



MAHARASHTRA JEEVAN PRADHIKARAN

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MJP / IT Cell /Issuance of NOC /25/ 2023 / 27

Date 15/02/2023

Quotation Notice for Selection of an Agency for design, development and implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years.

Quotation Notice No.9 for 2022/23

Maharashtra Jeevan Pradhikaran hereby invites sealed quotation from bidders possessing GST Registration number for design, development and implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years. Sealed quotation should reach this office on or before **28 -02 -2023** by 1.00 PM. If possible, the technical envelop will be opened on the same day in presence of the bidders. Opening of Financial envelope of all technically qualified bidders will be intimated accordingly.

Required detailed scope of work and submission formats are enclosed as an Annexure-I, II, and III with this Notice.

Bidders shall submit Envelope no 1 (Technical) & Envelope no 2 (Financial) along with the covering letter duly signed on their letterhead.

A. Bidder shall submit following document's with supporting documentary proof wherever required in Envelope no 1

1. Name of bidder /address /Mobile number and e-mail
2. GST Registration number
3. Register company details
4. Pan Card
5. Furnish Earnest Money Deposit (EMD) of Rs.5000 in favor of Maharashtra Jeevan Pradhikaran in the form of FDR/DD
6. Undertaking and declaration on blacklisting of bidder (Annexure III)

B. Bidder shall submit Commercial offer as per Annexure -II with covering letter head in Envelope no 2

C. Terms & Conditions

1. Selected Agency will be responsible for operation & maintenance of the application for two years after Go Live of the application
2. Selected agency may be curtailed / terminated anytime, owing to deficiency in service or substandard quality of work if observed.
3. Selected agency will be responsible for providing capacity building of MJP staff

during the tenure.

4. Selected Agency will be responsible to carry out the Security Audit of the developed application by CERT-In Empaneled Agency
5. MJP reserves right to terminate this appointment at any time without giving any notice to the selected bidder.
6. MJP reserves the right to withdraw / relax any of the terms and condition mentioned in the quotation, so as to overcome the problem encountered at a later stage for the smooth and timely execution of this work.
7. MJP reserves the right to accept or reject any or all proposal without assigning any reasons thereof.

Date:

Superintending Engineer (HQ)
Maharashtra Jeevan Pradhikaran

Enclosures:

- I. Annexure-I: Detailed Scope of Work
- II. Annexure-II: Commercial Bid
- III. Annexure-III: Compliance Format
- IV. Annexure-IV: Undertaking and declaration on blacklisting Format

Copy to

1. Director (Finance) MJP CIDCO Bhawan CBD Belapur
2. DE (IT Cell) MJP CIDCO Bhawan CBD Belapur for publishing on MJP's website
3. Office Notice Board.

Annexure-I: Detailed Scope of Work

Objective of the project is Selection of an Agency for design, development and implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years.

Detailed Scope of Work

1. Exiting process of NOC Issuance

Establishment Department of Maharashtra Jeevan Pradhikaran performs the responsibilities such as updating and publishing seniority list, updating roster, making promotions / appointments, handling general, request transfers proposals, departmental enquiry cases, NOC issuance to the eligible pensioners and etc.

Establishment (Vigilance) desk is handling NOC issuance related matter and doing their work in physical manner. A workflow with multiple levels of approvers is involved in manually approving the request before finally releasing NOC to the employee. This process is time consuming and difficult to track.

