MJP/IT Cell/Unemployed engineer / 27 / 2023 /   Date 07/03/2024

Quotation Notice for Selection of an Agency for Design, Development, Implementation and Integration of Unemployed graduates, Labour's Co-operative society, MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (2) years.

Quotation Notice No. 03 for 2023/24

Maharashtra Jeevan Pradhikaran hereby invites sealed quotation from bidders possessing GST Registration number for Design, Development, Implementation and Integration of Unemployed graduates, Labour's Co-operative society, MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (2) years. Sealed quotation should reach this office on or before **14-03-2024** by 5.00 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. The Bidder should have presence in Maharashtra.
   6. Furnish Earnest Money Deposit (EMD) of Rs.5000/- in favor of Maharashtra Jeevan Pradhikaran in the form of FDR/DD
   7. 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. The selected agency will be appointed for for Design, Development ,Implementation and Integration of Unemployed graduates, Labour's Co-operative society ,MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran

2. Selected Agency will be responsible for operation & maintenance of the application alongwith support for two (2) years after Post GO Live of Application period

3. Performance Bank Guarantee (PG) will be Rs.5,000/- in favor of Maharashtra Jeevan Pradhikaran in the form of FDR/DD has to be submit by the selected agency for the duration of 30 months

4. Selected agency may be curtailed / terminated anytime, owing to deficiency in service or substandard quality of work if observed.

5. Selected agency will be responsible for providing capacity building of MJP staff during the tenure.

6. MJP reserves right to terminate this appointment at any time without giving any notice to the selected bidder.

7. 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.

8. 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 and Terms & Condition
II. Annexure-II:CommercialBid
III. Annexure-III:Undertaking and declaration on blacklistingFormat

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.

<p style="text-align: center;">**Annexure-I: Detailed Scope of Work and Terms & Condition**</p>

Maharashtra Jeevan Pradhikaran has developed and implemented a software application for Vendor and Contractor Registration along with issuance of Plumber License / Renewal of license. MJP has decided to enhance it by developing and integrating following modules with the developed Vendor and Contractor Registration

1. Unemployed graduates,
2. Labour's Co-operative society
3. MJP's Retired Engineer
4. Material Testing Lab

For designing, developing, implementing and integrating the above-mentioned module with existing software a system integrator / agency is required. Selected agency will be responsible for designing, developing, implementing and integrating the software application with existing software application implemented at Maharashtra Jeevan Pradhikaran for registration of vendor, contractor and plumber. Objective of the project is selection of an Agency for Design, Development ,Implementation and Integration of Unemployed graduates, Labour's Co-operative society ,MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (2) years.

1. Detailed Scope of Work

Contractor Registration is the process in which contractor registered themselves for the work related to Civil, Electrical and Mechanical as per their allotted Class against which certificate is issued for the specific duration.

MJP has automate the manual process of Contractor registration. In the developed system, SMS and Email is getting triggered to the contractor at every instance of the process. E-Certificate is also available on MJP official website after successful completion of registration process.

Already Maharashtra Jeevan Pradhikaran has developed and implemented a software application for Vendor and Contractor Registration along with issuance of Plumber License / Renewal of license. MJP has decided to enhance it by developing and integrating following modules with the developed Vendor and Contractor Registration

1. Unemployed graduates,
2. Labour's Co-operative society
3. MJP's Retired Engineer
4. Material Lab Testing

Currently, for above mentioned modules of Registration is completely a manual process where Contractor and Vendor has to fill the application form manually and had to submit along with supporting documents in the office. Verification of document are also performed manually which is again a time consuming.

1.1 Registration for Unemployed Graduates Diploma-A M I E holders in Civil / Electrical / Mechanical engineering

For Unemployed Graduates Diploma-A M I E holders in Civil / Electrical / Mechanical engineering, Maharashtra Jeevan Pradhikaran is issuing certificate to them as a Contractor under the class category of IV , VII and D .

Below are the details upto which work can be taken by them

For Civil Work Contractor

Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
IV	150	NA	NA	Regional Chief Engineer	Regional Chief Engineer
VII	7	NA	NA	Executive Engineer	Executive Engineer

For Electrical/ Mechanical Contractor

Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
D	10	NA	NA	Superintending Engineer	Executive Engineer

1.1.1 Document required for registration

This concession will be available for a period of 10 years from the date of passing the respective degree or Diploma Examination.

- Domiciled Certificate of Maharashtra state
- Passing Certificate of Degree or diploma from University / Institution, recognized by the Director of Technical education (Class IV & ClassD)
- ITI Certificate (Class VII)
- Passport size photograph
- Certificate from the Director, Technical Education, Maharashtra State stating that the Institution conferring the degree / diploma in Engineering / Polytechnic, if situated outside Maharashtra State, is recognized Institution.
- Job Seeker Certificate
- PAN Card
- Aadhar Card
- Biodata / Curriculum vitae

- Undertaking of Unemployed Graduates Diploma-A M I E holders on Rs. 500 Notarized Bond
- Any other supplementary document etc.

Contractor Certificate are issued as per Class of work category.

