

DELHI PARKS AND GARDENS SOCIETY

(A Society Registered under the Societies Registration Act of XXI, 1860) (Registration No. S/62922/2008)

DEPARTMENT OF ENVIRONMENT

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI

C-Wing, 6th Level, Delhi Secretariat, I. P. Estate, New Delhi – 110 002

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F. No.F.1(13)/DPGS/2020-21/ 1127

Date: 03/03/2025

NOTICE INVITING QUOTATION

Sealed quotations are invited from registered Delhi based firms for Annual Maintenance Contract of DPGS online services, portal for financial assistance to RWAs/NGOs for maintenance of parks and gardens and one time financial assistance to RWA for installation of STPs with an estimated cost of Rs. 4,95,000/- (including GST).

All interested firms are requested to submit their sealed quotation along with all required documents as per Annexures-I-III in a single sealed cover to the office of the undersigned on or before **11.03.2025 by 02:00 PM**

The sealed quotations will be opened on same day at 03:00 PM, in the presence of bidders or authorized representative of the bidder who wish to be present in the proceeding at Office of the CEO, DPGS, C-Wing, 6th Level, Delhi Secretariat, I. P. Estate, New Delhi – 110 002. The details of scope of work, general terms and condition and eligibility criteria of AMC available on website i.e. <https://dpgs.delhigovt.nic.in>

The undersigned reserve the right to accept or reject of all the quotations without assigning any reason thereof.

Encl.-

1. Scanned copy of Scope of Work.
2. Scanned copy of General Terms and Condition.
3. Scanned copy of Eligibility Criteria.
4. Scanned copy of Financial Bid.



CEO, DPGS

DELHI PARKS AND GARDEN SOCIETY

DEPARTMENT OF ENVIRONMENT, GNCTD

6th Level, C-Wing, Delhi Secretariat, New Delhi – 110002 Tel. 011-23392736

Sub:- AMC of DPGS Online services portal integrated with e-district portal for financial assistance to RWAs for maintenance of parks and gardens and one time financial assistance to RWA for installation of STPs for the period of one (01) years.

1. Scope of work

1.1 Scope of Work a workflow based web application would be built to automate processing of only online application for Installation of STP (Sewage Treatment Plant) and Engagement of RWAs/NGOs for Maintenance of Park. Applicant can see their application status. The application will have following modules:

Stakeholder:

- 1. DPGS Admin**
- 2. Applicant**
- 3. Application Verifier**
- 4. Field Supervisor**
- 5. Consultant**
- 6. DCA**
- 7. CEO**
- 8. Accountant**

User Management:

For using online application, Applicant has to first sign up on system using basic information.

1. There are following types of Users Roles:

- 1.1 DPGS Admin:** Will have access to all modules, functionalities and MIS Reports in the application.
- 1.2 Application Verifier:** Will have access to Approval or Rejection modules in the application.
- 1.3 Field Supervisor:** Will have access to inspection modules and reports.
- 1.4 Consultant:** Will have access to Approval or Rejection modules in the application.
- 1.5 DCA:** Will have access to Approval or Rejection modules in the application.

- 1.6 **CEO Officer:** Will have access to Approval or Rejection modules in the application.
- 1.7 **Accountant:** Will have access to fund transfer modules in the application.
2. Back end user Creation will be done by DPGS Admin Level user with rights of User Management.
3. User Role assignment with access to modules in System will be managed by DPGS admin user which have access rights of User Management.

2. Online Application

To apply for

- Engaging the RWAs/NGOs for maintenance of Park
- Set up New STP.
- Applicant will have to fill the input form along with required documents.
- Applicant will have to provide hard copy for the attached document at the time of Field Inspection to the Field Supervisor.
- Applicant will be able to see the live status of their applications.
- If any application is rejected by the department then application can see the reason of the rejection.
- This module will also have a provision for online fund transfers for approved application to applicant's account. Print of Document upload.

