

Expression of Interest

Interested parties having past experience in serving IT services to government/reputed private parties are called for EOI-mobile application development, Up-gradation and 2 year maintenance of CGCDF milk distribution with PG integration. Parties may collect the EOI documents from CGCDF office on payment of Rs.1000/-in cash. The 'EOI' with all the details and Rs. 10,000 EMD in the form of Demand Draft in favour of Chhattisgarh Rajya Sahakari Dugdh Mahasangh Maryadit payable at Raipur, is to be submitted by 27.10.2017 upto 3 PM, shall be opened at 4 PM at CGCDF office 1st floor Nagar Ghadi Chowk Raipur. Details are available in our website cgcoopdairyfed.in . MD,CGCDF reserves all the rights to accept/reject any/all proposals.

MD, Chhattisgarh State Co-operative Dairy Federation Limited

EOI-mobile application development 1

Eligibility

- a. The bidder must be a Company registered under the Indian Companies Act 1956, with GST No. and Pan No.
- b. The bidder must have registered office at Chhattisgarh.
- c. The bidder should have been in operation for at least three years.
- d. The bidder must have an average turnover of at least Rs. 10 lacs each year, for last three year (2014-2015, 2015-2016 and 2016-2017)
- e. The bidder must have undertaken at least one mobile app development for government department
- f. The bidder must have undertaken at least five government projects with at least one project in IT development/support for government department of at least five lacs value.
- g. Documentary proof for everything is essential without which the proposal will be rejected.
- h. The documents submitted as proof should be self-attested. Technical and Financial evaluation will be done only for the bidders who have submitted EMD and are satisfying the above pre qualification criteria.
- i. Bidders debarred/blacklisted by any Government organisation, shall not be eligible to participate in the bid. The bidder shall give undertaking for the above.
- j. Bidder must have QMS certification.
- k. Bidder must have an experience on Payment gateway integration and implementation.
- l. Preference will be given to the bidder having experience of working with dairy industry.

SCOPE OF WORK

The scope of work necessarily, but not exclusively includes the following activities:-

(A) Composition of mobile application with following details :- Android Mobile Application (*App*) with the ability to Manage Customer Orders and Delivery of Daily Dairy Requirement (Referred as "*Product*" in the scope of work) is required to be developed and maintained.

1. The Customer Module should be available on Android Platforms. The user of the Customer Module is referred as "*Customer*" in the Scope of Work
2. The Delivery Boy Module is required on Android Platform Mobile only. The user of Delivery Module is referred to as "*Delivery User*" further in the scope of work.
3. The *App* should be user friendly to streamline the Delivery Network for Dairy Products (Referred as "*Service*" in the scope of work).
4. *The App* will be required to maintain a centralized database of all *Customers* with verified contact details (With Email Verification or OTP-*One Time Password*- For Mobile Numbers). As part of the profile, the *Application* should also maintain the Address for the registered user for *Service*.
5. *The App* needs to have the ability to create and maintain Inventory of Products.
6. *The Application* should have the ability to assign discounts for a particular product. This should be evident to the Customer who wishes to purchase and should be considered for final billing.
7. *Customer* should have the ability to schedule *Service* to the registered delivery address. This should be made feasible with an easy-to-use Calendar-view of the Service Schedule.
 - a. As Part of scheduling the user should have the ability to select the days of the week the service is required. Example below:
 - i. The *Customer* could use from select template such as Alternate days, Weekdays/Weekends Only.
 - ii. *Customer* should have the flexibility to choose a particular day of the week for the service.
 - b. The *Customer* should have the flexibility to set custom quantity as part of the schedule. When selecting from the Template the user will be able to provide one fixed quantity for the schedule. When doing a custom schedule will have the ability to provide custom quantity for each day.
8. *The App* should include Taxes and fields to add GST Number for large purchases or organizations
9. *The App* should have the ability to change the quantity for the scheduled service from either the next day or from a particular day.
10. *The App* should have the ability to accept ad-hoc Service requests, i.e. the *Customer* should be able to add additional products to his delivery list for a particular day. Similarly provision should be there to temporarily stop the supply of a particular product for some time with proper notifications.
11. *The App* should have the feasibility to easily pause the *Service* for a stipulated period of time. For easy pause for One day a quick action should be provided for quick pause. For pausing *Service* for longer than one day a date range can be selected by the customer.
12. *The App* should have the ability to provide detailed Account Statements to the *Customer*. The Account Statement should provide details of Delivery status for particular date and any occurrence of recharge by the customer. The account statement should correspondingly showcase the Financial Balance post every delivery or recharge. It should have the functionality to send out mail with the Account Statement from the *app* itself.
13. The *App* should allow the *Customer* to choose the Preferred Medium of Communication.

