**कार्यालय आयुक्त**

**केंद्रीय वस्तु एवं सेवा कर आयुक्तालय ,देहरादून**

**ई- ब्लॉक, नेहरु कॉलोनी, हरिद्वार रोड, देहरादून(उत्तराखण्ड)-248001**

पत्रांक : I(7)Comm.DDN/System/DTS/01/2018                  दिनांक:30.05.2018

## निविदा नोटिस /QUOTATION NOTICE

सी.जी.एस.टी. आयुक्तालय देहरादून, ई-ब्लॉक नेहरू कॉलोनी, हरिद्वार रोड, देहरादून में स्थित कार्यालय के लिए **इनवर्ड लेटर मैनेजमेंट सिस्टम (ILMS)** के निर्माण हेतु GST पंजीकृत देहरादून स्थित सॉफ्टवेयर निर्माता एजेंसीज से मुहरबंद कोटेशन आमंत्रित किए जाते हैं।

Sealed quotations are invited from **GST registered software development agencies of Dehradun** for the development of an **Inward Letter Management System (ILMS)** for the office of CGST Commissionerate Dehradun situated at E-Block, Nehru Colony, Haridwar Road, Dehradun.

## नियम एवं शर्ते / Terms & Conditions

1. मुहरबंद निविदा पर "**इनवर्ड लेटर मैनेजमेंट सिस्टम (ILMS) हेतु निविदा**" अंकित करते हुए संयुक्त आयुक्त, केंद्रीय वस्तु एवं सेवा कर आयुक्तालय देहरादून, ई- ब्लॉक, नेहरु कॉलोनी, हरिद्वार रोड, देहरादून (उत्तराखण्ड), पिन कोड -248001 को संबोधित करना होगा | मुहरबंद कोटेशन **1500** बजे दिनांक **08.06.2018** तक कार्यालय में अवश्य पहुँच जानी चाहिए | नियत तिथि तथा समय के बाद प्राप्त निविदा को सीधे निरस्त कर दिया जायेगा |

   The sealed Quotations marked on top "**Quotation for Inward Letter Management System (ILMS)**" may be addressed to the Joint Commissioner, Central Goods & Service Tax Commissionerate, E-Block, Nehru Colony, Haridwar Road, Dehradun [Uttrakhand] Pin Code-248001. The sealed Quotations should reach this office latest by 1500 Hours on 08.06.2018. Quotation received late after due date & time will be summarily rejected.

2. आयुक्त, केंद्रीय माल एवं सेवा कर आयुक्तालय देहरादून के पास किसी भी निविदा को स्वीकार एवं रद्द करने का अधिकार सुरक्षित है |

