कार्यालय नगर पालिक निगम, रायपुर (छ.ग.)

गांधी चौक के पास नया मुख्यालय भवन रायपुर
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क्रमांक /465..../ डाटा सेंटर / न.पा.नि. / 2020   रायपुर, दिनांक 22 / 09 / 2020

प्रति,

         जनसंपर्क अधिकारी,
         नगर पालिक निगम,
         रायपुर (छ.ग.)

विषय :–   निविदा / RFP सूचना के प्रकाशन बाबत् ।

—–00—–

      निविदा / RFP सूचना की दो प्रतियां संलग्न कर आपकी ओर प्रेषित है। उक्त निविदा सूचना का प्रकाशन नियमानुसार समाचार पत्रों में प्रकाशित कराकर उसकी प्रति अधोहस्ताक्षरकर्ता को उपलब्ध कराने का कष्ट करेगें ।

संलग्नः– उपरोक्तानुसार ।

                                    कार्यपालन अभियंता
                                    नगर पालिक निगम,
                                    रायपुर

RAIPUR MUNICIPAL CORPORATION

New Head Office Building, White House, Gandhi Chowk,
Raipur (C.G.) - 492001

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NIT NO:465./Data Center/RMC/2020   Raipur, Date:22./09/2020

Request for Proposal (RFP)

Raipur Municipal Corporation invites Request for Proposal (RFP) for selection of agency for **"Develop Web & Mobile Application and Operation and Maintenance of Raipur Municipal Corporation Helpline"** from reputed Firms/Agencies/Companies to submit a proposal expressing their interest upto 12/10/2020 at 05.30 PM by speed post /Registered post only. The EOI document can also be viewed and downloaded at **www.nagarnigamraipur.nic.in**.

Executive Engineer
Municipal Corporation,
Raipur (C.G.)

Municipal Corporation Raipur

REQUEST FOR PROPOSAL FOR RAIPUR MUNICIPAL CORPRATION HELPLINE

Sep, 2020

TABLE OF CONTENTS

1   INTRODUCTION

Raipur Municipal Corporation Helpline, Web & Mobile application provides wide range of information about public services and complaint regarding civic issues. Through helpline citizens have a single platform to create issues related to – Cleaning, Lighting, COVID Violation, Sanitization request, Water and animal Catcher.

1.1   Project Objectives

The key objective of this project is to establish a communication medium between citizen and Mayor where citizen can register their issues and suggestion in front of mayor through digital medium Mobile app and web application. Increased the vigilance of the citizens is equally responded by an increased response by the Municipal administration. Following are the key outcomes expected to be achieved by the proposed interventions:

- Digital communication medium between mayor and Raipur citizen
- Citizen can register their personal and public issue through digital medium (via mobile app, web app)
- Track issue status
- Increase work productivity
- Achieve citizen satisfaction

1.2   Purpose of RFP

The purpose of this RFP is for the Raipur Helpline to enter into a contract with a qualified firm for the initiative for smart city. Looking to engage a Master Service Integrator who have strong implementation experience, integration and operations. Who can develop Standard Operating Procedures for the various components of the project

♣ Who is capable of providing high quality services and support in application

♣ Who is capable of maintaining and operating the Helpline application systems to provide support and decision making report.

♣ Who will strongly build capacity of various stakeholders for efficient operations and management of the proposed solutions.

1.3   Existing Situation

Managing citizen complaints/ issue is hectic work. Helpline support team is doing the work efficiently. Call center team is attending calls and registering complaints between 9:00 AM Morning to 6:00 Pm. Grievances and complaints registering by telephonically. Raipur Helpline no is - 9301953294.

1.4 Schedule of Bidding Process:

S. No.	EVENT /ACITIVTY	DATE
1	Date of issue of document	22-09-2020
2	Last date & time for submission of RFP (Hard Copy through registered post only)	Up to 5:30 P.M. on or before 12/10/2020
3	Date & Time of opening of Technical Bid	5:00 P.M. on 13/10/2020
4	Date & Time of opening of Financial Bid	Will be intimated to the technically qualified bidders at a later date.
5	Letter of Award	To be informed later
6	Validity of Bids	180 days from Bid Due Date
7	Signing of Agreement	To be informed later
8	Address for Communication	Data Center 4th Floor, Office of the Raipur Municipal Corporation, Head Office, Near Gandhi Chowk, Raipur (C.G.) Pin No. 492001 dc_rmc@rediffmail.com

