

क्र.पआका/का.११/संगणक/तक्रार निवारण
प्रणाली/२०१६/जा.क्र. 14808.
परिवहन आयुक्त कार्यालय,
प्रशासकीय इमारत, ३रा व ४था मजला
शासकीय वसाहत, वांद्रे (पूर्व)
मुंबई - ४०० ०५१.
दिनांक : 12 SEP 2016

प्रसिध्दीपत्रक

परिवहन आयुक्त कार्यालयामार्फत तक्रार निवारण प्रणाली (Grievance Redressal Module) तयार करण्याकरिता दरपत्रक मागविण्यात आले आहे. सदर दरपत्रकातील 'Invitation to Tender' मधील पृष्ठ क्रमांक ३ मधील Last date & Time for quotation मध्ये दि. १२.०९.२०१६ ऐवजी दि. १९.०९.२०१६ असे वाचावे.

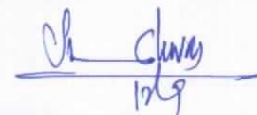
कार्यासन अधिकारी, कार्यासन- ११,
परिवहन आयुक्त कार्यालय,
प्रशासकीय इमारत, ३रा व ४था मजला
शासकीय वसाहत, वांद्रे (पूर्व), मुंबई - ४०० ०५१.

सदर दरपत्रकाचा तपशील पुढीलप्रमाणे आहे.

क्र.	विषय	संख्या	एकूण दर (सर्व करांसह)
१.	तक्रार निवारण प्रणाली (Grievance Redressal Module) मोटार वाहन विभागाकरिता.	१ प्रणाली	-----
एकूण खर्च रु.			-----

दरपत्रक पोस्टाने सादर झाल्यास ती उपरोक्त कालमर्यादित प्राप्त होतील हे पाहण्याची जबाबदारी देकारकर्त्यावर असेल. मुदतीनंतर पोस्टाने देकार प्राप्त झाल्यास ते स्विकारले जाणार नाहीत.

यासंदर्भात अधिक माहिती - ०२२-२६४१६४९८ या दूरध्वनीक्रमांकावर कार्यालयीन कामकाजाचे दिवशी कार्यालयीन वेळेत उपलब्ध होईल.



परिवहन उप आयुक्त (संगणक)
महाराष्ट्र राज्य, मुंबई.

क्र.पआका/का.११/संगणक/तक्रार निवारण
प्रणाली/२०१६/जा.क्र. १५५५४
परिवहन आयुक्त कार्यालय,
प्रशासकीय इमारत, ३रा व ४था मजला
शासकीय वसाहत, वांद्रे (पूर्व)
मुंबई - ४०० ०५१.
दिनांक : 31 AUG 2016

प्रसिध्दीपत्रक

परिवहन आयुक्त कार्यालयामार्फत तक्रार निवारण प्रणाली (Grievance Redressal Module) तयार करण्याकरिता दरपत्रक मागविण्यात येत आहे. सदर दरपत्रक बंद लिफाफ्यामध्ये खालील नमूद पत्त्यावर दि.१९.०९.२०१६ रोजी दु.४.०० वा. पर्यंत समक्ष देण्यात यावे.


कार्यासन अधिकारी, कार्यासन- ११,
परिवहन आयुक्त कार्यालय,
प्रशासकीय इमारत, ३रा व ४था मजला
शासकीय वसाहत, वांद्रे (पूर्व), मुंबई - ४०० ०५१.

सदर दरपत्रकाचा तपशील पुढीलप्रमाणे आहे.

क्र.	विषय	संख्या	एकूण दर (सर्व करांसह)
१.	तक्रार निवारण प्रणाली (Grievance Redressal Module) मोटार वाहन विभागाकरिता.	१ प्रणाली	-----
एकूण खर्च रु.			-----

दरपत्रक पोस्टाने सादर झाल्यास ती उपरोक्त कालमर्यादित प्राप्त होतील हे पाहण्याची जबाबदारी देकारकर्त्यावर असेल. मुदतीनंतर पोस्टाने देकार प्राप्त झाल्यास ते स्विकारले जाणार नाहीत.