   (The Commissioner of the Central Goods & Service Tax Commissionerate, Dehradun reserves the right to accept or to reject any of the quotation(s).
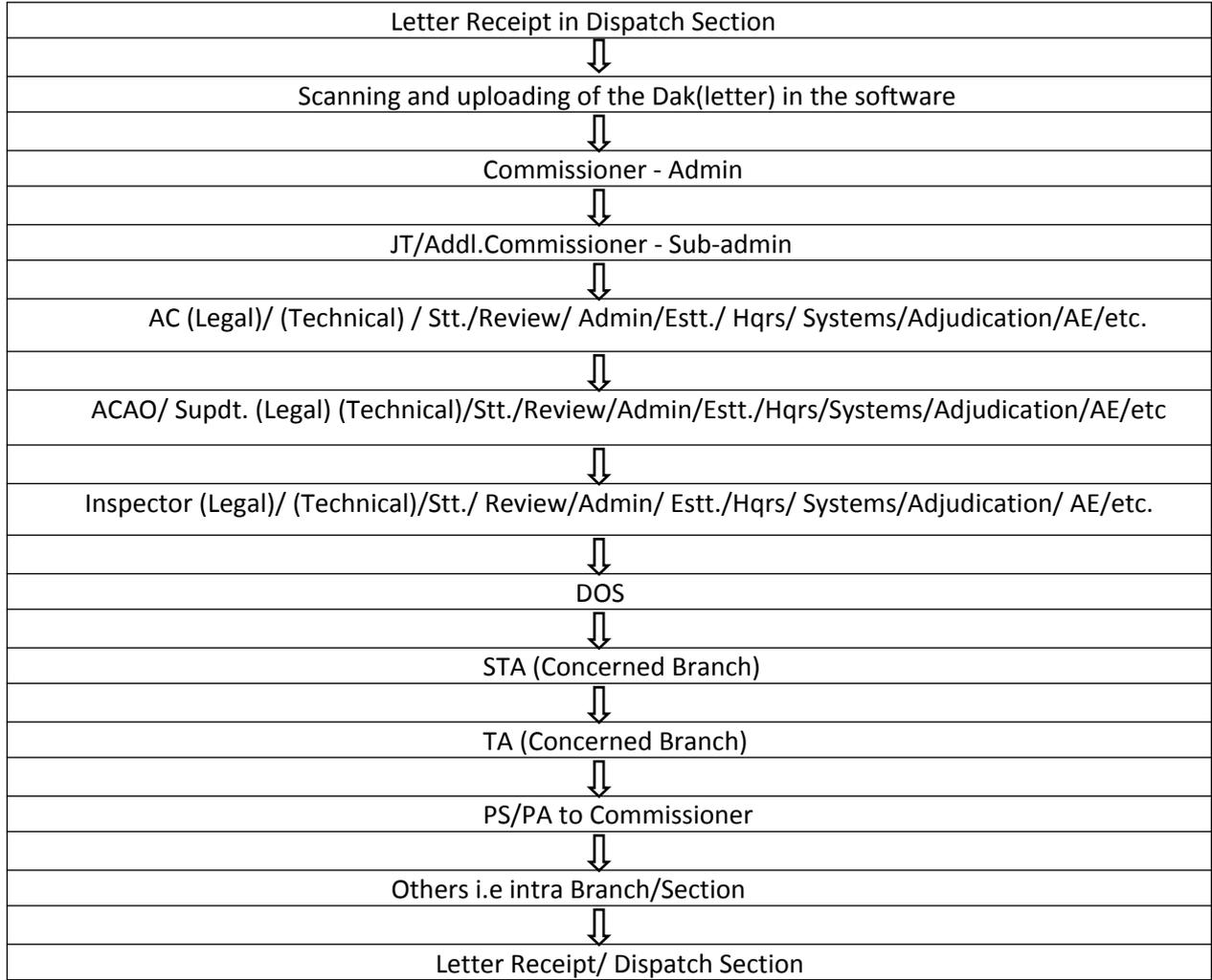
3. असफल निविदादाताओं से कोई पत्राचार नहीं किया जायेगा |

   (No correspondence will be made with un-successful Bidders).

# कार्य का विवरण / Details of Works :

1. The system should be able to run as standalone as well as web application based if required.

2. The system should have a configurable organization structure to model up the required department, Branch and Section structure.

3. The System should have provision to create inward for all type of the configured documents and letters received by the organization.

4. The system should have provision to route the inwards to different sections, Branch or Corresponding departments for the processing.

5. The system should have provision to mark and allocate an inward to single or multiple stakeholders of the organization.

6. The Systems should have facility to create Configurable Document, Inward types

7. The System should have provision to map Department, Branch and Sections. System should allow modification of the Organization as and when required.

8. The system should allow modification of the inward until and unless the inward is forwarded to the concerned organization or user.

9. System should have provision to maintain the dispatch of the documents, Letters and any other files processed in the organization.

10. System should have provision to push notification and notices to all the stakeholder from the system.

11. The system should maintain all documents associated with an inward.

12. The authorized user should be able to view all documents pertaining to the inward selected.

13. The system should be able to provide a dashboard report on the status of the inwards and the documents dispatched on real time basis.