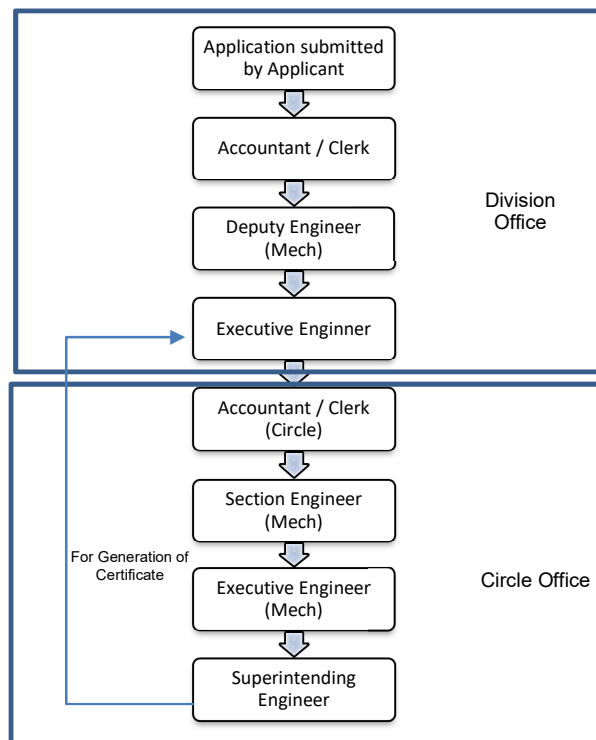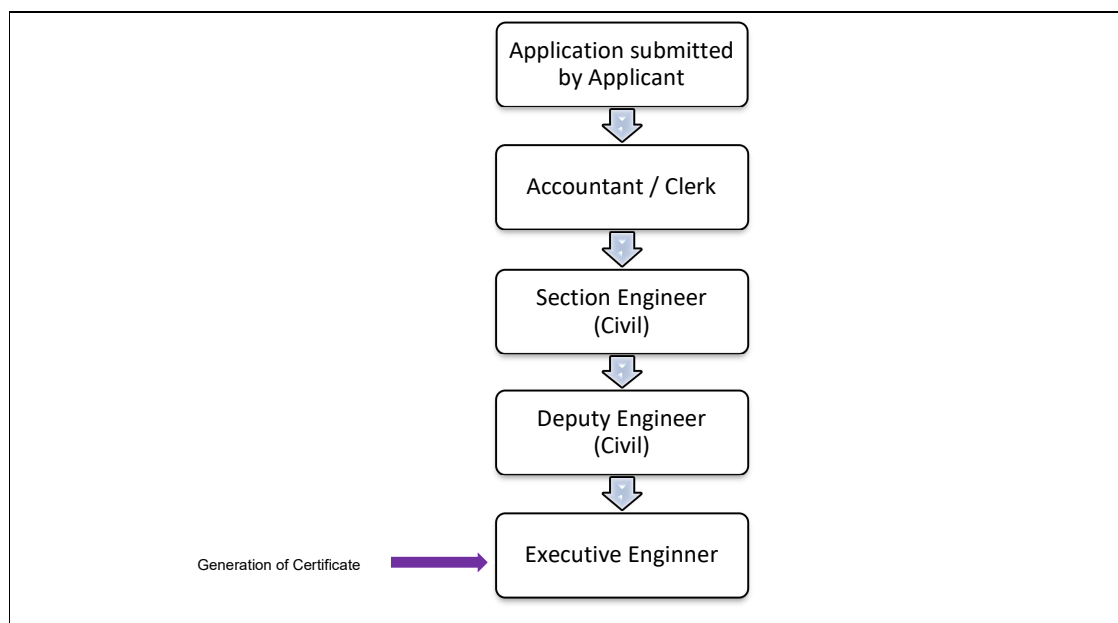### 1.1.2   Approval Work Flow

Civil - Class 4 – For Engineer degree or Diploma Degree holder

```
                    Application submitted
                        by Applicant
                             ↓
                    Accountant / Clerk
                             ↓
                    Section Engineer
                          (Civil)
                             ↓
                    Deputy Engineer
                          (Civil)
                             ↓
                    Executive Enginner
                          (Civil)
                             ↓
Generation of Certificate →  Chief Engineer
```
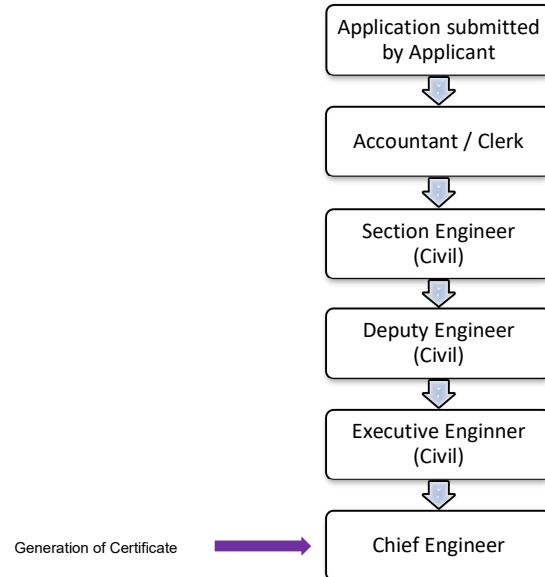
Mechanical – Class D For Engineer degree or Diploma Degree holder

```
                    Application submitted
                        by Applicant
                             ↓
                    Accountant / Clerk
                             ↓                    Division
                    Deputy Engineer              Office
                          (Mech)
                             ↓
                    Executive Enginner
                             ↓
                    Accountant / Clerk
                          (Circle)
                             ↓
                    Section Engineer
                          (Mech)
                             ↓
For Generation of
Certificate         Executive Engineer          Circle Office
                          (Mech)
                             ↓
                    Superintending
                       Engineer
```

Civil - Class 7 – For ITI (Building Maintenance) Certificate holder

Application submitted by Applicant

↓

Accountant / Clerk

↓

Section Engineer (Civil)

↓

Deputy Engineer (Civil)

↓

Generation of Certificate → Executive Enginner

1.2 Registration for Co-operative Societies

For Labour's Co-operative society, Maharashtra Jeevan Pradhikaran is issuing certificate as a Contractor under the Civil class category of V and VI.