2   SCOPE OF WORK

2.1   SCOPE OF WORK

Digitize Helpline issue registering process through mobile application. Automate the issue assigning and status updating process in Raipur city. This required to Design and develop Web and mobile app based **"Helpline System".** Users of this application are

1. Citizen
2. Department officers (Ward supervisor, ZHO, HO, commissioner & Mayor)
3. Web based application for administrative authorities to supervise and

manage Following are the medium required to digitize Helpline system

1- Mobile application
2- Web based application

The system aims are to Increase the vigilance of the citizens is equally responded by an increased response by the Municipal administration. Services that covered in Helpline application is

2.2 FUNCTIONAL REQUIREMENTS

- **Registration-** Citizen can do registration in portal for creating issue, giving suggestion and feedback

- **Create Issues**- Citizen Can Create issue via Helpline no. call, mobile app, webportal

- **Track Status**- Citizen can track their created issue status

- **Issue Escalation**- Issue assigned to concern officers to resolve in decided timeline, if not it will escalate to senior

- Dashboard- Roles based user dashboard

- **Authority dashboard**- authority can view the active and pending issues, take the needful action via decision making reports

- Citizen can see project progress report in Mobile App and Webportal

- Project development Progress is visible for citizen and in authority dashboard

- Citizen can upload media (Audio, video, and images)

- Feedback and suggestion box in portal and mobile app

- Separate sections available is Mobile app for Cleanliness, Street lights, Garbage boxes, Violations

- Issue closure after call verification and feedback submitted

- Notifications and alerts reminders of remain issue

- Publish issue reports in portal for public

2.2.1 Module for Helpline

Below is the module in Raipur Helpline

Proposed Modules

- Citizen Registration
- Citizen Verification
- Department Officers Logins
- Citizen Issue/Service request
- Issue Management
  - Issue Tracking
  - Issue Assignment
  - Update Status
  - Issue closure with feedback
  - Rating and verification
- Issue Assignment and Scheduling
- Resource Management
- Add on Services (like Cleanliness, Garbage box, Streatlight etc...)
- Mobile application
  - For Citizen
  - For department Officers
  - For Authority
- Update Project Development progress
- Resource work performance report
- SMS Integration
- Alerts and notification
- Call centre application
- Customer Review and Feedback
- Report and Dashboard

2.2.2 Issue assignment and Escalation

Created issue assignment and escalation process. For better issue management four level defined in Raipur Helpline.

1- Level 1- Ward Supervisor

2- Level 2- Zonal head officer

(ZHO) 3- Level 3- Head officer

(HO)

