MAHARASHTRA JEEVAN PRADHIKARAN

4th Floor, Express Towers, Nariman Point, Mumbai - 400 021.

Tel. : 022-22026249, 22835247, 22025354
E-mail. : ms@mjp.gov.in, headquarters@mjp.gov.in, cao@mjp.gov.in
headquarters.mjp@gmail.com
Web Site : https://mjp.maharashtra.gov.in

MJP/IT Cell/Unemployed engineer / 7.6. / 2024 /   Date 07/08/2024

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 along with its maintenance and support for one (1) year.

Quotation Notice No.03 for 2024/25

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 and MJP's Retired Engineer Contractor Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran along with its maintenance and support for one (1) year. Sealed quotation should reach this office on or before 14-08-2024 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 documents with supporting documentary proof wherever required in Envelope no 1
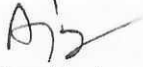   1. Name of bidder /address /Mobile number and e-mail
   2. GST Registration number
   3. Register company details
   4. Pan Card
   5. The Bidder should have presence in Maharashtra.
   6. Furnish Earnest Money Deposit (EMD) of Rs.5000/- in favor of Maharashtra Jeevan Pradhikaran in the form of FDR/DD (FDR/DD should be on or before last date of submission date of this quotation)
   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

(A Government of Maharashtra Undertaking)

C. Terms & Conditions

1. The selected agency will be appointed for 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. Selected Agency will be responsible to carry out the security audit of the application from the empanelled CERT IN agencies post UAT approval from the department. Responsibility of security audit expenses will be at MJP.

3. Selected Agency will be responsible for operation & maintenance of the application along with support for one (1) year Post GO Live of Application period

4. 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

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

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

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

8. 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.

9. 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: Commercial Bid
III. Annexure-III: 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 and Terms & Condition

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 and
3. MJP's Retired Engineer.

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 isselection of an Agency for Design, Development, Implementation& Integration of Unemployed graduates, Labour's Co-operative society and MJP's Retired Engineer Contractor Registration 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 and
3. MJP's Retired Engineer.

Currently, for above mentioned modules of Contractor Registration is completely a manual process where Contractor 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.

Primary responsibilities of the selected agency are to carry out the requirement study, prepared the functional requirement document and get it approved from the department. Selected agency is responsible for assessment of the existing implemented registration system i.e. Contractor, Vendor, Plumber. Carry out thorough study of the existing developed functionality, suggest the changes to eliminate the manual intervention and enhance the functionality by incorporating the changes in the system.

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.
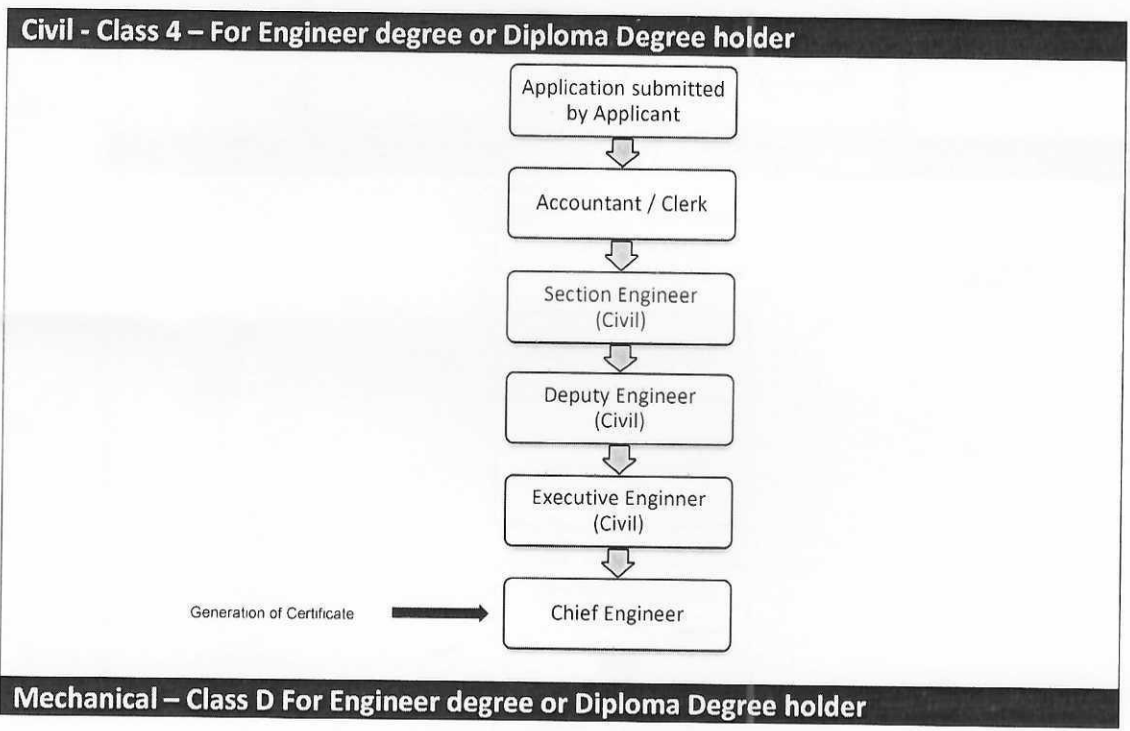
- Domiciled Certificate of Maharashtra state
- Passing Certificate of Degree or diploma from University / Institution, recognized by the Director of Technical education (Class IV & Class D)
- ITI Certificate (Class VII)
- Passport size photograph