यासंदर्भात अधिक माहिती - ०२२-२६४१६४९८ या दूरध्वनीक्रमांकावर कार्यालयीन कामकाजाचे दिवशी कार्यालयीन वेळेत उपलब्ध होईल.


31/8

परिवहन उप आयुक्त (संगणक)
महाराष्ट्र राज्य, मुंबई.

Request for Quotation from eligible bidders
for development of Grievance Redressal
Application for Motor Vehicles Department
(MVD), Government of Maharashtra

MOTOR VEHICLES DEPARTMENT, GOVERNMENT OF MAHARASHTRA

INVITATION TO TENDER

Transport Commissioner, Motor Vehicles Department, Govt. of Maharashtra

On behalf of the Governor of Maharashtra, the Transport Commissioner, Motor Vehicles Department invites quotations from eligible bidders for development of Grievance Redressal Application for the Motor Vehicles Department, Government of Maharashtra.

SCHEDULE OF REQUIREMENT

Name of the Project	Quantity
Development of Grievance Redressal Application for MVD	One application with features as per scope of work

Summary of Tender

Tender Reference	(Enter Reference)
Availability of Tender Form	Available on www.mahatranscom.in
Last date and time for receipt of quotations	Till 12/9/16 4pm
Address for tender submission	Desk Officer-11, Transport Commissioner Office, 4 th Floor, New Administrative Building, Near Government Colony, Bandra East, Mumbai
Validity of offer	90 days from the date of opening of Technical Bids

- The Bidder must fulfill the Eligibility Criteria stipulated in the tender document.
- All tender offers must be submitted before the due date as mentioned on the site
- The Transport Commissioner reserves the right to accept or reject any tender offer as per the provisions of this tender

Date: 31/_08_/2016_____

Transport Commissioner, Govt. of Maharashtra

Table of Contents

1. INSTRUCTION TO BIDDERS	5
1.1 Eligibility Criteria	5
1.2 Financial Quotation and Evaluation	5
1.3 Implementation Phase Timelines:	6
1.4 Cost of Bidding	6
1.5 Language of Bid	6
1.6 Security Deposit (SD)	6
1.7 Bid Validity Period	6
1.8 Other General Conditions of the RFQ	6
2. SCOPE OF WORK	7
2.1 Purpose	7
2.2 Scope of Work	7
2.2.1 Basic Functionality	7
2.2.2 General Standards for Compliance	7
2.3 Modules	8
2.3.1 Citizen Interface	8
2.3.2 Department Interface	8
2.4 Administrator controls	8
2.5 Email and SMS Gateway Integration	8
2.6 Reports	8
2.7 Maintenance	9
3 GENERAL TERMS AND CONDITIONS	10
3.1 Vendor’s Obligations	10
3.2 Intellectual Property and Patent Rights	10
3.3 Penalty for delay	10
3.4 Taxes and Duties	10
3.5 Governing Language	10
3.6 Applicable Law	10
Annexure I: Bid Submission Covering Letter.....	11
Annexure II: Undertaking – Non-Blacklisting.....	12
Annexure III: Completion Certificate/ Substantial Completion Certificate.....	13

1. INSTRUCTION TO BIDDERS

1.1 Eligibility Criteria

The firms satisfying below-mentioned criteria may apply

Sr.	Eligibility Condition	Document to be submitted
1.	A Company registered under Companies Act 1956, or a Partnership Firm or a Sole Proprietorship under relevant provisions	1. Documents of Registration/ Registration Certificate in case of a company 2. Affidavit of Sole Proprietorship/ Partnership deeds 3. Income Tax or VAT or Service Tax return proofs
2.	Project Experience: Experience in development of applications/ websites for state/ central govt agencies, departments – Minimum two (2) projects, successfully completed or under implementation and support	1. Copies of relevant work orders 2. Partial Completion/ Satisfactory Completion certificates from the client
3.	Value of Project: Total value of projects completed successfully/ in progress shall be at least Rs. 3 Lakhs	1. Copies of relevant work orders 2. Partial Completion/ Satisfactory Completion certificates from the client

In the event of any firm not meeting the afore-mentioned criteria, the bid shall be summarily rejected.

