

**Annexure-A****I N D E X**

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## 1. INTRODUCTION

|   |   |
|---|---|
| <b>Name of work</b>   | <b>Online Software for Grievance Redressal System (GRS)</b>   |
| <b>Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)</b> | Computer Systems  |
| <b>Vendee</b>   | <b>NATIONAL PROJECT IMPLEMENTATION UNIT (NPIU)</b>  |
| <b>Place of Support</b>   | NPIU, Copia Corporate Suites<br>301, 302, 3 <sup>rd</sup> Floor, Jasola Vihar, New Delhi – 25   |
| <b>The Currency in which payment shall be made</b>  | Indian Rupees (INR)   |
| <b>Date of Invitation</b>   | 26-02-2019  |
| <b>Document Download Start Date</b>   | 26-02-2019  |
| <b>Document Download End Date</b>   | 13-03-2019  |
| <b>Last Date and Time for receipts of quotation</b>                                       | 13-03-2019 upto 15:00 Hrs   |
| <b>Date and Time of Opening of quotation</b>  | 14-03-2019 at 16:00 Hrs.  |
| <b>Quotation document Fee</b>   | Not applicable  |
| <b>No. of Envelops (1/2/3/4)</b>  | 01 (One Packet)   |
| <b>Quotation Validity days (180/120/90/60/30)</b>   | 60 days (From last date of opening of quotation)  |
| <b>Address for Communication</b>  | Central Project Advisor<br>National Project Implementation Unit (NPIU)<br>Copia Corporate Suites<br>301, 302, 3 <sup>rd</sup> Floor, Jasola Vihar, New Delhi-25 |
| <b>Contact No.</b>  | 011-26941003, 04, 06, 08, 09, 29  |
| <b>Email Address</b>  | <a href="mailto:tender.npiu@gmail.com">tender.npiu@gmail.com</a> , <a href="mailto:npiuwb@hotmail.com">npiuwb@hotmail.com</a>                                   |

Quotation Invitation shall be downloaded from TEQIP website ([www.http://www.teqip.in/tender.html](http://www.teqip.in/tender.html)).

(Prof (Dr) P M Khodke)  
Central Project Advisor  
National Project Implementation Unit  
Copia Corporate Suites  
301, 302 3<sup>rd</sup> Floor, Jasola, Vihar, New Delhi-25

## 2. SUBMISSION OF QUOTATION

The Vendor is requested to submit the following documents to the under mentioned address in a Sealed Envelope before the last date.

The envelopes shall bear the Quotation Invitation number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. Covering letter duly signed by the authorised signatory [Annexure-A (I)]
2. Company Profile
3. Documentary evidences in respect of Eligibility Criteria [Annexure-A (II)]
4. Self-declaration-non blacklisting [Annexure-A –(III)]
5. Any deviation to the scope of work of terms and conditions [Annexure-A –(IV)]
6. Total Quotation amount in terms of INR as indicated in the Annexure-B.

### 3. TERM OF REFERENCE AND DEFINITIONS

|                      |   |
|----------------------|---|
| Vendor               | “Vendor” shall mean the person, firm or corporation whom the Purchase Order is issued for <b>online software for Grievance Redressal System</b>   |
| Authorized Signatory | The Vendor’s representative (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a quotation agreement.<br>Also called signing officer/ authority having the Power of Attorney from the Competent authority of the respective Vendor. |
| Day                  | “Day” means a working day as per rules of NPIU  |
| NPIU                 | <b>NATIONAL PROJECT IMPLEMENTATION UNIT,</b><br>New Delhi<br>(A Unit of Ministry of HRD, New Delhi)   |
| EC                   | Evaluation Committee  |
| Order                | “Order” shall mean the Purchase Order   |
| Vendee               | “Vendee” shall mean National Project Implementation Unit.   |

#### 4. ASSISTANCE TO VENDORS

Any queries relating to the quotation document and the terms and conditions contained therein should be addressed to the Quotation Inviting Authority.

| <b>HELP DESK</b> |   |
|------------------|---|
| Telephone        | Customer Support : +91-11-26941021<br>Emergency Mobile Number : +91-8130878838<br><i>(Please contact in case of emergency during non-working hours)</i> |
| E-mail ID        | <a href="mailto:tender.npiu@gmail.com">tender.npiu@gmail.com</a> ; copy to : <a href="mailto:npiuwb@hotmail.com">npiuwb@hotmail.com</a>                 |

## 5. GENERAL INSTRUCTIONS

1. The quotation complete in all respect, in prescribed formats, should be submitted on or before the time and date fixed for the receipt of offers as set forth herewith in the quotation documents. Quotation received after stipulated time and date shall be summarily rejected.
  