4- Level 4- Mayor & Commissioner

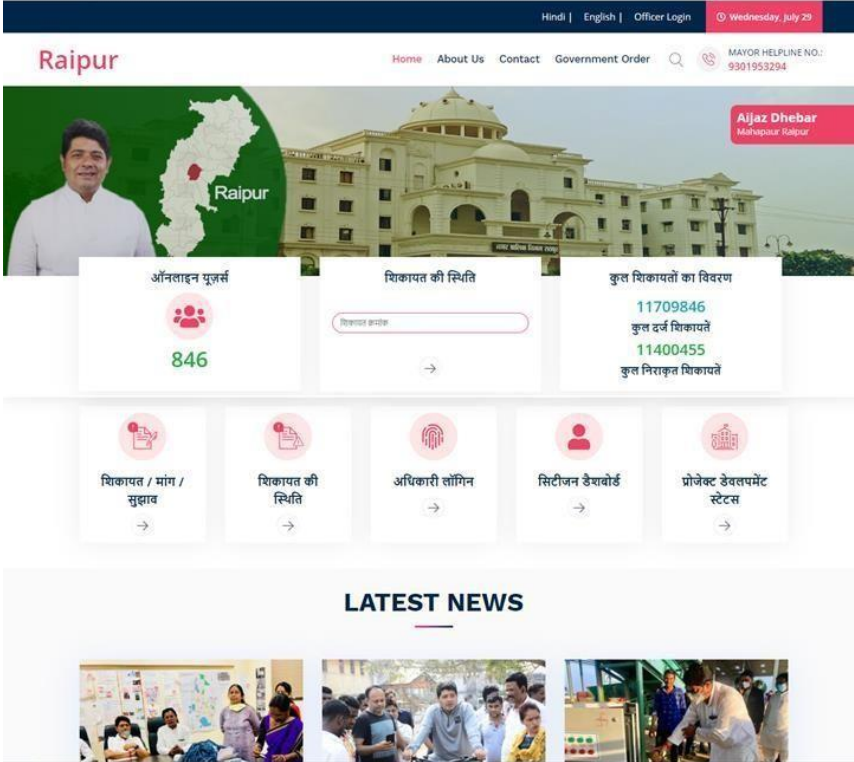Before assign the issue to department officer firstly we categorized type of issue
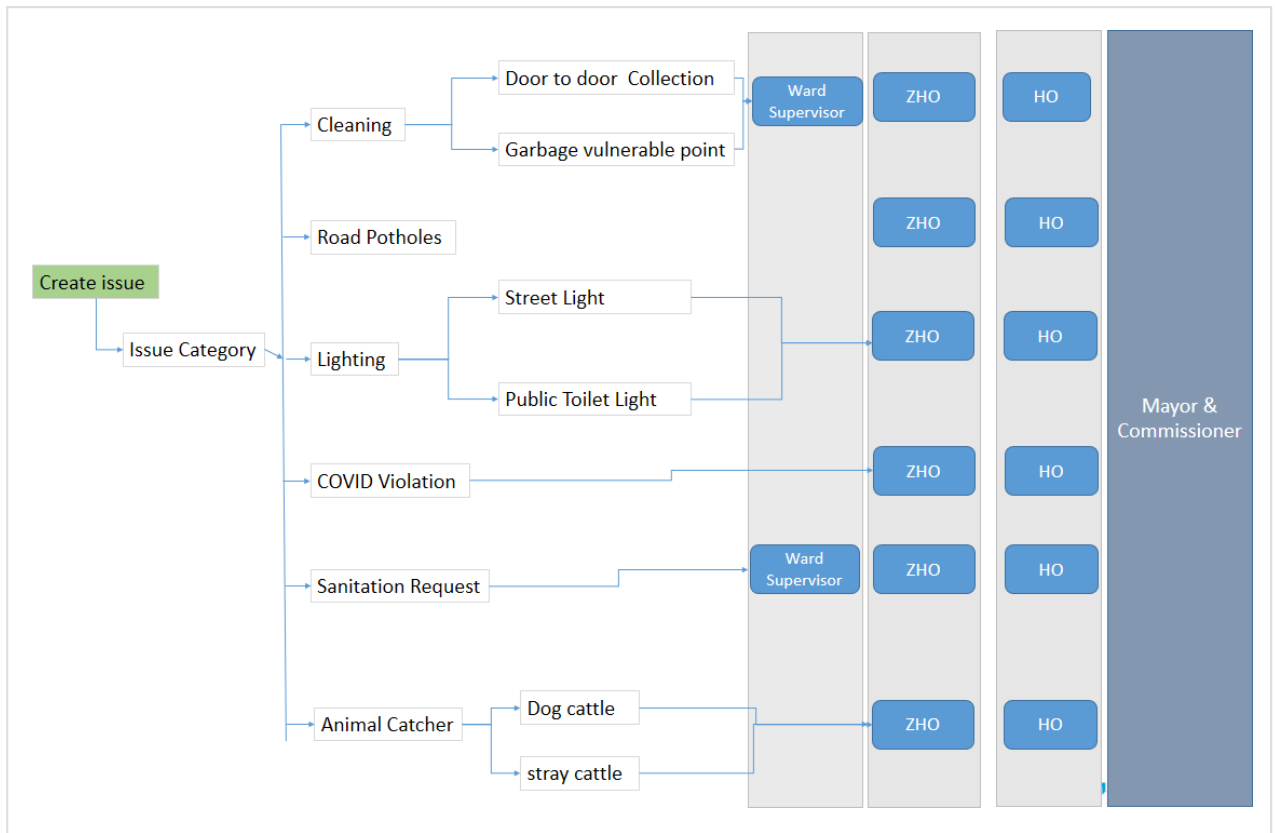
2.2.3 Web application