1.2 Financial Quotation and Evaluation

The rate quoted in financial bid format shall be in Indian Rupees in figures and words. In case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency. If more than one or improper rates are tendered for the same items, the tender is liable to be rejected.

Quotations containing erasures and alterations of the tender documents are liable to be rejected. Any corrections made by the tenderer/s in his / their entries should be in Ink and must be attested by him / them under full signature and date.

Sl	Particulars	Amount in Rs.
1.	Creation of Grievance Redressal Application as detailed in “Scope of Work”, along with content collection, maintenance for two years and required training and documentation.	
2.	Security Audit of the application by CERT–In empanelled agencies	
3.	Any other charges (please specify)	
4.	Total	Rs. (1+2+3)
Amount in words		

The vendor/agency has to quote rate exclusive of all applicable government taxes, which will be payable at actuals. The financial quotation shall be strictly in this format, failing which the offer may be summarily rejected. The L1 (lowest bidder) shall be decided on the total cost (Sl. No. 4 of Financial Quotation). However, the order shall be placed for “Creation of Grievance Redressal Application as detailed in “Scope of Work”, along with content collection, maintenance of two years and required training and documentation”.

The vendor shall be responsible for facilitating the security audit of the application by CERT-IN empanelled agencies, for which the payment shall be done at actuals on submission of invoice, subject to maximum of the quote offered for “Security Audit of the application by CERT–In empanelled agencies’ at Sl. No. 2 of Financial Quotation above.

Sl	Particulars	Amount in Rs.
1.	Annual Maintenance Cost (AMC) per year for the Grievance Redressal Application, post maintenance period of two years.	

The quote for AMC shall not be considered while arriving at L1. Post maintenance period of two years, the department may, at its sole discretion, decide to place an AMC order on the vendor, at the rates quoted above.

1.3 Implementation Phase Timelines:

Development timelines are as below:

Sl	Key Deliverables	Time-line (days)
1	Issuance of Work Order by MVD	T ₀
2	Preliminary Design submission by Vendor	T ₀ + 2 days
3	Final Approval of application design	T ₀ + 4 days
4	Completion of application development and demo	T ₀ + 20 days
5	Final approval of application by MVD	T ₀ + 22 days
6	Security Audit of application by CERT-IN empanelled agencies	T ₀ + 25 days
7	Go-live of	T ₀ + 28 days

1.4 Cost of Bidding

Cost of bidding shall be borne by bidder.

1.5 Language of Bid

Language of bids/ quotations and any other communication shall be English.

1.6 Security Deposit (SD)

The Security Deposit of Rs. 30,000/- (Rupees Thirty Thousand only) shall be submitted by the successful bidder, in the form of demand draft of nationalized or scheduled bank in favor of "Transport Commissioner, Maharashtra State", Mumbai, Payable at Mumbai. SD in any other form shall not be accepted. No interest shall be payable on the Security Deposit. The SD will be released after the successful completion of all obligations under the work order resulting out of this RFP.

1.7 Bid Validity Period

Bids shall be valid for acceptance for a period of 90 days from the date of opening of Technical Proposal.

1.8 Other General Conditions of the RFQ

- Please read the terms and conditions of the RFQ carefully before submitting the quotations.
- The RFQ Document is not transferable.
- The Transport Commissioner, Maharashtra State, reserves the right to reject any or all offers or to distribute the order at acceptable rates between two or more bidders without assigning any reason therefor.
- Bids with following discrepancies shall be liable for outright rejection.
 - ✓ Bids submitted after the last date and time of submission.
 - ✓ Conditional bids or bids received with conditions other than those mentioned herein.

2. SCOPE OF WORK

“Appropriate and Timely Feedback is a key to improvement”

2.1 Purpose

The aim for an effective Grievance Redressal mechanism is to cut the barriers and open the lines of communication. Effective Grievances redressal provides

- ✓ A platform for citizens to air/voice their concerns, problems
- ✓ Identification of issues in service delivery within Govt departments
- ✓ Investigate reasons for dissatisfaction and take corrective action.
- ✓ Improve service delivery to stakeholders.