The User should be able to choose from the following options:

 - a. Email
 - b. SMS

The user will be notified by either of the options, in addition to the push notification for the monthly invoice/statement.
14. The *Customer* should have the ability to recharge/Pay bills using the Mobile UI using the following payment methods:
 - a. Net banking
 - b. Credit Card
 - c. Wallet (Should support all major Wallets)
 - d. UPI
 - e. Offline Mode: The user can chose the option for offline mode and arrange for pick of Cash or Cheque, or pay at a nearest location.

A unique transaction code is to be provided by the Product for the Customer to reference to.

15. In case of organization payments, there should be a module for collection which includes, NEFT, RTGS, Cheque based on monthly invoices.
16. Payment receipt should be shared on the app, and have the ability to email it on request from the app.
17. *Customer* will have access to FAQ (Frequently Asked Questions) for customer education of the functionality of the application. The list of FAQ will be agreed and shared with Bidder to be prefilled in the apps.
18. *Customer* should have the profile management console on the application to be able to update the Profile details.
19. Profile needs to be managed for the user. A User can either be a *Customer* or a *Delivery User*. Based on the user login in, they should either see Customer Functionality or Admin Functionality.
20. As a *Delivery User*, the user should be able to have a quick dashboard:
 - a. With view of total customer visits for the data and the ones completed.
 - b. Second Aspect to have a view of total amount of supplies to be taken for the day.
 - c. Quick View of Paused Customers.
21. Tapping on the Total Supplies for the day, should give a complete list of items that constitute the delivery list. This delivery list should include the scheduled service list as well as the ad-hoc request for the days service for the specific Delivery
22. The App should also have a *Delivery Route* that is specific for the Delivery User. This is defined by the Admin user on the Web Portal. The Delivery Route should specific the list of *Customers* to be catered to.
23. Quick view of every Customer in the *Delivery Route* should be made available. With the ability to confirm Delivery or provide No Delivery status.
24. The Product should support Push notifications and In App Notifications.
 - a. Customer should be notified Delivery Action. (Successful or Un-Successful Attempt Delivery)
 - b. Any Financial Transaction should be notified via Push Notification. Clicking on the push notification should have a deep link to the Transaction Acknowledgement view in the App. The following transaction should be covered.
 - i. Successful Payment
 - ii. Failed Transaction
 - iii. Payment Reminders
 - c. Admin should be able to broadcast notifications to all customers. The tool used to push notification should allow the Admin to filter and Target Users on Business User logic. Below are a few examples but not restricted to the below:
 - i. New User (Installed in last 10 days)
 - ii. User Pending Payment (Due more than 10 days)
 - iii. User who has paused for more than 15 days.
 - d. Admin should be able automate and schedule the push notifications based on business logic.
25. Integration with Analytics tool to help track Application Usage. This will be required to Improve Application Usage and User Experience. The Analytics tool should be able to track the following, but not restricted to the list:
 - a. App Installs and Uninstalls
 - b. User Usage flow
 - c. Page Viewership on dashboard
 - d. User Drop off.
 - e. Error Screen Monitoring
26. Product to have Advertising Feature. An advertisement popup will be displayed on Dashboard.
27. The Mobile Application will support Multi-Lingual namely as below. The translation for the application will be provided beforehand by the bidder for verification and approval.
 - a. English
 - b. Hindi
28. Feedback: The App should have the ability to record feedback from the *Customer* from the App itself. The *Customer* should have the ability to provide feedback descriptively and as well as using Image and Video. The feedback should be made available on the Management Console for the Admin to respond to the Customer. The messages should be made available in a “*Thread-view*”. The attachment in the feedback should allow upto 10 MB of data. The attachment should be available to the Admin to view for upto 6 months from the date of feedback provided. Feedback should be for the following Criteria:

- a. Delivery Service (Regarding Delivery Time/Delivery Person)
- b. Delivered Product Quality (Feedback related to Delivered Product)
- c. *Product* Feedback (Feedback related to the Mobile App itself)

Scope – (Web Portal- Management Console)