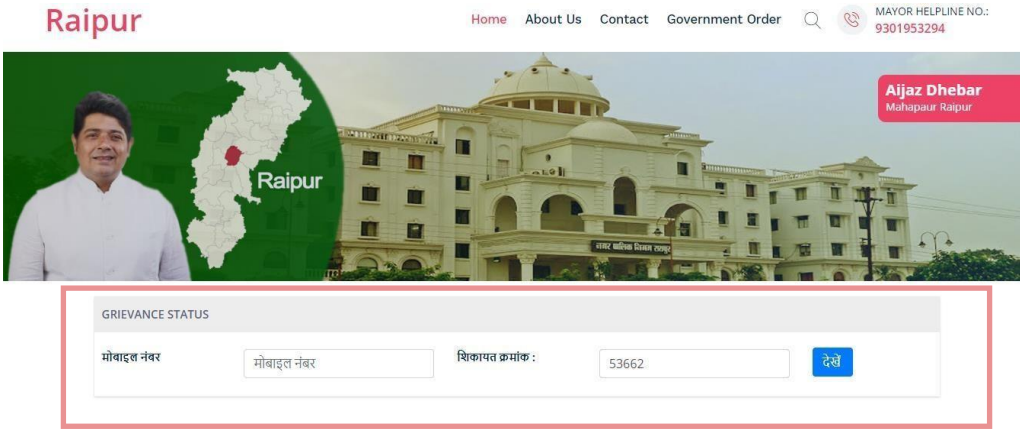#### 2.2.3.1 Web application screens

- Website home screens

- Track Issue Status – Enter issue no to track current