In order to give effect to the above, it is proposed to seek quotations from technically competent firms for development of a grievance redressal application for Motor Vehicles Department.

2.2 Scope of Work

2.2.1 Basic Functionality

The application developed must provide following basic functionalities:

- The application must provide consistent look & feel to the users. The content, structure and presentation of the application shall be applied and followed throughout the application.
- The application homepage must be bilingual, both in English and Marathi.
- The Application must enable the user to toggle between languages (Marathi and English). The portal by default should open in Marathi.
- The application should have facility for audit trail and time stamping of each event and milestone related to service delivery.
- System must provide a menu driven screen interface permitting a user to navigate easily through the different functions of the system.
- The application must have feature of session validation for online users.
- The application must have feature to apply spam control measures like ‘captcha’ images during registration to avoid spurious details being automatically submitted and ensure that data is not submitted by non-humans/ bots.
- The application must have provision to capture entries from the user for certain important information data fields more than once for verification purpose. For example email id needs to be captured correctly (twice and verified) e.g. email is the preferred mode of communication same needs to be captured also registered mobile number in case of OTPs
- The application must have provision to adequately aid the user in the form of online tutorials, "How Tos", FAQs, etc. that can be used by the users to familiarize themselves with functioning of the portal and other key activities.

2.2.2 General Standards for Compliance

The application developed should conform to the following standards:

- eGov Policy of Government of Maharashtra
- World Wide Web Consortium Standards
- Guidelines for Indian Government Websites (GIGW): Technology-neutral standards conformity which helps government departments to ensure their websites remain user-centric, user-friendly, and universally accessible throughout the website lifespan
- Web Content Accessibility Guidelines 2.0– guidelines for accessibility of application developed
- eGov standards published by GOI for data and Meta data

2.3 Modules

The application would have citizen interface and internal department interface.

2.3.1 Citizen Interface

The citizen must be able to do the following activities

- Register a Grievance
- Track status of grievances
- Close a grievance
- Escalate a grievance

2.3.2 Department Interface

First Level: The application should direct the grievance based on the nature and category to a designated officer. The first level officer should be able to do the following but not limited to

- Dashboard of grievances with active, open, close grievances.
- Forward to the other officers
- Reply with comments
- Get notifications for new complains, due date, Add Internal Comments
- Assign a new due date with a reason (notification to senior)

All grievances not acted upon with in the due date to get auto-escalated to the mapped higher level.

Second Level

- List of Grievance, officer wise, category wise etc.
- Approve assignment /reassign complaint to other officer / department
- Provide inputs on grievances to concerned officer
- Act on escalated grievances, reassign

All grievances beyond due date to get auto escalated to third level.

2.4 Administrator controls

- Create / change / delete Login for internal officers – Designation wise views
- Create / modify a tree structure for escalation
- Category wise assign an officer and a tree of escalation
- Modify due date period based on category (with Senior permission)
- Add a new location with a provision to add complete tree and assign to category
- Camp offices and their respective category officers (might change time to time)
- Add a new category across the application (With senior permission)
- Add a new category for particular RTO officer / Location (with RTO permission)

2.5 Email and SMS Gateway Integration

- The vendor shall undertake SMS and email gateway integration of the developed application with the government approved email and SMS gateways. The Motor Vehicles Department shall be responsible to provide for the government approved facilities for sending emails and SMS to citizens through the application, the vendor shall be responsible for facilitating integration.

2.6 Reports

- Report of grievances (Total)
 - Officer wise
 - Location wise
 - Date wise

- Category wise
- Aging : Reports of grievances as per their resolution time
- Report for more than X grievance from particular citizen

Note: Security Audit of the application from CERT-IN empanelled agencies will be the responsibility of the vendor. The vendor/agency has to quote the charges towards security audit in the prescribed format.

2.7 Maintenance

Vendor has to do the maintenance application for a period of two years from the date of go live of the application, which will include de-bugging of the website on their own as well as when reported. This maintenance will be considered part of the implementation process. On successful completion of the two year maintenance period, the department may, at its sole discretion, decide to place an AMC order on the vendor, at the rates quoted above.