14. The system should have User and Role Management functionality to Create, Modify, Deactivate Users as well as Roles. The Mapping of the User and Roles are required to be created and maintained by the system.

15. The system should be developed on Open Source Development Framework.

16. The system should use open source RDBMS to capture the data, preferably MySQL or PostgreSQL.

17. The system should be developed keeping in mind the scalability and robustness.

18. The system should be able to maintain the Audit Trails.

The workflow and flowchart in the ILMS software to be developed, is as under

| |
|---|
| Letter Receipt in Dispatch Section |
| ⇩ |
| Scanning and uploading of the Dak(letter) in the software |
| ⇩ |
| Commissioner - Admin |
| ⇩ |
| JT/Addl.Commissioner - Sub-admin |
| ⇩ |
| AC (Legal)/ (Technical) / Stt./Review/ Admin/Estt./ Hqrs/ Systems/Adjudication/AE/etc. |
| ⇩ |
| ACAO/ Supdt. (Legal) (Technical)/Stt./Review/Admin/Estt./Hqrs/Systems/Adjudication/AE/etc |
| ⇩ |
| Inspector (Legal)/ (Technical)/Stt./ Review/Admin/ Estt./Hqrs/ Systems/Adjudication/ AE/etc. |
| ⇩ |
| DOS |
| ⇩ |
| STA (Concerned Branch) |
| ⇩ |
| TA (Concerned Branch) |
| ⇩ |
| PS/PA to Commissioner |
| ⇩ |
| Others i.e intra Branch/Section |
| ⇩ |
| Letter Receipt/ Dispatch Section |

**ILMS - (Inward Letter Management System)** आईएलएमएस - (आवक पत्र प्रबंधन प्रणाली)

**Under the ILMS** software all the letters/emails received from different formations in the Receipt & Dispatch section of the Commissionerate should first be scanned and uploaded in the ILMS software.

After uploading of the letter/email in the software the letters/emails will be placed before the officer to whom they are addressed to i.e. Commissioner/ Addl. Commissioner/ Joint Commissioner/Assistant Commissioner for further marking the same to the concerned ADC /JC /AC /DC/Section or Sections.

The said marked letter/email is to be reflected on the dashboard of concerned Section Head. The Special Watch/ Urgent /Most urgent marked letter or email are to be flashed on dashboard of concerned hierarchy.

Further, ILMS should have the facility for marking the letter/mail received from higher officer to the lower section/officer upto TA level through its dashboard.

Under ILMS system the pending letter/email should be reflected till the concerned higher authority accepted it.

When the letter received in the office gets disposed of by way of correspondence/reply through email on urgent basis, in such a case the ILMS should provide the facility to each branch to mention the remark as "Reply already sent through email/fax/letter vide letter No.......................... dated …..", and its acceptance by the dashboard for disposal of the said correspondence.

ILMS should provide the facility to each section of the office, to forward the letter to other section/s, for collecting the data from other section/sections.

ILMS should provide letter tracking facility to all the officers who are mapped on the software.

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[अमित गुप्ता / **AMIT GUPTA]**

संयुक्त आयुक्त [ **JOINT COMMISSIONER** ]

प्रति प्रेषित / Copy to :

१. अधीक्षक [ सिस्टम्स एवं आई टी इंफ्रास्ट्रक्चर ] केंद्रीय वस्तु एवं सेवा कर आयुक्तालय, देहरादून से अनुरोध है कि इस निविदा नोटिस को विभागीय वेबसाइट पर अपलोड करने का कष्ट करें |

२. नोटिस बोर्ड, केंद्रीय माल एवं सेवा कर आयुक्तालय, देहरादून |

३. कार्यालय प्रति |

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[अमित गुप्ता / **AMIT GUPTA]**

संयुक्त आयुक्त [ **JOINT COMMISSIONER** ]