



POLICE HEADQUARTERS JAMMU & KASHMIR SRINAGAR

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AMENDMENT NOTICE

Pursuant to the clarification of pre bid queries raised by the intending firms in responses to e-tender No 61 of 2019 dated 17.08.2019, floated by this hqrs for supply of "PUBLIC GRIEVANCE PORTAL AND MOBILE APPLICATION" e-NIT NO 66 OF 2019 necessary amendments as per Annexure A. of this notice are hereby made to procure solution. The intending bidders can access the amendment/ clarification of the queries on J&K State tender portal www.jktenders.gov.in.

Consequently, the last date for submission of online tenders are hereby extended up to **09.10.2019** and date for opening of technical bids shall be **11.10.2019 at 1100 hours** respectively.

Other contents of the tender shall remain unchanged.

sd/-
Mubassir Latifi, JKPS
AIG (Prov & Tpt) PHQ
For Director General of Police
J&K Srinagar

No: Prov-II/WPR-32/2019-20/ 58313-30

Dated: 27 .09.2019

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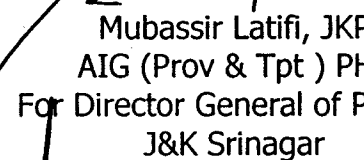
1. Principal Secretary to Govt. Home Department J&K Srinagar
2. All ADsGP J&K
3. All IsGP J&Kfor favour of information. .
4. DIG CKR Srinagar/DIG Jammu-Kathua& Samba Range Jammu.
5. Director Police Telecom J&K Srinagar for information.
6. Director Industries Jammu/Srinagar for information.
7. Chief Accounts officer PHQ J&K Srinagar for information
8. Manager Government Press Srinagar / Jammu for publication of the amendment notice in Govt Gazette.
9. SSP J&K CID Cell, 11 Harish Chander Mathur Lane Kasturba Gandhi Marg New Delhi-110001 along with copy of the amendment notice for information intending firm.
10. AIG Communication PHQ J&K Srinagar for information with the request to arrange publication of amendment notice only through information department while as Annexure A could be accessed by the prospective bidders on tender portal mentioned above.
11. In-Charge IT Centre PHQ/In-Charge e-tendering PHQ for placing the amendment notice on the website of J&K Police and J&K Govt. Portal.

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For Director General of Police
J&K Srinagar

Annexure-A

S.No	QUERY	CLARIFICATION
M/s Rational Tabs		
1.	It's mentioned in requirements that dedicated physical server is to be used for the portal, kindly clarify if the server will be provided by department and whether its OS setup, dedicated IP & other configurations to make it online and server maintenance will be done by department or do we have to provide it and include the cost in tender pricing. (Annexure A S. No1)	The server as well as the space for hosting it will be provided by the department. However, the OS setup, configuration and maintenance will be responsibility of the vendor.
2.	It's mentioned that mobile app should be developed for android and OIS platforms, kindly clarify if the app to be developed has to be a hybrid app or native code app as the pricing for the two will have good variation that can affect the bidding process if not clarified. (Annexure AS.No2) a. Hybrid app: This app is generated through software and is replica of web platform with limited hold on permission accessibility like camera, storage, contacts etc. b. Native Code app: This app has to be developed through code using Java platform using Android Studio or others, this type of app will have full hold on permission accessibility.	The mobile app to be developed for iOS and android platforms will have to be a native code app.
3.	The push notification which are to be include in the app as per requirement have a daily usage limit thereafter are paid. Do we have to mention the specific limit and its price afterwards that department will have to bear as per usage. (Annexure A S.No 9)	The limit for push notifications and pricing thereafter may be mentioned.
4.	SMS is to be used as the notification/information service, kindly clarify how many SMS credits are to be included in the initial tender cost and do we have to mention slab wise pricing for the SMS thereafter in tender or give it separately to department. (Annexure A S.No 9)	20,000 SMS credits per annum to be included in the initial tender cost. Pricing thereafter to be mentioned slab wise.
5.	Kindly clarify if the SMS is to be sent on grievance submission and final conclusion or also being different stages of its resolution. (Annexure AS.No 9)	SMS to be sent on grievance submission and final conclusion as well as different stages of its resolution.
6.	As per requirement system must provide different levels of complaint/grievance escalation/devolution to various supervisory/subordinate levels, kindly mention certain levels with flow of complaint that will give brief idea. (Annexure A.S No 12)	The different levels of escalation/devolution are from the concerned SO to the concerned Dy. SP (1 st Supervisory Level) and from there to the concerned AIG (2 nd Supervisory Level) and so on. The hierarchical chain needs to be studied by the vendor before designing/implementing the solution.
7.	Kindly mention which type of backup feature is to be included	Hardware for backup will be

S.No	QUERY	CLARIFICATION
	and whether hardware for the same will be provided by department or is to be provided by bidder. (Annexure A. S No 20) a. External hard drive-based backup b. Fingerprint based USB backup c. Backup pushing to secondary server.	provided by the department.
8.	Kindly mention if local mobile data storage option is to be provided for the mobile app where users will have their grievances/complaints stored in the local mobile database once viewed that can later be checked anytime even when internet is not working (previously downloaded information of complaint/ grievance when it was viewed with internet on). (Suggestion)	Local data storage on mobile required.
9.	It is mentioned that during warranty period and 2-year AMC the software up gradation is also to be done, but this shall only include bug fixing, minor changes in existing features, maintenance and patching. The up gradation will mean new features to be developed which cannot be quoted before knowing the requirements at present stages. So kindly exclude up gradation from the same. (Annexure AS.No 23)	During warranty period and 2-year AMC the software upgradation will involve bug fixes, changes in software as per the user requirement, maintenance and patching.
10.	It is recommended that ISO certification should be kept as the criteria for bidders to maintain the quality of the application to be developed. (Suggestion)	Agreed. Vendor must be ISO certified.
M/s Digitech Systems		
11.	Whether department will provide connectivity?	Connectivity will be provided by the department.


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