Below are the details up to which work can be taken by them

For Civil Work Contractor

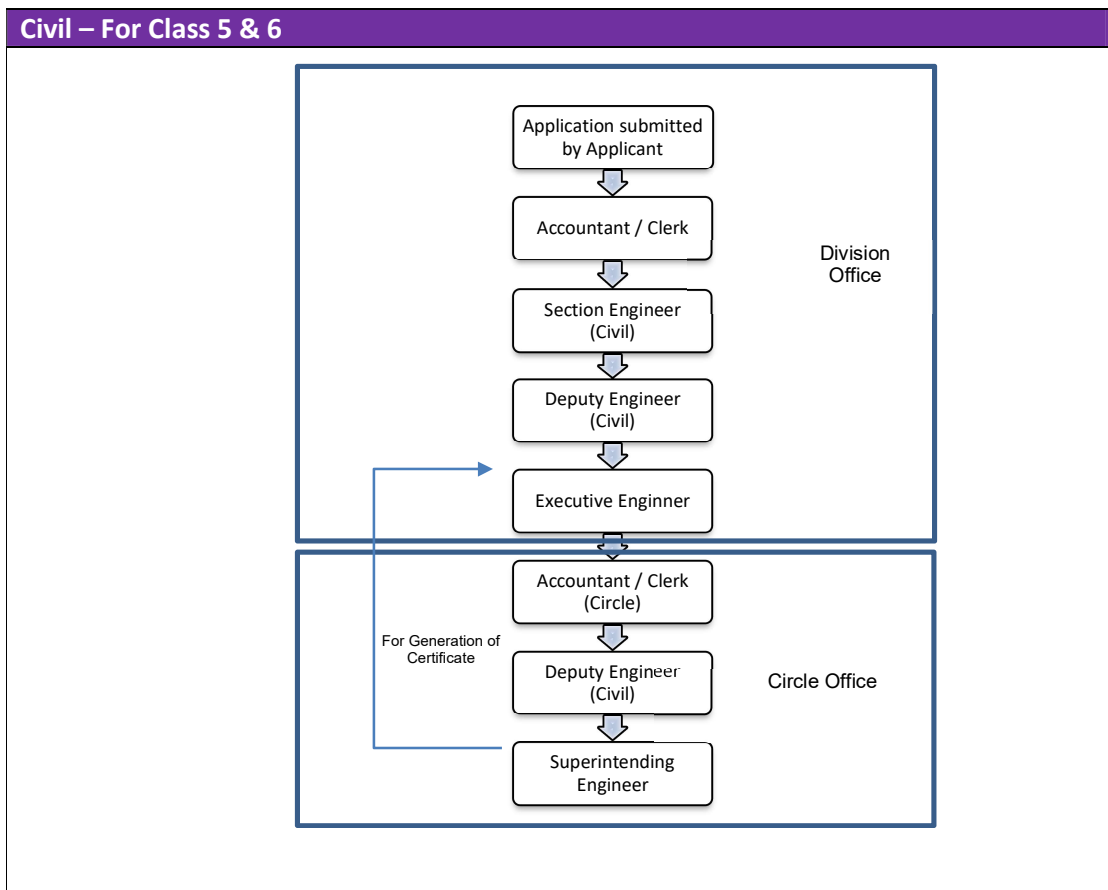| Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
V	50	25	NA	Superintending Engineer	Executive Engineer
VI	15	7.5	NA	Superintending Engineer	Executive Engineer

1.2.1 Document required for registration

- Certificate from the Registrar of District Federation regarding its capacity and financial resource in lieu of Solvency or banker's certificate
- Certificate of professional capacity from the Executive Engineer in whose division its carried out works
- Certificate from the Registrar / Dist. Dy. Registrar or District Federation regarding its capacity and financial resource and a certificate of professional capacity from concerned Executive

Engineer before expiry of the validity period.

A labour Co-op. Society shall be eligible to allot the works costing up to Rs.2.00 Lakhs. If the society is registered with the Registrar of Co-op. Societies.
Registration will be valid for a period of 3 years from the date of issue of orders provided the society remains registered with the Registrar

1.2.2   Approval Work Flow

Civil – For Class 5 & 6

Application submitted by Applicant → Accountant / Clerk → Section Engineer (Civil) → Deputy Engineer (Civil) → Executive Enginner *(Division Office)*

Accountant / Clerk (Circle) → Deputy Engineer (Civil) → Superintending Engineer *(Circle Office)*

For Generation of Certificate

1.3   Registration for MJP's Retired Engineer

For MJP's Retired Engineer, Maharashtra Jeevan Pradhikaran is issuing certificate as a Contractor under the different class category depending upon to their last designation before retirement.
This registration is applicable to the retired employees till the age of 63 years or 5 years after retirement whichever is later.

Sr.No	Last Designation	Type of Category	Class of Category
1	Junior Engineer/ Sectional Engineer / Deputy Engineer	Civil	Class 4 A
		Mechanical	Class D
2	Executive Engineer / Superintending Engineer / Chief Engineer	Civil	Class 4
		Mechanical	Class C

Below are the details upto which work can be taken by them

For Civil Work Contractor

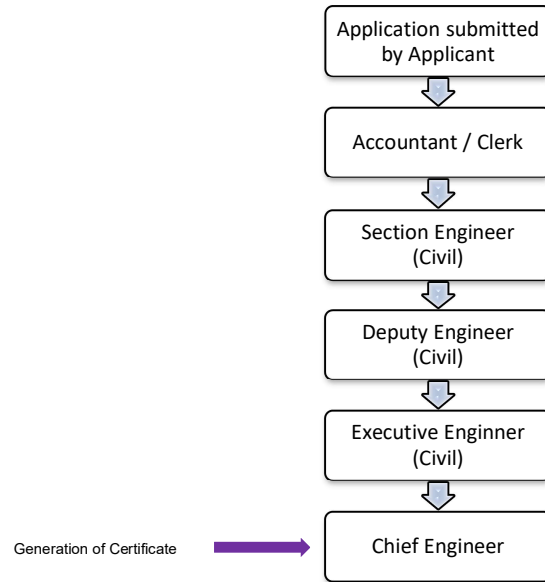| Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
IV	150	NA	NA	Regional Chief Engineer	Regional Chief Engineer
IV(a)	90	NA	NA	Superintending Engineer	Executive Engineer

