

# **Engagement of Vendor for Enhancement in Existing Complaint Database**

## **Terms of Reference**

### **1. Introduction**

The Pakistan Telecommunication Authority (PTA) is seeking for a Vendor to for development / enhancement in existing complaint module integrated with PTA's website to handle the internal complaint handling mechanism.

### **2. Background**

At present, a system is being used at PTA for handling the consumer complaints, the system was developed in 2005 by using PHP & MySQL. In addition, a backend content management system was also developed and various options made available for the system user convenience to add/modify the configurable items in the module. The complaint web based solution hosted on primary & secondary web server and integrated with PTA's website. However, centralized database platform created which to be used by the hosted web based application.

Keeping in view the requirements and rapid change in technologies, there is a need to develop / enhance the existing complaint system. The trend of using the complaint system is being observed in other similar organizations and based on the experience, enhancement are proposed and included in the deliverable at scope of work.

### **3. Objectives**

The primary objective of hiring a consultancy services is to develop a web based complaint handling system. The consultancy firm is required to briefly analyze the present module and provide a suitable solution to meet the desired targets. It should be noted that during analysis/design/development of the system, there should not be any downtime or services interruption with regards to the current system operations.

## **4. Scope of Work (Deliverables)**

### **4.1. User Management (CMS)**

4.1.1 Super administrator will have the option to activate or deactivate any user account in Complaint Management System (CMS).

4.1.2 Super administrator will have the option to enable or disable user access for a certain module in CMS.

4.1.3 For data auditing, following records will be maintained;

- i. User login time
- ii. User log out time
- iii. Record entered by (user name)
- iv. Record entry date
- v. Record last updated by (user name)
- vi. Record last updated on (date)

### **4.2. Configuration Items (Complain Form / Categories)**

4.2.1 Super administrator will have the option to dynamically create or edit categories and sub-categories of Nature of Complaint/Category of Complaint. However any changes required in the form or reports will not be dynamically managed. For instance, if a new category or sub-category requires an additional field in the complaint form or the reports, it will not be dynamically managed by the system.

4.2.2 categories and sub categories (attached at Annex-A) of Nature of Complaint/Category of Complaint will be present in the enhanced CMS and appropriate fields will be incorporated in the complaint form and the reports.

### **4.3 Managing Zone/Region**

4.3.1 In the enhanced CMS, all the Zones will have similar interface as of Complaint Cell in PTA Headquarters (Central Complaint Cell). Every zone and the central compliant cell will manage complaints related to their particular zone only. Their reports will also be based upon data related to their zone. However, super admin will have the option to view reports of any zone.

### **4.4 Focal Person List**

4.4.1 A new section related to Focal Person will be added to the CMS.

4.4.2 A focal person will be responsible to follow up compliant status from service provider company.

4.4.3 Every service provider company will have at least one focal person. There will be maximum of 3 levels of focal persons for a particular service provider.

4.4.4 Concerned administrator will send the complaint through the system along with the email notification to appropriate focal person through the CMS and an interface will be given to the remote focal person to update the complaint status on the system by using the provided module.

4.4.5 Super administrator will be able to add/update/delete focal person information.

### **4.5 Complaint Management**

4.5.1 Operator reference number will be mandatory to submit any online complaint. An appropriate field will be added to the complaint form.

4.5.2 Every service provider has a specific format for operator reference number. Complaint will only be submitted if operator reference number is entered in correct format.

4.5.3 While submitting an online complaint, user will select city name from a drop down list. On the basis of the selected city, appropriate district and zone names will be automatically populated.

4.5.4 While submitting an online complaint, user will first select category of Nature of Complaints from drop down list and then will select sub category of the Nature of Complaints from next drop down list.

4.5.5 There will be verification for every field before complaint submission to avoid data entry errors.

4.5.6 Administrator will be able to view operator wise list of reminders.

4.5.7 Online form will have the option for file upload. User will be able to upload one file of up to 100 KB size. Supported file formats will be .doc, .docx, .pdf, .jpg, and .gif. Same file attachment facility will be available in backend CMS for the administrator.

4.5.8. Complaint number logged through PTA will be automatically generated through the system and same complaint number will be displayed after submission of complaint to be sent to complainant through email via CMS.