2. **Submission of Quotation:**
  - a) All prices and other such information like discounts etc. having a bearing on the price shall be written both in figures and words in the prescribed form. All the papers submitted with the quotation, Terms and Conditions must be signed by the Vendor. The GST or any other Govt. duties etc. as applicable should be quoted separately, failing which, Vendee shall have no liability to pay these charges, and the liability shall be that of the Vendor.
  - b) Each page of the quotation document shall be numbered. It must bear the signature and seal of the Vendor at the bottom. All offers shall be either typewritten or written neatly in indelible ink. Any correction should be properly authenticated.
  - c) The quotation must be submitted in a report format containing the documents arranged and labelled as per the following index.
    1. Covering letter duly signed by the authorised signatory [Annexure-A (I)]
    2. Company Profile
    3. Documentary evidences in respect of Eligibility Criteria [Annexure-A (II)]
    4. Self-declaration-non blacklisting [Annexure-A –(III)]
    5. Any deviation to the scope of work of terms and conditions [Annexure-A –(IV)]
    6. Total Quotation amount in terms of INR as indicated in the Annexure-B.
  - d. Failure of submission of any of the documents with Quotation will make the quotation rejected as non-responsive. Vendee will have the option to treat some documents as mandatory/optional in the benefit of the Organisation.
3. Vendee will select the vendor on the basis of overall lowest rate quoted by the vendor. The decision of the Vendee arrived at as above shall be final and representation of any kind shall not be entertained on the above. Any attempt by any vendor to bring pressure of any kind may disqualify the vendor for the present Quotation and the vendor may be liable to be debarred for invitation of quotation for the software/Service in future for a period of three years.
4. Vendee shall have no obligation to convey reason for rejection of any quotation. It shall be opened for Vendee to reject even the lowest quotation, in the interest of the Organisation and no reason need to be given thereof.
5. No advance payment will be made for P.O to successful Vendor.
6. Vendee reserves the right to award the Purchase order to any of the Vendor irrespective of not being lowest; taking into consideration the interest of Vendee and in this respect, decision of Vendee shall be final.
7. After the award of the Purchase order, the Firm will be required to start the work immediately.
8. To assist in the examination, evaluation and comparison of Quotation, the Vendee may, at its discretion, ask the Vendor (s) for clarification(s) of the Quotation. The request for clarification and the response shall be in writing via email/post/fax.

## 9. Effects and Validity Offer

- a) The submission of any offer connected with these specifications and documents shall constitute an agreement that the Vendor shall have no cause of action or claim, against Vendee for rejection of his offer. Vendee reserves the right to reject or accept any offer or offers at its sole discretion and any such action will not be called into question and the Vendor shall have no claim in that regard.
- b) The offer shall be kept valid for acceptance for a minimum period of 60 calendar days from the date of opening of Quotation.
- c) The offer shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of Purchase order is made by Vendee to the Vendor. While the offer is under consideration, if necessary, Vendee may obtain clarification on the offer by requesting for such information from any or all the Vendors either in writing or through personal contacts as may be considered necessary. Vendors shall not be permitted to change the substance of their offer, after the offer has been opened.
- d) Vendee shall not be responsible for any delay in submission of the quotation. The offer submitted by the Vendor through *telex/telegram/fax or e-mail would not be considered* as a valid offer. No further correspondence will be entertained in this matter
- e) In the event, the vendor's company or concerned division of the company is taken over by another company, all the obligation under the agreement with Vendee shall be passed on to the new company/division for compliance by the new company on the negotiations. The Registration number of the firm along with GST/TAN/PAN number allotted by the Tax authorities shall invariably be given in the Quotation.
- f) Vendee reserves the right to award the Purchase order to any of the Vendor irrespective of not being lowest; taking into consideration the interest of Vendee and in this respect, decision of Vendee shall be final.