For Electrical/ Mechanical Contractor

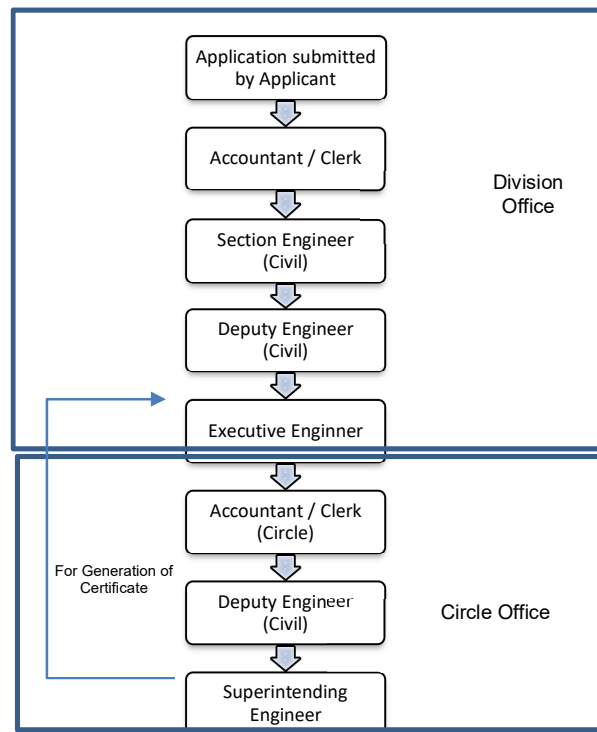| Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
C	25	NA	NA	Superintending Engineer	Executive Engineer
D	10	NA	NA	Superintending Engineer	Executive Engineer

1.3.1 Document required for registration

- Passport size photograph
- PAN Card
- Aadhar Card
- No Dues Certificate
- No Enquiry Certificate
- Any other supplementary document etc.

1.3.2   Approval Work Flow

Civil - For Class 4 – For Executive Engineer , Superintending Engineer and Chief Engineer
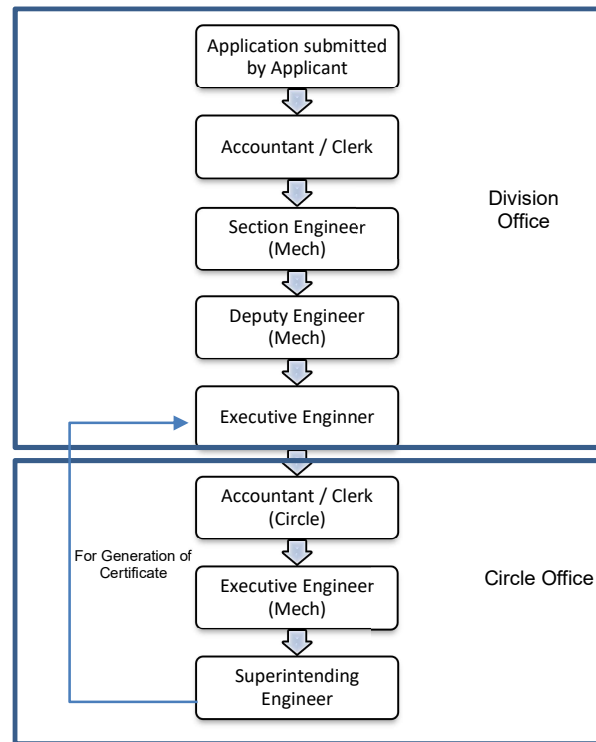
```
        Application submitted
           by Applicant
                 ↓
         Accountant / Clerk
                 ↓
         Section Engineer
             (Civil)
                 ↓
         Deputy Engineer
             (Civil)
                 ↓
        Executive Enginner
             (Civil)
                 ↓
Generation of Certificate →   Chief Engineer
```

Civil – For Class 4A – For Junior Engineer, Section Engineer and Deputy Engineer

```
        Application submitted
           by Applicant
                 ↓
         Accountant / Clerk
                 ↓                      Division
         Section Engineer               Office
             (Civil)
                 ↓
         Deputy Engineer
             (Civil)
                 ↓
        Executive Enginner
                 ↓
      Accountant / Clerk
            (Circle)
                 ↓
For Generation of           Deputy Engineer        Circle Office
    Certificate                (Civil)
                 ↓
         Superintending
            Engineer
```

```
                        ┌─────────────────────┐
                        │ Application submitted│
                        │    by Applicant      │
                        └──────────┬──────────┘
                                   ▼
                        ┌─────────────────────┐
                        │  Accountant / Clerk  │
                        └──────────┬──────────┘
                                   ▼
                        ┌─────────────────────┐
                        │   Section Engineer   │      Division
                        │       (Mech)         │       Office
                        └──────────┬──────────┘
                                   ▼
                        ┌─────────────────────┐
                        │   Deputy Engineer    │
                        │       (Mech)         │
                        └──────────┬──────────┘
                                   ▼
                        ┌─────────────────────┐
                   ┌───►│  Executive Enginner  │
                   │    └──────────┬──────────┘
                   │               ▼
                   │    ┌─────────────────────┐
                   │    │  Accountant / Clerk  │
                   │    │       (Circle)       │
   For Generation  │    └──────────┬──────────┘   Circle Office
   of Certificate  │               ▼
                   │    ┌─────────────────────┐
                   │    │  Executive Engineer  │
                   │    │       (Mech)         │
                   │    └──────────┬──────────┘
                   │               ▼
                   │    ┌─────────────────────┐
                   └────│    Superintending    │
                        │      Engineer        │
                        └─────────────────────┘
```

1.4 Registration for Material Testing Lab

Maharashtra Jeevan Pradhikaran is issuing certificate to Material testing lab under the civil category. The validity of the certificate is for 1 year (New) and 3 years for (renewal). It is one of the type of vendor registration.

