

December 01, 2021

**NOTICE INVITING TENDER**  
**(NIT No.: IIMI/Estate/05/2020/50 File no 226)**

**Subject:** आईआईएम इंदौर के रखरखाव हेल्पलाइन के कार्यालय के लिए शिकायत प्रबंधन सॉफ्टवेयर का अनुकूलन, स्थापना, परीक्षण और चालू करना।

“Customization, installation, testing and commissioning of Complaint Management Software for the office of maintenance helpline of IIM Indore.”

Dear Sir,

Enclosed please find a schedule of items for which your competitive rate is invited. The lowest bidder is required to execute the work at site under works contract mode.

संलग्न कृपया उन वस्तुओं का शेड्यूल ढूँढें, जिनके लिए आपकी प्रतिस्पर्धी दर आमंत्रित की गई है। कार्य अनुबंध मोड के तहत साइट पर कार्य को निष्पादित करने के लिए सबसे कम बोली लगाने वाले की आवश्यकता है।

**ABOUT IIM INDORE**

Indian Institute of Management Indore (IIMI) is an Autonomous Institute under the Ministry of Human Resource Development, Govt. of India. At a particular there about 2500 members are available. Ours is a transparent system where we emphasize on completion of the scope of the work as per quality standards specified with the given time period. Payment made through online transfer after completion of work.

**1. NIT Details: -**

1	एन आई टी न. : NIT No.	आई. आई. एम. आई. / संपदा /०५/२०२०/५० फ़ाइल न. २२६ IIMI/Estate/05/2020/50 File No. 226
2	कार्य का नाम Name of Work	" आईआईएम इंदौर के रखरखाव हेल्पलाइन के कार्यालय के लिए शिकायत प्रबंधन सॉफ्टवेयर का अनुकूलन, स्थापना, परीक्षण और चालू करना।" “Customization, installation, testing and commissioning of Complaint Management Software for the office of maintenance helpline of IIM Indore.”
3	निविदा की प्राक्किलत राशि (गुड्स एंड सर्विस टैक्स सहित) Estimated Cost Put to Tender (Excluding Goods & Service Tax)	Rs. 4,51,440 /- (Rupees Four Lakh Fifty-One Thousand Four Hundred Forty Only)
4	अग्रिम जमा राशि Earnest Money Deposit	Submit Declaration as in given format (Annexure-A) as no EMD required. दिए गए प्रारूप में घोषणा प्रस्तुत करें क्योंकि कोई ईएमडी आवश्यक नहीं है।

5	समापन की अवधि Completion period	4 Months
6	प्रकाशित करने का दिनांक Date of Publishing	December 01, 2021
7	निविदा के जमा करने की अंतिम तिथि और समय Last date & time of receipt of tender	December 14, 2021, up to 2:00 PM in a Sealed cover only addressed to the "Chief Engineer, IIM Indore" The bid shall be dropped in the Tender Box kept at the "Gate - 1, IIM Indore, Rau Pithampur Road Indore - 453556 M.P" on or before the due date & time positively.
8	तकनीकी बोली के खोलने की तिथि और समय Date & Time of opening of technical bid	02:30 PM on December 14, 2021, in the Estate Office.
9	वित्तीय बोली के खोलने की तिथि और समय Date & Time of opening of financial bid	To be communicated to all technically qualified bidder by email.
10	प्रतिभूति जमा Security Deposit	2.5% gross amount of running & final bill
11	परफॉर्मन्स गारंटी Performance Guarantee	बोली की स्वीकृति पर निविदा मूल्य का 3 (three)% 3% of tendered value on acceptance of bid.  (The contractor whose bid is accepted will be required to furnish performance guarantee of 3 % (Three Percent) of the bid amount within Seven days of issue of LOI. The amount of PG will be transfer through NEFT or RTGS on account of IIMI, details are: - Name of beneficiary: Indian Institute of Management Indore. Address: Rau-Pithampur Road, Indore -453556, M.P. Account No.: 53018623445 Name of the Bank: State Bank of India Address of the bank: IIM Indore Campus IFSC Code: SBIN0030525
12	बोली की वैधता Bid Validity	निविदा खोलने की तिथि से 75 दिन 75 Days from the date of opening of price bid of tender

All statutory recoveries applicable to works contract will be deducted from the bill.

