Tamil Nadu Public Service Commission
Tender No. 575 dated 12.01.2021
Tender Notice

Sealed Quotations are invited up to 03.00 PM on 27/01/2021, from reputed companies / firms with relevant experience, for development of Web-based software / mobile app (Compatible in both Android and Apple devices) for the Petition Management System (Tappal Monitoring system, Grievance Redressal Cell), Telephonic Grievance Redressal System and Automated Voice Call (Call / Voice Blaster)

Tender document with detailed specifications of terms and conditions and financial bid format can be obtained from the office of TNPSC.

Fact Sheet

S. No.	Particulars	Details
1.	Date of Issue of Tender Document	12/01/2021
2.	Last Date and time for submission of Quotation	27/01/2021 at 3.00pm.
3.	Date of opening of sealed quotations	27/01/2021 at 4.00pm
4.	Likely date for commencement of work	01/02/2021
5.	The contact person at TNPSC for queries in this regard	The Secretary, TNPSC, Chennai – 600003. 044-25300305 & 044-25300476. Email: tnpsc.mcd@gmail.com

Secretary,
Tamil Nadu Public Service Commission

Signature of the Bidder with Office Seal

Scope of the work

1.Tappal Monitoring system :

1. The manual tappal system should be modified as Tappal tracking software application.
2. The tappals (General / Govt. Tappals) received in hard copies should be scanned and transferred to the sections concerned through electronic mode.
3. The RTI tappals seeking various information relating to different sections should be transferred electronically to respective section for getting suitable replies.
4. The details of receipt, action taken and reply sent within the stipulated time limit should be monitored through the dashboard of the software application.
5. In case of consolidated reply, reply received from various sections shall be consolidated into a single reply and the same has to be sent to the candidate through RPAD. Necessary provisions have to be made generating unique reference id.
6. CM/PM cell petitions received should also be processed like RID petitions received under RTI Act.
7. Other related activities arise from time to time.

2. Grievance Redressal Cell :

1. E-mail grievances should be modified into a portal grievance system.
2. The petitioners shall be categorized as OTR registered candidate and information seeker.
3. User Friendly dropdown menus should be provided.
4. Frequently Asked grievances sought by the OTR registered candidate and information seeker should be responded immediately by using automated reply system using this software application.
5. The Registered candidate should be allowed to seek information by giving their OTR ID and Password, whereas the information seeker should be allowed to seek information by getting their E-mail id & mobile number. The information sought by them shall be transferred to the sections concerned electronically for obtaining/getting suitable reply and the same shall be communicated to candidates electronically. The Registered candidate and information seeker should be provided ID No. for their reference (MGRID).
6. Other related activity arises time to time.

3.Telephonic Grievance Redressal System :

1. General Toll free manual response system should be modified to Interactive Voice Response System (IVRS) system.

2. Frequently Asked grievances sought by the callers should be responded immediately by using the pre-recorded information of the IVR software (menu options that a caller can select using his/her telephone keypad shall be provided).

3. The information sought for by the caller, should be transferred electronically to the sections concerned for furnishing suitable reply and the same may be communicated to the caller via mobile phone/e-mail. The caller should be provided ID No. for their reference.

4. Other related activities arises from time to time.

4 . Automated Voice Call (Call / Voice Blaster) :

1. The bidder has to send recorded automated voice call to the shortlisted candidates through the registered mobile numbers. There shall be a provision to monitor the number of calls attended and not attended. Failed calls shall be tried again and again till it is successfully delivered to the registered mobile numbers.

2. Other related activities arise from time to time.

Detailed work description has been given in the ANNEXURE – I to this document.

Eligibility:

1. The Service Provider should be an Indian Registered firm from IT and ITES business.
2. The Service Provider should have atleast **Three years experience** in providing trained manpower and Executed IT enabled Services to Government Departments, Public Sector Companies, Government Autonomous organizations or reputed private companies. The Service Provider should have executed a minimum of three such contracts during last 3 years.
3. The bidder should have registered office / operating branch at Chennai, Tamil Nadu.

4. The bidder should have minimum Annual Turnover of Rs.25 Lakhs for preceding three accounting years between 2017-2018, 2018-2019 and 2019-2020.
5. The bidder should have rendered service for atleast 2 years in Government Sector or similar work in reputed firms.
6. The bidder should have his own Bank Account.
7. All terms & conditions of tender are acceptable to agency/firm.

