CENTRE FOR DEVELOPMENT OF IMAGING TECHNOLOGY (C-DIT)

Chithranjali Hills, Thiruvallom, Thiruvananthapuram-27
Phone: 0471-2380910 Mobile No. 9895788211
Ref.No. C-DIT/3/P&M/17/T499 Dated 1.2.17

TENDER NOTICE

C-DIT invites competitive bids from interested ISO 9001 Consultants and Service Providers for providing Consultancy Services for implementation of ISO 9001 based QMS in C-DIT.

For details and for downloading tender documents, visit our website - www.cdit.org.

Last date of submission of bids: 20-02-2017, 3PM. Tender opening at 4PM, same day.

Registrar, C-DT

Centre for Development of Imaging Technology (C-DIT)
Thiruvananthapuram

TENDER INVITING PROPOSALS

For providing Consultancy Services for implementation of ISO 9001 based QMS in C-DIT

Centre for Development of Imaging Technology (C-DIT), a scientific institution under Government of Kerala invites proposals from interested ISO 9001:2015 Consultants and Service Providers for providing consultancy services to C-DIT to meet the requirements of ISO 9001:2015 standard for various divisions of C-DIT and also for the project 'Straight Forward' undertaken by C-DIT.

GENERAL TERMS

1. Objective: The objective of this tender is to solicit proposals from the interested bidders for participation in a bid process for selection of a consultant to guide C-DIT in implementing ISO 9001:2015 standard based QMS in select divisions in C-DIT and for the project 'Straight Forward'.

2. Tender issuing authority: This notice is issued by CDIT. Decision of C-DIT with regard to the selection of bidders shall be final and C-DIT reserves the right to reject any or all the bids without assigning any reason.

a	Title	Selection of consultant for implementing QMS in C-DIT based on the requirements of ISO 9001:2015 standard
b	Contact Details	Registrar Centre for Development of Imaging Technology(C-DIT) Chitranjali Hills Thiruvallom P.O Thiruvananthapuram-695027
c	Tel/email	0471-2380910/2380912 Fax:0471-2380681 headofficecdit@gmail.com
d	Website	www.cdit.org

3. Tentative calendar of events : The following table enlists important dates and timelines for completion of bidding activities:

Sl. No	Milestone	Date and time
1.	Release of Tender notice	01.02.2017
2.	Pre-bid conference	07.02.2017 (11 AM)
3.	Last date for submission of bids	20.02.2017 (3 PM)
4.	Opening of Technical Proposal	20.02.2017 (4 PM)
5.	Declaration of short listed firms & opening of Financial Proposal	To be informed later

4. Availability of bid documents: Bid document can be downloaded from the website www.cdit.org. The bidders are expected to examine all the instructions, terms, project requirements in detail. Bids / proposals not substantially responsive in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. Pre-bid conference: C-DIT will host a pre-bid conference in Trivandum. The Conference is tentatively scheduled as per the schedule given in paragraph 3 above. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with C-DIT requirements and any clarifications regarding the work. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the work. The venue for the bid conference will be at the address given in paragraph 2.

6. Processing fees: A non-refundable processing fee for Rs. 1,000 (One Thousand Rupees only) in the form of a Demand Draft drawn in favour of Registrar, C-DIT payable at Trivandrum, has to be submitted along with the bid. Bids received without or with inadequate processing fees shall be liable to get rejected.

7. Venue and deadline for submission of proposals: Proposals, in its complete form in all respects as specified in this document, must be submitted to the address specified above in paragraph 2.   C-DIT, in exceptional circumstances and at its discretion, may extend the deadline for submission of proposals by issuing an addendum to be made available on C-DIT website.

SCOPE OF SERVICES

8. General Background

C-DIT was set up as a scientific institution under Government of Kerala in 1988 and is providing ICT services to various government departments/organisations. Major services offered by C-DIT include Software development, Video production, Multimedia content development, Document Digitisation/preservation, Holographic label production, IT courses of 3 months to 1 year duration, etc. Approximately 250 employees have been engaged in these domains. As part of the streamlining of activities of those departments engaged in the above areas, it has been decided to obtain relevant ISO certification to these departments in a phased manner. For this, C-DIT need the services of competent consultants to implement the requirements of ISO 9001:2015 standard

8.1 In the first phase, four departments in C-DIT have been identified for the implementation of ISO 9001:2015 based QMS. The profile of the organisation and details of the departments identified for the first phase of implementation is appended as *Annexure-I*