status of created issue.
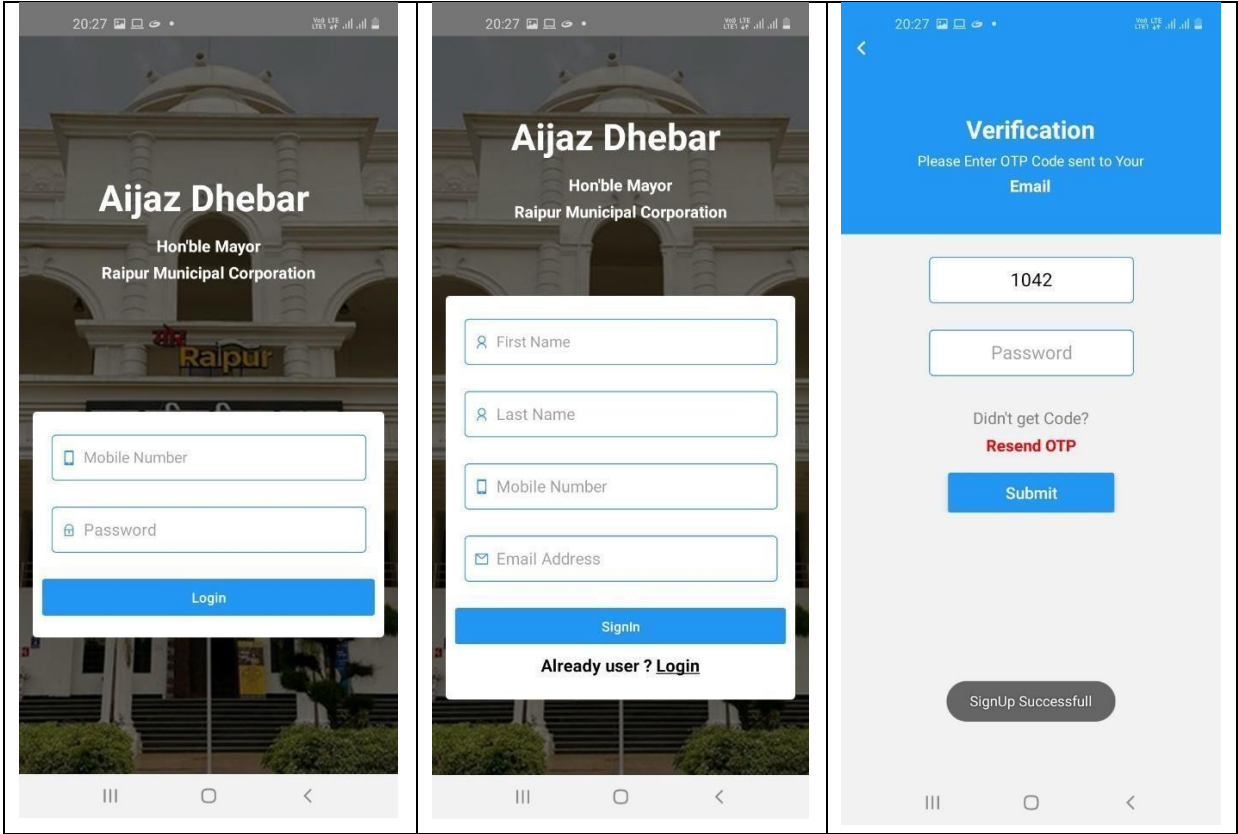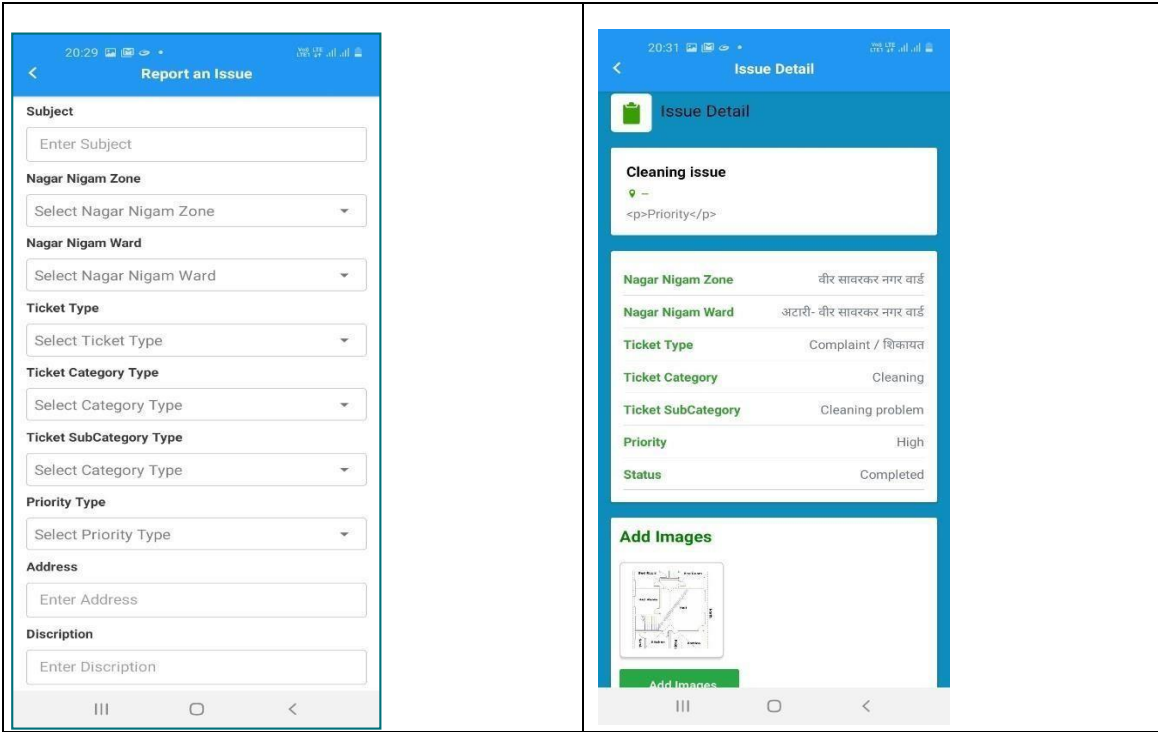
2.2.4   Mobile application proposed screens