1. Specification & stipulation prescribed by CPWD shall be followed.
2. GCC 2020 as per CPWD shall be followed.

## 2. Eligibility Criteria:

Criteria of eligibility for submission of bid documents:

### 2.1 Cover-I: Techno-Commercial Bid

#### (a) Performance / Work Experience

The bidder must have experience of successfully completed works during the last 5 years ending last day of the month previous to the one in which applications are invited. The works completed up to previous day of last date of submission of tenders shall also be considered.

One similar completed work, costing not less than the amount equal to 3,61,152/-

OR

Two similar completed works, costing not less than the amount equal to 2,70,864/-

OR

Three similar completed works costing not less than the amount equal to 1,80,576/-,

Similar work shall mean: Customization, installation, testing and commissioning of Software.

#### (b) Certificates: (copy of certificates to be submitted)

- i. PAN (Permanent Account Number)
- ii. GST (Goods & Service Tax) Registration Certificate
- iii. Certificate of registration of firm/company
- iv. Any govt. Identity proof copy of the authorized officer of the company who will be signing agreement etc.
- v. Bank Account Detail.

Past performance in IIM Indore: Bidder, whose past performance in jobs carried out in IIMI, is found to be unsatisfactory, will be disqualified technically even though they may meet the other technical/eligibility criteria.

### 2.2 Cover-II: Financial Bid

- i) Financial Bid (in the format given at Annexure-B)

Both covers should be kept in one main sealed cover super scribed as "NIT No.: IIMI/Estate/05/2020/50 File no 226, "Customization, installation, testing and commissioning of Complaint Management Software for the office of maintenance helpline of IIM Indore."

The bid has to be dropped in the Tender Box kept at the “Gate - 1, IIM Indore, Rau Pithampur Road Indore - 453556 M.P” on or before the due date & time positively. The Bid shall not be accepted beyond the stipulated date and time under any circumstances whatsoever. Any delay happened in the transition is at the risk of the bidder and IIM Indore will not be responsible.

### 3. Payment Terms:

- a. Payment shall be made under actual measurement of work done.
- b. Contractor should get registered under GST and tax as applicable as per the extant order on the subject contract shall be paid by the contractor to concerned department which will be reimbursed/paid by the Institute as per the recommendation of Finance & Accounts department of the Institute & the same will be final & binding to the contractor.
- c. Income Tax and cess as applicable shall be deducted from bill paid to the contractor.
- d. Any other taxes/cess as per government directives shall be deducted from bill paid to the contractor from time to time.
- e. The performance guarantee shall be refunded to the contractor 60 days after the completion of the work/service and recording of the completion certificate as above.
- f. Security Deposit will be released after One year from the actual date of completion of work.
- g. Payment to be made online to vendor’s bank account. Vendor must give details of the bank account for online transaction of payment after completion of job to the satisfaction of institute representative.
- h. Nothing extra will be paid over and above the quoted except GST.

### 4. Scope of work:

- a. Scope of work include a complete Web App Solution including IVR system to lodge and manage complaint through IVR, Mobile App and Web Help Desk.
- b. The scope includes handling all types of inbound queries, complaints, requests, outbound calling, and response through phone/SMS/web/email. Each solution should be custom configurable based on our requirements.
- c. CMS should help to organize complaint from logging to resolving including, complaint registration, ticket generation, scheduling, tracking, allotment & handling, using web, app and IVR interface.
- d. In the solution there should be an escalation matrix i.e., a system that defines when escalation should happen and who should handle incidents at each escalation level. The system should be custom configurable based on IIMI requirements.
- e. Complaints should be shows in detailed form with name, complaint no. date, time, name of complainant, complaintnee, complaint summary, images if any, status of complaint.
- f. CMS should generate a unique complaint ID of 6 digits against successful registration of complaint and email to be sent to a person. Same code will be required to close the complaint by both end (i.e., User & technician).
- g. The software shall decide to which person the complaint needs to be forwarded to and track the action taken.
- h. The bidder should be able to visit campus for requirement understanding, work demonstration, bug fixing and provide support when we need. Software should be developed based on IIMI requirements and available for customization and expansion in future endeavour also.
- i. Development technologies should be cutting edge and upgradable in future
- j. CMS should perform other reporting services like job card generation, excellig summary, total number of complaints landed in the system, assigned to the concerned, answered by the concerned within a given time period, reschedule by the user, problem faced by user

- and feedback. Also, in the job card date caption should provide which can be used to track all the assigned appointments mapped with the employee and complaint ID for individual complaint. Job card as approved by IIMI should be directly printed through the software.
- k. The bidder should create proper Web App Solution including IVR system for effective working of the services on 24 hours by 7 days operations.
- l. There should be a listing module to lists all the completes call registration details. Also, there should be time keeping for tracking of the tasks related to time spent working on a specific complaint. System must provide permission-based access to authorize users who can view, enter or modify documents associated with various cases. There should be functionality to notify users for important dates.
- m. Full Employee details: like Name, designation, contact details, department, specialization should be saved & stored in the system. It should be custom configurable based on our requirements. There should be provision for create or modify employee details.
- n. The complete solution should be deployed on dedicated server machine for IIM Institutions which will be maintained by the service provider.
- o. User data should be protected from unauthorised access and any type of intentional or unintentional data fabrication or transmission without the written approval from the IIMI.
- p. Mobile Application Should be a solution that allow different authorised users to interact with CMS thorough mobile phone. It should be created in a manner in which user could install mobile app in mobile phone/tablet and perform different types of permitted operations [i.e., lodge, track & schedule complaint, feedback, upload issue photo etc.]
- q. IVRS should be multi-level Integrated Voice Response System (IVRS). Menu option of IVR system should be as per the user requirement. The IVRS solution should be designed to be scalable and should be on open standards. The IVRS menu should be played in Hindi or English language. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database. There shall be option available to the caller to opt for talking to the person authorised by IIMI by pressing pre-defined digit any time during the IVRS announcements.
- r. The CMS should be customised based on the analysis and various categories of queries received during the initial period. The same will be implemented after approval from IIMI.
- s. Web Solution should be a web-based interaction service that allow user to interact with CMS through browser.
- t. The Complaint management System should be focus on the following functionality:
- Recording of complaints/Requests received at the various locations of IIMI Campus.
  - Registration of Complaints/Requests
  - Prioritization of complaints/Requests
  - Complaint/Request disposal deadlines
  - Action taken on complaints/Requests
  - Escalation of overdue pending complaints/Requests to higher authorities.
  - Complaints/Requests against Special Notices
  - Hearing of Complaints/Requests
  - In tracking weekly accomplishments, previous activities and tasks not accomplished, the reason for non-accomplishing them, and the plan for bringing them back on schedule, including associated risks and costs.
  - Deliverable status and anticipated due dates

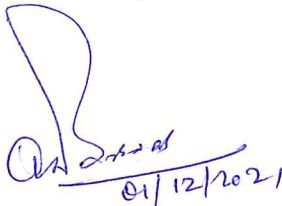
- u. There should be an ability to easily create new users defined fields based on Institute's requirements. Allow the users to create and store multiple detailed plans for each complaint and save them as workflow templates.
- v. The system capable of tracking a complaints life cycle and provide a comprehensive view of the entire complaint history, including status, document generation, scheduling events, export the data to excel, word, pdf or sent by email.
- w. The bidder should provide proper training for a functional understanding of Web App Solution including IVR system common computer systems and software.
- x. Disaster management should be managed by regular backup and recovery management. Bidder should ensure high availability and redundancy for all the services. The proposed servers should have adequate number of CPUs with latest clock speed and cache.
- y. The bidder should install, configure and host the complete Solution.
- z. The bidder should provide 3 concurrent land facility in IVR system with 50+concurrent user/second and storage of 500000+ complaint per year.
- aa. The System should be covered comprehensive on-site warranty against any the bidder defect for a period of at 01 (ONE) Year from the date of successful installation and acceptance. In case any part or whole of the System is found to be defective during the DLP period, then the same will have to be replaced/repared free of cost at our premises. Also onsite software & technical support for the solution provided by them should give the reaction time will not exceed 24 hours in any case.
- bb. During the Defect Liability Period of ONE year, IIM Indore reserve the right to cross check the performance of any item / material with the minimum performance levels specified in the specifications.
- cc. Any damage of the existing structure, building etc. made by the successful bidder during execution of this work shall be made good as it was at his own cost & risk.

5. Completion Period:

4 months from the date of Start as mentioned in LOI/ LOC.

6. Compensation for delay:

0.5% per week subject to maximum of 10%.



01/12/2021

Chief Engineer

(Enclosed: Financial bid & Bid Securing Declaration for EMD)

Annexure-A

To be printed on the letter head of the Company

**Bid Securing Declaration for Earnest Money Deposit (EMD)**

**(Ref Rule 4.11 of Manual for procurement of works 2019)**

I/we.....Son/daughter of ....., residing at (address for communication) in the capacity of.....(Proprietor/Partner/Director) On behalf of ..... (Name of the Company/Firm) declares that I/we will not withdraw or modify the Bids during the period of validity, If the contract is awarded to us, we will sign the contract and submit the Performance Security before the deadline defined in the Letter of Intent (LOI), in case of failure to do so, I/we will be suspended for the two years.

Signature of the authorized signatory:

Name of the signatory:

Date:

Annexure-B

Indian Institute of Management Indore								
Financial Bid								
Install new Complaint Management Software for the office of maintenance helpline of IIM Indore								
S No.	Item Type	Description	Unit	QTY	Duration	Rate (INR)(Excluding GST)	Amount (INR) (Excluding GST)	Amount in words (Excluding GST)
1	IVR Application	Interactive Voice application to lock complaint from toll free number	User Application	1 [One] Copy	Life Time License for one Copy			
2	IVR Backend	Backend Application to support operation of IVR application	Backend Application	1 [One] Copy				
3	Web Application	Angular based Web Application for User, Operator, System Engineer and relevant users	User Application	1 [One] Copy				
4	Backend API	Java Backend Application to support operation of Web & Mobile Application	Backend Application	1 [One] Copy				
5	Android Application	Android Application for user and System Engineer	User Application	1 [One] Copy				
6	IOS Application	Android Application for user	User Application	1 [One] Copy				
Development Cost (A)								
7	API [Application] Server hosting	Dedicated Physical Machine Dedicated Processor: Intel I5 6 Core@ 3.1 GHz Dedicated RAM: 16 GB Dedicated HDD Storage: 250GB SSD Dedicated Bandwidth: Unmetered bandwidth upto 100 Mbps Graphics Card Salient Features/Services: 1. Dedicated Physical Server Machine 2. Dedicated Fiber Broadband Lease based Internet Connection 3. Dedicated Power Backup with 99% Uptime 4. Linux Operating System - Ubuntu Server Version 5. Automatic Daily Data backup during Mid Night 6. Data migration and Recovery Facility 7. Data Cloning and Backup Integrity 8. Dedicated IPs Support/ Expert Services	Hardware Hosting Server Machine	1 [One]	1 Year			
8	Database Server + IVR GSM Gateway hosting	Dedicated Physical Machine Dedicated Processor: Intel I5 6 Core@ 3.1 GHz Dedicated RAM: 16 GB Dedicated HDD Storage: 250GB SSD Dedicated Bandwidth: Unmetered bandwidth upto 100 Mbps Dedicated IVR GSM Gateway: 4 Port-S Agent GSM Gateway Graphics Card Salient Features/Services: 11. Dedicated Server Computer machine with above cited configuration 12. Dedicated Fiber Broadband Lease based Internet Connection 13. Dedicated Power Backup with 99% Uptime 14. Linux Operating System - Ubuntu Server Version 15. Automatic Daily Data backup during Mid Night 16. 3 Agent Line for IVR Input with One Common Pilot Number 17. Data migration and Recovery Facility 18. Data Cloning and Backup Integrity 19. Dedicated IPs 20. Support/ Expert Services	Hardware Hosting Server Machine	1 [One]	1 Year			
Hosting Charges(B)								
Total (A+B) (Excluding GST)								
Name of firm _____ Email Address _____								
Authorized Person _____								
Contact Number _____ Signature & Seal _____								