## 10. Selection of Firm or their Authorized Service Provider

- a) Short-listing of eligible vendors satisfying the technical qualification requirements laid in this Quotation document.
- b) Selection of Vendor who offers the lowest price and meets the eligibility criteria.
- c) Vendors will be short listed by the duly constituted Evaluation Committee (EC).The short-listed vendors may be called for detailed discussion at a specified date, time and venue if needed, by the EC.

## 11. Acceptance of Offer

The quotation shall be processed as per standard procedure. Vendee, however, reserves the right to reject any quotation without disclosing any reason. Vendee would not be under obligation to give any clarifications to those vendors whose quotations have been rejected.

## 6. ELIGIBILITY CRITERIA

Vendor shall have to enclose documentary evidence in support of the following mentioned Eligibility Criteria. In the absence of such supporting documents as mentioned against each criteria, the quotation will be rejected summarily.

### Eligibility Criteria

| S. No. | Qualification  | Documentary Evidence to be attached  |
|--------|--|--|
| 1      | The Vendor should be an Indian registered company/ Private Limited Company/Limited Liability Partnership (LLP) engaged in the job of maintenance/ service of Software Solutions/IT during last 3 years in India.   | Certificate of incorporation or Certificate of Commencement or Certificate consequent to change of name, if applicable has to be submitted       |
| 2      | The Vendor should have executed Satisfactorily minimum one P.O/Contract with any Govt. Dept./PSU/ Private years as on 31.12.2018   | Copy of work/service orders and Completion certificate.  |
| 3      | The Vendor should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities/Educational Institutions/ Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law. | Undertaking as per proforma<br>The Vendor shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-) |
| 4      | GST No., PAN No., TAN No.  | Copy of valid certificates   |
| 5      | <b>Availability of Service :</b> The Vendor have 24x7x365 days support facility in case of any software support.   | The Vendor shall furnish an undertaking duly self-attested   |



## **7. SCOPE OF WORK**

### **System Requirement Specification:**

- **Data Management:** The Software data will be managed and maintained by vendor for the period of 01 years. The cloud server should not be outside of India.
- **Technology Architecture:** Consistency in technology standards chose for the design and customization of software to be maintained to ensure the consistency and compatibility. The architecture will be customize to accommodate future expansion/update.
- **Web based Software:** The Web-based Software, will allow the flow and collation of data from all the users. The system will provide flexible interactive user-friendly interface, produce standard reports and other requirement of reports time to time.
- **Software Support:** This includes installation & support of the application for the period of twelve Months. Vendor will extend the support period for another year on a pro-rata basis, if required by Vendee.
- **Training and user Manual/video tutorial:** Training program of the application will be undertaken by vendor for Vendee users. A User's manual/video tutorial will also be developed which includes the description of the Software and input instructions. The training programme will be completed immediate before go-live of the software. The training programme will also be repeated after any major changes in the application.
- **IT infrastructure :**
  - Vendor will deploy the necessary IT infrastructure like Domain registration, cloud space etc.
- **Validation and Verification**
  - Vendor will verify and validate that the software meets the requirement in totality.
  - Vendor will further test the software.
- **Data porting**
  - Vendor will port the data in to the software and Vendee will verify before the final deployment
  - Master data will include all grievances, users name, followed by official etc.
- **Cloud Support**
  - Ensure 99% uptime for system during hours of 9:00AM to 9:00PM on working days (Monday to Sunday), online report should be generated thorough application to ensure the server availability.

## SUPPORT AND FACILITIES PROVIDED BY THE VENDEE

Vendee will provide following support and facilities-

1. Provide requirement for software.
2. Provide feedback on the demo during the installation.
3. Provide master data to vendor for data entry.

### TERMS of Reference:

#### I. Objective

1. **Online Software for Grievance Redressal System (GRS)** :The Technical Education Quality Improvement Project (TEQIP III) is implemented by the Ministry of HRD, Government of India with focus on improving the quality of technical education in focus states (North-Eastern Region; Bihar; Chhattisgarh; Jharkhand; Madhya Pradesh; Odisha; Rajasthan; Uttar Pradesh; Himachal Pradesh; Jammu & Kashmir; Uttarakhand and Andaman & Nicobar Islands) and Non focus States (Andhra Pradesh, Haryana, Karnataka, Kerala, Tamil Nadu, Telangana, Punjab, UT-Chandigarh, West Bengal).

