

**No. CGNY/PV/415/02/2019**  
**Consulate General of India**  
**New York**  
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**NOTICE INVITING TENDER / QUOTATIONS**

Consulate General of India, New York invites Quotation from registered and authorized firms/agencies for Design, Development and maintenance of Mobile Application for Consulate General of India, New York as below mentioned Terms and Conditions

For Technical Specification and Scope of Work please see **Annexure A.**

**GENERAL TERMS & CONDITIONS**

- i. Tenders to be submitted in sealed envelope to: Head of Chancery, Consulate General of India, 3 East 64th Street, New York, NY 10065 **or** Email your quote in password protected file to: [hoc.newyork@mea.gov.in](mailto:hoc.newyork@mea.gov.in) copy to : [dgc.newyork@mea.gov.in](mailto:dgc.newyork@mea.gov.in)
- ii. Rates should be quoted in figures and words clearly (in USD & in INR).
- iii. Rates should be inclusive of all taxes and other charges.

**DEADLINE OF TENDER:**

**Feb 14, 2019 (LATE TENDERS WILL NOT BE ACCEPTED)**

**CGI, New York**  
**29<sup>th</sup> Jan 2019**

## 1. REQUIREMENT

The purpose of developing this mobile application is to provide a simpler way to approach the Consulate for issues/queries related to all the Services rendered by the Consulate to the applicants who resides in the jurisdiction of the Consulate General of India, New York. This app will also act as a bridge between applicants and Consulate to pass or exchange an important public information and register their feedback.

For the above requirement the developer is responsible for overall application architecture and development including concept, design, testing, installation & maintenance. The application is proposed to be a mobile based application developed for iOS and Android platform. It is envisioned that the proposed app would be highly effective to provide improvising services to the applicants.

## 2. SCOPE OF WORK

The following tabs will be on main screen:

1. Splash Screen
2. Welcome Note
3. Query forms for Different services (i.e. a to g)
4. Officer login (Various Tabs for Admin, i.e. **B to J**)
5. Feedback

**A. Query Form :** Different wings of the Consulate are rendering different services. For use of each wing different user friendly query forms with drop down menu needs be design, list of these wing wise services are as per below:

### a. Consular Wing

- ◆ Visa
- ◆ Passport
- ◆ Renunciation
- ◆ Visa + Renunciation
- ◆ PIO to OCI Conversion
- ◆ Emergency Visa (in case of death/serious illness)
- ◆ Emergency Travel document ( Only for Indian Nationals)
- ◆ Tatkal Passport Approval
- ◆ Miscellaneous Service (Attestation of Documents Etc.-10 different services)
- ◆ Transfer of Mortal remains to India
- ◆ Document Adviser
- ◆ General Queries on Consular Matter

### b. Commerce Wing (Query form for 5-6 different services)

### c. Community Affairs Wing (Query form for 5-6 different services)

- d. Culture & Media Wing (Query form for 5-6 different services)
- e. Education Wing (Query form for 5-6 different services)
- f. Feedback
- g. FAQs

**B. Integration of Voice Mail with main Response System with automated tickets**

**C. Interactive voice response System Tab**

**D. Calls : Calling applicant via VOIP using account form phone/system**

**E. Live Chat Tab**

**F. Universal response dashboard/Inbox Tab** : For email as well as Voice mails

**G. Officer's login Tab** : Need to design and development various secure platforms for use of Consulate officers, for requesting/processing various internal services (i.e. car request, protocol request, stationary, leave request etc.). Officer can able access universal response dashboard through officer's login.

**H. E-invite Tab**

**I. Data Analysis Tab** (through various charts)

**J. Any future Changes, Creation of new Tabs and updates as per CGI New York's requirement**

### **3. DATA SECURITY AND SERVER**

Creation of digital database of parameter and MIS generation & Graphical representation as per the requirements of projects. The database platform and application server should be hosted on a server for a highly secure and fully managed service as per latest *Guideline of Govt. of India on the subject*.