8.2 Apart from this, ISO 9001:2015 based QMS is to be implemented in a specific project- '*Straight Forward*'- being undertaken by C-DIT for the Government of Kerala. The details of the project 'Straight Forward' is appended as *Annexure-II.*
(The assignments in para 8.1 and 8.2 above shall be carried out separately)

9. Terms of Reference: The terms of reference for the consultant will include the following:-

    (a) Evaluating existing systems, discussion with Top Management, Management Representative (MR), Core Committee & other Officials for identifying lapses and gaps, giving guidelines for evolving documented Quality Management System (QMS) and initiating activities**.**

    (b) Preparing QMS Documentation considering Scope of QMS for Certification including Quality Policy, Quality Objectives, Quality Manual, Documented Procedures / Process Flow Charts, Formats, Templates, etc.

    (c) Two-day Training on Internal Quality Audit(IQA), based on ISO 9001:2015 QMS Standard for selected personnel in C-DIT.

(d) Guidance for implementation of documented QMS including reviews, maintaining and retaining documented information.

(e) Guidance for conducting Internal Quality Audits, Management Reviews and evaluation of implemented QMS.

(f) Guidance and assistance in identifying root cause for non-conformities raised during internal and external certification body audits and closing them effectively.

(g) Subsequent visits, after getting initial Certification for assistance and guidance in maintaining the QMS.

(h) Submit weekly progress reports to Registrar, C-DIT.

(i) Applicable locations are C-DIT Head office at Thiruvallom, C-DIT city office in Vazhuthacaud, Trivandrum and Govt. Secretariat, Trivandrum for 'Straight Forward.'

10. Time frame:. The time period will be maximum of six (6) months from the date of award of the contract.

BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. Conditions under which this notice is issued:

(i) This tender notice is not an offer and is issued with no commitment. C-DIT reserves the right to withdraw the bid , change or vary any part thereof at any stage and select one or more consultants for the activities covered under QMS implementation fully or partially. C-DIT also reserves the right to disqualify any bidder, should it be so necessary at any stage.

(ii) C-DIT reserves the right to withdraw this bid if C-DIT determines that such action is in the best interest of the Government.

(iii) Timing and sequence of events resulting from this bid shall ultimately be determined by C-DIT.

(iv) No oral conversations or agreements with any official, agent, or employee of C-DIT shall affect or modify any terms of this bid and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of C-DIT shall be superseded by the definitive agreement that results from this bid process. Oral communications by C-DIT to bidders shall not be considered binding on C-DIT , nor shall any written materials provided by any person other than C-DIT.

(v)   Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against C-DIT or any of their respective officials, agents, or employees arising out of, or relating to this bid or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

(vi)   Applicants who are found to canvass, influence or attempt to influence in any manner shall be disqualified from the process at any stage.

(vii)   One applicant shall submit only one proposal.

12. Rights to the content of the proposal: For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the proposal will become the property of C-DIT and will not be returned after opening of the proposals. C-DIT is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. C-DIT shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

13. Acknowledgement of understanding of terms: By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all the paragraphs of this bid document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. Language of Proposals: The proposal and all correspondence and documents shall be written in English.

15. Eligibility Criteria: The consultant should have extensive and proven mix of education skills and expertise in the implementation of Quality Management Systems based on the requirements of ISO 9001:2015 standard. The consultant must meet the following minimum criteria:

   a) The Consultant should have executed a minimum of five (5) ISO 9001 QMS consultancy projects including upgradation projects in Government organisations / Autonomous institutions / Public Sector Undertakings or other large organisations.

b) The Team leader of the Consultancy organisation should have a minimum of 5 years professional experience in ISO 9001 consultancy and shall be a certified lead auditor in ISO 9001 QMS and should be experienced in certification audits.

c) The team members of the Consultancy organisation shall be certified lead auditors in ISO 9001 QMS and should be experienced in certification audits.

16. Documentary evidence to be submitted to support eligibility:

(a) Contract or work orders indicating the details of assignment, client, value of assignment, date and year of award.

(b) Detailed resume of the Team leader and Team members indicating the details of qualifications including various management systems and professional experience.

(c) Copy of the certificates of various lead auditor courses and related upgradation courses undergone by the Team leader and Team member(s).

(d) Completion certificates of previous projects undertaken . In case the organisation is not able to submit completion certificates, submission of complete contact details (Telephone number , address , organisation name) of the contact person where the work has been done is mandatory.

