

No. KSEDC/ITS/P180/2026-27/(Call-2) [E-290886]

30.07.2026

INVITATION FOR QUOTATIONS (IFQ)
TO APPOINT AN AGENCY FOR STUDY, DESIGN, DEVELOP, TEST, COMMISSION AND WARRANTY OF COMPLAINT MANAGEMENT SYSTEM AT KARNATAKA STATE COMMISSION FOR WOMEN (KSCW)

1. Sealed quotations are invited from eligible and qualified Companies / Firms to appoint AN AGENCY FOR STUDY, DESIGN, DEVELOP, TEST, COMMISSION AND WARRANTY OF COMPLAINT MANAGEMENT SYSTEM AT KARNATAKA STATE COMMISSION FOR WOMEN (KSCW) in the format given below:

Sl	Item	Quantity	Unit	Amount (excluding GST) (in Rs.)	Amount (including GST)
1	Study, design, develop, test, commission and warranty of Complaint Management System (CMS)	1	Lump sum		
	Total				

2. Eligibility Criteria

- 2.1. The Applicant should be registered with the Commercial Tax Department. The Applicant should submit a copy of **GST Registration**.

3. Scope of work of the Applicant

- 3.1. Should carry out requirements study and prepare a detailed "Functional Requirements Specification (FRS) document".
- 3.2. Should carry out UI/UX design and workflow design and prepare a "UI/UX and Workflow Design document".
- 3.3. Should carry out design of Dashboards, Analytics, Realtime monitoring, MIS Reports and prepare "Dashboard design document".
- 3.4. Should present and review the following documents to KSCW officials and obtain approval from KSCW.
- 3.4.1. Functional Requirements Specification (FRS) document.
- 3.4.2. UI/UX and Workflow Design document
- 3.4.3. Dashboard design document
- 3.5. Should submit the server, storage, database, communication, etc. required to deploy the web application and mobile application.
- 3.6. Should carry out development of web application and mobile application as per the approved documents.
- 3.7. Should carry out unit testing, system testing, integration testing of the web application and mobile application.
- 3.8. Should carry out data porting of master data and onetime transaction data.
- 3.9. Should prepare test cases for User Acceptance Testing.
- 3.10. Should present the web application and mobile application to officials of KSCW for User Acceptance testing and obtain User Acceptance Test Report.
- 3.11. Should obtain Safe-to-host certificate for the web application and mobile application, from a Cert-in empaneled IT Security Auditor at no additional cost.

- 3.12. Should provide training, refresher training and handholding to the end users of the web application and mobile application. Should publish user manuals, in document and video formats, for the web application and mobile application.
- 3.13. Should deploy and commission the web application and mobile application on the servers and related infrastructure provided by KSCW.
- 3.14. Should obtain "Commissioning and Go-live Completion Report" from KSCW. Should provide deployment architecture and step-by-step deployment, configuration & test checklist manual.
- 3.15. Should provide warranty services for a period of 3 years from the date of commissioning. Warranty shall include, but not limited to, deployment management, ensuring uptimes, bug fixes, software change requirements, software enhancements, deployment support, data support, backups & restore, etc.

4. Indicative High-level requirements of Complaint Management System

[It is informed that the requirements stated are indicative only. The final requirements will be determined after the approved Functional Requirements Specification (FRS) document, UI/UX and Workflow Design document and Dashboard design document]

- 4.1. Multi-channel complaint registration: Web, mobileapp, email, call center, etc.
- 4.2. Complaint categorization and auto-routing based on department, priority, location.
- 4.3. Role-based access: Admin, Supervisor, Operator, etc.
- 4.4. Workflow automation with escalation matrix and SLA-based tracking.
- 4.5. SMS/Email notifications and alerts
- 4.6. Dashboard and Analytics for real-time monitoring.

5. Milestones, Deliverables and Timelines

- 5.1. The project should be completed within one (1) month from the date of issue of supply order as per the following milestones, deliverables and timelines.