The objective of GRS is to develop a computerized online public redressal system having provision of compliant id, complaint status with the provision of fast process of grievances by the concerned official/department. The grievances will enter and processed through this system. It will also help to monitor the evaluation of grievances.

The Grievance will be followed by three different co-related levels. In case of no response of one level within stipulated time, the same will be forward to the next level. The software will be access by only three levels and the verified user can view only their complaints. The supporting evidences will be uploaded by the verified users and will be access by NPIU.

2. The contents of the Software may include-
  - a. **Users Profile** - OTP based Password (through SMS / email), Mobile, Email Id etc.
  - b. **Grievance information** – No. of Daily/Monthly/Annually Grievances, Category wise grievances, No. of Grievances answered / non-answered, open, close etc., Level wise grievance status viz. answered / non-answered, open, close etc.
3. The Web based software will allow timely, secure and transparent storage of data, easy handling of storage, processing and retrieval of large quantities of data, flow of information and easy generation of reports.

## II. Detailed Scope of Work

To achieve the objective of the assignment, the Vendee is seeking an application for user friendly online software for redressal of grievances submitted by verified.

- Vendee wishes to use a Web enabled centralized solution with security features. The new technology and practices in the areas of Grievance Redressal System should enable Vendee to achieve the objectives of operational efficiency.
  - The software will be a Web based application with user-friendly, GUI based front end, powerful retrievable database in compatible form as back end. The software will be a menu driven easy to use system developed on self-help basis, guiding the users with appropriate help/error messages.
  - The online software will allow timely, secure and transparent storage, processing and retrieval of large quantities of data, flow of information, searching and sorting of information uniformly, accurately and quickly & easy generation of reports.
  - Dashboard facility may be provided to Vendee as three level Admin Users.
  - Security measures will be taken against the data hacking/tempering, data access and data in transmit etc.
  - Real time, role based, conditional access to the nominated person with defined level of access and appropriate security.
  - Capturing data at source and performing validation checks ad crosscheck which will prevent spurious data to be entered.
  - The software is a standalone application and will not be integration with any other application. However, there will be provision for data export/ import to other application & different format like excel, word, PDF etc.
  - Maintain Master details of Grievances, concern official grievance handling.
  - The Data ownership will remain at Head Office, New Delhi. The Vendee should be able to upload/download the data as per defined levels of access and permissions. The users should only able to upload supporting document through Software.
- III. The Vendor will provide the support for the software for a period of twelve months after installation and also expected to support the system after mutual consent.
- IV. Final Output required
- a. The vendor shall be responsible to provide the web-based software application, security, bandwidth etc. and shall provide the portal available over the internet.
  - b. The vendor is expected to be responsible for the support system.

## **2. Other Terms and Conditions**

- a. Overwriting in the quotation, if any, should be supported by signatures. Illegible writing may lead to rejection of quotation.
- b. The vendor must ensure that the conditions laid down for submission of offers detailed in the quotation document are completely and correctly fulfilled. Quotations, which are not complete in all respect as stipulated above, may be summarily rejected.
- c. It will be imperative on each quotation to fully acquaint himself of the entire local conditions and factors which would have effect on the performance of the order and cost. Vendee shall not entertain any request for clarification from the quotation regarding local conditions. No request for the enhancement in price shall be entertained after the Vendor has accepted the offer.
- d. In the evaluation and comparison of quotation, Vendee reserves the right to reject any or all quotations.
- e. Vendee reserves the right to increase/decrease the support of software as mentioned in this Quotation document at the time of award of work or at a later stage.
- f. Vendee shall not be responsible for any delay, loss or non-receipt of documents sent by post.

## **3. Safety Measures**

- a. The Vendor shall responsible for safety, security and confidentiality of Software data. The Software data in the form of DVD/email will provided by the Vendor at the end of the software or will provide the facility to Vendee to download the data viz PDF, EXCEL, WORD etc.

