



Tamil Nadu Public Service Commission

Tender No. 568 / 2020

Tender Notice

Sealed tenders are invited up to 3.00 PM on 22.06.2020, from reputed companies / firms with relevant experience, for the development of Web – based mobile app (Compatible in both Android and Apple devices) for development of Software Application for Grievance Redressal Mechanism for the Commission.

For further details and Tender documents with the specification of terms and conditions, form for Technical Bid and Commercial Bid etc., can be downloaded from the website www.tenders.tn.gov.in or www.tnpsc.gov.in

Date: 26.05.2020

Secretary,

Tamil Nadu Public Service Commission.

Tender

Tender No. 568/2020

Tender for development of Software Application for Grievance Redressal.

Content

1. Notice of Inviting Limited Tender and Terms and Conditions.
2. Format for Bidder Details (Annexure-I)

Date of Tender Notice	27.05.2020
Pre bid meeting and clarifications	02.06.2020
Last Date for submission of Tender	22.06.2020
Date of Technical Bid Opening & Presentation of solution	23.06.2020
Date of opening of Commercial Bids of Technically Qualified bidders	27.06.2020
Declaration of Qualified Bidder	27.06.2020

Notice Inviting Tender

Sealed Tenders in the prescribed format under two cover system containing Technical Bid and Financial Bid are invited from the reputed Firms for the development of Web-based mobile app (Compatible in both Android and Apple devices) for development of Software Application for Grievance Redressal as detailed in the Scope of the tender.

Secretary,
Tamil Nadu Public Service Commission

I. Scope of the work:

Activities:

1.Telephone (GRC 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. This ID can be termed as OTP.
4. Other related activities arises from time to time.

2.E-Mail (GRC System) :

1. E-mail grievances should be modified into a portal grievance system.
2. The petitioners shall be to 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 activities arises time to time.

3. Tappal (Tappal & RID sections) :

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.

4. Automated Voice Call :

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.

II. Eligibility:

1. The Service Provider should be an Indian Registered firm from IT and ITES business.
2. The Service Provider should have at least **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.50 Lakhs for preceding three accounting years between 2016-2017, 2017-2018 and 2018-2019.
5. The bidder should have rendered service for at least 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.

III. General Conditions:

1. The bidder should establish the infrastructure for installing a call centre (Toll free number) including supply of staff.
2. The contract period shall be Three (3) Years.
3. The bidder should arrange all infrastructure required for this project including a server. User nodes are available in the Commission's office.
4. The list of infrastructure required in cognizance with the scope of work should also be furnished along with the Technical Bid.
5. The infrastructure should be of good quality manufactured by Standard Companies with recognised standards and innovatives.
6. The bidder shall develop all software module using open source

application / software.

7. All statutory obligations vests with the bidder.

IV. Other Conditions:

1. Successful Bidder shall accept the work and start the work within a week on receipt of work order. Otherwise, EMD will be forfeited.
2. The software development shall be completed within a period of 2 months from the date of issue of work order.
3. Only those firms which, in their individual capacity, satisfy the eligibility criteria, need to quote for this tender and the bids submitted by the bidders who do not fulfil the eligibility criteria will be summarily rejected (atleast for a period of one year)
4. The bidder should establish the required infrastructure and provide necessary manpower.
5. Sufficient manpower (Call attenders, Mail attenders, Software developer) should be deployed in this project and atleast one / two developers should be deputed and made available in the office of TNPSC till the completion of project.
6. 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.
7. Training to the Staff of the Commission:
The Software developed or purchased shall be the property of the Commission. The Hardware purchased shall also be the property of the Commission. After completion of the Tender period, all software and Hardware should be handed over to the TNPSC in good working condition, to the satisfaction of the TNPSC.
The Staff of the Commission shall be trained in Software coding within a period of Six Months, 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 6 months from the date of issue of work order.
8. The bidder should quote the rate for the manpower as well as the infrastructure to be setup for this purpose.
9. Incomplete Tenders are liable to be rejected. Conditional bids shall not be considered and will be rejected.
10. The Employee Provident Fund (EPF) and Employee State Insurance (ESI) contribution in respect of all employees shall be borne by the Service Provider.