(e) In addition to overall experience of the Consultant, details of specific consultancy projects undertaken are to be provided including assignment or project name, details of services provided, approximate value, country and location, duration, name of client, starting and completion dates, names of associates (other than employees), if any. Consultancy experience of Government Departments / Public Sector Undertakings/Autonomous institutions / other Organisations in obtaining ISO 9001 QMS implementation may be specifically mentioned.

17. Proposal submission: Interested Consultants should submit the proposal in two separate sealed covers as Technical Proposal and Financial Proposal.

17.1 Technical Proposal: The cover containing technical proposal shall include the following;

(a) Fee as per para 6 above

(b) Documents as in para 16 above

(c) Profile of the Consultant

(d) Approach & methodology in implementing QMS in C-DIT and in the project 'Straight forward'

(e) Work Plan and Schedule

(f) Team size

17.2 Financial Proposal: The cover containing financial proposal (In Indian Rupees) should be submitted in the format attached as Annexure-III and should indicate the lump sum quote, inclusive of all taxes and all expenses which the consultant may incur while executing the assignment including Travel, Local Conveyance and Accommodation as required. *(Please note that TDS as applicable will be deducted from the payments to the consultant)*

18. Evaluation of proposals

a) The proposal will be evaluated by a committee specifically constituted by C-DIT for this purpose and will be based on the technical proposal and documentary evidence submitted by the Consultant with respect to eligibility criteria and terms and reference.

b) The technically qualified Consultants only will be shortlisted for evaluation of financial proposals and the final selection will be made from the short list based upon the lowest cost quoted.

19. Last date: The last date for submission of proposal is **20.02.2017**.

Proposals should be addressed to:

> **The Registrar**
> **Centre for Development of Imaging Technology(C-DIT)**
> **Chitranjali Hills**
> **Thiruvallom P.O**
> **Thiruvananthapuram-695027**
> **Phone: 0471-2380910, 230912**

Annexure-1

C-DIT PROFILE

Centre for Development of Imaging Technology (C-DIT) is an organization established by the Government of Kerala in 1988 as a registered society under the Travancore Cochin Literary, Scientific and Charitable Societies Registration Act XII of 1955. C-DIT functions as a scientific institution for advancement of research, development and training in Imaging and Information communication technologies with an implied role in socially relevant spheres of science and development communication.

C-DIT is a unique organization presently working in the area of convergence and beyond of Information and Communication Technologies (ICT) and Content Development and dissemination in multi-media formats. C-DIT is proud of having a talented pool of creative personnel working in close collaboration with qualified and experienced technological work force. The head office of C-DIT is currently housed in a 3-acre Campus in the picturesque Chithranjali Hills, beside the Kerala State Film Development Corporation Campus, 6 kms from Thiruvananthapuram Central, on the way to Kovalam. It also has City Offices in Thiruvananthapuram city. The 3 regional centres of C-DIT are functioning in Kayamkulam, Ernakulam and Kannur.

Vision

To promote social progress through the application of technology.

Mission

To become the leading service provider and product innovator in new media information technology system, tools, applications and content development with thrust on deployment of sustainable and appropriate imaging and imaging technology for science and development communication.

Quality Policy

Quality in service and products offered by C-DIT is achieved and sustained when each concerned employee scientifically approaches, continuously monitors and reviews, owns and enjoys tasks assigned to them and continuously strive to achieve customer satisfaction and establish a C-DIT brand image.

Service Span and Ideology

Over the past 27 years of its existence, C-DIT has taken up many prestigious projects of the Government of Kerala and completed them successfully. C-DIT manages its activities through four functional Groups viz. Communication Group, Technology Group, Education & Training Group and Operations Group. C-DIT has been functioning as a Total Solutions Provider to the departments and agencies under the Government of Kerala in the areas of ICT applications and in the production and supply of Hologram based security products. C-DIT is the only public sector security hologram production facility in the country and recognized as the Total Solution Provider in Security holography and Security Printing for the State of Kerala. C-DIT is a member of the High level steering committee constituted by the Reserve Bank of India for the indigenization of security features for Indian currency notes