Now, Establishment department has decided to develop NOC issuance application so it is easy to track and smooth functioning

2. Project Objective

Following are the outcomes on project completion –

- Encouraging the use of system applications for tracking the current manual process for the NOC.
- Assist in enhancement in the transparency of the process
- Help in increase accountability of the employees
- User friendly interfaces for NOC issuance Tracking system
- Assist the higher authority of department in receiving a notification on the dashboard for designation-wise officers who will retire within the next 6 months.
- Head of department will receive an alert before 180 days of any officers last working day. Similarly, respective sub-division user of the officer would get an intimation to start process for NOC issuance to the eligible pensioners generate NOC file.
- The department wise officers can either approve the request or return the request back to the initiator in case of incomplete or incorrect data input by providing appropriate remarks.
- Help in organizational efficiency improvement
- Dashboard View with Alerts
- Bilingual Support i.e. Marathi and English
- Alert on file where action is required
- Data security

2.1 Scope covered in application is below:

| Sr. No. | In-Scope Items | Description |
|---------|--|---|
| 1 | Web Setup | Setting up Web application's environment |
| 2 | Application Login | Login module and authentication of users |
| 3 | NOC Request creation | Users to initiate NOC request |
| 4 | Workflow | A workflow to be created to manage the NOC request from initiation to approvals to NOC generation. Workflow to have both Approval and Return flow. Additionally, separate flow to be maintained for region wise employees and HO level employees. |
| 5 | Dashboard | Users should be able to view request details and the status of the request along with indicators of NOC request ageing. |
| 6 | Document Upload | Every member of the workflow should have an option to upload documents related to NOC. |
| 7 | Multi-lingual form | Form should be available in both English and Marathi |
| 8 | Request Intimation & Escalation Matrix | Users to be intimated through SMS and Email for any new requests or escalations. Through TAT's escalation to be handled. |

Selected agency shall be responsible for the following:

- The system shall have in built role-based user access and work flow-based entry and approval process.
- NOC issuance system should be web-based application to monitor the pendency and assist in their easy tracking.
- It should be integrated package which has features right from insertion of the information about eligible pensioners , updating its status, tracking the movement of the status .
- The system should be a lightweight application requiring minimal inputs and user-friendly interface.
- The system should be designed in such a manner that the controlling officer of an organization/division/section/HOD can view the movement of the documents and could take appropriate decisions.
- The system has to be responsive (considering the latest trend of development of the responsive web-application i.e. originally design and development of an application should be compatible with the mobile device along with for all browsers) so that it can be viewable / compatible on all electronic devices i.e. All Mobile devices covering all OS platforms, Desktop, All in One Computer System etc. In addition to designing a user-friendly site with an intuitive interface
- Incorporate a web-based, databased-driven content management system that allows key personnel to easily update content without directly accessing source code
- Application has to be designed with a mix of text and graphics such that each page loads in a way that is acceptable to the typical user having an average home Internet connection speed
- Include a Back-button functionality on every page along with the Home button linkage option
- Each section of the application should have a uniform look and feel

- The MJP logo should be prominently displayed on home page as a common header
- The system must be compatible with current and three (3) previous versions of Internet Explorer, Firefox, Chrome, and Safari browsers
- The System should be in Bilingual Marathi and English both
- Search Engine Optimized with Proper keyword search
- Operation and Maintenance of the developed web portal post GO Live for next..... years

3. Solution requirement and Standards:

- **Scalability:** One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal users and their transactions) and capable of delivering high performance for at least four years from the date of deployment. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers, and all other solution components.
- **Security:** The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens / employees. Some primary security considerations are described below.
 - The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
 - The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.
 - Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
 - The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
 - The primary requirement is the need to comply with ISO 27001 standards of security.
 - The application design and development should comply with Open Web Application Security Project (OWASP) top principles
- **Adherence to Open-Source Standard:** The solution must be designed as per an open standard, to the extent feasible and in line with overall system requirements set out in this document, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.
- **Compliance with Industry Standards:** In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
- System should have adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
- Should allow administrator to inherit the access control rights imposed by the underlying application/database when integrating with enterprise application.
- Support encryption such as SSL. The cost of SSL certificate shall be borne by the Successful Bidder