11. The bidder should have valid licence from the competent authority under the provisos of Contract Labour Act, 1970 and Contract Labour (Regulations & Abolition) Central Rules, 1971.
12. Working Hours: The normal working hours of TNPSC will be from 10.00 AM to 5.45 PM and five days a week (i.e. Monday to Friday). However in case of emergencies / exigencies or during examinations, the working hours and working days are likely to be extended i.e. even on Saturdays and Sundays / (24x7) (In respect of Activities 1 and 2).
13. The Agency should engage experienced Professional personnel for the development of module.
14. TNPSC will award the contract to the Tenderer whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Tenderer is determined to be competent to execute the job satisfactorily. TNPSC shall however not bind itself to accept the lowest or any Tender, wholly or in part.
15. TNPSC, reserves the right to accept or reject any Tender, and to annul the Tender process and to reject all bids at any time prior to award of the contract, without thereby incurring any liability to the affected Tenderer or Tenderers on the grounds of its action. The decision of TNPSC in this regard would be final and binding.
16. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
17. No corrupt or Fraudulent Practices: Bidders should observe the highest standard of ethics during execution of the contract. TNPSC will reject a proposal if it is found that the Bidder has engaged in corrupt or fraudulent practice(s) while competing for the contract in question.
18. The bidder should not have been blacklisted by any State Govt or Central Govt Department or PSU or any other Organization /Agency for any reason.
19. Income Tax as applicable shall be deducted at source.
20. The bidder should enclose copies of documents substantiating his claims in this tender, failing which the tender will be rejected without any further information.
21. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions,

wherever necessary.

22. Supply, Installation and Maintenance of Hardware and Software:

The bidder should install all required Hardware and Software for this purpose. The company has to maintain the Hardware and Software during the contract period.

V. Submission of Bids:

1. Cover-I: The Technical Bid envelope shall contain necessary documentary evidences to substantiate the parameters indicated in the tender document.
2. Cover – II: The Financial Bid envelope shall contain only Price Bid as in Annexure-I. In case, any Bidder encloses the Financial Bid within Technical Bid, the same shall be rejected summarily.

VI. Evaluation of Bids:

1. Technical Evaluation shall be done based on the following factors:-
 - a) Experience in the field
 - b) No. of similar Projects executed.
 - c) Infrastructure.
 - d) Technical Manpower
 - e) Technical Proposal
 - f) Presentation etc.,
 - g) Understand the features of software solution in greater detail with deep knowledge.
 - h) Approach and Methodology
 - i) Project plan
 - j) Technical solution proposed in the Technical Bid
 - k) Innovative services proposed in the technical proposal
 - l) Pictorise a live demo of the solution proposed
 - m) Other important components of the proposal
 - n) The technical evaluation of the bid will be based on the Bidder's response to the requirements as mentioned in the tender document, which will include the Technical Specifications mentioned in the tender document.
 - o) Quality of the hardware infrastructure to be deployed for this proposal.

2. Financial Evaluation

- a) The Financial Bid of those Bidders who have been found to be technically eligible will alone be opened. The Financial bids of ineligible bidders will not be opened.
- b) The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. Financial bid will be opened on the date and time mentioned in the fact sheet at the office of TNPSC .

3. Evaluation and Comparison of Bids

- a) 40 % weightage will be awarded for Technical Evaluation and 60 % weightage will be awarded for Financial Evaluation.
- b) Technical Bid will be assigned a Technical score (TS) out of a maximum of 100 points.

a. Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$$F_n = F_{min} / F_b * 100$$

(rounded off to 2 decimal places) Where,

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

$$\text{Composite Score (S)} = T_s * 0.40 + F_n * 0.60$$

The Bidder with the highest Composite Score(S) would be awarded with the contract, subject to the fulfillment of tender conditions given in this tender document.

VI. Validity of Bids:

The bids submitted for this tender shall be valid for 6 months from the date of submission of tender.

VII. EARNEST MONEY DEPOSIT (EMD):

1. The Bidder should enclose the bid security (EMD) of Rs.50,000/- (Rupees Fifty Thousand only in the form of Demand Draft obtained in favour of The Secretary, Tamil Nadu Public Service Commission.
2. The Earnest Money will be forfeited on account of one or more of the following reasons: -
 - i. If the Bidder withdraws his Bid during the validity period specified in the Tender Document.
 - ii. In case of a successful Bidder, if he fails to sign the Agreement in time; or furnish Performance or Bank Guarantee.
 - iii. If the bidder fails to complete the project as described in the Tender.
 - iv. If the performance of the Bidder damages the reputation of the Commission and affects its functions.
3. EMD of the successful Bidder will be adjusted in the Security Deposit.
4. EMD of all unsuccessful bidders will be released by TNPSC within one (1) month from the date of finalization of the tender.

5. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrual of interest over it.

VIII. Right to Terminate the Process

TNPSC reserves the right to annul the Tender Document process, or to accept or reject any or all the Bids in whole or part any time without assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) on the grounds for such decision.

IX. Clarifications and amendments of Tender Document

1. During the process of evaluation of Bids, TNPSC may, at its discretion, ask Bidders for clarifications on their bid.

The Bidders are required to respond within the prescribed timeframe for any such clarification. In case of non-compliance, their bids will be disqualified and rejected without further notice.

2. TNPSC may, for any reason, modify the Tender Document from time to time. The amendment(s) to the Tender Document would be clearly spelt out, posted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

X. Late Bids

1. Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and shall be returned unopened. TNPSC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

Note:-

- i. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through e-Mail /Fax/ Telephone /Meeting or any other mode of communications. Such information has to be supplied within the time frame as provided by Evaluation Committee, otherwise Evaluation Committee shall make its own reasonable assumptions or the bid is liable to be rejected. Seeking clarifications cannot be treated as Acceptance of the Bid. For verification of information submitted by the bidders, the committee may visit bidder's offices. The bidders shall provide all the necessary documents, samples and reference information as desired by the Committee. The bidders shall also assist the Committee in getting relevant information from the bidders' references.

XI. Notification of Award of Contract

TNPSC will notify the successful bidder in writing that his bid has been accepted. The notification of award will constitute the formation of the contract after submission of bank guarantee performance by the successful bidder.

XII. Signing of Contract

The successful bidder shall sign the Contract within 16 working days of the release of notification/Letter of Intent. After signing of the Contract, no variation or modification of the terms of the Contract shall be made.

XIII. Payment:

Payment for this contract will be made in 4 stages.

- 1) 1/3 of the payment will be released within a period of two months or successful development of software module whichever is earlier.
- 2) Next part of the payment will be released at the end of successful completion of second year.
- 3) Third part will be released at the end of third year, after successful completion of the Project / Contract.
- 4) For AMC, if signed, 50% of the amount will be released on the day of AMC contract signed and the remaining 50% will be released after 6 months.

XIV. Penalty:

1. 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.
2. If the delay adversely affects the conduct of examination Processes the Security Deposit and Performance Security will be forfeited and other legal action will be initiated as per terms and conditions of contract. The TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Selected Bidder.

**Annexure - I
Financial Bid**

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

Reference No. :
Date :

The Secretary,
Tamil Nadu Public Service Commission,
TNPSC Road,
Chennai - 600 003

Sir,

I / We hereby submit our price bid for the activities 1,2,3 & 4 and Annual Maintenance Contract as indicated in the Tender document

Sl.No	Item of Work	Rate in INR	Rate in Words
1	All Activities 1,2,3 & 4 along with the supply of software and hardware.		
2	AMC after 3 Years (This will not be considered for finalizing the Tender and it is negotiable on the date of implementation based on the market rate. Negotiation shall not exceed the amount quoted here)		

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

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