3. Applicant Registration

Registration for Applicant:-

- Applicant will have to register themselves before applying on e-District Portal.
- Registration will be verified by one-time link send on email.

4. Form Selection

Different forms will be uploaded for different users which could be selected by drop down. Masters will be created for form types.

5. Apply Online

- This module will have a provision to showcase different forms with
- Pre-defined fields of Checklist
- Document upload facility
- Summary
- Submit options.

After successful submission of application, unique application number will be generated.

Users including applicant and other officers can track the status of the application with the help of unique application number generated.

6. Scrutiny of the Applications received by department

- i. The concerned DPGS officer will receive the application.
- ii. Criteria could be established for the allotment of applications to the DPGS officers
- iii. Checklist: A default checklist will be provided to the scrutiny office to ease the scrutiny process. Master will be maintained for the checklist for different type of applications.
- iv. The officer will be able to perform following actions on the received applications
 - a) View
 - b) Approve
 - c) Review
 - d) Clarification
 - e) Rejection

7. Inspection

- i. Criteria could be established for the allotment of applications to the Inspection Officer.
- ii. Inspection Officer will upload the inspection report with comments and status will be updated accordingly.
- iii. Prepared the estimate and submit for the approval from CEO, DPGS.

8. Seek NOC from the concerned Land-Owning Agency

- i. This is the offline process and department user can update the application status that department is seeking the NOC from the concerned Land-Owning Agency.
- ii. After getting the NOC from the concerned Land-Owning Agency department user will update the status that application process for Fund transfer.

9. Estimated Cost

- i. After getting the NOC's from the respected department then department will prepare the estimated cost of respected application.
- ii. All the applications estimated cost list will be forwarded to Consultant for final verification.

10. Consultant and DCA

- i. This user can view all the initially verified applications.
- ii. This user can approve or reject any application.
- iii. If application is rejected by Consultant, then the application is sent back to applicant along with the rejection reason.
- iv. If application is approved by Consultant, then the particular application forwarded to DCA and after that CEO, DPGS for final decision.

11. Final Approval

- i. CEO, DPGS can view Consultant verified applications through DCA.
- ii. This user can approve or reject any application.
- iii. If application is rejected by CEO, DPGS, then the particular application sends back to applicant along with the rejection region.
- iv. If application is approved by CEO, DPGS then the particular application forwarded to Account section for fund transfer.

12. Approvals

- i. The information of approved and rejected application list will be uploaded and flashed on the dashboard also available for the general public.

13. Utilization Certificate

- i. This module will help approved user to upload the Utilization Certificate of funds. User has to provide this information on every six months. If any user is not providing this information, then next grant will not be released.

14. Feedback Management

- i. This module will help DPGS admin in collecting feedback from website visitors and other officers. We will develop an online form contains limited fields for collecting feedback from website visitors through provided form. All feedback will available for admin.

15. Notices Module

This module will help DPGS admin or authorized person to publish –

- i. Notices
- ii. Circulars
- iii. Advisory and related corrigendum

16. Legacy data

- i. All the legacy data will be provided by the department into the soft copy and feeding shall be done by Department.

17. Master Management

The standardized name and codes for various master items & their other detail are entered using this module. Basic features of this module are-

- i. Add a new record
- ii. Edit a record

18. SMS /Email Gateway Integration:

- i. The system will facilitate notification of status of application through SMS and email of applicant in automated mode.
- ii. It also facilitates bulk message to all stakeholders, controlled by Super admin.
- iii. Admin users can control the notification and messaging time through master data management

19. Additional Features

- i. Portal will be Responsive (Desktop/Mobile/ Tablet Compatible).
- ii. Web application will be Cross Browser & Cross Platform compatible.
- iii. Security audit of the website will be done for checking the OWASP from CERT-In
- iv. SMS/Email will also have integrated for notifications



CEO, DPGS

GENERAL TERMS AND CONDITIONS

The following works/services shall be provided by the vendor and compulsory, failing which the said contract can be terminated without any information as well as ePBG will be forfeited:-