1.4.1 Document required for registration

- Proof of legal entity (Proprietorship / Partnership / Private Limited)
- Power of Attorney
- GST Certificate and Pan Card
- Undertaking for not being blacklisted on Rs.500/- Stamp Paper
- NABL Certificate with Scope of Testing
- MSME / Udyog Aadhar Cerificate
- List of Equipment's
- List of Test with rates
- Management and Staff details
- Valid ISO Certificate
- Work Orders of last 3 years
- Lab Photograph
- Client list with Test report for previous 1 to 3 years
- Performance Certificate – Minimum 3 Nos
- Last 3 years Annual turnover certificate issued by CA
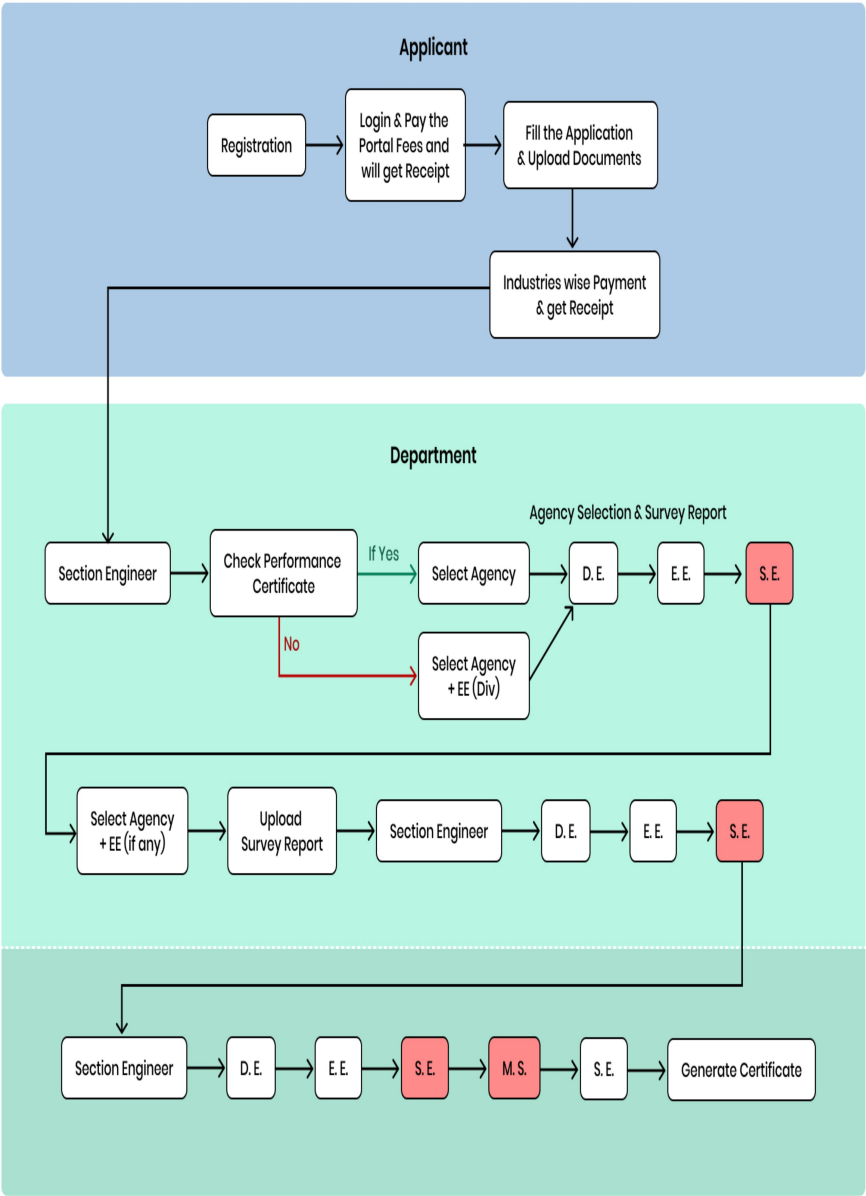
1.4.2 *Process of Vendor Registration*

Existing manual process of Vendor Registration are as follows:

- There are three type of Vendor Registration,
    - New Registration
    - Upgradation
    - Renewal
- Vendor download the registration application form from MJP official website
- Vendor fill the application form and submit it along with required document
- After the receipt of Vendor Application form and document, department initiate with the Shop Survey process
- There are 3 agencies appointed by MJP for Shop Survey Process
- Appointed Agencies for Shop Survey are,
    - WAPCOS
    - Rites
    - Dr. Amin Controller
- Department assigned the details to one of the selected agencies for Shop Survey process
- After completion of Shop Survey process, assigned agency submit the Shop Survey report to the department
- Also Executive Engineer of the concern division has to visit vendor factory premise to perform Factory Survey
- After the completion of Factory Survey, Executive Engineer has to submit Survey report to the department
- After receiving all the documents i.e. Shop Survey Report by Agency and Factory Survey Report by Executive Engineer, Verification and Validation process initiate at the department
- First Level verification process is performed by Section Engineer
- In case, any documents are missing in the submitted document, Section Engineer inform to the Vendor and guide him to submit the shortfall document for completion of first level verification
- After receiving shortfall document, verification process starts at First Level
- After completion of First Level verification & validation process file is forwarded for Second Level of Verification
- Second Level verification process is performed by Deputy Engineer
- After completion of Second Level verification & validation process file is forwarded for Third Level of Verification
- Third Level verification and validation process is performed by Superintending Engineer
- Superintending Engineer provide the approval. It is forwarded to Member Secretary for approval.
- After final approval, Vendor is informed to visit the office for signing the document & collecting the Registration Certificate
- In proposed solution, at every instance of registration process SMS and Email will be triggered to the Vendor as well as the concern officer

1.4.3   Work Flow of Vendor Registration of Material Testing Lab

MJP VENDOR ENLISTMENT PROCESS FLOW

Applicant

Registration → Login & Pay the Portal Fees and will get Receipt → Fill the Application & Upload Documents → Industries wise Payment & get Receipt

Department

Agency Selection & Survey Report

Section Engineer → Check Performance Certificate

If Yes → Select Agency → D. E. → E. E. → S. E.

No → Select Agency + EE (Div) → D. E. → E. E. → S. E.

Select Agency + EE (if any) → Upload Survey Report → Section Engineer → D. E. → E. E. → S. E.

Section Engineer → D. E. → E. E. → S. E. → M. S. → S. E. → Generate Certificate

2. Functionality of Proposed Solution

- The system shall have role-based user access and work flow-based entry and approval process in built. Login & Biometric based security shall be enabled for all such approvals and transactions performed.
- The core module of Contractor registration functionality needs to be provided separately for below mentioned modules
    - Registration of Unemployed graduates Engineer or diploma holder
    - Registration of Labour's Co-operative society
    - Registration of MJP's Retired Engineer
    - Registration of Material Testing Lab
- Developed Application have to be the most robust, flexible and compatible on any device
- Contractor or Vendor list has to be auto updated in case of addition of new contractor
- SMS & Email have to be triggered at every instance during new registration process
- Provision for downloading e-Certificate after successful completion of registration process with barcode functionality

3. Existing and Proposed Process of Registration

Existing manual process for the verification and validation of Contractor Registration are as follows:

- There are 3 type of work under which contractor can register
    - Civil work
    - Electrical work
    - Mechanical work
- The different types of Contractor Registration,
    - Registration of Contractor as per work undertaken or annual turnover
    - Registration of Unemployed graduates,
    - Registration of Labour's Co-operative society and
    - Registration of MJP's Retired Engineer.
- Contractor download the registration application form from MJP official website
- Contractor fill the application form and submit it along with required document After successful submission of document, Verification and Validation process initiate
- Verification and validation are performed as per class of category which are decided as per predefined criteria
- There are different Approval Authority for different class of category
- For Civil Work, Class of category is from Class 1 to Class 7
- For Electrical/ Mechanical Work, Class of category is from Class A to Class E
- Contractor Certificate are issued as per Class of work category
- Class of Work Category is mentioned in below table,
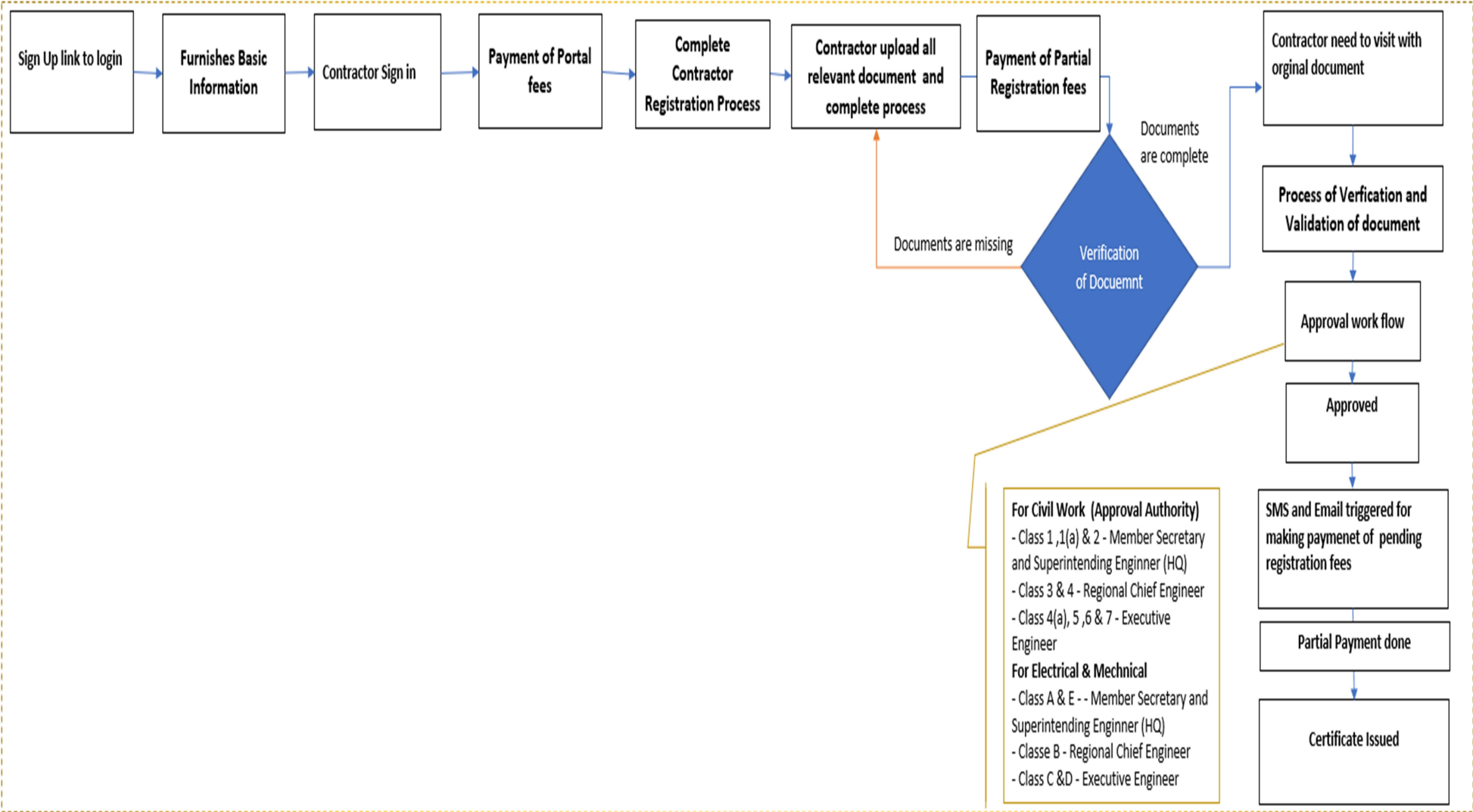
o **For Civil Work Contractor**

Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
1	Without limit	500	750	Member Secretary	Superintending Engineer (HQ)
1(a)	2000	400	600	Member Secretary	Superintending Engineer (HQ)
II	750	200	300	Member Secretary	Superintending Engineer (HQ)
III	300	90	135	Regional Chief Engineer	Regional Chief Engineer
IV	150	60	90	Regional Chief Engineer	Regional Chief Engineer
IV(a)	90	40	60	Superintending Engineer	Executive Engineer
V	50	25		Superintending Engineer	Executive Engineer
VI	15	7.5		Superintending Engineer	Executive Engineer
VII	7	1.5		Executive Engineer	Executive Engineer

o **For Electrical/ Mechanical Contractor**

Class of Category	Amount up to which work can be taken (Rs In Lakhs)	Average Annual Turnover of last 3 years (Rs. In Lakhs)	Cost of work done for Water Supply and Sewerage Related work (Rs.in Lakhs)	Registration Sanctioning Authority	Registration Authority
A	Without limit	50	75	Member Secretary	Superintending Engineer (HQ)
B	50	25	37.5	Regional Chief Engineer	Regional Chief Engineer
C	25	10	15	Superintending	Executive

				Engineer	Engineer
D	10	5		Superintending Engineer	Executive Engineer
E	2	1		Superintending Engineer	Executive Engineer

In the Proposed solution,

- Contractor will visit the online software application through MJP's official website
- Contractor will complete the sign up process
- Contractor will fill the application form and upload the required document
- Contractor will make the partial payment of registration fees through the payment gateway integrated with software application.
- After successful submission of document and payment, Verification and Validation process initiate
- Contractor will visit the MJP office alongwith original document for verification
- After verification and validation of document, approval work flow initiate
- After final approval, Contractor will be intimated to pay the remaining registration fees through SMS and Email
- After completion of the process, Certificate will be issue to the contractor
- Validity of the certificate will be for one (1) or three(3) years depending upon MJP criteria
- In the proposed solution, at every instance of registration process SMS and Email will be triggered to the applicant as well as the concern officer
- Proposed work flow chart has to be as below

Flow Chart of Contractor Registration

```
Sign Up link to login → Furnishes Basic Information → Contractor Sign in → Payment of Portal fees → Complete Contractor Registration Process → Contractor upload all relevant document and complete process → Payment of Partial Registration fees
```

Documents are complete

Documents are missing ←

Verification of Docuemnt

Contractor need to visit with orginal document
↓
Process of Verfication and Validation of document
↓
Approval work flow
↓
Approved
↓
SMS and Email triggered for making paymenet of pending registration fees
↓
Partial Payment done
↓
Certificate Issued

For Civil Work (Approval Authority)
- Class 1 ,1(a) & 2 - Member Secretary and Superintending Enginner (HQ)
- Class 3 & 4 - Regional Chief Engineer
- Class 4(a), 5 ,6 & 7 - Executive Engineer
For Electrical & Mechnical
- Class A & E - - Member Secretary and Superintending Enginner (HQ)
- Classe B - Regional Chief Engineer
- Class C &D - Executive Engineer

4. Envision Modules:

Sl. No	Required Modules		

1.	**Contractor Registration**	Contractor Details	• Name of Firm
			• Type of Firm
			   o Sole Proprietor
			   o Partnership
			   o Private Limited Company
			• Registered Address
			• Firm Registration No

		Registration Details	• Type of Registration
			   o New
			   o Renew
			• Registering for
			   o Regular Contractor
			   o Unemployed graduates,
			   o Labour's Co-operative society and
			   o MJP's Retired Engineer
			• Type of Work
			   o Civil
			   o Electrical/ Mechanical
			• Experience details
			   o Work order /Completion letter
			   o Name of work undertaken
			   o Cost of work undertaken
			   o Date of Commencement
			   o Date of Completion
			   o Tool and Plants in possession etc.
			• Job Seeker Registration
			• Academic details
			• Registered in any other department
			• Blacklisted by any other department/Organization
			• Bank Solvency Certificate No
			• Technical Employee/Staff Information
			   o No of Staff
			      ▪ Bachelor /Master
			      ▪ Diploma
			      ▪ ITI Engineer etc
			   o Qualification details
			   o Years of Experience
			• Checklist of Submitted Document

		Application Management	• Class of Registration (Depend on Turnover),
			   o Class 1
			   o Class 1A
			   o Class 2
			   o Below Class 3

			• Online Payment option (Registration fees etc.)
			• Status Update Notification
			• Online Approval
2.	**Vendor Registration**	Vendor Details	• Name of firm
			• Registration type
			o New
			o Renewal
			• Copy of Registration Certificate (Priopriortership / Private Ltd/ Partnership)
			• Registered Address
			• Email ID & Phone No
			• NABL Certificate /License with Scope of testing
			• MSME / Udyog Aadhar Certificate
			• Registration no and Lab License No
			• Address of Lab
			• Lab Photograph
			• Pan Card No
			• GST registration Certificate
		Registration Details	• Performance Certificate
			• Details of Lab
			o List of test with rates
			o Management and staff details
			• Listed of Equipment
			o Make
			o Type
			o Feature etc.
			• Valid ISO Certificate
			• Turnover for last three Assessment Year (CA certified)
			• Client list &test reports for previous 1 – 3 years
			• Declaration Blacklisted by any other department/Organization
		Application Management	• Shop Survey performed by
			o Wapcos
			o Rites
			o Dr.Amin
			• Online Payment option (Registration fees etc.)
			• Status Update Notification
			• Online Approval