Focus areas

- Video & Interactive Multimedia Production

- Software Development

- Security Holograms & Certificate printing

- Digitalisation

- Web services

- Green Energy Solutions

- Linguistic Computing

- Research & Development in ICT

Organisational Chart

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                          Governing Body
                               │
                        Executive Committee
                               │
                            Director
                               │
                            Registrar
                               │
    ┌──────────────┬──────────────┼──────────────┬──────────────┐
    │              │              │              │              │
Communications  Technology    Edn &Trng     Operations     Regional
   Group          Group         Group          Group        centres-3
    │              │              │              │              │
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Communications Group	Technology Group	Edn &Trng Group	Operations Group	Regional centres-3
Production Division -3 depts	Informatics Division -5 depts	TED(Dept)	Corporate Operations -5 depts	Kannur
Digitisation Dept	E-gov implementation Division- 4 depts	CCD (Dept)	Mgmt services- 4 depts	Kochi
Web services Dept	OIP Division - 2 depts	PSA-Kochi	F&A dept	Kylm
	R&D Dept	Cybersri project		
		Cyber security dept		

Details of divisions going for ISO 9001 QMS implementation in the first phase

1. Informatics Division

The Informatics Division under the Technology Group carries out software development and related activities for various Government departments and organisations.

The division got skilled manpower in Visual Studio Dot Net Technologies, Open Source Technologies such as PHP using Code Igniter Framework and database technologies such as MSSQL Server, & MYSQL

The Informatics division has two full fledged software design/ development labs and one independent testing lab at the main campus of C-DIT equipped with state of the art facilities including high end Computers, Laptop Computers, Servers, UPS, Multifunction Duplex Printers, Scanner, Leased Line Internet Connection, etc.

The division functions with five departments which carries out specific assignments.

1.1 Design And Architecture Department

Design and Architecture department carries out the assessment of business requirements by client interactions and develop the model and framework of the solution . Besides this, the department Prepare the Software Requirement Specification and Software Design Document containing the database design, process flow charts, architectural diagrams, user interface screens, etc.

1.2 Software Development Department

The responsibilities of Software department include;

> Development of the solution that fully complies with the documented information using the best practices.

> Anomaly/bug fixation according to the testing report.

Demonstration of the application software developed before the clients.

Hosting of the application software in the server or space provided.

1.3 Application Testing And Integration Department

The responsibilities of this department include;

Preparation of test cases and test data

Functionality testing, security testing, integration testing, code review & website testing.

Preparation of anomaly reports, test report.

Preparation of user manual.

1.4 Productionization Department

The department has been conceived for Customization of application software into a product form so that they can be marketed among similar clients.

1.5 Implementation Department

The department undertakes the training component to the users of the application software and provide support for the successful implementation.

(As of now, the functionalities of the Productionization and Implementation departments are jointly carried out by members of the Design & Architecture and Software Development departments)

Manpower

Presently 28 Programmers are associated with the design, development and implementation of software projects and 7 Programmers are associated with the integration and testing of the software. Besides these 35 programmers, one web designer, one content developer, one software support assistant and one data entry operator also is engaged in the Informatics Division.

Major clients

Major clients include;

Office of the Chief Minister of Kerala

General Administration Department

Port Directorate

Kerala Public Service Commission

Registration Department

Registrar of Co-operative Societies

Directorate of Vigilance and Anti-Corruption Bureau

Kerala Bhasha Institute

Kerala Nurses and Midwives Council, Scheduled Castes Development Department

Kerala State Welfare Corporation for Forward Communities

Grand Kerala Shopping Festival

State Public Health & Clinical Laboratory

Kerala State Council for Science

Technology & Environment

Social Justice Department

Kerala State Youth Welfare Board,

Sree Sankaracharya University of Sanskrit.

Major projects

1) PSC Online Examination - A comprehensive software solution for scheduling and conducting online examinations of the Kerala Public Service Commission. The Online Examination System involves Examination Scheduling, Preparation of Question Papers, Conducting Online Examination, Publishing Answer Keys and Generating Mark Lists.

2) e-grantz – An application software for SC/ST department for the disbursement of educational assistance/scholarships for SC/ST/OBC students -

3) e-grantz–F - An application software for the Fisheries department containing online distribution of disbursement of educational assistance /scholarships for students of fishermen community.

4) e-housing - Online distribution of housing assistance to SC community, developed for the SC Development Department.

5) ICDMS – Integrated Co-operative Department Management System software for the Registrar of C-operative Societies for the automation of audit reporting, finance & fund management, and society registration.

6) Public Grievance Redressal System for the Chief Minister's Office – Straight Forward - Public Grievance Redressal System connecting all the departments.

7) Automation of Chief Minister's Distress Relief Fund - Automation of the procees in disbursement of the CM's Distress Relief Fund

8) Automation of the Jana Samparka Paripadi Programme - JSP of the Chief Minister - Public grievance redressal software consisting of grievance submission, forwarding the complaints to the concerned departments, screening committee, JSP process – time slot allocation, complaint status, searching and dashboard for statistical data analysis.

