

Subject: Invitation for sealed quotation for Procurement of “Online complaint monitoring & Maintenance system Andriod/iOS app” for CMRL

Chennai Metro Rail Limited (CMRL) is a Joint Venture of Govt. of India and Govt. of Tamil Nadu and is entrusted for implementation of Metro Rail project in Chennai City. Sealed quotations are invited from the agencies for **Procurement of “Online complaint monitoring & Maintenance system Andriod/iOS app” for CMRL** having the following details:

Project Requirement:

S.No	Particulars	Technical specification
1	Android app	Enclosed as <i>Annexure-A</i>
2	iOS app.	
3	Web based admin	

1. Earnest Money Deposit (EMD):

- a. The EMD shall be made payable without any condition to the CMRL. A demand draft or banker’s cheque in favour of “**Chennai Metro Rail Limited**” payable at Chennai should be submitted along with the bid as bid security, for the amount of **Rs.4000/- (Rupees Four thousand only)**.
- b. All tenderers should submit EMD along with the bid document/ quotation. Any bid document submitted without the EMD in the approved form will be summarily rejected. No interest is payable for the EMD amount.
- c. EMD of the successful bidder will be returned back within 30 days of completion of opening of the sealed quotation date.
- d. EMD shall stand forfeited, if bidders
 - i. Revokes or cancel their tender after submission or vary any terms thereof without the consent of the CMRL.

2. Bid Price:

- a. The price should be quoted in Indian Rupees only. The price quoted by the bidder shall be fixed for the duration of the contract and shall not to be subject to adjustment on any account.

- b. In case of any discrepancy between the prices quoted in words and figures, lower of the two shall be considered.
- c. Conditional bids would be summarily rejected
- d. Price should be quoted as per the price schedule attached in *Annexure B*.

3. Warranty/support period:

- a. Support and warranty has to be provided by the App developer for 5 years from the date of acceptance of the facility by CMRL.
- b. A separate support personnel from the firm to be deployed at CMRL site for carrying out support activities for the complete work period (which includes warranty period also).
- c. The warranty and support (applicable from the date of acceptance of the facility by CMRL) should be given in the form of certificate indicating the warranty/support period.

4. Delivery period

- a. The app must be operational to CMRL from the dates as prescribed in the price schedule.

5. Evaluation of quotation

- a. The quotations would be evaluated and compared based on the substantial responsiveness to the technical specification and commercial conditions set out in bidding documents and which are properly confirming the terms and conditions.
- b. The tender will be evaluated on Total bid price, which is the total value as per the price schedule.
- c. The work order will be issued to the lowest bidder subject to their capacity and performance.
- d. CMRL reserves right to accept or reject any tender without assigning any reason thereof at any stage, it is open to CMRL to alter the conditions of the tender schedule in appropriate cases in the interest of CMRL. No representations will be entertained in the matter of selection of the L1.

6. Payment Terms

- a. Payment would be released through RTGS/NEFT within thirty days on successful completion of the milestone activities as stated in Annexure-B and receipt and acceptance of the facility against the following documents:
 - i. Original invoice duly signed by the authorised signatory.
 - ii. Certificate of Acceptance duly signed by the authorised signatory of CMRL on completion of milestone activities as stated in the Payment schedule.
 - iii. PAN card number, Bank address and RTGC details of the firm to be forwarded along with the invoice
- b. Taxes and duties will be reimbursed to the firm on actuals. Hence, taxes shall not be included in the quoted price.

7. Securities:

- a. The successful bidder shall furnish to CMRL a security in the form of Bank Guarantee for an amount equivalent to 30% of the total quoted price within 21 days from the date of issue of work order. The validity of the Bank Guarantee shall be till the end of warranty period.

8. Validity of Quotation

- a. Quotation shall remain valid for a period of 180 days from the date of quotation opening.

9. Firm/Agency details

- a. The firm/agency has to fill in the vendor detail form enclosed with this document as Annexure-C and same shall be forwarded along with the quotation.

10. Jurisdiction

- a. The court of jurisdiction is Chennai. The English language shall be the official language for all purposes.

11. Acceptance of terms and conditions

- a. Bidders are requested to submit the sealed and signed copy of this tender document along with quotation as acceptance of all terms and conditions

12. Quotation submission

- a. Quotation should be submitted on or before the date and time as mentioned below:

S.No	Particular	Schedule of tender opening	
		Date	Time
1	Last date for submission of sealed quotation document	25.04.2017	1500 hrs
2	Opening of sealed quotations	25.04.2017	1530 hrs

13. If the tenderers want to mention any specific conditions, it should be clearly mentioned on the covering/forwarding letter only, and which shall be placed on the first page of the technical bid. Any special conditions mentioned in any other document will not be given any consideration.

14. In the event of the contractor backing out/violation of the contract in the midway without any explicit consent from CMRL, the contractor will be liable for the recovery of higher rates vis-à-vis contracted rates, which may have to be incurred by CMRL on the procurement of the said item by alternative means.

15. Sealed quotation to be forwarded to below mentioned address or submitted to the Document Controller of CMRL, Admin Building on or before the specified time in the mentioned tender document. Late/delayed tenders by any means shall not be accepted and treated as rejected. No fax or email copy of the quotation will be accepted by CMRL. The tender envelope should be super scribed as **Bid for Procurement of “Online complaint monitoring & Maintenance system Andriod/iOS app” for CMRL.**

Joint General Manager/RSO
Chennai Metro Rail Limited
Admin Building, CMRL Depot
Poonamallee High Road
Koyambedu, Chennai-600 107

16. It shall be the responsibility of the tenderer to ensure that his tender reaches the designated officer before the deadline of submission. Any tender brought by any person/courier or any tender received through post after this deadline will not be considered.

