

**Government of Goa**  
**GOA SAMAGRA SHIKSHA**  
**1<sup>st</sup> Floor, Directorate of Education,**  
**Porvorim – Goa.**  
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**Tel: 0832-2416001**

File No: -GSS/KU/275/2020-21/293

Date: 20/11/2020

To

**Sub: Quotation for Making of Online Kala Utsav 2020.**

Sir,

You are requested to quote your rate per item and submit the same in a sealed cover superscribed as “**Quotation for Making of Online Kala Utsav 2020**” as detailed below and submit the same to this office on or before 11.30am on 23/11/2020.

The sealed quotation will be opened on the same day at 3.00pm.

Sr. No.	Description of Work	No. of Days
1	Development of Portal	-
2	Technical Support	20 days
3	Database Management Support	-

This office reserves the right to accept or reject all the quotations without assigning any reason thereof.

**Terms and Conditions:**

- 1) The portal development should be done within 03 days from the date of receipt of work order.
- 2) The vendors/freelancers/organizations should quote the rate on hourly basis for technical support.
- 3) The vendors/freelancers/organizations should quote the rate per entry for database management support with downloading of videos/sorting of videos and submitting data in excel format in storage device at office.
- 4) The payment shall be made on receipt of the bill after carrying out assigned work.
- 5) The rates should be quoted inclusive of all taxes, if any.



## **The following are the duties to be performed**

### **Development of Portal**

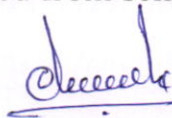
- Developing a user-friendly portal which will enable the participating schools to perform the task of uploading videos/photos.
- The portal should be designed in such a manner so that this office can get the access to upload files related to the program and also monitor the programme.

### **Technical Support**

- Resolving network issues, configuring required software and using remote desktop connections to provide immediate support.
- Using email and chat applications to give school quick answers to IT related issues.
- For more complex problems that require special instruction, contacting Schools via phone and/or provide clear written instructions.
- Detect and identify solutions to software and hardware issues.
- Technical Support should ensure that schools sending performance of Kala Utsav should be in Landscape mode only.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Track computer system issues through to resolution, within agreed time limits.
- Talk to participating Schools through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Provide prompt and accurate feedback to the School within time limit.
- Refer to internal database or external resources to provide accurate tech solutions.
- Prepare accurate and timely reports and submit to the Program Co-ordinator for action.

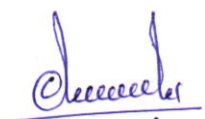
### **Database Management Support**

- Maintain database results by setting and enforcing standards and controls.
- Monitoring database efficiency.
- Developing protocols for data processing.
- Prepares for database expansion by studying plans and requirements; advising senior technical management; coordinating design and programming.
- To keep Goa Samagra Shiksha office informed by preparing reports on system performance, problems and data received from schools.



- Sending Upgraded data to Goa Samagra Shiksha office by making necessary filters and sorting of Kala Utsav performance in different art forms.
- Maintaining database performance by troubleshooting problems.
- Accomplishing platform upgrades and improvements by supervising system programming.
- Accomplishes information systems and organization mission by completing related results as needed.

Thanks & regards



(Dr. S. S. Ghadi)  
Dy. Director of Education (Voc) &  
Nodal Officer  
Goa Samagra Shiksha  
Porvorim - Goa