9) Grand Kerala Shopping Festival – Automation of the online registration of shops, starter kit distribution, coupon distribution, gold coin distribution, fortnightly draw, dashboard for statistical data analysis.

10) PortInfo - Computerization of the activities of the Port Department such as Survey and Registration of Vessels, Scheme Monitoring, Maintenance Monitoring, Inventory, Landing and Shipping, Manual and Mechanical Dredging, Port Land Licensing, Certificate of competency.

11) VACB Suite - The project developed for the Directorate of Vigilance and Anti-Corruption Bureau, integrates application modules specifically catering to the matters related to Vigilance Case, Vigilance Enquiries, Surprise Check, Confidential Verification and Quick Verification dealt in Unit offices, Range offices, Special cells and Directorate

12) e-groops II- Online Registration of partnership, firms and societies- User Registration, Society Registration, Firm Registration and related work flows, online payment gateway integration with treasury, digitally signed certificate generation firms and societies.

13) e-kshema – Management Information System for the Social Justice Department.

14) Scheme Management System - Automation of Scholarship/Coaching Assistance schemes for the Kerala State Welfare Corporation for Forward Communities.

15) Online Centralized System for the Kerala Bhasha Institute - Automation of the activities of the KBI. Book Publication, Stock Management, Online book sales and purchase.

16) Online Examination for Kerala State Council for Science, Technology and Environment - Online system for the preparation of question papers, examination and mark list generation.

17) Keralotsavam - Online registration of all programmes being conducted by the Kerala State Youth Welfare Board. This includes Online Application Processing, Online Application for Club Affiliation and its processing, Online Application for Club Affiliation Renewal and its processing.

18) e-CDesk - software for recording the caste wise details of employees in service in Kerala for the Kerala State Commission for Backward Classes.

19) Pareeksha - Automation of the Academic, Admission & Examination wings including Mark list generation module for the Sree Sankaracharya University of Sanskrit, Kalady, Eranakulam.

20) Nottam- Short Film Contest for the Information and Public Relations Department – This contains Online Registration, Documentary Details Entry, Video Upload & Jury Evaluation

2. Digitisation Department

Digitisation Department under Communication group undertakes the Co-ordination and implementation of digitization projects for various departments/agencies. The activities of the department are;

- Development of Digital Collections of Materials (Digital Library) pertaining to a particular department/institution with focus on the Cultural Institutions and on heritage data of Kerala.

- Provide technical support for digitisation and preservation to those private/public institutions/departments who are unable to wholly or partially do it themselves.

- Coordinate collaborative digitisation and digital data preservation initiatives among departments and other organisations that are keen to collaborate and provide digitisation support to others.

- Impart training and customization in Open source Digital Library Systems such as D-Space.

The department has full fledged digitalisation facilities equipped with state of the art equipments including Desktop Computers, Laptop Computers, Servers, UPS, Multifunction Duplex Printers, flat bed scanners and high speed Bookeye scanners which can scan A2/A3/A4 sized documents at very high speed. A high end mobile digitization unit also is available to carryout the work which require digitization to be done inside the client

premises itself. Presently the department has the ability to scan more than 1 lakh pages per day.

Manpower

Presently there are 5 staff members in the department excluding project staff assigned for specific projects time to time.

Major clients

Major clients include;

> Kerala State Archives Department
> Kerala State Registration Department
> Information & Public Relations Department, GoK
> Cochin Port Trust
> Oriental research Institute & Manuscripts Library
> Muziris project
> Tourism Department

Major projects

> 1.Digitsation of churunas and paper documents for Kerala State Archives Department
> 2. Digitiation of property documents for Registration Department, GoK
> 3. Digitisation of rare books collections of Arabic literature for Muziris Heritage digitization project

3. Optical Image Processing Division

OIP division is handling the in-house commercial hologram production facility built as per international standards. The division focuses on various security related projects such as security holography, security printing, security registration and networking systems. With its in-house R&D and production facilities, OIP division produces aprx 600 million security holograms per annum for KSBC, Motor Vehicles Departments (MVD), Universities and other public and private sector organizations across the country to prevent counterfeiting

and forgery. CDIT has been producing reliable and fault free holographic labels for the last 15 years and is in the process of upgrading to best-in-class technology.