3 GENERAL TERMS AND CONDITIONS

3.1 Vendor's Obligations

The selected vendor will be responsible for, and obliged to conduct all activities as defined in the scope of work in accordance with the RFQ and subsequent work order.

3.2 Intellectual Property and Patent Rights

The source code, IPR and Patent Rights of the developed application shall be property of MVD at no additional cost.

3.3 Penalty for delay

The vendor shall adhere to the time schedule indicated in this RFQ for completion of the Project. For every delay of one week or part thereof, a penalty of 1% of total contract value shall be levied. The penalty is capped at 10% of contract value and in the event of penalty crossing 10% of contract value, the department has right to terminate the contract.

3.4 Taxes and Duties

The payment made to vendor is subject to relevant tax regulations and TDS shall be deducted as per the provisions at the time of release of payment.

3.5 Governing Language

The contract shall be written in English or Marathi. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in that same languages.

3.6 Applicable Law

The contract shall be interpreted in accordance with appropriate Indian laws. Any disputes arising out of this RFQ or disputes arising out of the contract resulting from this RFQ will come under sole jurisdiction of the courts of Mumbai only.

ANNEXURES TO RFQ

Annexure I: Bid Submission Covering Letter

<< To be printed on Lead Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

The Transport Commissioner
Transport Commissioner Office,
New Administrative Building, 4th Floor,
Government Colony, Bandra East.
Mumbai, Maharashtra 400051
Email:

Sub: Request for Quotation from eligible bidders for development of Grievance Redressal Application for Motor Vehicle Department (MVD), Government of Maharashtra

Ref: RFQ No.: _____ **Dated** _____

We, the undersigned bidders, having read and examined in detail all the bidding documents for subject RFQ by MVD, do hereby propose to provide our services as specified in the RFQ.

We attach hereto our responses to the requirements required by the RFQ. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to MVD, Govt. of Maharashtra is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its shortlisting process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this _____ Day of _____ 2015

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidder)
(In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Annexure II: Undertaking – Non-Blacklisting

<< To be printed on Lead Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

The Transport Commissioner
Transport Commissioner Office,
New Administrative Building, 4th Floor,
Government Colony, Bandra East.
Mumbai, Maharashtra 400051
Email:

Sub: Request for Quotation from eligible bidders for development of Grievance Redressal Application for Motor Vehicle Department (MVD), Government of Maharashtra - Non-Blacklisting Undertaking.

Ref: RFQ No.: _____ **Dated** _____

We confirm that our Company <_____> as on date of submission of the proposal for the subject RFQ by Motor Vehicle Department (MVD), Government of Maharashtra has not been blacklisted by the Central Government / any State Government/ any Government agency/ any PSU entity in India, in last three (3) years.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Annexure III: Completion Certificate/ Substantial Completion Certificate

<< To be printed on Lead Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

The Transport Commissioner
Transport Commissioner Office,
New Administrative Building, 4th Floor,
Government Colony, Bandra East.
Mumbai, Maharashtra 400051
Email:

Sub: Request for Quotation from eligible bidders for development of Grievance Redressal Application for Motor Vehicle Department (MVD), Government of Maharashtra

Ref: RFQ No.: _____ **Dated** _____

<<<<< Bidders shall ensure that the certificate/s shall have, at bare minimum, the following details.

- 1 Client details
- 2 Work Order number
- 3 Nature of Work
- 4 Duration of the project
- 5 Status of project – Completed/ Running
- 6 Level of Completion – Fully Completed/ No. of Milestones Completed/ Percentage Completion
- 7 Details of Milestones completed, including the UAT/ Other Testing details

Bidder shall note that MVD has a right to scrutinize the certificate details, at any point in time. In the event of MVD establishing discrepancy in the details provided by Bidder, MVD has a right to reject the bid in case Work Order is not released, or cancel the contract if awarded.

Thanking you,

(Signature, Name and Designation of the Authorized signatory of the Client)

Name:

Designation:

Seal:

Date:

Place:

Business Address: