

Short Tender Call Notice

Tender Ref No: OCAC-SEGP-RES-0007-2014/1816 Dtd. 10.07.2019

Sealed tenders are invited from Software Company for design and development of Online Public Grievance System for redressal of grievances of the candidates or applicants of different recruitment processes undertaken by OPSC. The scope of work shall be as detailed below. The sealed tender should reach to the undersigned on or before **17.07.2019 by 5 P.M.** The tenders shall be opened on **18.07.2019** at 11.30 A.M. in the presence of the representatives of the bidders. OCAC reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained.

1. Scope of Work

Odisha Public Service Commission (OPSC) is the esteemed constitutional organization of the state, which conducts recruitment of Group-A & Group-B officers for functioning of various Departments of Government of Odisha. OPSC is also an advisory body for recruitment rules and disciplinary proceedings.

The Commission intends to implement an Online Public Grievance System for smooth redressal of grievances of the candidates / applicants with the following basic features –

- Information System to disseminate Information, maintaining a Frequently Asked Questions, Addressing queries of the candidates.
- Interactive system for Registering of Grievance by the user (Student/Candidate, Service Holder, Information Seeker).
- The various input sources will be *web portal, phone call, postal grievance, email, fax, personal appearance, grievances relayed by govt. departments.*
- Acknowledgement mail/SMS to the user on the successful registration of grievance
- Automatic allotment of grievance to the concerned officials in the system.
- Auto-escalation in the system to the higher authority for resolution of the grievance.
- Grievance resolution and notification on the same to the user.
- Robust security system in order to ensure confidentiality of documents and to prevent unauthorized access.
- Providing necessary Training & Handholding Support to the users of OPSC.

1.1. Development & Hosting

- The development of application should be done preferably using open source platform. The bidder shall quote separately in case any proprietary software is used for development.
- Cert-in empanelled agency must be engaged by the bidder for security audit of application in order to obtain Safe to host certificate to be submitted annually.

1.2. UAT & Go-Live Criteria

- User acceptance Test (UAT) shall be conducted for a period of 2 weeks after development and security audit.
- After UAT, if at least 10 grievances are registered through the system, the application will be treated as Go-live.

1.3. Annual Support & Maintenance

- Support & maintenance for the Application shall be for three years.
- This phase includes software upgrades, repairs, and fixes of the software
- Tuning & optimization

1.4. Other

- Quoted cost shall include support and maintenance cost for a period of three years from date of Go-live
- The bidder shall furnish the source code in the last quarter of the project period along with other documentations.

2. Deliverables and Timeline

SL#	Deliverable	Timeline
1	Issue of Work order	T
2	Submission of System Requirement Specification (SRS)	T + 2 Weeks
3 (T1)	Development of application from the date of approval of SRS	T + 6 Weeks
4(T2)	UAT	T1 + 2 Weeks
5	Training	T1+ 1 week
6	Obtain Safe to Host Certification (Security Audit)	T2+ 2

3. Payment Milestone

SL	Payment Milestone	Payment to be made	Deliverables
1	After Go-live	70% of development cost	1. SRS document 2. User Manual 3. Proof of conducting UAT & training 4. Safe to Host Certificate
2	Annual security audit	As per actual	Submission of Safe to host certificate
3	Annual Support & Maintenance	10% of development cost after completion of respective year	1. Bug fixing report if any 2. Modification report if any 3. Any other software improvement

4. Eligibility Criteria & Documents to be submitted

- The bidder should be a Company registered under the Companies Act, 1956 since last 5 years. Certificates of incorporation to be submitted
- Should have average turnover of INR 10 Crores and more in last three years.
- Should have own existing set-up in Odisha.
- The Bidder must have ISO 9001, ISO 27001 & CMM Level 3 and above certification with validity.
- Copy of PAN, GST Registration
- The bidder must have experience in developing Website / Web portal with work experience in Grievance redressal system for 2 projects of Government/PSU worth 4 lakhs in single order. Documents relating to experience in development Grievance redressal system / Govt. web sites/Mobile App development, Proof of work order and work done.

5. Format for Price Bid

SL	DESCRIPTION	QUOTED COST IN ₹
1	Development of application as per scope of work including support for three years	
2	Cost of Proprietary software used, if any	
3	Security Audit after UAT	
4	Security Audit cost for First Year	
5	Security Audit cost for 2nd Year	
6	Security Audit cost for Third Year	
TAXES IN ₹		
TOTAL IN ₹		

(The bidder who will quote lowest among all the bidders, will be assigned the work)


General Manager (Admn.)

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