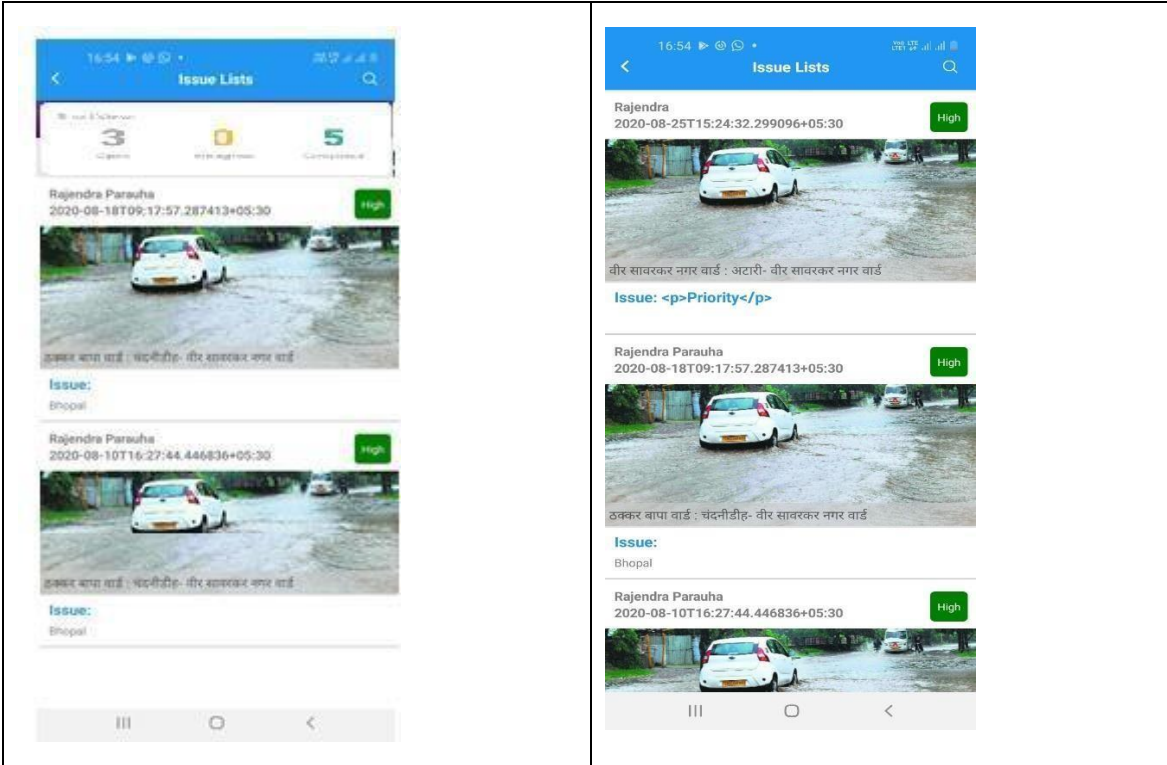*2.2.4.1   Mobile application screens*

- Login screen and registration and OTP verification
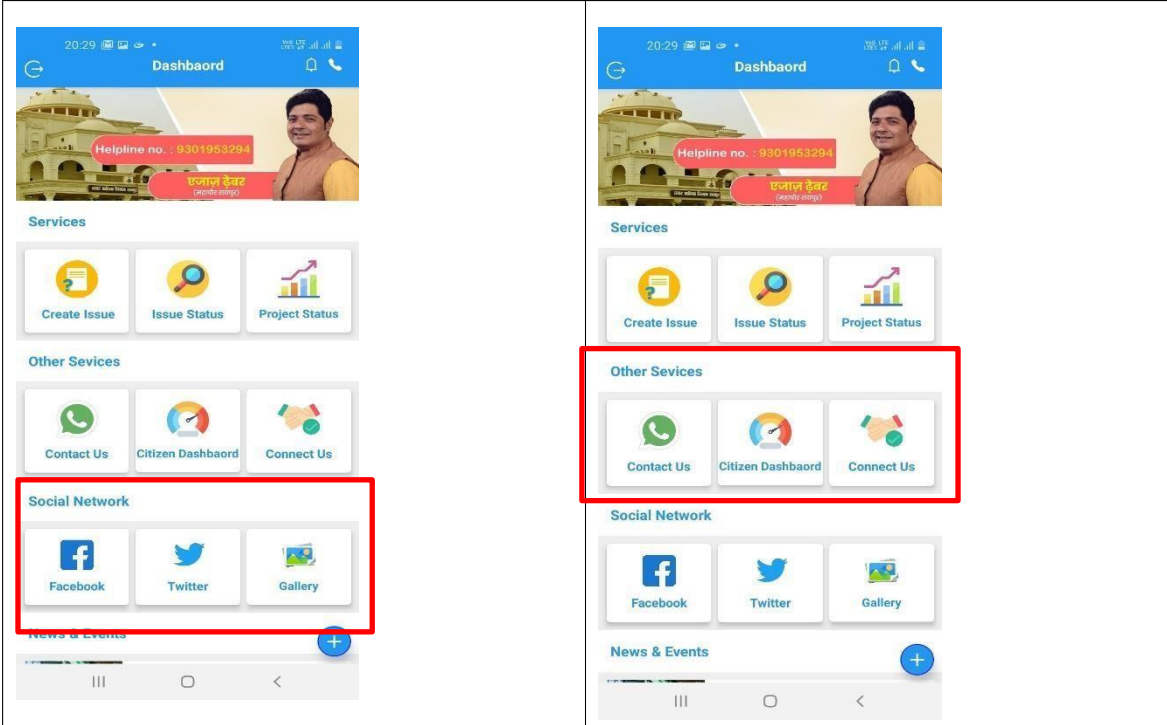

- Create Issue & detail

- Track issue status via issue no.