4.5.9. Customer Relations Management (CRM) to be studied by the consultant / PTA for any further enhancements to be included in the proposed system.

## **4.6 Reports**

4.6.1 System will be able to generate various types of online reports.

4.6.2 In most cases, reports will present information in different format. However in some cases information will be presented in graphical format.

4.6.3 System will support 3 types of graphs including pie chart, column chart and line chart.

4.6.4 After the due date the system will automatically send reminder notifications to the concerned focal person and operator wise list will be available for administrator review.

4.6.5 Current reports will be updated as per suggested changes in the enhanced CMS.

4.6.6 Once a complaint is resolved, a letter in printable format will be generated by the system to be sent to the respective complainant. The system will have standard templates to choose from. These templates will be provided by PTA.

#### **4.7 Complaint Status on Web**

User will be able to check his/her complaint status by entering Complaint Number. Brief status of the complaint will be shown to the user.

#### **4.8 General Required Features**

4.8.1 The system shall provide similar interface for Administrator, HQs level users and Zonal Offices with their relevant database or defined criteria.

4.8.2 The web form will be interactive in the sense that it will be real time verification on every field that is if incorrect data is entered in on field, the user of data base will be notified with a pop up and the application will not proceed ahead. The same feature applied on all data entry form.

4.8.3 The system shall keep track of reminders by generating alert to the concern officer (user) and will give him the option to either generate the email to the concerned service provider. After the specified period of time system shall make the next escalation path person available for sending pending complaints reminder lists.

4.8.4 Super administrator will be able to get data backup from the system. Data will be exported in SQL Script file.

4.8.5 There shall be document attachment feature in the database that will allow the users to attach document with a particular complaint and report. The same feature shall be available on complaint form at PTA web site.

- 4.9. New Technology (PHP & MySQL):** New Urdu PTA website will be partially Database driven existing database shall replaced by new technologies like MYSQL and PHP.
- 4.10. Automatic generation of PDF:** Generation of .pdf files from different document formats will be done at run time.
- 4.11. Content Management System:** The content management system will allow the site administrator to modify and maintain the contents from an Admin Panel. Maintenance becomes much easier and chances of errors are substantially reduced.
- 4.12. Visitor Counter:** The total number of visitors will be tracked for analysis purpose. It may also be integrated with the Content Management System.
- 4.13. Color Scheme:** The uniformity in the fonts, colors and layout will be done
- 4.14. Search Facility:** Searching facility will be enhanced.
- 4.15. Redesigning of Complaint Form / Reports:** Complaint logging web interface will be redesigned, images size will be reduced for fast loading / data retrieval and contents will be reorganized.

- 4.16. Database Tuning (Archiving Technique):** MySQL database will be analyzed for better performance as all the contents are being published / populated through the database.
- 4.17. Development Platform:** Web Technology, PHP / .NET; Database, MySQL; Web Server, Apache / .NET Framework
- 4.18. Layout Modification:** PTA will have the right to modify 15% of the approved mockup at a later stage but within the warranty period.
- 4.19. Operators Module:** A module will be developed for access to operators for view/updating of complaint status through online complaint system and added comments/feedback by the operators to be the part of the complaint history. A solution to be proposed by the consultant after having a look / brief analysis on different developed CRM, which are being used for consumer benefit.
- 4.19. Consumer Regulations:** System will compliance with the regulations and all necessary information will be gathered through the system as per the requirements / regulations.
- 4.20. Action Note List:** A new section related to action note list along with digital signature will be include in the configurable items module.

## 5. Timeline for the Consultancy

Delivery	Time Period
Day of signing the contract	t-day
Mock-up Board	t+10 working days

First demonstration of the project	t+25 working days
Second demonstration of the project	t+35 working days
Final demonstration to the Authority	t+50 working days
Deployment of Final Verion on Web-server	t+60 working days

## 6. Payment Details

- i. 10% on Signing of Contract
- ii. 15% on acceptance of Mock-up Design.
- iii. 15% on acceptance of first demonstration
- iv. 15% on acceptance of second demonstration.
- v. 15% on acceptance of final demonstration.
- vi. 30% after successful deployment on Final Version on Web-Server.