

No : E7-3453/23

Thrissur Corporation Electricity Department

Thrissur Corporation

M.O.Road, Thrissur

Phone : 2423613

Email : astced.lsgd@kerala.gov.in

Date : 04.08.2023

NOTICE INVITING TENDER

E-Tender No.E7-3453/23 Dated 04.08.2023

The Assistant Secretary, Electricity Department, Thrissur Corporation, Thrissur – 680001, invites appointment of Annual Maintenance Contract of Software and IT Support of TCED (Scope of Work Attached )

Tender Reference No.	E7-3453/23 Dated 04.08.2023	
Work Item Title/ Description	Appointment of Annual Maintenance Contract of Software and IT Support of TCED (Scope of Work Attached )	
Mode of Tendering	e-Tendering	
Tender Release Date	04/08/2023	
Availability of Tender Documents	Can be downloaded from the website <a href="http://www.etenders.kerala.gov.in">www.etenders.kerala.gov.in</a> from -05/08/2023	
Date of Pre Bid Meeting	10/08/2023 at 11.30 hrs	
Last Bid Submission Date	25/08/2023 at 11 a.m Hrs. (IST)	
Date of Opening of Technical Bid	01/09/2023 at 11 am Hrs.	
Location of Bid Submission/Opening	Office of the Assistant Secretary , TCED	
Tender Category	Services	
Tender Fee (Non-Refundable)	Rs.1,120/- (including Gst )	As a single online payment through SBI MOPS Gateway
EMD Fee	Rs 12,500./-	
Duration of Assignment	12 months	
Address of Correspondence	The Assistant Secretary, Electricity Department, Thrissur Corporation, Thrissur - 680 001 Email : astced.lsgd@kerala.gov.in	

MSME with Udyog Aadhar Registration are exempted from furning EMD and Bid submission fee. (Scanned copy of valid Udyog Aadhar registration certificate for MSME shall be uploaded). EMD and nonrefundable Tender document fee shall be remitted online through SBI MOPS Gateway. No other Modes of Payment will be allowed. Tenderer should ensure that tender document fee and EMD are remitted as one single transaction and not separate. Separate or split remittance for tender document fee and EMD shall be treated as invalid transaction. The online payment may be exercised at least 48 hours before the closing date of the tender to ensure that payment towards tender document fee and EMD are credited and a confirmation is reflected in the e-procurement system.

All the Tender documents are to be submitted on-line in the designed Covers/envelops on the above website. The scanned copies of all Agreements executed in Kerala Stamp Paper Act rules and all certificates/documents mentioned elsewhere in the tender documents are to be attached along with the tender through online. The Tender shall be opened online at the office of the Assistant Secretary, Electricity Department, Thrissur Corporation, Thrissur – 680001 on the date and time mentioned above.

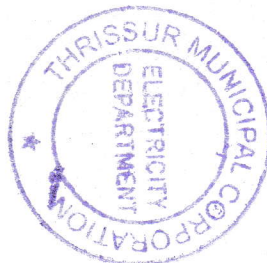
All Tenderers participating in the tender should have a valid Digital Signature Certificate availed from an approved certifying authority. For more details about e-tendering please contact : Assistant Secretary Electricity Department, Thrissur Corporation, Thrissur – 680001 on all working days from 10 a.m to 5 p.m ( Phone No. 2423613 ) email : astced.lsgd@kerala.gov.in

Any further correspondences seeking details/clarifications can be done with below mentioned address : The Assistant Secretary, Electricity Department, Thrissur Corporation, Thrissur – 680001, Phone No. 2423613 email : astced.lsgd@kerala.gov.in

Note : If any of the date/dates mentioned above happens to be a holiday, the actual dates for the same will be the next working day. No separate intimation in this regard will be issued.

Originals of all Agreements in stamp paper, enclosed in a sealed envelope indicating e-Tender No.E7-3453/23 shall be submitted to the The Assistant Secretary, Electricity Department, Thrissur Corporation, Thrissur – 680001, Phone No. 2423613 before the Tender opening date.

  
Assistant Secretary



**Name of Work:** Annual Maintenance Contract and IT Support for Software in TCED

**Scope of work:**

- Annual Maintenance Contract for Software used in TCED:  
The vendor shall support various software modules and applications deployed in TCED including database management.

Applications--Details

SI No:	Software and modules	Technology Stack		
		Front-end	Back-end	Framework
1	Billing Software			
	<ul style="list-style-type: none"><li>• Billing and Payment Module</li></ul>	VB	ORACLE 8i	
	<ul style="list-style-type: none"><li>• Online Payment Site Including Admin Module and BBPS.</li></ul>	PHP	ORACLE 11g	CodeIgniter
	<ul style="list-style-type: none"><li>• DCB Module</li></ul>	PHP	ORACLE 11g	
	<ul style="list-style-type: none"><li>• POS Payment</li></ul>	PHP	ORACLE 11g	
2	Store Management	PHP	ORACLE 11g	Core PHP
3	Challan Management	PHP 5.5.12	ORACLE 11g	CodeIgniter
4	Complaint Registration	PHP 5.5.12	ORACLE 11g	CodeIgniter
5	Bulk SMS Module	PHP 5.5.12	ORACLE 11g	
6	Android Mobile Application	JAVA	ORACLE 11g	

- IT Support includes:
  1. Support for I.T Security monitoring: The Firewalls, Servers and Wireless networking generate exception logs. The logs shall be examined for abnormalities and alerts generated resolved at the earliest.
  2. Server software installation and data retrieval, website hosting including domain renewal, SSL certification to be managed from time to time. The system uptime should not be less than 99%.