Conditions:

1. Successful Bidder shall accept the work and start the work within a week on receipt of work order.

2. The software development shall be completed within a period of 3 months from the date of issue of work order.

3. Successful bidder has to deposit a sum of Rs. 20,000/- (Rupees Twenty Thousand only) in the form of Demand Draft as security deposit.

4. The working hours of the TNPSC will normally be from 10.00 a.m. to 5.45 p.m. The personnel deployed shall work from 10.00 A.M. to 5.45 P.M. on all working days (Including 1-hour lunch break).

5. The responsibility of statutory/compulsory deductions like EPF/ESI/Income Tax/GST etc. will be of the service provider. The TNPSC shall make no extra payment.

6. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/ organizational matters as all are of confidential/secret in nature.

7. The bidder should establish the required infrastructure and provide necessary manpower.

8. The software application shall be in Content Management System (CMS) so as to be user friendly and the Staff of the TNPSC shall change the content as per the requirement from time to time.

9. The Software developed or purchased shall be the property of the Commission. After completion of the work all software should be handed over to the TNPSC, to the satisfaction of the TNPSC.

10. **Training to the Staff of the Commission:**

      The Staff of the Commission shall be trained in Software coding, so that they can do the further customization of the software module themselves from time to time.

      The bidder should provide all the source code to the TNPSC and training to the staff of TNPSC within 3 months from the date of issue of work order.

11. The Agency should engage experienced Professional personnel for the development of module.

12. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.

13. The firm should not have been blacklisted by any State Govt. or Central Govt. Department or PSU or any other Organization /Agency for any reason.

14. Income Tax as applicable shall be deducted at source.

15. **Hardware required for this project shall be supplied by TNPSC.**

16. **List of Hardware required for this project with its specification and its purpose shall be furnished along with the Quotation.**

17. **Clarification, if any required on work description, shall be obtained from this office before submitting the quote for this project.**

18. **User Manual and Technical documentation of project to be handed over after the completion of work**

Penalty:

If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subject to a maximum of 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, for the delay.

ANNEXURE I

Detailed work Description / requirement of this project

Technical Compliance

- Brief BOQ- Call server with HA (hot standby) with 5 help desk agents and 1 supervisor (soft phone) and PRI gateway with 10 channels to handle inbound and outbound calls and voice blaster, system should integrate with CRM (CTI popup) , Email ,SMS gateway, Chatbot integration
- Proposed solution should have pure IP Platform.
- The system should have IP architecture and provide support for integrated telephony solution for IP Phones, Video Phones, SIP Client, all 3rd party Mobile SIP Client, E1 / PRI, SIP and all 3rd party SIP gateways.
- To generate Provides reports for calls based on records, calls on a user basis, calls through gateways etc.
- Alternate Automatic Routing, Auto route selection and Least Cost Routing should be available.
- The application should have inbuilt SIP / VOIP trunk facility without any additional module.
- The system should support minimum of 10 registered SIP trunk for calling purpose currently and should have a provision of adding 100 more SIP /PRI lines as and when required

Protocol

- Widely used SIP protocol to be supported
- Coder-decoder (codec) support for automated bandwidth selection: G.711 mu-law, a-law,G.729.
- Should support appropriate Video Codec H.264 and H.263
- General specs for IPPBX
- Call processing and call-control.
- Support for configuration database (contains system and device configuration information, including dial plan)
- Digit manipulation and call treatment (digit string insertion, deletion, stripping, dial access codes, digit string translation) Call Transfer
- Centralized call processing

- Active - Passive disaster recovery mode. Solution should support working with automatic fail over mechanism (FAILOVER SERVER)
- The solution should support routing of incoming calls based upon caller input to menus, real-time queue statistics, time of day, etc.
- The solution should support active and standby server mode. In case of Main server in the Data centre fail the standby server should take over seamlessly. The solution should support placing of Main and Stand by server in both sites respectively.