- Connect with social media and other services

- Officers dashboard

Mobile app is to deliver the best possible service for the citizens. The App primary objective is to improve the flow of Helpline service citizens, tasks for municipal officers to resolve issues in given timeframe. Technological advancements, of the apps is to provide "electronic services" in transactions and procedures, performed remotely, quickly and effectively using Helpline service.

The helpline app provides all the necessary information to citizens. Helpline web app users can view and provide information to caller/citizens.

User Login in app

Create issue- Select issue Category

Based on category created issue assigned to ward supervisor

Ward supervisor resolve that issue and, update the issue status

If issue will not resolved in given time frame it will auto escalated to ZHO then HO and then commissioner and mayor sir
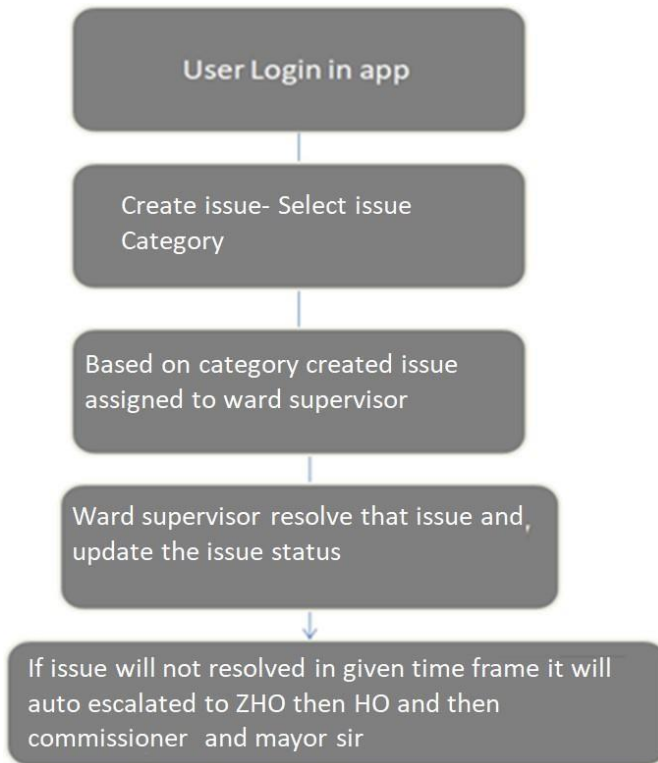
Diagram-citizen apps

2.3 ADD ON FEATURES

Integrate social media pages in mobile application so that citizen can directly redirect in social media pages. Latest events and news up to date information in available in application.

- Connect with whatsapp no.
- Share issue in WhatsApp
- Connect with social medium like facebook, twitter
- Event gallery

2.4 ADVANTAGE OF SYSTEM

2.4.1 Fully Automated

The system includes completely automating the process of issue assign and the procedures involved in it thus making the system more efficient and effective.

2.4.2 Monitor municipal officers working

Increase visibility and As our proposed system include the scanning technique all perpetrators can be penalized equally.

2.4.3 Online Database

The online database ensures that all the data is safe online thus eliminating the need for manual maintaining of the issues.

2.4.4 More Efficient

The proposed system requires less effort and monitor perfectly. Thus this new system is more efficient than the existing system.

3   EVALUATION

3.1   Minimum Eligibility Criteria

The Bidder, wherever applicable, which fulfil the following qualification criteria should be considered eligible Bidder.

Sr. No.	Criteria	Document to be submitted
1	Submission Tender fees of Rs.3,000 in the form of Demand Draft / FDR	DD /FDR in the name of Commissioner Municipal Corporation, Raipur payable at Raipur
2	Submission of EMD of Rs. 12,000.00 in the form of Demand Draft / FDR (Valid for 1year and to be extended if required)	DD /FDR in the name of Commissioner Municipal Corporation, Raipur payable at Raipur
3	Pre Contract Integrity Pact	100 Rupees - Non Judicial Stamp Paper, as per format provided in Annexure IV
4	Bidder should be registered in India and operational for a period of at least 5 years	Submit proof of registration of firm, Incorporation certificate of the firm depicting operations for 5 or more than 5 Years 2) Documents pertaining to GST and PAN number to be submitted
5	Experience of at least two Govt. (Central, State, PSU, Autonomous Body, PSB) projects in Public Relations/ Content Development /web development/ Branding in the last three years. The Work should be no less than INR 30,00,000 each	Certification of satisfactory completions or Part completion by these clients, Work- order / Invoices, Payment receipts. Citation as posed in Section 3.2
6	Average Total turnover from Information Technology /PR/ Content Development/ Branding/ Merchandising services or related activities of minimum Rs. 50,00,000 (Rupees fifty Lakhs only) during the last 3 Financial Years i.e.2017-18 , 2018- 19 and 2019-2020.	Submit suitable certification by Statutory / Tax Auditors/ CA certificate
7	Not have been blacklisted by any State/Central Govt. Agency in the past 3 years	Undertaking from the Authorized Signatory of the Agency
8	Solvency of INR 5,00,000 to be made available by the bidder	Solvency Certificate
9	Power Of Attorney in the name of authorized signature	Power Of Attorney