1. Web Portal is to be developed for the Management Console.
2. The Web Portal will be solely for Admin usage. The web portal should SSL protected and served over https protocol.
3. The user management needs to be done using RBA (Role Based Access). Each user will have access to specific reports. The Admin console access is to be defined based on the Role that the user is assigned to. Each User should assigned to one of the following users:
 - a. Super Admin
This user will have full access to the complete system across all environments.
 - b. City Administrator
This user will have access to the functionality for a Particular City only. This user will be able to manage the Area and the Route Managers for a Particular City..
 - c. Route Manager
Any user can be assigned to as a Route Manager for a Particular Area.
 - d. Delivery Executive(On Field User)
 - e. Feedback Manager
User to have access to feedback section and read only access to Service request and other reports to help respond to Customer Queries.
 - f. Other roles can be introduced to assist in decentralizing the activities in the Management Console.
4. The Admin portal should have the following Functionalities:
 - a. City Management
 - i. Area Management
 - b. User Management.
As described in the earlier section, users will be managed in this module. User Hierarchy is to be managed, such that each user should be assigned to a Manager.
 - c. Communication Management: The ability to notify the Customer as ad-hoc requirements, either using Email, SMS or In-App/Push Notification.
 - d. Route Management
 - i. Report for Delivery Schedule
 - ii. Delivery Route Management
 - Report for Paused Deliveries for a Particular Date(By Default for Next Day)
 - iii. Route Assignment for Users
 - iv. Ability to control the Cut-off time for the change in delivery specification or the subscription. This will be required at the Route Level, allowing it to have granularity and flexibility for every Route Manager.
 - v. Ability to download report for Outstanding Amount for all Customers in particular route.
 - e. Customer Management
 - i. Customer Group Management
 - ii. Customer Recharge Management
 - iii. Notification Management
 - iv. Schedule Management for Customer
 - f. Product Management
 - i. Product Group Management
 - ii. Price List Management
 - iii. Offer Price Management
 - g. Advertisement Management
 - i. This section will allow the *Admin* to manage the Advertisements
 - h. Feedback Management
 - i. The Admin should be able to view the Feedback description and attached media asset (photo/video).
 - ii. Allowing the Admin user to View and respond to Feedback.
 - iii. Once the feedback is viewed it should be labelled as VIEWED.
 - iv. Once Feedback Manager responds it should be labelled as RESPONDED.

- v. Any complains should be shown as higher priority on top with the oldest feedback on top to be responded first.
- i. Report Management
 - i. Customer Account Statement
 - Details of a Particular Customer, the ability to filter the report with Deductions only or Recharges only.
 - This should highlight the Outstanding Amount for a particular custer
 - ii. Area Account Report
 - iii. User Rating Report (By Customer)
 - iv. Customer Feedback Report

Managed Service Scope

1. All the Applications will be hosted and managed by the Developer, and will provide service based on the Service Level Agreement.
2. First Level Help Guide will be provided for App usage to the *Administrators and Delivery Users*. The *Customers*, will be provided with an in app FAQ (Frequently Asked Questions) Section.
3. Any updates to the content of FAQ will be considered as part of Managed Services. The update to FAQ will be provided by the management via Email/Ticketing System to the Bidder which should be updated in less than 72 hours.
4. Provide ongoing support and maintenance of the application, throughout the life of the contract.
5. Any technical problem occurring during the contract period will have to be attended based on the SLA matrices mentioned below.

Priority Level	Description	Response	Resolution
P1	System impaired and cannot be used	30 Mins	6 Hours
P2	System Impacted, Selected feature impacted	2 Hours	24 Hours
P3	Minor Bug, does not impact customer usage and BAU process	4 Hours	48 Hours

* BAU: Business as Usual.

6. Application must be compatible for Android 4.1 to latest OS release and any latest Android release should have support in less than 15 days of Public release of Android OS.
7. During the tenure of the contract, the bidder shall bear all the operational costs associated which may arise due to various problems
8. Bidder shall ensure that all supplies (software etc) must not be end of Support / End of Service and be available for at least 2 years from date of installation.
9. All required technical documentation shall be created like Software Requirement Specification (SRS), Functional Requirement Specification (FRS), User Requirement Specification (URS), User Manual, Test cases, Test Manuals etc
10. Agile methodology should be adapted for Application development where I/c MIS CGCDF has complete insight on the development activities and has the ability provide periodic feedback to the development team.

Scope – (Other)

1. For the development of “the App”, fulfilment of all legal requirements like taxes/duties/licenses shall be the responsibility of bidder.
2. Maintenance/Up-gradation of the app for next 2 years shall be the responsibility of the bidder. The bidder shall provide the details of maintenance schedule and costs applicable after 2 years.

EMD

EMD of Rs.10,000 is to be submitted along-with the bid. The EMD shall be in the form of Demand Draft in favour of “Chhattisgarh Rajya Sahakari Dugdh Mahasangh Maryadit” payable at Raipur. The EMD of successful bidder shall be detained till the completion of work.

Duration of work

The work is to be completed within 60 calendar days from the date of dispatch of work order. Delay shall attract 5 % per month deduction upto a maximum duration of 3 months, thereafter the work order shall be terminated, forfeiting the EMD. No payments shall be released in such a situation.

Bid format

The price bid should include all the direct/indirect cost and relevant taxes. The grand total of all the costs shall form the net Bid Price.

Payment terms

Upon successful running demo for one week, CGCDF shall release 50 % payment of the total bill amount. Further 30% shall be released after 3 month successful running of the App. Balance 20 % shall be released after receipt of bank guarantee of equal amount valid for 2 years from the date of completion of the work.