Notice Inviting Quotations (Limited Tender)

SYS/DDS5/0001/2024/MISC/   Date: 09.07.2024

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.
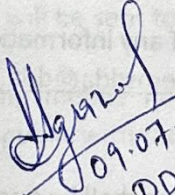
Format of proposal is as under:

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 within two weeks from the date of publication i.e. by 23-07-2024.

The details of requirement are appended below –

Eligibility Criteria for Bidders

1. Address proof of office in Delhi/NCR.
2. Proof of MSME/Startup should be enclosed.
3. GST Registration is mandatory and copy must be enclosed.
4. Copy of PAN Card should be enclosed.
5. The bidders are requested to furnish two work orders performed in last three years of similar nature.

09.07.2024

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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.

Proposals/quotation duly sealed should be submitted as per requirements enclosed by two weeks from the date of publication on DDA Website at Office of:

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

Application submitted after two weeks deadline from the date of publication will not be accepted by DDA.

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.

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 as web enabled software has been developed.

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	Date : dd/MM/yyyy
	○ Litigation/Stay of Court	
	○ Property Booked	
	○ Sealing Order	
	○ Demolition/Removal Order	

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 Demolised	Date : dd/MM/yyyy
	○ Property Sealed	
	○ Encroachment removed/Item seized	
	○ Enforcement Measures Taken	
	○ No Action Required	
	○ Others Action	

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. **Project Plan:** A detailed outline of the project scope, milestones, timelines, and resources required for the development process.

2. **Design Documents:** This encompasses wireframes, mockups, and UI/UX designs illustrating the app's look, feel, and user flow.

3. **Technical Specifications:** A comprehensive document detailing the app's architecture, databases, APIs, frameworks, and other technical aspects.

4. **Source Code:** The complete set of source code files developed for the app, organized and documented for future reference and maintenance.

5. **Functional Prototype:** A working prototype demonstrating core functionalities and features of the app, allowing stakeholders to provide feedback and validate requirements.

6. **Testing Documentation:** This includes test plans, test cases, and reports outlining the testing approach and results to ensure the app's reliability, performance, and security.

7. **User Documentation:** Instructions and guides for end-users on how to use the app effectively, including FAQs and troubleshooting tips.

8. **Deployment Package:** Compiled binaries and installation files ready for deployment to app stores or distribution platforms.

9. **Support and Maintenance Plan:** Details on post-launch support, bug fixes, updates, and ongoing maintenance services provided by the vendor.

10. **Training Materials:** If necessary, training materials or sessions for client personnel to familiarize them with the app's functionalities and administration.

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)