- Should allow to track, analyze and generate reports on areas like portal pages hit, portal usage, security violations etc.
- System Security should be sufficient to comply for the handling of confidential data.
- Applications and programming interfaces (APIs) should be designed, developed, deployed, and tested in accordance with leading industry standards (e.g., Open Web Application Security Project (OWASP) for web applications) and adhere to applicable legal, statutory, or regulatory compliance obligations.
- Data and objects containing data should be assigned a classification by the data owner based on data type, value, sensitivity, and criticality to the MJP.
- Policies and procedures should be established to inventory, document, and maintain data flows for data that is resident (permanently or temporarily) within the service's applications and infrastructure network and systems.
- Data related to electronic transaction / payment (if applicable) that traverses public networks shall be appropriately classified and protected from fraudulent activity, unauthorized disclosure, or modification in any manner.
- Production data shall not be replicated or used in non-production environment.
- Platform and data-appropriate encryption (e.g., AES-256) in open/validated formats and standard algorithms shall be required.
- The system shall have the option to encrypt data before transferring over a network.
- The system should have the option to encrypt the data stored in the database.
- Should apply spam control measures like 'CAPTCHA' images during registration to avoid spurious details being automatically submitted and to ensure that the data is not submitted by non-humans.
- Any vulnerability found during the security audit, bidder has to close the same accordingly and ensure complete security audit done successfully.
- The system should be able to define audit trails, audit logs and each and every transaction logging requirement (what, when, who has changed)
- It should enable audit trails on-line, tailor audit requirements by modules, call audit records to an archive based on date or other recorded audit details. The system should allow recovery of data in case of hardware failure and data corruption. It should be able to perform recovery to a point of time, to known backup database
- The system shall ensure that the audit files are stored in un-editable formats
- The system shall support audit trails at the data level. The basic audit details like the user name, date and time, operation performed (update or insert) for each transaction shall be available easily, without having to run queries or reports
- It should be possible to track database super-user activity in operating system files
- The solution should be capable of providing the following kinds of Audit Trail:
 - Audit trail of Time Stamp & User ID stamp for the following
 - Transactions
 - Parameter Changes
 - Device Used for transaction (Desktop/laptop/mobile)
- All changes to data should be recorded in a separate table and should be stamped with the identity of the user/program and the time of the creation/change
- Views should be available for reporting on data changes
- It should be possible to audit users at the form level, user level, application module level and at the organizational role level
- The system should provide reports on user activity based on the role and the application that was used
- The system should support for auditing to track and monitor user behavior with details about the level of detailing stored by the system

- Should capture before / after values from transaction logs and raise alert on critical and suspicious activity
- The system should have the ability to identify users that have exploited access privileges, identify root causes of conflicts and be capable of interrogating the security log.

4. Project Management:

Selected Agency shall be responsible for Design, Development and Implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years as per the work plan given in this document following best practices and adopting the security constraints for access and control rights. Selected agency shall follow proper assessment, documentation, and other criteria to ensure long term continuity of this project. The major deliverables to be submitted by the selected agency are as follows:

a. Detailed Requirement Gathering and Analysis

Site Survey Project Kick-off Meeting

1. Preparation & Submission of Detailed Project Plan
2. Study of existing internal and external Software Applications
3. Study of various officials circulars issued by MJP with regards to its functioning
4. Preparation & Submission of To-Be Report and Sign-Off from MJP
5. Submission of Software Requirement Specification (SRS) report and Sign-Off from MJP

b. System Design

The selected agency shall prepare and submit the complete architecture of the proposed **“Design, development and implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years”** including the system architecture, solution architecture, hardware deployment architecture and network architecture. Selected agency shall ensure all possible and required improvements are incorporated in the solution architecture, as applicable; and also ensure that the architecture would not restrict any scalability or enhancements in future. Selected agency shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, security etc. as described in this document including system sizing. Detailed Technical manual shall be submitted by the selected agency.