Database should be designed to permit secure login to update the mobile application database as and when required. There should be an option of populating the mobile application database from another database or through secure login interface for manual entry. *Database and web server should be Load balanced to handle 50,000+ users in parallel.*

### **4. APPLICATION DEVELOPMENT ACTIVITIES**

- i. System Analysis and Design
- ii. Creating app User Interface(UI)
- iii. Creating a database.
- iv. Creation of API for connections
- v. Database hosting
- vi. Testing the application
- vii. Publishing the app roll out
- viii. Creating different Tabs for Admin and Tabs for applicants or Users

## 5. MOBILE PLATFORM

Sr. No.	Platform Support(OS)	OS Versions	Display support
1	iOS	7.0 and Above (latest version available)	(480 x 320) and above iPhone, iPhone Retina, iPad & iPad Retina
2	Android	2.3 and Above (latest version available)	(426 x 320 dp) and above for android phones and tabs

## 6. USER INTERFACE REQUIREMENTS

1. All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
2. All buttons and object must be reactive to touch and work as intended.
3. All function must stay within the mobile platform boundaries.
4. All data must be easily view-able on different mobile platform matrix given above.
5. English will be the default language out of two language(English & Hindi).
6. The design/User Interface of the mobile application should be flexible enough for multiple themes/skins.
7. Free download from Google Play store & iTunes store.
8. Data representation through graph and bar charts etc.

## 7. TECHNOLOGY REQUIREMENTS AND DELIVERABLE

1. Mobile app development should be in English, responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones and tablets with OS such as Android and iOS including future versions of mentioned OS.
2. Vendor will setup and deploy application and database to cloud server in India with interface via secure login for database update & vendor may also be required to provide facility to import data from predefined parameter in excel format into the database. The selected vendor will be required to provide quarterly report for hosting up time (*latest guideline of Govt. of India is applicable*).
3. Vendor has to ensure the development of mobile application as per guidelines issued by application stores. For ex: Google play, iTunes etc.
4. the test plans, test cases and result result for each of the phases will be shared by vendor with Consulate General of India
5. Vendor has to share the design documents based on the Consulate General of India requirement document for Consulate General of India review and sign-off
6. User manual, admin manual, test cases, test plan, and QA result for the user acceptance testing.
7. The application should be compatible with all the devices running on the Operating system mentioned above and screen resolution issues should be there.
8. Application code, Web API's to be handed over to Consulate General of India, New York.
9. Deployment documents to be provided.

- Mobile app development should have minimum **3 years** experience in mobile app development or similar sector.

## 8. TECHNICAL MAINTENANCE SUPPORTED

- Minimum support period along with hosting it three years after the Consulate General of India's acceptance of deliverable.
- Support should be provided through email, telephone or remote login. The scope of technical support includes rectification of errors within already developed solution and/or transferring solution from one server to another server and also providing bug fixes on fixed interval of time or upgrading the application for the new operating system update.
- The scope of technical support also includes rectification of errors within the already developed solution, server/ database administration, server migration, patching, system upgrade, technical, and functional support for Consulate General of India users etc.

## 9. INTELLECTUAL PROPERTY RIGHTS

The Intellectual Property Rights of application will rest with Consulate General of India. The developer will provide the source code of the application to Consulate General of India.

## 10. PROJECT TIME LINE

Total duration of the project is **4 weeks** and **three years** technical maintenance and upgrade support post Go-Live. Project milestones are as under.

- Milestone 1- Requirement gathering and SRS – **1 week** from acceptance of LoA.
- Milestone 2 - Software development – **1 weeks** from Milestone 1.
- Milestone 3 – Hosting, Testing and Security auditing – **1 week** from Milestone 2.
- Milestone 4 (Go Live) – Mobile app publishing – **1 week** after Milestone 3.

## 11. PAYMENT MILESTONE STRUCTURE

<b>Cost for App Development</b>	<b>Payment(% of Total Cost)</b>
Milestone 1	10%
Milestone 2	35%
Milestone 3	35%
Milestone 4	20%
<b>Cost for up-gradation &amp; Maintenance</b>	<b>For 3 years Two options for Quote (Monthly or Yearly)</b>
By end of each year <b>or</b> By end of each Month	Total amount <b>or</b> Monthly Charges

## **12. SEPARATE AGREEMENT FOR UP-GRADATION & MAINTENANCE**

CGI, New York will sign separate agreement with selected developer for up-gradation and maintenance of Mobile app for period of 3 years.

## **13. LIQUIDATED DAMAGES**

If the developer fails to complete in full, all delivery and implementation according to the project schedule, Consulate General of India reserves the right to recover LD@ 1.0% of the contract value for each complete week or part thereof, for delay up to a maximum of 10% of value of letter of Award. Thereafter, Consulate General of India will have the right to terminate the contract in case of delay beyond 10 weeks and would have the option to execute the project from market at developer's risk and cost.

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