CHHATTISGARH SWAMI VIVEKANAND TECHNICAL UNIVERSITY, BHILAI

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Tender Form for Mobile Application – CSVTU Bhilai

Issued

To ……………………………………….

Tender form price Rs. **2000/-**

**Tender Notification for Mobile application**

**Tender No.: 82 /CSVTU/Admin/2019, Date 25.1.19**

 Sealed tenders are invited in two covers (Technical bid and commercial bid) from reputed firms for Mobile application - CSVTU**.** The term & conditions are available on website [www.csvtu.ac.in](http://www.csvtu.ac.in) Interested parties may download the tender form (along with terms & conditions) from the website or collect the same from office of the University, Bhilai by paying Rs. 2000.00 each. The application fee shall be accompanied with downloaded form in the form of Demand Draft drawn in favour of Registrar, CSVTU, Bhilai . The demand Draft shall be prepared from a nationalized bank & shall be payable at Bhilai.

 **Date for sale of tender document 28.01.2019 time 12.00 PM on wards**

 **Last date for Sale of Tender Document 18.02.2019 time 5:00 PM**

 **Pre Bid meeting 14.02.19 time 02:00 PM**

 **Last date for Submission of Sealed Tender 19.02.2019 time 2:00 PM**

 **Date of opening the received Tender 19.02.2019 time 3.00 PM**

 **Registrar**

 **CSVTU,Bhilai**

**TENDER FOR MOBILE APPLICATION- CSVTU**

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**GLOSSARY AND DEFINITIONS**

|  |  |
| --- | --- |
|  | **Abbreviations** |
| **CSVTU** | **University**  |
| **EMD** | **Earnest Money Deposit** |
| **EE** | **Executive Engineer** |
| **PO** | **Placement Order** |

**Definitions:**

In this Bid Document, the following terms shall be interpreted as indicated:

**1.** “Bidder” means the Bidder participating and submitting their Bids as per the tender terms & conditions.

**2**. “Confidential Information” means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, Bidders, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel in connection with this Bid Document.

**3**. “Deliverables” means the service agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in Scope of work.

**4**. “Bid Document/Tender Document”, means this detailed notification seeking a set of solution(s), services(s) and/or any combination of them.

**5**. “Service Provider (SP)/Selected Bidder” means the successful Bidder of this Bid.

**SECTION 1: 1.1 INTRODUCTIONS**

INTRODUCTION ABOUT CSVTU, with an affiliation of about 100 colleges across Chhattisgarh. CSVTU Expects agencies to deliver services of high value that solve some core issues of communication and improve the efficiency of existing processes via digitization.

We have done extensive research and interviews on the issues faced by various stakeholders including CSVTU administration, Principals, teachers and students across colleges. The solution we are proposing is catering to the internal communications and engagement which is vital for smooth functioning and a high success rate of everyone involved in the eco-system.

**1.2. Scope of Work:**

The objective of the App Development is to ensure the following:

* A Mobile application by CSVTU to involve all members
* To set an example of a working mechanism where all the colleges of CSVTU are connected to other colleges with the administrative team able to communicate instantly with everyone
* Providing easy, anywhere and anytime access to all information
* Enhancing the engagement levels of everyone within the system to ensure best productivity & growth of students
* Providing the contact detail of the all-important authorities
* To have a platform of interaction between all management, faculty and students
* Ensure easy two-way communication process for all consultation
* A grievance management portal to address all issues

**Components:**

The project will contain:

1. Android Application

2. IOS Application

3. Admin Panel

The broad components of the project are as follows:

• Design and development of Mobile Application along with content management system

 within - maximum 1 (one) month.

• Training & Execution of the system

• Maintenance of the entire platform at all times with Premium support system

The scope of work is as follows:

**Mobile Application**

**Objective**

**The objectives for the different stake-holders in CSVTU are as follows:**

**For CSVTU Administration team:**

* A dashboard view for VC Sir & Registrar Sir to track the entire activity within the system
* Handling the grievance management in a very efficient manner with required categories  An engagement tool for all members with their updated profiles in the system
* A work reporting tool to collect periodic reports from concerned authorities
* Activity tracking of Principals in colleges regarding all communication
* E-services linking on the application
* Data-collection, surveys, registrations etc. using custom forms
* Rolling out of all information pertaining to students & staff like results, job allocation,  competitions, events, notices, schedule, result links
* Sharing of notes, previous exam papers and other academic material via app
* Designing a section with downloadable books, articles, publications etc.
* Handling open placements, seminars, sessions to be notified via app directly
* Collecting payments in non-fee matters like competitions etc. for 100% transparency
* A connected brand for all alumni of CSVTU, thereby providing a huge opportunity for  growth, development of university and the members within the eco-system

**For Teachers/ Principals:**

* Solving monetary issues like non-payment of remuneration/honorarium to be handled by  making things open for supreme transparency
* During the rectification interview, updating the profile to newer college/ any other  change with the same UID number to ensure the previous credentials via forms
* A grievance management portal for every information, categorized specially for them
* Receiving important notices regarding vacancy, administrative changes etc. instantly
* Profile update options for all faculty members
* By-passing owners in the system for a smooth & targeted communication with CSVTU
* Request for proper notes by teachers in colleges which are yet to excel in their verticals  will have access to all resources via this app (eg, notes of BIT being public)
* E-services linked making it extremely easy for all members

**For students:**

* A very effective tool for students in all colleges, especially the ones not in Bhilai or Durg  for fast communication and resolution to queries
* A grievance management portal for every information, categorized specially for them
* E-services linking for forms, results, fees, registrations etc. on a single click
* Training & placement notifications through university
* Live projects/ internships/ competitions etc. with open forms and registration links
* Availability or academic resources like notes, books, examination papers on the app
* Submitting accolades/ achievements by students, worth notifying via forms for  acknowledgement
* A number of Intra and inter university competitions takes place across India whose  information is not provided at the right time or in right manner, which will be sorted
* The infrastructure and the facilities provided by colleges can be brought into light via  student surveys, feedback forms etc.

**These are the sample use-cases and many more similar uses shall be explored & implemented with time**

**APP & CMS FEATURES**

Platform would have the following facilities

* Message section to send/ receive push notifications with targeted user-groups
* Notifications shall also contain attachments like links, images, pdf, ppts, word, excel etc. along with in-app sections and payment links
* Information repository and control system to categorize information
* The information repository should have module to showcase targeted information
* Custom forms data filing and reporting
* Offline first functionality in forms
* Easy data download options in all submissions
* Reporting/ ticketing Module with categorizations possible
* A tool to change statuses of reports received and update app users about the same
* Images & Geo-tagging functionality in reports
* Customization of user-profiles as per our internal organizational structure
* Online services linking
* Payment module to collect payments (optional)

**Admin Panel**

* The agency should provide CMS one stop solution for managing the content of the app. All the app features can be very easily edited and customized any time to fit your requirements.

Note: The above activities are indicative.

**1.3. Eligibility Criteria:**

Following are the essential qualifying criteria:

1. The agency must have previous experience in Android/web based APP/software development, hosting, testing and maintenance work in Govt. /Semi Govt. /Local Body Organization/PSU/ Govt University.
2. The agency must be certified from ISO- OSI organization.
3. Performance certificates, work order from the existing clients (Organizations) must be attached.

**SECTION 2: 2.1 Term & Condition for bidder**

**GENERAL TERMS AND CONDITION OF THE TENDER: -**

1. The work duration will be valid for a period of **six months** from the development of APP. After completion of tender agency must be intimated to the officials of this office in written well in time and proper handing over and taking over must be done by agency. Depending on the feedback from different members after six months, the application will be run by raising membership fee from the users (students and faculties) at nominal rate of Rs 60/- per year.
2. Tenderer should submit their tender through Registered post or speed post only to reach in the office of the CSVTU. The Tender document will be available in our website http://csvtu.ac.in/ew/ from 28/01/2019 up to **18/02/2019 upto 5.00 PM**
3. Telegraphic and conditional tenders without earnest money will not be accepted.
4. In envelope “A” shall contain, along with other documents, the earnest money deposit (EMD) of Rs 10000 /- (Ten Thousand only) in the form of Demand Draft from any nationalized bank in favor of “Registrar, CSVTU , Bhilai” and Tender Processing Fees Rs 2000/- (Two thousands only) in the form of Demand Draft from any nationalized Bank drawn in favor of the “Registrar, CSVTU , Bhilai”, payable at Bhilai. Without EMD and processing fee Financial bids will not be entertained at all. EMD in any other form shall not be accepted and no bidder would be granted exemption from deposition of EMD.
5. The tenderer should enclose all the certificates and EMD in envelope “A”. All the envelopes shall be sealed separately. First of all envelope “A” will be opened. Envelope “B” will be opened only after earnest money is found correct. Envelope No, “B” shall contain commercial bid in a prescribed format as given in format. All the two envelopes should be kept inside a separate sealed envelope.
6. Agency should be responsible for information collection as required for app development, datacenter will coordinate for that.
7. The decision of CSVTU will be final and binding in case of any dispute.
8. The successful tender has to enter into agreement within a period of 7days from the date of receipt of the intimation of offer failing which the offer may be withdrawn and the EMD may be forfeited.
9. The tender should obtain the tender at his own cost, first hand information of the assignment and local conditions and Acts, Rules, instructions and procedures applicable and make independent assessment after paying a visit to the CSVTU
10. If the tenderer withdraws his tender before the date of letter information him about the acceptance of the tender or the tender backs out from the work after executing agreement and issue of work order, his earnest money deposit will be forfeited.
11. No escalation in rate will be allowed and no claim on delayed payment owing to unavoidable reason will be entertained.
12. The tender document forms a part of the agreement and each page of the bid document is to be signed by the tender, as a token of acceptance of the terms and conditions of the bid document, as enclosed to the tender paper.
13. The rate shall have to be quoted in both words and figures. Scoring, overwriting, interpolating, cutting should preferably be avoided by the tenderer to avoid complications.
14. The right to terminate the tender at any time if the work is not found satisfactory, after giving reasonable opportunity of hearing is reserved.
15. It may also be noted that in case of tenderer backing out in midstream without any explicit consent of this department, he will be liable to recovery at higher rates vis-à-vis, those contracted with it, which may have to be incurred by this Department on the work from the balance period of contract through alternative means.
16. The above act of backing out would automatically debar the agency from any further dealing with this Department.
17. Tender received after due date, those received without sealed cover and rates not be accepted.
18. The lowest total quoted tender will be accepted as the successful tender.
19. If the quality of execution of work is found inferior to one that is desirable, it shall be rejected and should be replaced /executed at the cost and risk of the tender.
20. In case the agency is not able to complete the job or any part of the job as specified, CSVTU will be free to get work done form other party at higher rate and the cost difference will be recovered from the bidder.

**2.2 Technical Bid**

The points mentioned in eligibility criteria should be supported by relevant documents such as Work order, scope of work, certificate from client etc:

1. Sealed and Signed copy of Tender Document.
2. Checklist for Bidder as per Annexure A with all attachments needed.
3. Technical bid Form as per Annexure B.
4. Qualification of Bidder as detailed in Annexure C (Company Profile along with documentary evidence of services offered and all relevant enclosures.)
5. Any additional information that the bidder may think fit but not included elsewhere in the proposal, which will help the Competent Authority to assess the capabilities of the Agency.

**2.3 Financial Bid**

Financial Bids of only those bidders, who satisfy all the criteria in Technical Evaluation, will be opened. The Financial Bid of technically qualified bidders shall be opened in the presence of Bidders who choose to attend.

The Financial Bid should be submitted strictly in the format given by CSVTU as Annexure D of this document and should not have any deviations, restrictive statements, etc. therein else, such bids are liable to be rejected at the sole discretion of CSVTU.

**Section 3: Annexure A: Checklist for Bidder**

**Check List** (Proof to be attached)

1. Software Agency must be ISO certified.
2. Certificate in providing App development service is Govt/semi govt/ local body organization /PSU/ Govt. Univ.
3. Bidder’s registration with govt.
4. Income Tax Department (PAN)
5. Commercial / Service Tax Department
6. Shops and Establishment (Gomasta)
7. Bidder’s company /Institute Existence document for over 1 years in similar Trade.
8. Proof of incorporation / inception of the agency.

Note: - 1) Self Attested photocopies of above documents shall be submitted physically in envelope ‘A’ along with EMD by the Bidder.

 **Name & signature of the**

 **Bidder /Agency along with Seal**

 **Annexure B: Technical Bid**

The technical bids should include the following/ documents:-

1. The date of commissioning of the agency and a certificate of its continuous functioning in the same business. Please enclose a certified photocopy of the Company’s Registration, VAT, service Tax registration.
2. Please provide the details of App development service contracts executed by the agency during the last two years. Specifically, highlight those in the Government /semi government/local bodies/ PSU sector/ Govt. University.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No. | Name and address of the agency with telephone No. | Contact mail-id , contact no.s and contact person name | No. of technical staff in agency | Contract Value (Rs.) |
|  |  |  |  |  |

1. Details and qualification of Bidder and staff:-

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Name (S) | Technical Qualifications | Area of specialization in services | No. of years of experience  | date of joining the agency |
|  |  |  |  |  |  |

1. Indicate whether the agency has expertise in App development service & other services. If so, provide supporting document.
2. Attach performance certificates from the existing Government clients/ semi Govt./ Local body.
3. Details of DD Bank No.-…………………...………Date :…………………

Drawn on Bank ……………………………………………………………….

 **Annexure C: Qualification of Bidder Format**

**Qualification of Bidder**

|  |  |  |  |
| --- | --- | --- | --- |
| S.No | Particulars  | Details | Attachments(if any) |
| 1 | Name of the Firm |  |  |
| 2 | Registered Office DetailsTelephone No:Fax No:E-Mail: |  |  |
| 3 | Correspondence Address: |  |  |
| 4 | Details of the Contact Person (name, designation, address, contact no :) |  |  |
| 5 | Year & place of establishment of the company/Firm/Institute |  |  |
| 6 | Service Tax Registration Details |  |  |
| 7 | Details of the office located in Bhilai area |  |  |

 **Annexure D: Financial Bid**

**// Financial Offer //**

**The financial offer should include all charges. There shall be no other charges to be paid by CSVTU. Since, this is a trial for the 6 months, payment terms shall be:**

* **30% of amount After Development and installation of Application**
* **70% of the amount after successful six months running**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.no.** | **Detail** | **Qty** | **Amount in figure ( in Rs)** | **Amount in Words (in Rs)** |
| 1 | Development, Installation of Mobile App for public as per scope of work for CSVTU with maintenance & Admin Panel | 1 |  |  |

Note: - (**1) Rate** shall be inclusive of all charges and taxes etc.

 **Seal & sign of Agency’s**

 **Authorized signatory**