



GOVERNMENT OF WEST BENGAL
OFFICE OF THE DISTRICT MAGISTRATE
DISTRICT e-GOVERNANCE SOCIETY & DISTRICT I.T CELL
PASCHIM MEDINIPUR
Email:degspaschimmedinipur@gmail.com

Notice Inviting Quotation

Sealed quotations are invited from reputed firm/agency for development of **Public Grievance Web Portal of Paschim Medinipur** as per minimum specification given below. Intending participants may drop the quotations in sealed envelope marked "Quotation for Public Grievance Web Portal of Paschim Medinipur" within 2 PM of 11.10.2018 at the chamber of DIO, NIC, Paschim Medinipur. The selected firm shall have to develop Application software package for the entire systems & provide required consultancy with necessary training to the identified staff of this authority. The purpose of this advertisement is to identify high quality conscious firms / Agencies that will stand to the expectation of this office in terms of design, delivery and execution of the work.

Quotation will be opened on 3.00 PM on 11.10.2018.

SL NO	Description of Item
1	<p>Public Grievance Web Portal of Paschim Medinipur</p> <p>Specifications:</p> <p>This is a web application hosted on cloud server and application will develop using LAMP technology. User of this application should have valid credential to access this application. Module available in this portal as follows:</p> <ol style="list-style-type: none">1. Master Maintenance<ol style="list-style-type: none">a) Department Master.b) PS Master.c) Sub Division Master.d) Block / Municipality.e) User Master.f) Officer Masterg) Complaint Type Master.2. Complaint Booking<ol style="list-style-type: none">a) Complaint by Citizen.b) Complaint by Officer.3. Complaint Refer & Re-Refer4. Complaint Restore5. Report & Query.

6. Important contacts & Emergency numbers with Search facility.

Description Of Work:

1. Design, Development of Public Grievance Mobile Apps and its web portal.
2. Trial Run of above mention application.
3. Responsibility for obtaining Security Audit Clearance.
4. Final deployment and hand hold training.

Standard Terms and Conditions:

1. Quote Price:

- a) The contract shall be for the full quantity as described above. Correction if any, shall be made by crossing out, initiating, dating and re-writing.
- b) All duties, taxes, cess and other levels payable on the raw materials and components shall be included in the total price.
- c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.

2. Each participant shall submit only one quotation. The participant shall submit quotation in his own letter head as per prescribed format of quotation along with his company/Dealer profile as supplier of the Equipment in a sealed envelope.

3. Quotation shall remain valid for 1(one) year after the deadline date specified for submission.

4. Evaluation of Quotation:

The authority will evaluate and compare the quotations determined to be substantially responsive i.e which

- a) are properly signed; and
- b) conform to the terms and conditions and specifications.
- c) quotations must be accompanied with copy of TAN/PAN, Vat registration certificate.

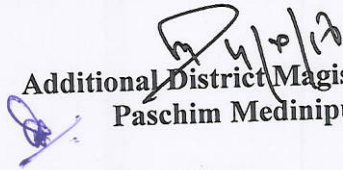
5. The quotation would be evaluated for all items together.

6. The authority reserves the right to accept or reject quotation fully or partly without assigning any reasons.

7. All payment would be subject to standard deduction of IT etc. Payment shall be made after delivery and proper installation and handhold training of equipment at respective place

8. The participants must provide support on the said website for at least One year from the date of installation of the product with on call service as when required.

9. The Selected vendor must provide technical knowhow to authorized persons for smooth operation.


Additional District Magistrate (Gen)
Paschim Medinipur


Date: 04.102018

Memo No: 115(6)/IT

Copy for information wide publication & taking necessary action to:

- 1) The Sub divisional officer _____ (All), Paschim Medinipur.

- 2) District Informatics Officer, NIC, Paschim Medinipur.
- 3) The Nezarath Deputy Collector, Paschim Medinipur.
- 4) The Officer in charge _____ (All), Paschim Medinipur.
- 5) CA to the Additional District Magistrate _____ (ALL), Paschim Medinipur.
- 6) CA to the District Magistrate _____, Paschim Medinipur.


4/2/18
Additional District Magistrate (Gen)
Paschim Medinipur