3.2   Technical Evaluation Of Bid

		Scoring Methodology	
S.No.	Evaluation Criteria	Maximum Marks	Supporting Document
1	Experience of working with govt. Agencies (Central, State, PSU, Autonomous Body, PSB) in Information Technology/Public Relations/ Content Development / Branding. 3 Projects - 15 Marks 5 marks each for every additional Project , upto maximum of 25 marks	25 Marks	Certification of satisfactory completions or Part completion by these clients, Work-order / Invoices, Payment receipts. Citation as posed in Section 3.2 Note: Completion or part completion certificate signed by at least Executive Engineer level Officer

2	The Average Turnover of the firm from Information Technology/ Branding and PR activities must be at-least (following in last 3 financial years. i.e. 2016-17, 2017-18, 2018-19)
	
	INR 30,00,000-
	        50,00,000= 9 Marks
	• >INR 50,00,000 but less
	• = 12
	        Marks
		15 Marks	Submit suitable certification by Statutory / Tax Auditors/ CA certificate

	>INR 1,00,000,00= 15 Marks		
3	Team Proposed (3 Members) [Evaluation shall be done on basis of resumes submitted as indicated in section 3.4]	20 Marks	Resume for each of the team members to be submitted as per Format in Sec 3.4
4	Presentation: (Covering At-least) 1) Approach and Methodology 2) Work Completed and other experience related to project 3) Team Composition	40 Marks	To be submitted in PPT format in CD or Pen-drive Note: Date of presentation shall be communicated to the qualified bidder separately over email.
	Total	100 Marks	

All those bidders who achieve a minimum score of 60 marks out of a total 100 would   be eligible for Commercial Evaluation.

3.3   Commercial Evaluation

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.

The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the Proposal under consideration.

The Value for "F" shall be taken as mentioned by the bidder in Section 3.6 (A)

3.4   Final Evaluation

The weights given to the Technical (T) and Financial (P) Proposals are: T = 0.6 and P = 0.4

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.

The Bidder obtaining the highest Composite Score would be declared as the Preferred Bidder.

4 KEY DELIVERABLES

S No	Deliverables
1.0	**Web application**
	Website
	Admin panel for officers login
	Web application for Back office work (Master data and flow setup)
2.0	**Mobile application (Android & iOS platform)**
2.1	Citizen mobile app
2.2	Officers mobile App
2.3	Authority mobile App
3.0	**Hosting Server**
	Web hosting
4.0	**O& M one year Team composition for regular operation after development**
4.1	Project Coordinator (One)
4.2	Web developer (Two)
4.3	Mobile app Developer(One)
4.4	Command Center (Four)

Deliverables For- Mayor Helpline

Technology
- Mobile Apps
- Web application for back office
- Citizen Dashboard
- Authority Dashboard
- Social media integration (Optional)
- WhatsApp integration
- Social Media Gallery
- Call Center application
- MIS reports

Services
- Citizen Registration
- WhatsApp service for issue
- Citizen Issue/services/ feedback submission

- Cleanliness (geo tagged)
- Street lights (Geo tagged)
- Garbage box (Geo tagged)
- Violation (Geo tagged)
- Water issue

- Call centre Service
- Manpower Staff (Optional)

Infrastructure
- Cloud and Hosting Infra
- Call Centre Setup
- Offices setup

5 PROJECT TIMELINE

The selected bidder will have to design build and commission all the towing vans as detailed below.

Sr No.	Service	Activity/Task	TimeLine
1.	Website		
2.	Web application		
3.	Mobile application(Android) for citizen		
4.	Mobile application(Android) for Officer		
3.	Mobile application(iOS) for citizen		
4.	Mobile application(iOS) for Officer		

Executive Engineer
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