



कार्यालय, मध्य प्रदेश राज्य सहकारी सूचना एवं उन्नत प्रौद्योगिकी संघ मर्यादित भोपाल

(शासन द्वारा प्रवर्तित एवं वित्त पोषित शीर्ष सहकारी संघ)

कार्यालय - सी 514 द्वारिका परिसर बागमुगलिया अरविन्द विहार भोपाल (म.प्र.) संपर्क 0755-2990992, 4859481

ईमेल - contact@mpitfed.org वेब - www.mpitfed.org

Date - 05/07/2026

TENDER NOTICE

Name of Office: Madhya Pradesh State Cooperative Information & Technology Federation Ltd. (MPITFED), Bhopal

Address: C-514, Dwarika Parisar, Arvind Vihar, Bagmugalia, Bhopal - 462043

Subject: Invitation of Open Market Tender from Eligible Companies/Agencies/Firms for the Development, Installation, Testing, Implementation, WhatsApp/Telegram/Arattai Integration, Training, Annual Maintenance, and Support (AMC/Support) of "Task Management Software."

Madhya Pradesh State Cooperative Information & Technology Federation Ltd. (MPITFED), Bhopal proposes to develop a **Task Management Software** for Government/Departmental use with the objective of ensuring time-bound monitoring of departmental activities, accountability, compliance tracking, reminders, escalation, reporting, and enhancement of administrative efficiency.

Accordingly, sealed/open market tenders are hereby invited from interested, eligible, and experienced IT companies, software firms, and system integrators for the above-mentioned work.

1. Objectives

The primary objectives of the proposed Task Management Software are:

- To digitize task assignment and monitoring processes in Government/Semi Government/ Private / Cooperative / NGO and Other Departments
- To ensure timely compliance and execution of tasks assigned by senior officers.
- To provide automated reminder and escalation mechanisms.
- To establish accountability and performance-based monitoring of employees.
- To reduce dependency on manual follow-ups and unofficial communication.
- To provide real-time dashboards and analytical reports for administrative heads.
- To integrate WhatsApp/Telegram/Arattai as the primary communication medium for ease of use and faster adoption.
- To create performance-based monthly credit ratings for officers/employees.



2. Proposed System Overview

The proposed system shall function as a centralized digital task management platform accessible through:

- Web Portal
- WhatsApp/Telegram/Arattai Integration System

The software shall be role-based and hierarchy-driven.

3. Key Stakeholders

The software can be used by all the head of Department Example

- District Collectors
- Divisional Commissioners
- Municipal Commissioners
- CEOs of Zila Panchayat
- Heads of Departments
- SDMs
- Tehsildars
- CMOs
- Departmental Officers
- Field-Level Employees
- Clerical Staff
- Contractual Staff
- Managing Director
- CEO
- Secretary
- other

4. Core Functionalities

A. User Registration & Authentication

- Every employee/officer shall be registered using:
 - Name
 - Designation
 - Department
 - Mobile Number
 - WhatsApp/Telegram/Arattai Integration
 - Employee ID
 - District/Division/Office Mapping
- OTP-based authentication shall be implemented.

B. Hierarchical Task Assignment

- Senior officers shall be able to assign tasks directly from:
 - Web Portal
 - WhatsApp Interface



C. WhatsApp/Telegram/Arattai -Based Smart Communication

The entire communication workflow shall be managed through WhatsApp/Telegram/Arattai integration.

D. Automated Reminder Mechanism

The software shall automatically send reminders at predefined intervals until:

- The task is marked completed, OR
- The assigning authority closes the task.

Reminder Features:

- Time-based reminders
- Priority-based reminders
- Escalation reminders
- Repeated notifications until compliance

E. Escalation Matrix

If a task is not completed within the deadline:

- Escalation alerts shall be sent to higher authorities.
- Delay reasons shall be captured.
- System-generated non-compliance reports shall be created.