Necessary familiarization regarding the various features available in the deployed software will be arranged by TCED. The vendor staff shall resolve issues in application usage, printing, serial port communication, and network problems etc.

The Vendor will hand over the source code with complete documentation softcopy to TCED and undertake to debug any flaw in the software development. The Vendor must ensure the confidentiality and security of data. The source code will be shared quarterly if any changes have been made in that quarter.

Notwithstanding any condition either in the tender document or in the contractor's offer, the Contractor shall resolve the issue on the same day of complaint registration for critical issues. Other normal modifications are to be completed within a week on a priority basis.

A critical issue will be, Total or partial loss of service to the entire user set which includes total unavailability of applications for entire end users

As and when required creation of the provision for integration and data fetching in the form of reports from existing / online applications/modules of TCED

The Vendor would work closely with the TCED and designate a team to provide the requested job in a timely and professional manner. The Vendor shall make necessary standby arrangements in case any technical manpower is on leave. At any stage, if any additional technical manpower is required, the Vendor shall provide the additional technical manpower at no extra cost to the TCED. The Vendor shall arrange at his own cost the equipment like Computer, Laptop and internet etc. for the technical manpower attached with the TCED website. The TCED will provide the sitting space, electricity, printer and stationary in the TCED premises.

The software developed on behalf of this contract will be the sole property of TCED, and all rights will be reserved with TCED.

Backup of data on systems for rectifying or troubleshooting the system shall be performed with the vendor provided the data security should be ensured.

**\* Duration of Contract:** 12 months

**Payment Terms:**

- Quarterly payment on the production of the bill with the satisfaction of TCED

**Eligibility Criteria:**

- Vendors Company should have its office in Kerala
- All AMC service-providing companies having at least three years of service record for providing software AMC services at Central Ministries/Departments, Central/State Government Bodies, Statutory bodies, and Public sector organizations and fulfilling the following conditions are eligible for bidding:
- The company must not have been blacklisted by any Government/Ministry/Department/PSU, nor should they have been debarred from dealing with any public Department.
- The Company should have an experience with the similar work contract.

## Terms and Conditions:

1. The contractor shall be completely responsible for the job. The contractor shall deploy sufficient manpower required to meet service levels in the contract period. The contractor shall entrust and authorize a competent person as the supervisor who shall fully be responsible for carrying out the jobs safely. The authorization shall be furnished in writing. The contractor shall deploy only those qualified manpower who have prior experience in the works as brought out in the scope of work.
2. All services shall be performed by a company qualified and skilled in providing AMC services as per the eligibility criteria indicated in the circular. The personnel deployed must be well-qualified in the technology stack used for the application.
3. The company engaged should not have any adverse police records/criminal cases against them.
4. The service provider or its personnel shall not divulge or disclose to any persons of any details of office, operation process, technical know-how, security arrangements, Administrative/ organization matters as all are confidential/secret in nature.
5. The service provider shall provide the required services on holidays also if required.
6. The service provider shall be contactable at all times over the phone/Email from TCED and shall be acknowledged immediately upon receipt. The Service Provider shall strictly observe the instructions issued by TCED implementing the Contract from time to time.
7. TCED shall not be liable for any loss, damage, theft, burglary or robbery of any belongings, equipment or vehicles of the engaged service provider. In case of any loss happened to TCED due to software errors the same shall be recovered from the vendor
8. The successful bidder will enter into an agreement with TCED for providing services as per the requirement of these terms and conditions. The agreement will be valid for a period of two years commencing from the date of signing of the agreement and shall continue to be in force in the same manner, unless terminated in writing. Except for any enhancement in the Service Tax/GST rules, rates quoted by the agency shall be fixed including the period extended, if any, and no request for any change/modification shall be entertained.
9. When modifications of existing software became essential due to the orders of KSERC and Government, the service provider shall be allowed to charge on per man hour rate as per the requirements in change request which will be vetted and approved by the Technical Committee.  

The Vendor shall undertake modification, including animation (wherever deemed appropriate or required), social media Integration and updating of the content to the utmost satisfaction of the TCED. It may be necessary for the Vendor to liaise with various sections of the TCED and gather the required information. Based on the information, the Vendor shall analyze and design suitable for Webpages, modules to be made online, either dynamically or otherwise keeping in view the easy accessibility and/or security of such information.
10. The service provider shall not assign, transfer, pledge or subcontract the services.
11. The agreement can be terminated by either party giving three months' notice in advance. If the agency fails to give three months' notice in writing for termination of the agreements then Performance security and any suitable amount due to the agency from TCED shall be forfeited.

12. If any dispute arises touching any of the clauses of the agreements, the matter will be referred to the Assistant Secretary, TCED whose decision shall be binding on both parties.

13. Any legal dispute arising out of the above contract shall be settled in the jurisdiction of the High Court of Kerala.

\* Period of contract may be extended up to another **one** year on mutual agreement between both the parties.