The division has a full fledged holographic security products design and production facility comprising of Hologram Embossing Machines, Gum Coating Machine, Microslitting Machine, Hologram Application Machines, Label Printing Machines, Document Numbering Machine, Inspection Machines, Core Cutting Machine, Die Cutting Machine, Hot Stamping Machines, Air Compressor, Shredding Machines , He. Cd. Laser (R&D) , He. Ne. Laser (R&D), Ar. Ion. Laser (R&D) , Coating Machine (Mirror), etc.

The division focus on;

> Delivery of products using most modern technology
> Automated system for the creation of security labels to ensure maximum security of the process of creation
> Verification of embedded features
> All the machineries are installed in secure environments with strict monitoring
> Secure access to the design and production facility with round the clock video surveillance
> Ensuring secrecy and uniformity of the labels supplied

The division functions with two departments which carries out specific assignments

3.1 Printing and Production department

The department carries out the Research and design of holograms and other optical image processing products

3.2 Design & Research department

This department handles the Printing and hologram labels, certificates and other security products

Manpower

Presently there are 10 staff members in the division excluding the 45 temporary staff engaged exclusively for printing &support.

Major projects

        Hologram embedded Security Tax label

        High Security Hologram Production

        High Security Holographic Documents

        High Security Computer stationary

        High Security Vinyl/PET film printed labels

Major clients

        Kerala State Beverages Corporation

        Motor Vehicles Department

        Kerala University

        Calicut University

        Kannur University

        Sri Sankara University Of Sanskrit

        Technical Education Department

C-DIT is the one and only public sector security hologram production facility of the country, and is recognized as the Total Solution Provider in Security holography and Security Printing for the State of Kerala. Presently C-DIT is a member of the High level steering committee constituted by Reserve Bank of India for the indigenization of security features for Indian currency notes.

4.Operations Group

The Operations Group handles the non-technical functions including HR, General Administration, Establishment and Service matters, Financial Management, Accounts, Budgeting, Project Management, Corporate Planning, Project Monitoring, Business modeling components and Marketing for other groups.

The group consists of three divisions: Corporate Operations Division, Finance & Accounts Division and Management Services Division.

Divisions	Functions
Corporate Operations Division	Planning, Marketing, HR, System Study, Technical and Financial vetting of projects proposals, Coordination with clients, Payment follow-up, Project monitoring systems, Internal auditing of divisions/departments , Publication of journals and related jobs
Management Services Division	General Administration, Establishment, Service Matters, Legal affairs, Recruitment, Transfers Employee benefits, Staff welfare, Training and Development planning for employees, Transportation and Vehicle log, Security services, Purchase of goods and services, Tendering and evaluation, issuing Purchase/work orders, Payment advice, Stock taking and custody of stores, Disposal of goods, Supervision of engineering works incl. civil and electrical maintenance, Construction for C-DIT and for projects and all related jobs
Finance & accounts Division	Financial and budgetary control, Supervision of accounts, Taxation, Auditing and all related jobs

Manpower

There are 25 staff deployed in the operations group which functions from the Head office complex at Thiruvallom,

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Annexure –II

About 'Straight Forward' Project

Kerala is one among the few states where the Chief Minister's Office (CMO) has a dedicated grievance redressal system. The citizens can lodge their grievances through any one of the mentioned channels .

- Petitions received by Chief Minsters directly.
- 24*7 Citizen call center
- Lodge petition through web based application on www.cmcc.kerala.gov.in
- Postal grievances received from public .
- Through Sutharayakeralam website https://kerala.gov.in/web/guest/sutharya-keralam
- Petitions received at chief Minister's Public Grievance Redressal cell by Post
- Sutharyakeralam cell in secretariat through website and through post
- Petitions received through sutharyakeralam district Cell

Besides this, Petitions from President of India, Prime Minister's office and Raj Bhavan office are also handled through Sutharyakeralam .

However, it has been decided that the existing public grievance redressal mechanism of the hon'ble Chief Minister would be reorganized by collapsing the multiple channels for receiving grievances in CMO into a single channel for redressing the grievances.

"Straight Forward", The Chief Minister's public grievance redressel cell is an innovative initiative aimed to bridge the gap between the public and the government, thereby ensuring that grievances are redressed to the highest standards at the right time with accuracy.

Work flow of Chief Minister's public grievance redressal mechanism

In the present system, public can either post grievance or directly come and submit petition at the counter functioning at secretariat, The counter staff lodge this grievances using internet facility on www.cmo.kerala.gov.in. The petition received is entered in the application software, scan the petition along with supporting documents and upload on the system for

ease of processing. On successful completion of data entry, a docket number is generated and both acknowledgment and SMS alert is send to the petitioners. The petition thus entered is verified by the supervisor of grievance cell and forward the same to the IT cell of CM office. The System can be accessed by the concerned officer of IT cell Department. It provides facility to the officer to classify the grievances, forward them to subordinate offices, monitor the process of redressal and to communicate with Public. It also facilitates analysis of grievances for identifying grievance prone areas.

Functioning of Front Office

Two offices are functioning to handle the petitions received at the Chief Minister's redressal system. One office utilising the space of the Chief Minster's Pothujanasambarkakendram near the north gate of the secretariat functioning on shift basis and another one functioning at the 4th floor of main block of the secretariat. The front office management system has 10 counters working at a time. The morning shift is for petitions received by Post and the second shift is for petitioners coming directly to see the Chief Minister. The office functioning at the 4th floor functions during normal office hours and is dedicated exclusively for the petitions coming by post.

Staff pattern for counter operation

There are aprox. forty staff associated with the counter operation of the project. This includes counter staff, facility manager, technical support team and supervisors.

Criteria for classification of petitions

Different types of grievances or complaints need different responses or ways to respond to them. Therefore the grievance are categorized to facilitate appropriate action. Mainly petitions are of two types.

1. Chief Minster's Distress Relief Fund
2. Petitions of general nature

Chief Minister's Distress Relief Fund

Chief Minister's Distress Relief Fund provides financial assistance for the distressed people affected by major natural calamities like flood, drought, fire etc. It also provides financial assistance to the needy individuals for their treatment of major diseases like Cancer, Cardiac

surgery, Kidney transplantation, Brain Tumour, Liver and Multi Organ failure etc. The aim of the fund is to provide immediate relief to the people in distress

Format for submitting petition

Counter Process

Step 1:

Generally there are two shifts- 8.00 AM-3.00 PM and 2.00PM-9.00 PM. Token display system is installed at the counter to ensure effective functioning of the system. Supervisor assigned for the second shift has to turn on the token Printer Machine. Next job is to turn on Token master machine, Token display machine and token machine installed at all the counters. Supervisor may ensure that token display machine is set to "000". Petitioners arriving at the cell may be requested to press the token printer machine, collect the token number, get the petitions verified by section officers at the grievance cell and seat themselves at the chairs provided to them.

Step 2

While displaying a particular token number, petitioner is requested to sit at his/her respective counter. The data entry operator shall do the data entry of the petition, write the "docket number" generated by the system for future reference on the petition, scan documents and save the document in specified format (petition is saved as p_docket number and supporting document as A_docket number), upload the file and take a photograph of the petitioner.

Step 3

Finally the supervisor may print the Acknowledgment and issue it to the petitioner and route it to the CM's Office. SMS alert is also send to registered mobile number .General format for receipt is

മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസ നിധിയിൽനിന്നും ധനസഹായത്തിനായുള്ള അപേക്ഷ

Date of Application/അപേക്ഷ സമർപ്പിച്ച തീയതി		27-07-2016
Docket Number/ഡോക്കറ്റ് നമ്പർ	:	D160702882
Token Number/നമ്പർ	:	
District/ജില്ല	:	തിരുവനന്തപുരം
Mobile Number/ മൊബൈൽ നമ്പർ	:	

CMDRF

താങ്കൾ മുഖ്യമന്ത്രിക്ക് സമർപ്പിച്ച പരാതിയുടെ സ്ഥിതി www.cmo.kerala.gov.in എന്ന വെബ് സൈറ്റിൽ ലഭ്യമാണ്.

After successful submission of grievances, the same is verified by the supervisor and forwarded to the computer cell. The concerned officer in the cell may verify the petition and route it to concerned department.

Services Standards   to public in the counter

1. Seating- Convenient seating provided at the counter. Around 75 steel chairs are placed for public at the counter.
2. Hygienic toilet facility for the public.
3. Hygienic environment- Daily cleaning and sanitizing of the counter and toilets.
4. Pure drinking water- Public are provided with hot and cool distilled water .
5. Fully Air Conditioned counter and dust free environment.
6. Senior citizen friendly arrangements- Railings and ramps installed for senior citizens and the physically challenged.
7. Call centre facility for proper enquiry of the status of the petition
8. Online tracking of petition status- facility to keep the public aware of the status of their petitions through online service. SMS alerts send periodically to petitioners sending petitions via post to keep them informed of the status of their petitions.
9. Medical help through all three major systems of medicine -Allopathic, Ayurveda and Homeopathy- provided at the secretariat premises where the CM's public grievances redressel cell is situated.
10. Canteen facility at low rates- Hygienic food provided at the canteen at reasonable rates.
11. Assistance for writing petition for the needy
12. Fire extinguisher and smoke detectors are installed at office
13. CCTV camera to monitor the activities from CM's office- Nonstop monitoring of the activities at the cell from the CM's office and Police Cantonment office.
14. Proper recording of Telephone enquiry, petitions received at the cell- All phone enquiries and petitions received at the cell are diligently recorded.
15. Registers provided at all Counters to record details of any errors in petitions- Errors mistakenly entered in petitions are carefully noted for further clarifications.
16. ID cards- All staff have been provided with identity cards for the public to identify the personnel they interact with.

17. Speedy handling of petitions requiring emergency attention- Special consideration for petitions requiring immediate attention because of the gravity of their nature.

18. Biometric punching arrangements installed at the counter to ensure the attendance of the staff at the office during the required hours and to disperse salary based on the attendance recorded by the biometric attendance management systems

19. 32 inch Television with cable connection is made available to public

Facilities providers

1. Two BSNL telephone connections were made available in the front Office, one for communication between front office and Chief Minister Office, other being intended for call center purpose.

2. Uninterrupted power supply is provided by PWD electrical, Kerala State Electricity Board. Besides this Generators are installed in the premises to ensure uninterrupted power supply in case of electricity failure from KSEB.

3. 100 Mbps Internet connectivity is provided by SECWAN and Railtech connectivity is also made available as a backup mechanism to ensure uninterrupted connectivity for the smooth functioning of the cell.

Hardware and Electrical items

Sl no	Item Description	Qty
1	HP TS 23-Q14 in Aio Full HD touch	1
2	DELL(Z26510HIN9)AIO3059	10
3	DELL 3450 Laptop	1
4	Kodak Scan mateil 150 Scanner	10
5	Kodaki3200A3 Scanner	1
6	iball Webcam with Tripod	10
7	STA IR0017 Desktop Reader	1
8	STA IR0507E Desktop Reader	1
9	STA C08554 PVC Card with Printing	100
10	HP LaserJet P3015DN Printer	1
11	External Hard disk-Toshiba	1
12	Sound system	1

Registers Used In CMPGR Cell

Sl	Name	Qty
1	Tapal Register	2

2	Telephone Register	1
3	Counter	10
4	Stock	1
5	Attendance	1

Stock Register

Date	Particulars (No & Date of contingent Voucher)	Rate	Qty Purchase	Stock No	Total	No Issued	Balance	Issued to whom	Signature of recipient

Tapal Register

Date	Particulars CMO/CMDRF	Total	Issued from	Signature

Telephone Call Register

Date	Name of Person	Docket Number	Time of call	Status

Cancellation/Modification Register

Date	Particulars CMO/CMDRF	Docket Number	Reason	Signature

Counter Register

Date	Name of staff	Particulars CMO/CMDRF Docket Number	Total count	Reason for cancellation/ Modification if any	Signature

Despatch Register

Date	Particulars CMO/CMDRF	Total	Issued to	Signature

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Annexure-III

Format for submission of Financial Proposal *(in separate sealed cover)*

(Charges for the assignments in para 8.1 and 8.2 should be shown separately as below)

Sl. No	Activities	Charges in INR		
		For item in para 8.1	For item in para 8.2	Total
a	Evaluating existing systems, discussion with Top Management, Management Representative (MR), Core Committee & other Officials for identifying lapses and gaps, giving guidelines for evolving documented Quality Management System (QMS) and initiating activities**.**			
b	Preparing QMS Documentation, considering Scope of QMS for Certification, including Quality Policy, Quality Objectives, Quality Manual, Documented Procedures / Process Flow Charts, Formats, Templates, etc.			
c	Two-day Training on Internal Quality Audit(IQA), based on ISO 9001:2015 QMS Standard for selected personnel in C-DIT.			
d	Guidance for implementation of documented QMS including reviews, maintaining and retaining documented information.			
e	Guidance for conducting Internal Quality Audits, Management Reviews and evaluation of implemented QMS.			
f	Guidance and assistance in identifying root cause for non-conformities raised during internal and external certification body audits and closing them effectively.			
g	Subsequent visits, after getting initial Certification for assistance and guidance in maintaining the QMS.			
	Total			