telephone number of the Contact Person	
5	Mobile number of the Contact Person	
6	Fax number of the Contact Person	
7	Email ID of the Contact Person	
8	Corporate website URL	

We are hereby submitting our Bid document via We understand you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favors our company in the short-listing process, we are liable to be dismissed from the BID selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this BID.

We hereby declare that our proposal submitted in response to this document is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

(Filled by bidder)

<Applicant's Name with seal> Name: <<Insert Name of Contact>>

Title: <<Insert Name of Contact>>

Signature: <<Insert Signature>>

ANNEXURE 1 (3/3)

1.2: Details of the Applicant's Operations and Consulting Business

S. No.	Information Sought	Details to be Furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

ANNEXURE 2

Form 2: Compliance Sheet for Pre-Qualification Criteria

S.No.	Basic Requirement	Documents Required	Provided	Reference & Page Number
1.	Annual Sales Turnover in Consulting	Audited Balance sheet And Certificate from the statutory auditor	Yes / No	
2.	Technical Capability	Completion Certificates from the client	Yes / No	
3.	Quality Certifications	Copy of the Certification	Yes / No	
4.	Key Personnel	Biodata duly certified by the Authorized Signatory of the bidder	Yes / No	
5.	Adequacy and Quality of the proposed methodology and work plan	Approach & Methodology in the form of detailed workflow and presentation.	Yes / No	
6.	Debarment	A Self Certified letter that the bidder (or any of its successor) is not in the active debarred list published by DGS&D or Central Public Procurement Portal; or procuring Ministry / Department	Yes / No	
7.	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes / No	
8.	Other Documents and Certificates	Power of Attorney in the name of the Authorized Signatory	Yes / No	

ANNEXURE 3

Form 3: Financial Bid Format

S. No.	Particulars	Amount in INR
1	Total Amount of Financial Proposal	
2	GST	
Total		

Note: Conditional bids shall be summarily rejected.

ANNEXURE 4

Indicative features of the proposed e-governance project.

The proposed platform aims to introduce a Stakeholder Friendly Approach in the Design & Delivery of Services.

Following are the general features proposed:

- i. Creation of website with excellent user interface (UI) and user experience (UX), responsive, mobile-friendly design, effective calls to action (CTAs), relevant, accurate, high-quality content and simple but effective navigation.
- ii. An Integrated Eco system connecting all stakeholders – Agents, Architects, CA, Citizens, Contractor, Engineer, Lawyer & Promoters over an Integrated Eco System.
- iii. Web-based application with Secure web access
- iv. Access with single sign-on
- v. The Solution should be interoperable across different platforms (Internet Browsers, Laptops, PCs, Tablets, Mobiles etc.)
- vi. Supporting bio-metric, integrated payment gateway
- vii. Provision for decision support mechanism
- viii. Digital signatures for select high level functionaries.
- ix. Adequate security provisions for preventing tampering of the software as well as data.
- x. Archival of information and data
- xi. Provision for role-based access rights
- xii. Provision of interactive validations of data entries
- xiii. Provision for reports generation as per requirements
- xiv. Help Desk Support (Incident/Problem Management) including provision of Chatbot, IVRS.
- xv. Automated Tracking of Project Completion Status

The deliverables expected to be part of the Bid Document:

1. Project Lifecycle Management

- a) Real Estate Project Registration
- b) Project Updates
- c) Project Corrections
- d) Project Extension
- e) Major Modifications
- f) Transfer of Project
- g) Project Health Report
- h) Projects Monitoring and Review
- i) Search Project Details
- j) Dashboards and Management
- k) View Project Details on GIS

2. Projects Monitoring and Review

- a) To implement procedures for monitoring of progress and compliance of projects and assist the Authority in Project Monitoring and Review.
- b) Quarterly Updates,
- c) Annual Updates,
- d) Updating of Forms for Withdrawal of Money from Designated Bank account,
- e) Other Regular updates from time to time,
- f) Updates on Completion of Project
- g) Updates on Conveyance of Project
- h) Lapsed/Stressed Projects Management: In projects, where the promoter is unable to complete the project, Section 7 and 8 obligates the authority to revoke the project registration.

3. Complaint Management

- a) Complaint Filing
- b) Complaint Admission and Allocation
- c) Complaints Submissions
- d) Online Complaint Hearings
- e) Complaint Adjournment
- f) Complaint Orders (Daily, Interim or Final)
- g) Complaint Review
- h) Complaint Corrections
- i) Non-Execution of Orders
- j) Penalties Levy & Execution
- k) Warrants Execution
- l) Transfer of Complaints
- m) Certified Copies
- n) Track Suo Moto Proceedings

4. Agent Lifecycle Management

- a) Real Estate Agent Registration
- b) Real Estate Agent Corrections
- c) Real Estate Agent Renewal
- d) Real Estate Agent Training & Certification
- e) Search Agents Information

5. End-to-End Conciliation Management

As per Section 32 (g) of the Real Estate (Regulation and Development) Act 2016

6. Grievances Management

Help Desk Support (Incident/Problem Management) including provision of Chatbot, IVRS, Call

center integration.

7. Human Resources Management System

End-to-End human resources from induction to exit stage.

8. Accounts & Finance Management System

Comprehensive financial accounting as per prescribed accounting standards.

9. Business Intelligence and Data Analytics Dashboard

- a) Data-Driven Decision Making
- b) Drill Down Feature
- c) Key Issues Analysis
- d) Access-based action tasking
- e) Data Update Frequency
- f) Reports
- g) Filters & Customizing Reports

10. Hosting Requirements & Data Migration

Cloud Hosting: Provision of Security Infrastructure

- a) Cloud Hosting on Meity empaneled cloud service provider.
- b) The System Integrator would be responsible for the creation & maintenance of the directory server integrated with security modules like Authentication, Authorization & Auditing capabilities, Web single sign-on, One Time Password (OTP) management for critical components and the usage of digital signature to ensure web-based signage of documents.
- c) The system integrator would also ensure adequate data security mechanisms in place by the usage of the database encryption and secure data backup practice where the data being backed up would be encrypted and password protected. Monthly report to be submitted on backup.
- d) Change Management & Tracker: It should capture data additions, changes, and deletions made through the user interface, imports, and database scripts.
- e) Audit Trail: Audit trails shall play the role of an audit guard that can monitor; watch resources and other agents. It would also help the system to ensure system integrity through verification.
- f) High-Level Architecture: The System Integrator shall be responsible for providing the desired hosting requirements including desired Server Infrastructure requirements.