## **4. Settlement of Dispute and Jurisdiction**

Disputes if any, arising during the contract period shall be negotiated / discussed at once in order to resolve the same, failing which regular Courts at Delhi only will be have jurisdiction to adjudicate upon the matter.

5. Vendee reserves the right to reject the quotation and also terminate the contract at any stage without assigning any reason thereof.

**Annexure–A (I)**

**QUOTATION PROPOSAL**

Quotation Reference No. & Date:

Vendor's Name & Address:

Person to be contacted:

Designation:

Telephone No.:

Fax No.:

E-Mail Id:

To,

Central Project Advisor

NATIONAL PROJECT IMPLEMENTATION UNIT

Copia Corporate Suites,  
301,302, 3<sup>rd</sup> Floor, Jasola Vihar

New Delhi – 110 025

**Subject: Procurement of online Software for Grievance Redressal System.**

Dear Sir,

We, the undersigned Vendor, having read and examined in detail the specifications and scope of the work as specified in the Quotation Invitation document and all other documents in respect of **procurement of online Software** do hereby propose to provide the support as in the Quotation Invitation document.

**PRICE AND VALIDITY**

All the prices mentioned in our proposal are in accordance with the terms as specified in Quotation documents. All the prices and other terms and conditions of this proposal are valid for a period of 60 calendar days from the date of opening of Quotation.

**SUPPORT :**

The support towards user requirement and troubleshooting for online software will be for one year.

**DEVIATIONS**

We hereby declare that the online software will be as required Technical specifications and terms mentioned in the Quotation document. No Technical deviation will be acceptable and any technical deviation is liable to the rejection of quotation.

**QUOTATION PRICING**

We further declare that the prices stated in our proposal are in accordance with your Terms & Conditions in the quotation document. We further understand that the support/requirements of software as specified in this invitation letter may increase or decrease at the time of Award of Purchase Order or at a later stage of Vendee.

**QUALIFYING DATA**

We confirm that we satisfy the qualifying criteria and have attached the requisite documents as documentary proofs. In case you require any further information/documentary proof in this regard during evaluation of our quotation, we agree to furnish the same in time to your satisfaction.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

We understand that the Vendee is not bound to accept the lowest or any Quotation that it may receive.

We hereby declare that all terms & conditions have been read thoroughly and are acceptable to the undersigned.

Thanking you,

Yours faithfully,

(Authorized Signatory)

Date:

Name:

Place:

Designation:

Business Address:

Seal:

**Annexure-A (II)****CHECK-LIST**

| S. No. | Qualification   | Yes/No. with (Page No. of this Invitation where the copy/certificate is attached) |
|--------|---|---|
| 1      | The Vendor should be an Indian registered company/Private Limited Company/Limited Liability Partnership (LLP) engaged in the job of maintenance/ service of Software Solutions/IT during last 3 years in India.   |   |
| 2      | The Vendor should have executed Satisfactorily minimum one P.O/Contract with any Govt. Dept./PSU/ Private years as on 31.12.2018  |   |
| 3      | The Vendor should neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities/Educational Institutions/ Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law |   |
| 4      | GST No., PAN No., TAN No.   |   |
| 5      | Availability of Service : The Vendor have 24x7x365 days support facility in case of any software support  |   |

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

I/We also undertake that the firm has not been barred or blacklisted by any of the central/state government/departments/organizations/central or state PSU and no such case are undergoing/pending upon the firm.

Date:  
Place:

Signature of the authorised  
signatory  
Name:  
Official Seal:

**Annexure-A (III)**

**SELF-DECLARATION – NON BLACKLISTING**

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,

Central Project Advisor  
**NATIONAL PROJECT IMPLEMENTATION UNIT**  
Copia Corporate Suites  
301, 302, 3<sup>rd</sup> Floor, Jasola Vihar  
New Delhi – 110025, India

Sir,

In response to the Quotation Ref No. **NPIU/2019/GRS/01 dated 26<sup>th</sup> Feb 2019 for procurement of online software for Grievance Redressal System.** I/We hereby declare that presently our Company/ Service provider \_\_\_\_\_ is having unblemished record and is not declared ineligible or black listed for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/PSU/Autonomous Body on the date of Quotation submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my / our contract may be terminated.

Thanking you,

Yours faithfully,

Name of the Vendor: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place: