

Notice Inviting Quotations (Limited Tender)

SYS/F6/0001/2019/DD/MWET-Systems-Part(2) /162

Date: 26.09.2024

Subject: Request for Sealed Quotations for development of Android and IOS based mobile app for STF (Special Task Force) of DDA (Delhi Development Authority) in two months.

Sealed quotations are invited for development of Android and IOS based mobile app for STF (Special Task Force) of DDA (Delhi Development Authority) in two months.

Format of proposal is as under:

S.No.	Type of Application to be developed	Quantity	Price in Rupees for one app (inclusive of all the taxes)	Validity of Rates
1	Android and IOS based mobile App for STF	One App		Six Months from issue of work order

In this regard, MSME and Startup Agencies having office in Delhi/NCR are invited for submitting the sealed quotation for the above work by 07-10-2024 at 05:00 PM.

Proposals/quotation duly sealed should be submitted as per requirements enclosed by 07-10-2024 at 05:00 PM at the Office of Systems Department, DDA physically:

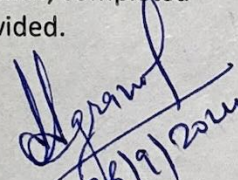
Director (Systems),
System Department,
B-Block, 1st Floor, Vikas Sadan,
INA, New Delhi 110023.

Applications submitted to other departments of the DDA, or those submitted after the deadline of 07-10-2024 at 05:00 PM, will not be accepted by the Systems Department of DDA.

The details of requirement are appended below –

Eligibility Criteria for Bidders

1. The office/business must be located in Delhi/NCR, with the address enclosed.
2. Proof of valid MSME/Startup status must be provided.
3. Valid GST registration of the office/business is mandatory, and a copy must be enclosed.
4. A copy of a valid PAN card of the office/business must be enclosed.
5. Two work orders of a similar nature of at least one lakh rupees each, completed within the last year after the GST registration date, must be provided.


26/9/2024

General Conditions of the contract

1. Each bidder shall submit only one quotation only as per format provided above and duly sign the same with stamp in a sealed envelope.
2. The contract shall be for the complete services as described in Annexure A.
3. All duties, taxes and other levies payable by the Service Provider under the contract shall be included in the total price.
4. The amount quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
5. The Prices should be quoted in Indian Rupees only.
6. The Client will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price. Notwithstanding the above, the Client reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award. The bidder whose bid is accepted will be notified of the award of contract by the Client. The terms of the accepted offer shall be incorporated in the work order. Work order of development of Android and IOS based Mobile App as & when required by DDA.
7. Payment shall be made after submit the Mobile app (apk), source code, provision of satisfactory services by the client and submission of bills. No advance payment will be given.

In case of any information, please contact Sh. Abhilash Agrawal, Dy. Director (Systems) , email id ddsystemsdda@dda.org.in.

Quotations shall be opened on any working day at System Department, Vikas Sadan, INA, New Delhi. Bidder or his/her representative they so wish may be presented at the time of opening of quotations.

Sd/-

Dy. Director (System)

Encl: as above

Annexure 'A'

Terms of Reference for conducting Request for rate quotation for Development of Android and IOS based Mobile App of DDA.

DDA needs to get Android and IOS based Mobile App for STF.

Detailed scope is as under:

A special task force (STF) for encroachment typically refers to a specialized unit that is dedicated to monitoring grievances related to land encroachment. Encroachment occurs when individuals or entities illegally occupy or build structures on land that they do not own or have the legal right to use. STF is being monitored directly by Hon'ble Supreme Court of India.

STF Web enabled software developed has been developed by DDA for monitoring the grievances submitted by public online or entering the physical grievances by concern official of the STF Cell, DDA. These grievance is forwarded to nodal officer of concern organization. Thereafter, nodal officer is forwarded to concern grid officer to take necessary action on it.

For convenience, android and IOS based mobile app is also to be developed using the same MsSQL database that was utilized for the STF web-enabled software, which was designed and developed in Dot Net.

Main features of mobile app will be:

For the complainant

1. Registration of complainant: Complainant will be registered by entering following fields.
 - a. Name of complainant
 - b. Address of complainant
 - c. Gender
 - d. Mobile No.
 - e. Email ID

User id will be mobile no. After entering above fields, password will be sent to email id provided by the complainant.

2. Forgot password : By entering mobile no or email id, name will be displayed. Thereafter, on clicking submit button, new password will be generated and will be sent to email id.
3. Submission of Grievance: After logging the mobile app using mobile number and password provided in email, grievance will be submitted by the public with the following fields.
 - a. Type of Complaint
 - b. Jurisdiction of organization about the complaint

- c. Concerned Nodal Officer
 - d. Complaint description including property details
 - e. Upload Documents
 - f. Submission Date
4. List of Grievance : Complainant can see the list of all grievances submitted by him/her.
 5. Grievance status : Complainant can see the current status of any grievance submitted by him/her.
 6. Change Password : Password will be changed by the complainant by entering old, new and confirm password.
 7. Complainant Profile : After registering, complainant can see his/her profile and edit profile with the confirmation through email.
 8. Search Grievance : Provision will be there to search the grievance by entering reference number, between two dates etc. Grievance details, forwarded details, action taken details etc will be displayed for selected particular grievance reference number.

For the Nodal Officer

1. Dashboard: A dashboard will be presented, showcasing the total number of grievances, along with counts for pending, under process, final action, and closed grievances. Clicking on any of these categories will reveal a list of grievances for further action.
2. Forward Grievance to Grid officer : Grievance will be forwarded to grid officer for taking necessary action.
3. Forward Grievance to Nodal Officer of Another Organization: If a grievance does not fall under the purview of the current organization, it will be redirected to the Nodal Officer of the relevant organization.
4. No action required : In case no action is required, nodal officer choose this option and then submit by entering remarks.
5. Close Grievance : Once necessary action has been taken by the Nodal/ Grid Officer, grievances can be closed.
6. Re-open Grievance: Nodal Officers have the authority to reopen grievances if required.
7. Search Grievance : The system will facilitate grievance search by various parameters such as reference number, complainant name, complainant mobile number, issue number, VC diary number, member sec. diary number, PGMS ID number, LG ID Number, between two dates etc. Detailed grievance information, including forwarding and action taken details, will be available for the selected reference number.

For the Grid Officer

1. Dashboard: A dashboard will be presented, showcasing the total number of grievances, along with counts for pending, under process, final action, and closed grievances. Clicking on any of these categories will reveal a list of grievances for further action.
2. Forward Grievance to other Grid officer : Grievance will be forwarded to other grid officer of his/her organization for taking necessary action.
3. Forward Grievance to Nodal officer of his/her organization : Grievance will be forwarded to nodal officer of his/her organization if does not pertain.
4. Action Selection: The Grid Officer will decide on the action to be taken, choosing either to proceed with under process or final action. Only one option can be selected at a time.

When opting for the "under process" action, the following sub-items will be presented for selection. Upon choosing any sub-item, a text box will appear for entering the date. After inputting the necessary information, the form can be submitted along with remarks, photo uploads, or document uploads by clicking the interim submission button.

Under Process	☒ YES ☐ NO
	☒ Show Cause Notice ☐ Litigation/ Stay of Court ☐ Property Booked ☐ Sealing Order ☐ Demolition/ Removal Order
	Date : dd/MM/yyyy

Upload Photo	Choose File No file chosen (attach only jpg/jpeg file)
Upload Document *	Choose File No file chosen (attach only PDFfile)

When opting for the "final action" action, the following sub-items will be presented for selection. Upon choosing any sub-item, a text box will appear for entering the date. After inputting the necessary information, the form can be submitted along with remarks, photo uploads, or document uploads by clicking the final submission button.

Action Taken (Interim/Final)	☒ YES ☐ NO
	☒ Property Demolished ☐ Property Sealed ☐ Encroachment removed/Item seized ☐ Enforcement Measures Taken ☐ No Action Required ☐ Others Action
	Date : dd/MM/yyyy

Upload Photo	Choose File No file chosen (attach only jpg/jpeg file)
Upload Document *	Choose File No file chosen (attach only PDFfile)

5. Close Grievance : Once necessary action has been taken by the Nodal/ Grid Officer, grievances can be closed.
6. Search Grievance : The system will facilitate grievance search by various parameters such as reference number, complainant name, complainant mobile number, issue number, VC diary number, member sec. diary number, PGMS ID number, LG ID Number, between two dates etc. Detailed grievance information, including forwarding and action taken details, will be available for the selected reference number.

Transfer Condition: If a grievance is transferred by the Nodal Officer of any organization, despite being transferred more than three times between organizations, the system will automatically transfer the grievance to the STF Nodal Officer. The STF Nodal Officer will then determine the necessary further actions to be taken.

Please refer to the web-based STF application portal and DDA-311/Smart City mobile app for potential features that can be integrated into the mobile app.

Deliverables by Vendor

1. **Android and iOS Mobile App:** Fully functional mobile applications for both Android and iOS platforms, meeting all specified requirements.
2. **Source Code:** Complete source code for both the Android and iOS apps, including detailed documentation.
3. **Database Integration:** Seamless integration of the mobile app with the existing MsSQL database used in the web-enabled software.
4. **API Development:** Development of necessary APIs to ensure proper communication between the mobile app and the backend.
5. **User Interface/Experience Design (UI/UX):** A user-friendly and responsive interface that aligns with the design guidelines for both platforms.
6. **Testing and Quality Assurance:** Comprehensive testing of the app to ensure there are no bugs, and that it meets performance, security, and compatibility standards.
7. **Deployment Support:** Assistance with deploying the app on Google Play Store and Apple App Store, including compliance with platform-specific guidelines.
8. **Training and Documentation:** Training for the client's team on how to use and manage the app, along with user manuals and technical documentation.
9. **Maintenance and Support:** Post-deployment support and maintenance for a specified period to address any issues and provide updates as needed.
10. **Compliance and Security:** Ensuring that the app complies with relevant security standards and regulations.

These deliverables ensure transparency, accountability, and quality throughout the development process, facilitating successful project completion and client satisfaction.

Timelines

Development of mobile app completion and making live – Two months from the award of order.

Sd/-

Dy. Director (System)