Scope of'Work:

1. To enhance operational efficiency and service delivery, the Customer Complaint Resolution Mechanism across Sindh and Balochistan will be automated with an integrated tracking system. The Complaint Management System (CMS) will be configured to display complaint data overlaid on the vehicle tracking map interface. A single unified window will provide real-time visibility of:

   - Active vehicle locations
   - All complaints generated
   - Status of complaint resolution

   Automation will be implemented through APIs or web services to enable seamless interoperability between the CMS, vehicle tracking system, and the complaint data layer (Customer Care & Billing Application). This integration will support centralized monitoring and expedited response mechanisms, enhancing the efficiency and transparency of the complaint resolution process.
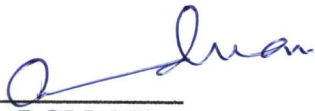
2. Integration of the proposed Complaint Management System (CMS) with the SSGC Customer Care and Billing (CC&B) system will be required to ensure real-time replication of complaints. Upon resolution, each complaint or related field activity should be automatically closed through an automated process.

3. A dedicated dashboard or web portal must be provided to each Supervisor, enabling visibility of their respective service area (dispatch group). The Supervisor should have the ability to forcefully assign complaints to any vehicle and reassign them from one service vehicle to another as needed. The dashboard must also display real-time vehicle locations and the status of all complaints within the Supervisor's zone.

4. An Android-compatible mobile application must be developed to ensure efficient complaint handling by field staff. The application should provide real-time visibility and interaction with complaints registered in the Complaint Management System (CMS). The key functionalities of the app will include:

   - Viewing assigned complaints with all relevant details.
   - Accepting complaints upon assignment.
   - Forwarding complaints to another field team or service vehicle.
   - Returning complaints to the supervisor with remarks (if necessary).
   - Closing complaints in the system upon resolution, with options to attach notes, photos, or customer feedback (if applicable).
   - Real-time synchronization with the CMS to reflect complaint status updates with a maximum delay of 5 minutes or lesser.
     The app should be user-friendly, lightweight, and capable of functioning effectively under varying network conditions, ensuring uninterrupted field operations.

5. Automated Reports must be generated as per the SSGC business needs with scheduling on daily, weekly, monthly and yearly basis.

6. The solution must include support for a Fleet Management System to ensure effective tracking and management of service vehicles.

7. The solution must offer a One Window System that seamlessly integrates vehicle tracking, fleet management, and complaint management functionalities.

9. Tracker map need to be updated regularly. Real-time data refresh rate should be done with a maximum delay of 5 minutes or lesser.

10. CMS System must be integrated with Vehicle Tracking System.

11. The equipment provided for the CMS application must be restricted for official use only and should be protected using authentication mechanisms such as password, user ID, or PIN to prevent unauthorized access.

12. Complain Management System software should be customized as per SSGC needs.

13. The bidder must provide a dedicated data connectivity link over fiber between SSGC's Head Office in Karachi and the bidder's data center.

14. Tender is on package basis.

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DGM (IT)

BOQ

Renewal of Online Complaint Management System (SEM)			
ITEM	**Description Of ITEM**	**QTY**	**Rate**
Complaint Management System (CMS)	Renewal of CMS software including all related accessories and components, as per the defined Scope of Work.	1	
Total Cost of One Year in PKR/-			

DGM (IT)