c. Application Development

- Customization / Development of Application Software as per SRS
- Deployment of required manpower for Software Testing and customization as per requirement
- Software testing and customization as per requirement.
- User Acceptance Testing (UAT) of the System to the Satisfaction of MJP and Acceptance of Application
- Deployment of required manpower during the UAT and roll-out stage for handholding and support
- Installing & preparing the environment with all the required software/tool/products as applicable in the MJP's DC and DR site
- Security Audit of the proposed system by CERT-In Empaneled Agency and Go-Live

- Training to MJP officials on the proposed system and preparation of Training Manuals - user wise; module wise; application wise etc. in soft format (word, power point presentation, audio, video etc) and hard copies.
- Preparation of Training Plan and maintaining the records of Trainings conducted.
- Preparing and submitting all technical documents to MJP

d. Documentation and Versioning

Selected agency shall ensure that complete documentation of the project is provided with comprehensive user manuals. The following documents are the minimum requirements:

- i. System Requirement Specifications and Solution Design Document
- ii. All Architecture documents, Design documents, testing and deployment manuals, non-functional requirements, etc.
- iii. Quality Assurance Plan stating the planned actions to ensure satisfactory delivery conforming to functional and technical requirements of the project
- iv. Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions)
- v. User Manual (hardcopy as well as online and downloadable content) providing detailed instructions in the form of a narrative on how to use the software
- vi. A data dictionary listing out all the data elements shall be prepared
- vii. Minutes of Meeting, Agenda, Proceedings and tracking of decisions during the entire implementation period.
- viii. All the documents including, but not limited to the above shall be submitted to user department at the time of sign-off

Selected agency shall provide the project documents include but are not limited to the following in hardcopy as well as soft copies:

- a) Detailed Project Plan
- b) Detailed System Study Report
- c) FRS document
- d) SRS document
- e) HLD documents
- f) Logical and physical database design
- g) LLD documents
- h) Complete source code with required documentation
- i) Training Manuals and literature
- j) Systems Administration Manuals
- k) Database Administration Manuals

5. Operation and Maintenance

The selected agency shall be responsible for the Operation and maintenance (O&M) support of the proper functioning of the **implemented software solution**. The maintenance and monitoring during the O & M period include:

- Compliance to the Functional and Technical Requirements

- Compliance to Service Level Agreement (SLA)
- Software Maintenance, Problem identification and Resolution

Any required version/software / patch management, etc. shall be the responsibility of the selected agency for the entire contract period at no extra cost to MJP. The required upgrades for the entire stack have to be implemented within 10 days of release/general availability including

- i. Supply, installation and maintenance of the updated/upgraded versions of software
- ii. Rectification of bugs/ defects if any
- iii. Fine tuning of the application, as and when required
- iv. Maintenance of the application
- v. Re-installation of software/application whenever required
- vi. Setting-up a user helpdesk
- vii. Maintain the system for the period of 5 (Five) years after Go-Live in Operation and Maintenance phase. It shall involve but not limited to the following activities as per requirement of MJP;
 - Enhancement, upgradation, modifications of application with respect to new / enhanced / enriched functionality of software.
 - Enhancement, development, upgradation, modification of application due to changes in Business Process of MJP
 - Ensure the desired functioning of the Interface / integration
 - Periodic modification, updating and maintenance (as per requirement of the MJP) of the portal and other services
 - System installation and testing whenever required
 - Provide handholding support and training services as part of the post implementation services
 - Updation and creation of training documents
- viii. Creation of knowledge base on frequently asked questions to aid users
- ix. All required support & services for implementation, smooth operation and maintenance of all the components of software

6. Performance Guarantee

1. Performance Bank Guarantee (PG) will be Rs.5,000/- in favor of Maharashtra Jeevan Pradhikaran in the form of FDR/DD
2. Performance Guarantee amount will be refunded within six months after completion of the project.
3. Performance Guarantee would be discharged/ returned by MJP upon being satisfied that there has been due performance of the obligations of the Bidder under the contract at the end of the contract/completion of the project. However, no interest shall be payable on Performance Guarantee.
4. In the event of the Bidder being unable to service the contract for whatever reason MJP would forfeit the PG. Notwithstanding and without prejudice to any rights whatsoever of MJP under the contract in the matter, the proceeds of the PG shall be payable to MJP as compensation for

any loss resulting from the bidder's failure to complete its obligations under the Contract. MJP shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