F. Task Status Tracking

Each task shall have real-time status indicators such as:

- Accepted
- In Progress/head on
- Pending
- Delayed
- Completed
- Closed
- Escalated

5. Administrative Dashboard

A centralized dashboard shall be provided to the Head of Department/Administrative Authority.

Dashboard Features

Employee-wise Monitoring

- Total tasks assigned
- Tasks completed on time
- Delayed tasks
- Pending tasks
- Escalated tasks



- Average response time
- Monthly efficiency percentage

Department-wise Analytics

- District performance
- Office performance
- Division-wise compliance
- Department-wise pendency

Real-Time Monitoring

- Live task tracking
- Pending task alerts
- Delay heat maps
- Priority task indicators

6. Monthly Credit Rating System

The proposed software shall include an AI-enabled or rule-based Employee Performance Credit Rating System.

Parameters for Rating

- Timely completion percentage
- Response time
- Task quality feedback
- Escalation frequency
- Average delay duration
- Task acceptance behavior

Rating Categories

- Excellent
- Very Good
- Good
- Average
- Poor

The monthly rating shall help senior officers identify:

- Efficient employees
- Delayed performers
- High-performing departments
- Improvement areas

7. Reports & MIS

The software shall generate automated:

- Daily Reports
- Weekly Reports
- Monthly Reports
- Pendency Reports
- Escalation Reports
- Performance Reports
- District-wise Reports
- Employee-wise Reports



Reports may be exported in:

- PDF
- Excel
- CSV

8. Proposed Technology Architecture

Front-End

- Web Dashboard
- WhatsApp/Telegram/Arattai Integration

Back-End

- Cloud-Based Secure Server
- Role-Based Access Control
- API Integration Layer
- Notification Engine

Database

- Centralized Secure Database
- Government-grade Data Encryption

9. Security & Compliance Features

- Role-based access
- OTP authentication
- Audit logs
- Activity tracking
- Secure data storage
- Government cloud deployment compatibility
- Backup and disaster recovery mechanisms

10. Key Benefits to User

Administrative Benefits

- Faster task execution
- Improved accountability
- Transparent monitoring
- Better coordination
- Reduced manual follow-up burden

Governance Benefits

- Improved citizen service delivery
- Better departmental efficiency
- Reduced pendency
- Real-time governance monitoring
- Performance-based administration

Technology Benefits

- Easy adoption through WhatsApp/Telegram/Arattai
- Minimal training requirement
- Mobile-first governance approach
- Real-time analytics



11. Proposed Additional Advanced Features

Future enhancements may include:

- AI-based delay prediction
- Voice-based task assignment
- Geo-tagged compliance updates
- Document/photo upload through WhatsApp/Telegram/Arattai
- Integration with e-Office systems
- Integration with CM Helpline/CPGRAMS
- Citizen complaint linkage
- Biometric attendance integration

12. Implementation Strategy

Phase 1

- Requirement Gathering
- Department Consultation
- Workflow Finalization

Phase 2

- Software Development
- WhatsApp/Telegram/Arattai Integration
- Dashboard Development

Phase 3

- Pilot Implementation
- User Training
- Testing & Feedback

Phase 4

- Statewide Rollout
- Maintenance & Support

13. Intellectual Property Rights

All source code, database, APIs, documentation, and related intellectual property developed under this project shall become the exclusive property of MPITFED. The successful bidder shall hand over the complete source code, database schema, API documentation, and administrative credentials upon project completion.

14. Right to Accept or Reject

MPITFED reserves the right to accept or reject any or all bids, wholly or partially, without assigning any reason thereof.



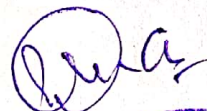
Note: Proposals will be accepted from 05/07/2026 to 25/07/2026, up to 5:00 PM.

Copy :-

1. For display on the notice board.
2. For uploading to the website


(Mahendra Singh Tomar)
Incharge Secretary




(Mahendra Singh Tomar)
Incharge Secretary