- 1) Generate different report as per requirement of the Department.
- 2) **Application complete remarks should be displaced at dashboard of applicant (RWA/NGO).**
- 3) **Once the application is approved by CEO, DPGS and payment be released to RWAs/NGOs there will be no option to edition and deletion of approved files/applications by any user except Admin User.**
- 4) **Application may append in serial list on the basis of first come first serve basis.**
- 5) Preparation of applicant and different stack holder dashboard.
- 6) Interaction of Email services receiving from Cloud Services etc., IT and NIC.
- 7) Service regarding SSL Renewal activities will be perform by vender cost born by the Deptt.
- 8) Service regarding SMS Renewal activities will be perform by vender cost born by the Deptt.
- 9) Service regarding Security audit suggested issue fixed by vender cost born by the Deptt.
- 10) Service regarding update content on website of Department time to time.
- 11) Update the application movement Role facilities. The facilities to the application when the particular stakeholder on leave.
- 12) Use Database Transaction History.
- 13) Application Module Proper Relation Based Design.
- 14) 2-way Authentication.
- 15) Proper Error Manage.
- 16) Use Bug Fixes Technique.
- 17) Admin User base Role Remapping.
- 18) Admin Dash board Re-Design.
- 19) Issue regarding backend on server, data-base.
- 20) Since, the said application integrated with Delhi e-district portal. So the applicant facing the different type of problem as given below:-
 - a. Sometime applicant fail to login in the application
 - b. Sometime old applicant has been change with new applicant and their password.
 - c. Client want to manage the applicant with a separate module.
- 21) The contract can cancel in any time without assigning any reason thereof if services found unsatisfactory.

* **Note:- The work from Sl. No. 2. to 4. are priority basis and to be completed within first quarter of the contract period.**


CEO, DPGS

1. Eligibility Criteria

1	Company Profile	The bidder should be registered in NCR under India Companies Act, 1956/ 2013, Proprietorship Firms and Partnership and LLP and should have been operation in India for minimum of five (05) years.	Supporting documents
2.	Blacklisting	The bidder should not be blacklisted/banned/declared ineligible/declared having dissatisfactory performance by any State/Central Government.	Declaration on company letterhead.
3.	Local Support Office	The bidder must have a local fully operational office in Delhi/NCR.	Copy of valid proof/documents
4.	Experience	Minimum three (03) years experience in .net MVC and SQL Server.	Copy of completion certificate in software support/AMC.
5.	Registration Certificate	The bidder should have a valid Certification of: GST Certificate, PAN Certificate..	Copy of PAN and GST Certificate
6.	Declaration	The bidder must submit an undertaking that bid has been submitted by the prime bidder only as no consortium or joint venture is allowed in this bid.	Declaration on Company Letterhead.
7.	Positive Net Worth	The bidder Net Worth of last three (3) financial years should be (50 Lakhs per year) should be positive duly certified by C.A.	Year wise details of last three years certified by CA.

2. Contract Period:-

1. The contract period initially for the period of one (01) year and will be extendable for another one year, if service in respect of AMC found to be satisfactory on same rates, terms and conditions.

3. Payment terms:-

1. The payment will be made on quarterly basis.

**CEO, DPGS**

Sub: Financial bid for AMC of DPGS online services portal for financial assistance to RWAs/NGOs for maintenance of parks and gardens and one time financial assistance for installation of STPs for the period of one (01) year.

Sr. No.	Description	Qty.	Rate (in Rs.)	Total amount (in Rs.) inclusive GST
1.	Annual Maintenance Contract (AMC) of DPGS online services portal for financial assistance to RWAs/NGOs for maintenance of parks and gardens and one time financial assistance for installation of STPs for the period of one (01) year.	01		

Signature _____

Name : _____

Name of Firm _____

Add _____

Cont. No. _____


CEO, DPGS