From

To

The Joint Commissioner of Police,
Traffic (South)
Vepery, Chennai -07.

All firms at Annexure enclosed.

RC.No.Tr.Imp.(2)/ 305/10785/2017-4(2)   **Dated: 11.04.2022**

Sir,

Sub:- Chennai Traffic Police – Annual Maintenance Contract of Citizen Friendly Application Called "GCTP Citizen Service" at an estimated cost of Rs. 3,00,000/- (Approx.). for the years 2021-2024 - Through Limited Tender – Sealed Quotation Called for – Reg.
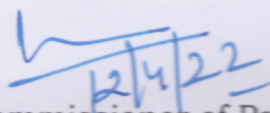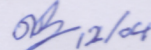
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The Chennai Traffic Police is proposed to issue Annual Maintenance Contract for Citizen Friendly Application Called "GCTP Citizen Service" at an estimated cost at Rs.3,00,000/- (Approximate) through "Limited Tender" for a period of three years.

2.   In this connection, companies willing to participate in the tender are requested to furnish their quotations in a sealed cover on the date and time stated below. The sealed cover should be addressed to the Joint Commissioner of Police, Traffic (South), Vepery, Chennai-07 with the name AMC of Tender Citizen Friendly Application Called "GCTP Citizen Service" for which quotation is submitted superscribed on the top of the cover. The sealed cover will be opened in the presence of the tenderers. The Annual Maintenance Contract conditions are enclosed herewith. This cost includes any other charges for repairs, if any required during the maintenance period.

3. The tenderers are requested to attend the meeting at chamber of the Joint Commissioner of Police, Traffic (South), 7th floor, New Commissioner of Police building, Vepery, Chennai-07 on **25.04.2022 at 15.00 hrs**.

Yours faithfully,

for Joint Commissioner of Police,
Traffic (South), Chennai-7.

Copy to: The Addl. Commissioner of Police, Traffic.

Specification of Citizen Friendly Application Called "GCTP Citizen Service" app.

The Above Software platforms:
Portal

Framework: Yii 1.6
  Frontend – HTML5, CSS3, Jquery / Javascript
  Backend –PHP 5.6and MySQL
  OS – Windows
  Android App
  Frontend – Java, Android
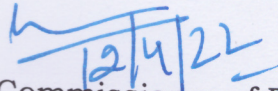 **Backend** – :PHP 5.6and MySQL
  OS – Android
  iOS App
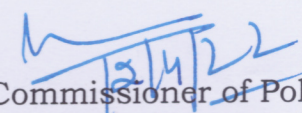 **Frontend** - Swift 4
  Backend – PHP 5.6 and MySQL
  OS - MacOS High Sierra

for Joint Commissioner of Police,
Traffic (South), Chennai -7

Annual Maintenance Contract Terms and conditions for Mobile App

1.		Annual Maintenance Contract will be based on "All Comprehensive" basis.
2.		The contractor will have to undertake all maintenance work at the existing Citizen Friendly Application Called "GCTP Citizen Service of Greater Chennai Traffic Police for a period of three years.
3.		The contractor shall not subcontract the work to any other agency and shall execute the work on his own.
4.		The period of contract will be 36 months from the date of execution of agreement.
5.		The contractor shall Maintain the above App in updated and working condition providing 24/7 support to the Police Department during the contract period. In case of emergency he has to attend to any fault immediately irrespective of the time.
6.		In this contract the above app includes Frontend and Backend software's, relevant software. Which are required for uninterrupted operation and function of the above app.
7.		The Contractor should provide all necessary upgrades that are required for th smooth functioning of the Application
8.		The Contractor should maintain daily backup of all Data captured in the Application
9.		The Contractor should resolve any critical issues in the functioning of the Applicatio within 24 hours of the receipt of the complaint
10.		The Successful Bidder should provide all necessary training to the Users in the Polic Department as and when necessary by providing manpower for Training.
11.		The successful Bidder will be paid monthly on the total amount of the Bid divided by the contract period.
12.	i.	**Preventive Maintenance (Free of Cost)**
a.		**Reactive Maintenance (Free of Cost)**
	i.	Replacement of Frontend and Backend software's, relevant software (as and when required)
b.		**Operational Maintenance (Free of Cost)**
		The above app and support Systems on web
		a) Call Logging
		b) Completion Logging
		c) Estimate generation
		d) MIS reports
		e) Special work order monitoring
		f) Escalation of issues
		g) Collating and uploading app data on the web server
		h) Updating and maintenance of the above
10		**Acquired Maintenance (Free of Cost)**
		Cost pertaining to repairs or replacement of all software, faults in Frontend and Backend software's in the tenure of **THREE YEAR** shall be borne by the Contractor only. This will include replacement of the entire damaged the above app.
11		Testing, Commissioning, earthling of Frontend and Backend software's shall be the responsibility of the contractor for maintenance of the above app and its repairs inclusive of expenditure in Virus Software,

for Joint Commissioner of Police,
Traffic (South), Chennai – 7