SI	Milestone	Deliverables	Deadline for completion (in working days)
1.	Supply order to Agency	–	T
2.	Requirements Study and documentation	- Detailed Functional Requirement Specification (FRS) document - UI/UX and Workflow Design document - Dashboard design document - Technology stack document - Server and Allied infrastructure requirement document	T + 10 working days
3.	Development and testing of web application and mobile application	Web application and mobile application	T + 15 working days
4.	Data Porting	Web application and mobile application along with ported data	T + 20 working days
5.	User Acceptance Test (UAT)	User Acceptance Test report	T + 25 working days
6.	IT Security Audit by Cert-in empaneled IT Security Auditor	Safe-to-Host certificate for web application and mobile application	T + 30 working days
7.	Deployment of application on Server	- Commissioning and Go-live report - Deployment architecture	T + 30 working days

SI	Milestone	Deliverables	Deadline for completion (in working days)
	Infrastructure	Step-by-step deployment, configuration & test checklist manual	
8.	Warranty Start Date	—	T + 31 working days

5.2. All milestones and its deliverables should be certified by a competent authority from KSCW.

5.3. The warranty shall include but not limited to the following services:

5.3.1. Bug fixing and defect resolution

5.3.2. Software performance monitoring and performance optimization/fine tuning/resolution

5.3.3. Software and data configuration

5.3.4. Minor change requirements

5.3.5. Training and handholding

5.3.6. Helpdesk support

5.3.7. Backup and restore of data and application

5.3.8. Redeployment as necessary and required.

5.3.9. 2nd year IT Security Audit from Cert-in empaneled auditor

5.3.10. 3rd year IT Security Audit from Cert-in empaneled auditor

6. Service Level Agreement (SLA)

6.1. The Service Level Agreement (SLA) along with SLA type, resolution and penalty is as given below:

SI	SLA Type	Resolution Time	Penalty after completion of Resolution Time
1.	Submission of deliverables T = deliverable submission deadline	Within T + 7 working days	Rs. 5,000 for per day of delay after T + 7 working days
2.	Delay in starting the Project T = supply order issue date	Within T + 7 working days	Rs. 10,000 for per day of delay after T + 7 working days

7. Intellectual Property Rights

7.1. The Intellectual Property Rights of the source code, web application, mobile application, database, documentations, trademark, patents, etc. shall be owned by the Purchaser.

8. Payment Terms

8.1. 85% of the contract value will be paid against the "Commissioning and Go-live Completion Report" issued by KSCW.

8.2. 5% of the contract value will be paid after the completion of 1st year Warranty and its certification by KSCW.

8.3. 5% of the contract value will be paid after the completion of 2nd year Warranty and its certification by KSCW.

8.4. 5% of the contract value will be paid after the completion of 3rd year Warranty and its certification by KSCW.

9. Contract Period

9.1. The contract shall be for a period of 3 years and 2 months, including 3 years warranty period.

10. Quoted Price:

- 10.1. The Applicant shall quote for items in the format of quotation attached.
- 10.2. All duties, taxes and other levies payable by the tenderer (including GST) shall be included in the quotation.
- 10.3. The rates and amount quoted shall be fixed for the duration of the contract and shall not be subject to any adjustment.
- 10.4. Rates for supply of partial requirements is not acceptable.
- 10.5. Corrections, if any, shall be made by crossing out, initialing, dating and rewriting.
- 10.6. Cable or Facsimile quotations are not acceptable.

11. Each tenderer must submit only one quotation.

12. Validity of quotations:

- 12.1. The quotation shall remain valid for a period not less than 60 days after the deadline fixed for submission of quotations.

13. Evaluation of quotations:

- 13.1. The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e., which are properly signed, and conform to the terms and conditions and specifications in the following manner:
 - 13.1.1. The evaluation will be done including all taxes. If the tenderer has not included the taxes in his quotation for the item rate, and has also not indicated the rate of taxes applicable, the quoted rate will be treated as though it is inclusive of taxes and no extra payment for taxes will be made
 - 13.1.2. The evaluation would be done for all the items put together. The items for which no rates have been quoted would be treated as zero and the total amount would be computed accordingly. The tenderer who has quoted for partial quantity of any one or more item(s) would be treated as non-responsive. The Purchaser will award the contract to the responsive tenderer, whose total cost for all the items put together is the lowest.

- 14. At any time during the IFQ process, the Client reserves the right to cancel the IFQ process and/or reject all the proposals received in response to the IFQ.

- 15. Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the quotation process and reject all quotations at any time prior to the award of the contract.

16. Last date and time of receipt of quotations:

- 16.1. You are requested to submit the sealed quotations superscribed on the envelope **"INVITATION FOR QUOTATIONS (IFQ) TO APPOINT AN AGENCY FOR STUDY, DESIGN, DEVELOP, TEST, COMMISSION AND PROVIDE WARRANTY FOR COMPLAINT MANAGEMENT SYSTEM AT KARNATAKA STATE COMMISSION FOR WOMEN (KSCW)"** on or before 07.08.2026.

[Approved in eoffice file# 290886]


Director Finance
KEONICS, Bengaluru