General specs for Call Centre

- System should support skill based routing.
- The solution should support ACD based on longest available agent, Circular agent selection algorithms, Random selection and Most Idle Agent. (AUTOMATIC CALL DISTRIBUTION)
- The solution should support the playing of customizable queuing announcements based upon the skill group that the call is being queued to, including announcements related to position in queue and expected delay.
- The solution should support multiple list upload functionality for a single campaign
- Disposition status of calls should be customizable as per the business needs.
- Supervisor should be able to see the real-time status of agents, Live Calls, Calls in queue and the supervisors should be able to logout the agent from the supervisor desktop
- Supervisors should be able to barge in a agents call and also if required take a call from an agent and attend it.
- Supervisors should be able to monitor the agents call and also if required whisper to the agents when in need.
- Supervisor should be able to download all reports in PDF, CSV and Excel format.
- Agent Performance and activity report should be available in Graphical format for ease of access.
- The solution should support Web based administration for addition new agents, assigning skills etc.
- IVR should Play welcome messages to callers Prompting to press and collect DTMF digits.
- Multi level IVR Tree should be possible with Multi language support
- Agents should be able to log the conversation by means of fields on his screen. This data should be saved and popped up if the call is received again.

- Outbound Calling should support Preview, Predictive and Progressive type of calling mechanism

Administrative Features for IPPBX and Call Centre

- Should have "web based administration UI with capability to delegate administrative specific task to power users"
- Call detail records (System wide, extension wise)
- CDR should be downloadable in various formats like PDF, CSV, Excel
- Configuration of all Class 5 features via Web based GUI
- Dialed number identification service
- Recording File should be played on the GUI and should be downloadable by the administrator
- Administrator should have access to Live Dashboard to see the details of Agent and Live call status.

User Features: IPPBX

- Abbreviated Dial
- Answer and answer release
- Call back busy, no reply to station
- Call forward—all (off net and on net)
- Call forward—busy
- Call forward—no answer
- Call hold and retrieve
- Call status per line (state, duration, number)
- Calling Line Identification
- Calling Line Identification Restriction call by call
- Calling party name identification
- 25 Party Meet me conference bridge (Multiple Room)
- Automatic Scheduled conference with moderator control Panel
- Call Paging : Manual and IVR Driven
- Direct inward dial (DID)
- Distinctive rings and Caller Tune
- Extension mobility support
- Hands-free, speakerphone
- Immediate Divert to voicemail for all extensions
- 100% Voicemail to Email for all extensions without any additional hardware
- 100% Fax to Email
- Automatic Call back
- Inbuilt 100% Call Recording for all extensions without any additional hardware

- Call Monitoring
- Call Barge in
- Call Whispering
- Multi Level IVRS platform
- System should support Chat facility (IM)
- Inbuilt Rating and Charging for extension wise call control
- Inbuilt SIP trunk ready platform
- Provided platform should support FTP to archive historical CDR and Recording files
- Interactive Voice blaster

User Features: Call Centre

- Inbound, Outbound and Blended Voice Process
- Automated and Interactive Voice Blaster
- Outbound Pacing Modes:- Predictive, Preview and Progressive
- Do Not Call List Management
- Unified Customer Contact History
- Enterprise Class Relational Database
- Passive and On-Demand Call Recording
- Call Detail Screen Pop-Ups
- Queue Position/Queue Wait
- Customizable Customer Lead Management
- Campaign and List Management
- CRM and Business Application Integration
- Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
- DNIS Routing
- Call Conferencing from Agent screen
- Call Transfer from Agent screen
- Alternate number dialing
- Callback configuration
- Time Zone Administration
- Logical Partitioning
- SMS Integration
- Email Integration
- Multi Digit IVR support
- Call Parking

Annexure - II
Quotation

[The Financial Bid cover should be separately sealed as per instruction]

Reference No. :

Date :

To:

The Secretary,

Tamil Nadu Public Service Commission,

TNPSC Road,

Chennai – 600 003

  Sir,

    I / We hereby submit our price bid for the activities 1 to 4 of scope of the work as indicated in the Tender document

Sl.No	Item of Work	Rate in INR	Rate in Words
1	Activities 1 to 4 as indicated in Tender document 1. Tappal Monitoring system 2. Grievance Redressal Cell 3. Telephonic Grievance Redressal System 4. Automated Voice Call (Call / Blaster)		

    The rate shall be exclusive of the Taxes applicable. The Applicable Taxes are as follows:-

Sl.No	Name of the TAX	% applicable
1.	CGST	
2	SGST	
3	………………………….. Specify	

  * Single Rate should be quoted. Conditional bids will not be accepted.

Signature of the authorized signatory of the bidder with rubber stamp

Signature of the Bidder with Office Seal