MJP shall also be entitled to make recoveries from the bidder's bills, PG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, and misstatement

7. Work Timelines and Payment Terms

Selected agency will be paid as per its bid price and commercial terms and conditions mentioned in contract agreement.

The Work Completion timelines are provided Subsystem wise:

'T' = Date of issue of "Letter of Intent or Purchase Order"

'T1' = Next day of Post GO Live date

The below represents the work completion timelines and payment terms for a project implementation and support for 2 years. AMC can be extended further as per the mutual agreement.

| # | Milestone | Deliverables | Timelines | Payment Terms |
|---|---|--|-------------|---------------|
| 1 | Project Kick-Off | Project Kick-Off - Project Inception Report Project Management Plan, implementation schedule, Training Plan | T + 1 Weeks | Nil |
| 2 | Project Planning and Team Mobilization | Project Planning and Team Mobilization –Detailed Resource Profile and Resource Allocation plan .Also deployment of project management tool | T + 1 Weeks | Nil |
| 3 | Functional Requirement Specification document (FRS) | FRS document | T + 2 Weeks | Nil |
| 4 | System Requirement Specification document (SRS) | SRS document | T + 3 Weeks | Nil |
| 5 | Design of the Solutions | High Level Design document (HDD) | T + 4 Weeks | Nil |

9

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|----|---------------------------|---|----------------|---|
| 11 | Operation and Maintenance | 1 st Year: Operation and Maintenance Support | T1 + 12 months | Quarterly Disbursement of amount equally divided the proposed amount under Item-2 from Annexure II Commercial Bid |
| | | 2 nd Year: Operation and Maintenance Support | T1 + 24 months | |

8. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the successful bidder to MJP for the duration of the contract for providing Software Application, Training, Operation and Maintenance support against the stated scope of work. MJP shall regularly review the performance of the services being provided by the successful bidder and the effectiveness of this SLA.

- The project Service Level Agreement are proposed to be performance based. For purposes of Service Level Agreement, the definitions and terms as specified along with the following terms shall have the meanings set forth below:
 1. "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available for the application.
 2. "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available for the Users, the scheduled outages / Planned Maintenance time planned in advance for application, related infrastructure and link failures. This includes Servers, Routers, Firewall, Switches, all servers and any other IT and non-IT infrastructure, their subcomponents etc. at all Project locations etc. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.
 3. The selected agency will be required to schedule 'planned maintenance time' with prior approval of MJP. This will be planned outside working time. In exceptional circumstances MJP may allow the SI to plan scheduled downtime in the working hours.
 4. "Incident" refers to any event / abnormalities in the functioning of the application, Infrastructure and services that may lead to disruption in normal operations.

| | | | | |
|----|---|---|--------------|---|
| 6 | Development of the Software Application | Successful completion of Demonstration. | T + 8 Weeks | Nil |
| 7 | UAT | UAT test plan, Design document, Test report, Traceability Matrix, User manual UAT setup and UAT Sign off | T + 8 Weeks | 30% of amount proposed under Item-1 from Annexure II Commercial Bid |
| 8 | Security Audit | Successful submission of the Security Audit Certificate | T + 9 Weeks | 20% of amount proposed under Item-1 from Annexure II Commercial Bid |
| 9 | Software Application Deployment Go Live of the Application | Successful Deployment of the application on Production server and Go- Live Certificate issuance | T + 9 Weeks | 40% of amount proposed under Item-1 from Annexure II Commercial Bid |
| 10 | Capacity Building | Training: Training to respective end users and submission of the attendance and feedback form | Post Go Live | 10% of amount proposed under Item-1 from Annexure II Commercial Bid |