#	Module	Feature	Description
3	**Integration of Multiple Gateway**	• Payment Gateway for online payment functionality • SMS Gateway Integration for Notifications • Email Gateway Integration for Notifications/Certificate	• Online payment for registration can be done through Debit Card, Credit Card, UPI, Wallet etc. • Start from registration till the approval at each instance SMS will be sent to Vendor/Contractor/Plumber. • Once an approval process completes, copy of Vendor Registration Certificate/ Contractor Registration Certificate will be shared on registered Email ID.
4	**Payment Module**	• NEFT / RTGS • UPI / QR Code	• Vendor/Contractor can make payment for registration through online mode for which payment module is require.
		• Failure Transactions (payment) Management Module	• Maintain all the failure transaction information o Online with all modes • Notification for the failure transaction to Vendor/Contractor as well as concern officer
5	**QR/Bar Code Generation**	Generation of the QR/Bar Code for registered Vendor/Contractor	• Generation of unique QR / Bar code on Vendor and Contractor registration certificate • QR/Bar code shall have certificate information link with the respective Vendor and Contractor information
6	**Administrator Module**	Central management of the Application	• Management/ Creation / Update of the user • Creation / Update of the Division/Circle/District etc. • Creation / Update of the users roles • Define user roles such as View Rights, Admin Control, Edit Rights etc.

5. 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.

6. Project Management:

Selected Agency shall be responsible for Design, Development ,Implementation and Integration of Unemployed graduates, Labour's Co-operative society ,MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (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 ,Implementation and Integration of Unemployed graduates, Labour's Co-operative society ,MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (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

7. Operation and Maintenance

The selected agencyshall 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 includes:

- 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 three (3) 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

8. 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

9. 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,	T + 1Weeks	Nil

#	Milestone	Deliverables	Timelines	Payment Terms
		Training Plan		
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 + 1 Weeks	Nil
4	System Requirement Specification document (SRS)	SRS document	T + 2 Weeks	Nil
6	Development of the Software Application	Successful completion of Demonstration.	T + 3 Weeks	Nil
7	UAT	UAT test plan, Design document, Test report, Traceability Matrix, User manual UAT setup and UAT Sign off	T + 3Weeks	30% ofamount proposed under **Item-1** from **Annexure IIICommercial Bid**
8	Security Audit	Successful submission of the Security Audit Certificate	T + 4 Weeks	20% of amount proposed under **Item-1** from **Annexure IIICommercial Bid**
9	Software Application Deployment Go Live of the Application	Successful Deployment of the application on Production server and Go- Live Certificate issuance	T + 4 Weeks	30% of amount proposed under **Item-1** from **Annexure IIICommercial Bid**

#	Milestone	Deliverables	Timelines	Payment Terms
10	Capacity Building	Training : Training to respective end users and submission of the attendance and feedback form	Post Go Live	20% ofamount proposed under **Item-1** from **Annexure IIICommercial Bid**
11	Operation and Maintenance	1st Year: Operation and Maintenance Support	T1 + 12 months	Quarterly Disbursement of amount equally divided the proposed amount under **Item-2** from **Annexure IIICommercial Bid**
		2nd Year: Operation and Maintenance Support	T1 + 24 months	

10. 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.

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. 100, 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	FRS Document	T + 1 Weeks	Per day	More than T+ 1 week	Rs. 100, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract.
3.	Analysis of the work	SRS Document	T + 2 Weeks	Per day	More than T+ 2 week	Rs. 250, 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 + 3 Weeks	Per Week	More than T+ 3week	Rs. 500, subject to a maximum of 10% of the total project cost post which MJP may invoke annulment of the contract.
5.	UAT	Sign Off Certificate	T + 3 Week	Per day	More than T+3 week	Rs. 250, 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 + 4 Weeks	Per day	More than T + 4 week	Rs. 250, 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 + 4 Weeks	Per day	More than T + 4week	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 Vendor and Contractor Registration 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 and 3 seconds @ 25% of the	Per occurrence. This will be calculated monthly after the Go-live of the application.	Per occurrence penalty shall be Rs.200. Maximum penalty of 10 % of the total project cost is permissible, post which MJP may invoke

| | | time. | | Annulment of the |
| 2. | Application Uptime | >= 99% | Per occurrence. This will be calculated monthly post the Go-live of the application. | contract. Penalty will be deducted from the quarterly payments. |

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. 100value 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.

Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of MJP. If the total Penalty exceeds beyond 10% of the total project cost, it would be considered as non-conformance to the Quality of Services and may lead to termination of the Contract and MJP may on their sole discretion cancel the order. In that case the Performance Bank Guarantee of the bidder will be forfeited. MJP may appoint next qualified bidder to carry out the remaining project work and the cost of the same shall be borne by the terminated bidder.

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.

11. 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

To,

Superintending Engineer (HQ)
Maharashtra Jeevan Pradhikaran,4th Floor,
Express Towers,RamnathGoenkaMarg,
Nariman Point, Mumbai,Maharashtra400021

Subject: Quotation Notice for Selection of an Agency for Design, Development ,Implementation and Integration of Unemployed graduates, Labour's Co-operative society ,MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (2) years

Dear Sir/Madam,

We, the undersigned, offer to provide the Design, Development ,Implementation and Integration of Unemployed graduates, Labour's Co-operative society ,MJP's Retired Engineer and Material testing lab Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (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>>.

CommercialProposal		
Item. No.	ItemName	Total Amount (In INR)inclusiveofalltaxes excluding GST
1.	Design, Development, Implementation and Integration of Unemployed graduates, Labour's Co-operative society and MJP's Retired Engineer Contractor Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran	
2.	Operation, support and Maintenance for two (2) years Next day of Post GO Live date	

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

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