17. Amendment to the bid document

- a. At any time prior to the deadline for submission of bid, CMRL may for any reason, modify the bid document by issuance of addenda on its official website www.chennaiemtrorail.org.

18. We look forward for receiving your quotations and thank you for your interest.

For, Chennai Metro Rail Limited

Joint General Manager/RSO

Note:

1. If due to any exigency, the due date for opening of the sealed quotation is declared closed holiday, in such cases the sealed quotations will be opened on next day at the same time or any other time or any other day/time as intimated by CMRL.
2. The authorised representatives, who intend to attend the tender opening meeting, are to bring with them authority letter or company identity proof from the corresponding firms. In case of non-submission of such proofs, the concerned representative will not be allowed to attend the tender opening meeting.

Specification details for the App to be developed for
“Online complaint monitoring & Maintenance system of CMRL”.

I. Project requirement:

1. Android app.
2. iOS app.
3. Web based admin.

II. Features of the User's app:

Complaint and Asset management system through app:

1. Login
 2. View list of stations
 3. View list of departments under each station.
 4. View list of complaints - Open, In progress, Under observation, Closed
 5. Register a new complaint.
 6. Accept a new complaint.
 7. View accepted complaints.
 8. Updation of the complaint by the users.
 9. View updated complaint status.
 10. Push notifications for the users for complaints and their status for Critical complaints.
 11. Track history of a complaint.
 12. Track - under observation complaints.
 13. Track assets using QR code scanner.
 14. Add/Edit/View/Track assets maintenance history
 15. View assets maintenance schedule
 16. Add/Edit/View assets failure logs
 17. View asset details
- Mobile app should be compatible for all the android versions above 4.0 and also should be compatible for tabs as well.
 - iOS app should be compatible for all the iOS versions and also should be compatible for iPads as well.

- A separate support person to be deployed at site for carrying out support activities for the complete work period (which includes warranty period also).

III. Web back-end development:

- Admin module development

Features of the back-end development.

Admin module:

Complaint management system:

- i. Create/Edit/View/Delete users
- ii. Create/Edit/View/Delete stations.
- iii. Create/Edit/View/Delete Departments under each stations
- iv. Register a new complaint.
- v. View Raised complaints and their status
- vi. View updates of each complaints
- vii. View complaints history.
- viii. Track complaints history.

Asset maintenance and management system:

- i. Create/add/edit/view/delete assets and their details.
- ii. Create/add/edit/view/delete assets maintenance schedule.
- iii. View assets maintenance logs.
- iv. View assets failure logs and issues reported for the assets.
- v. View monthly, weekly Reports as per the configuration.
- vi. Mailing of reports to concern user periodically.
- vii. Settings - Account settings, profile settings.
- viii. Reports - Configure new reports - Daily, Weekly, and Monthly

IV. Technical Specifications:

Android app: Native android app

iOS app: Native iOS app

Web module: Any open source technologies

- Hosting and maintenance should be taken care by the vendor.

- User interface to be covered in the app
- Enclose the company profile with experience in relevance.
- Support has to be provided by the firm for 5 years.
- In case of any issues or corrections or additions or deletions or changes in the requirement to the app, the same shall be carried out during the support/warranty period. Additional cost shall not be paid for the same.
- The app shall be developed for the facilities of CMRL which are currently under operation. However, the app shall be extended to all equipment and facilities of CMRL upon instruction from CMRL.
- Single point of contact has to assign to project during the project development and also during the support period.
- Secondary person contact has to be given to reach in case of unavailability of the Single point of contact.
- Escalation point of contact has to be given in case of any escalations during the contract tenure.
- The successful vendor shall furnish to CMRL a security in the form of Bank Guarantee for an amount, equivalent to 30% of the quoted price within 21 days from the date of issue of work order. The validity of the Bank Guarantee shall be till the end of warranty period.

Price Schedule

Service (including warranty support of 5 years)	Price (in numerals) INR	Price (in words) INR	Timeline for completion
App development (Andriod)			30 days from date of issue of work order
App development (iOS)			
Web back end development Admin module			
Total amount			NA

Payment Milestones

Payment will be made on successful completion of the milestone activities and Notice of No Objection for release for submission of invoice is obtained from CMRL.

Milestone No.	Milestone Activity	Payment value (% of total amount quoted above)
A	Advance payment To be released after submission of preliminary design document including User interfaces and facilities in the app/web back end	30%
B	Completion of the app development (Andriod & iOS)	30%
C	Completion of Web back end development - Admin module	30%
D	Final completion of the project activities including training of CMRL personnel on all features of the app and Web back end	10%
Total		100%

Note:

- a. Taxes and duties will be reimbursed to the firm on actuals. Hence, taxes shall not be included in the quoted price.
- b. The price quoted is inclusive of warranty obligations.
- c. Payment shall be made by CMRL on acceptance of CMRL on the completion of milestone activities.
- d. The price quoted is fixed and shall not be changed during the period of contract.

Annexure-C

(in one page)

Vendor Information Form

Note: Bidders are requested to furnish the following information and enclose along with quotation:

Name and address of the company		
Name and designation of the key person		
Contact information	Mobile No	
	Telephone No	
	Fax No	
	Email id	
Bank details		
Bank Name		
Beneficiary Name		
Bank address		
IFSC code		
PAN No.		
Service tax No.		