- (11)
5. "Helpdesk Support" shall mean the "12x7" which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
 6. "Response Time" shall mean the time incident is reported to the help desk and an engineer is assigned for the call.
 7. "Resolution Time" shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the SI and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:
 1. Critical / High: The application is down impacting critical business functions or multiple modules/functions down impacting users on daily operations or any module /functionality deemed as highly critical by MJP.
 2. Medium: One module/functionality down impacting critical business functions having major impact on daily operations.
 3. Low: Loss of business functionality for less than 10 users impacting day to day operations or minor functionality down impacting less than 10 users.
 - All the payments to the selected agency are linked to the compliance with the SLA metrics specified as below.
 - a. Implementation Phase SLAs
 - b. Performance SLAs
 - c. Operational and Maintenance SLAs
 - a. Implementation SLAs:

| Sr. No | Milestone | Deliverables | Timeline | Basis of measurement | Violation of Service Level Agreement | Deduction / penalty |
|----------------------------|---|--------------|-----------|----------------------|--------------------------------------|---|
| IMPLEMENTATION SLAs | | | | | | |
| 1. | Acceptance of Project Implementation Plan | Project Plan | T+ 1 Week | Per day | More than T+1 week | Rs. 500, subject to a maximum of 10% of the total |

| | | | | | | |
|----|--|---|-------------|----------|---------------------|---|
| | | | | | | project cost post which MJP may invoke annulment of the contract. |
| 2. | Analysis of the work | SRS Document | T + 3 Weeks | Per day | More than T+ 2 week | Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |
| 3. | Design of the Solutions | High Level Design document(HDD) | T + 4 Weeks | Per day | More than T+3 week | Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |
| 4. | Development of the Software Application. | Successful completion of Demonstration. | T + 8 Weeks | Per Week | More than T+ 8 week | Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |

| | | | | |
|----|--------------------|----------------------------------|--|---|
| | | and 3 seconds @ 25% of the time. | the application. | cost is permissible, post which MJP may invoke Annulment of the contract. Penalty will be deducted from the quarterly payments. |
| 2. | Application Uptime | >= 99% | Per occurrence. This will be calculated monthly post the Go-live of the application. | |

c. Operational Bugs/Issues:

| Bugs / Issues in the Application Software / Hardware device / Network Equipment / Server | | | | |
|--|---------------------------------------|---|-----------------------|--|
| Sr. No | Parameter | Metric | Basis | Penalty |
| 1. | Criticality of Change – Low | where T is the timeframe for completion of the Change request as agreed upon by MJP and the Selected agency | Weekly per Occurrence | Rs. 100 value per week for the first two weeks for each occurrence, Rs. 250 per week for every subsequent week, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |
| 2. | Criticality of Change – Medium | where T is the timeframe for completion of the Change request as agreed upon by MJP and the Selected agency | Weekly per Occurrence | Rs. 250 per week for the first two weeks for each occurrence, thereafter Rs. 500 per week for every subsequent week, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |
| 3. | Criticality of Change – High | where T is the timeframe for completion of the Change request as agreed upon by MJP and the Selected Agency | Weekly per Occurrence | Rs. 500 per week for the first two weeks for each occurrence, thereafter Rs. 1000 per week for every subsequent week, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |

Other Conditions

- The Successful Bidder shall comply with all applicable rules/regulations/guidelines/advisories of GoI/GoM.
- Human Resources etc. deployed by the Successful Bidder shall not have right to demand for any type of permanent employment with MJP or its allied Offices.

MJP reserves the right to withdraw / relax any of the terms and condition mentioned in the NIQ, so as to overcome the problem encountered at a later stage for the smooth and timely execution of the project.

| | | | | | | |
|----|---------------------------------|--|-------------|---------|----------------------|---|
| 5. | UAT | Sign Off Certificate | T + 8 Week | Per day | More than T+8 week | Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |
| 6. | Software Application Deployment | Security Audit Certificate | T + 9 Weeks | Per day | More than T + 9 week | Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |
| 7. | Go-Live of the Project | Solution deployment on the Production Server | T + 9 Weeks | Per day | More than T + 9 week | Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract. |

b. Performance SLAs:

| Performance of MJP's of web based Tapal & File Tracking System | | | | |
|--|--|--|--|---|
| Sr. No | Parameter | Target | Basis | Penalty |
| 1. | Average Response Time measured by EMS tool | Less than or equal to 1 second @ 75% of the time | Per occurrence. This will be calculated monthly after the Go-live of | Per occurrence penalty shall be Rs. 1,000. Maximum penalty of 10 % of the total project |

9. Change Request

The following would not constitute a Change request:

- a) Any work which has not been specifically mentioned in the scope of work but required for the implementation of the Software Solution
- b) Any changes in the deliverables post approval by the client.
- c) Any requirement shared with the agency before and during Implementation phase shall not be considered as Change request at any point of time during the contract.

Any such type of change request software development would be without cost to MJP

Post implementation if there is any enhancement required on functionality level will be considered as change request and, in such scenario, selected agency will be paid mutually agreed development efforts base amount as a change request development charge

Date / /2023

Annexure – II Commercial Bid (on bidders Letter head)

To,

Superintending Engineer (HQ)
Maharashtra Jeevan Pradhikaran, 4th Floor,
Express Towers, Ramnath Goenka Marg,
Nariman Point, Mumbai, Maharashtra 400021

Subject: Quotation Notice for Selection of an Design, development and implementation of web based application for Issuance of No Objection Certificate (NOC) to the Pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years.

Dear Sir/Madam,

We, the undersigned, offer to provide the **Design, Development and Implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran and its maintenance for 2 years** in accordance with your Notice Inviting Quotation (NIQ) dated .. Our attached Commercial Proposal is for the sum of <<Insert amount(s) in words and figures>>.

| Commercial Proposal | | |
|---------------------|--|--|
| Sr. No. | Item Name | Total Amount (In INR) inclusive of all taxes excluding GST |
| 1. | Selection of an Agency for design, development and implementation of web application for issuance of No Objection Certificate (NOC) to the eligible pensioners of Maharashtra Jeevan Pradhikaran | |
| 2. | Annual Maintenance for two years | |

This amount is inclusive all taxes excluding GST.

We are aware that MJP reserves the right to accept or reject any conditional financial offer or proposals without assigning any reasons thereof.

Yours sincerely,

Authorized Signature:

Name and Title of Firm:

Name of Signatory:

Date and Stamp of the signatory

Annexure- III

TECHNICAL PROPOSAL: - DECLARATION AND UNDERTAKING

Declaration and Undertaking on Blacklisting

(Affidavit on Rs.100/- non judicial stamp paper duly notarized)

Date

We certify that in regard to matter other than security and integrity of the country, we have not been convicted by a Court of Law or indicated or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertaken or which relates to a grave offence that outranges the moral sense of the community.

We hereby declare and confirm that our firm is as on date NOT terminated/blacklisted/debarred in/by any Central Govt./ State Govt. / Board/ Public sector undertaking/Any state/central Govt. Organization, Urban Local body and/or its undertaking companies in last five years.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any Director / Manager / Employees.

We hereby irrevocable any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the MS in connection with the Selection Process itself in respect of the above mentioned project.

We do solemnly state that our firm is not black listed by any Central Govt. / State Govt. and its organization / public under takings etc.

This is also to certify that our firm , is not involved in any form of Corrupt and Fraudulent practices in past and will never be involved in future.

I ----- Solemnly state on oath that the contents in this Affidavit are true and correct to the best of my knowledge and belief.

Authorized Signature

[In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address