- 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     │     │
│   │         └──────────┬───────────┘       Office      │     │
│   │                    ▼                                │     │
│   │         ┌──────────────────────┐                   │     │
│   │         │   Deputy Engineer     │                   │     │
│   │         │        (Mech)         │                   │     │
│   │         └──────────┬───────────┘                   │     │
│   │                    ▼                                │     │
│   │    ┌──► ┌──────────────────────┐                   │     │
│   │    │    │  Executive Enginner   │                   │     │
│   │    │    └──────────┬───────────┘                   │     │
│   └────┼───────────────┼──────────────────────────────┘     │
│   ┌────┼───────────────▼──────────────────────────────┐     │
│   │    │    ┌──────────────────────┐                   │     │
│   │    │    │  Accountant / Clerk   │                   │     │
│   │    │    │       (Circle)        │                   │     │
│   │    │    └──────────┬───────────┘                   │     │
│   │    │               ▼                                │     │
│   │    │    ┌──────────────────────┐                   │     │
│   │    │    │   Section Engineer    │                   │     │
│   │    │    │        (Mech)         │                   │     │
│   │    │    └──────────┬───────────┘                   │     │
│   │ For Generation of  ▼                    Circle      │     │
│   │   Certificate ┌──────────────────────┐  Office     │     │
│   │    │    │  Executive Engineer   │                   │     │
│   │    │    │        (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   │
                         └──────────────────────┘
```
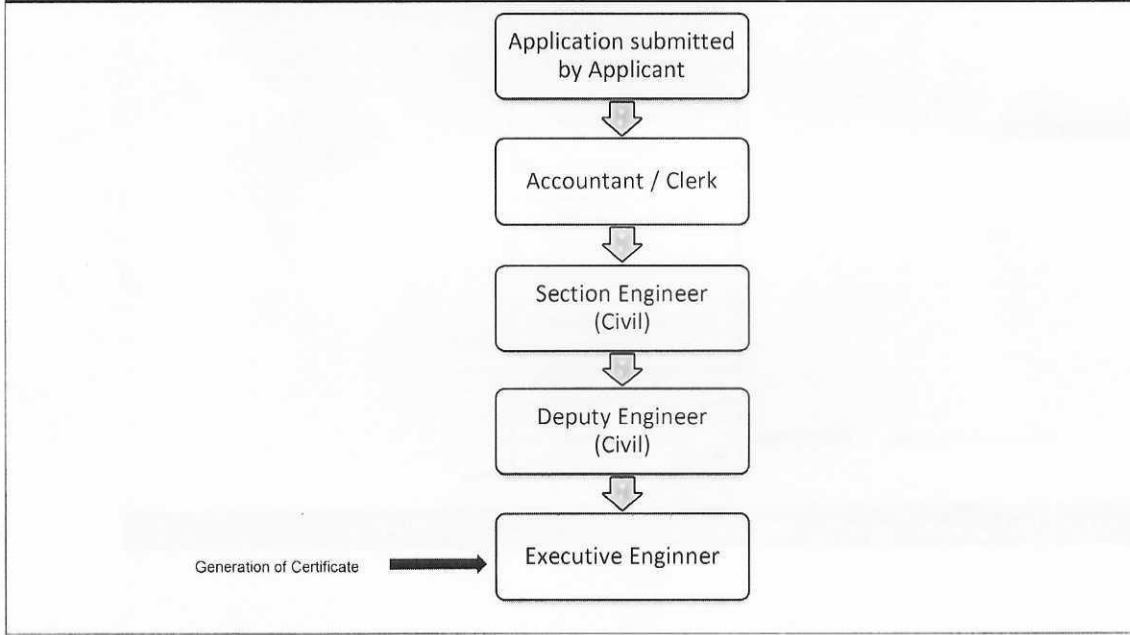
1.2 Registration for Co-operative Societies

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
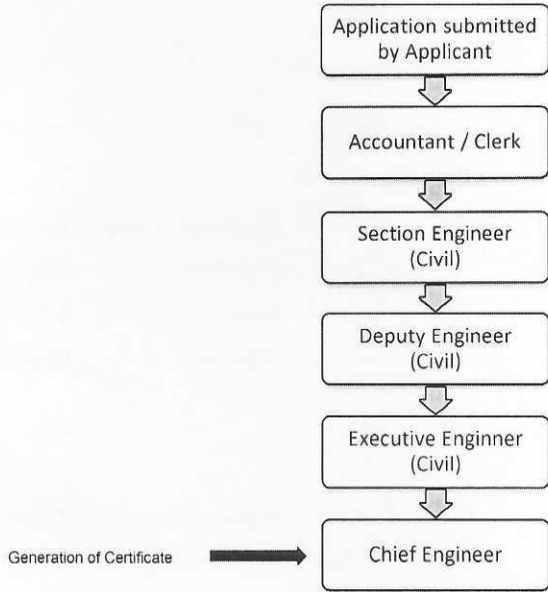
For Civil Work Contractor

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
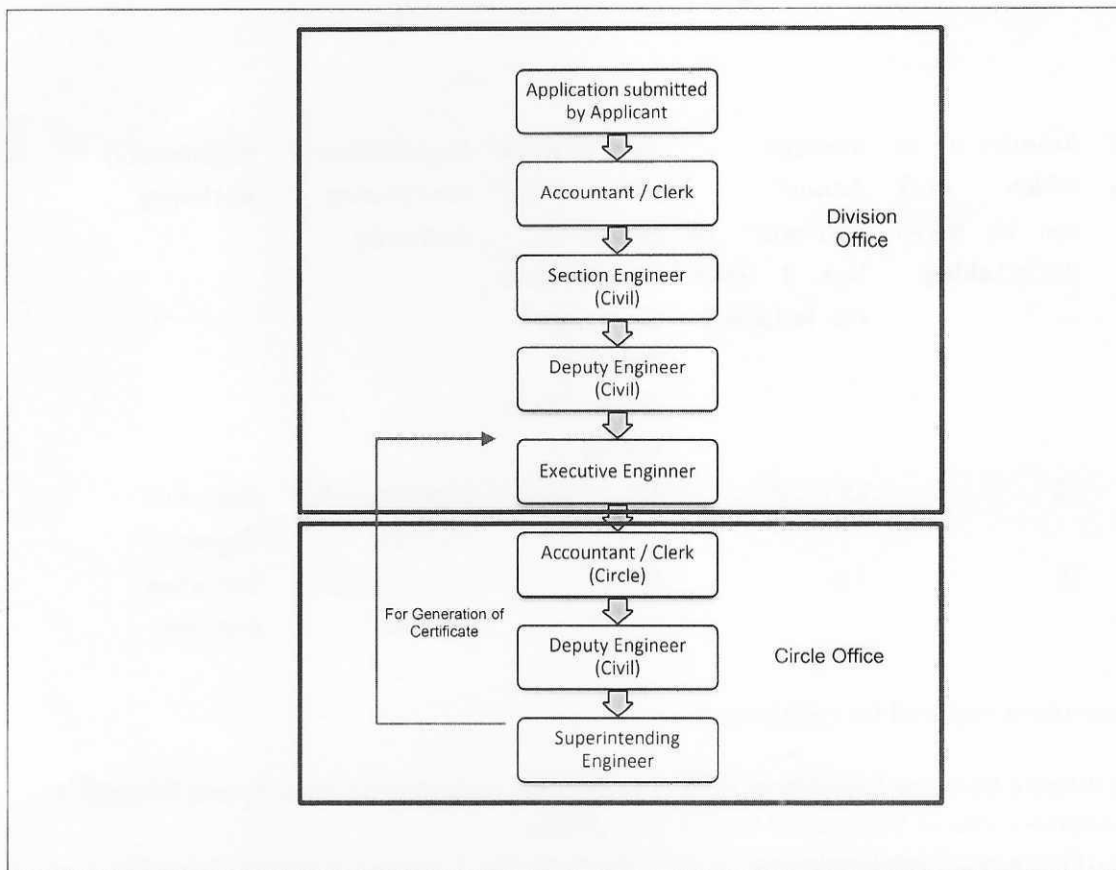
1.3 Registration for MJP's Retired Engineer

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	Registration Sanctioning Authority	Registration Authority

			work (Rs.in Lakhs)		
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

```
                    Division Office
┌─────────────────────┐
│ Application submitted│
│   by Applicant      │
└─────────────────────┘
          ▼
┌─────────────────────┐
│  Accountant / Clerk │
└─────────────────────┘
          ▼
┌─────────────────────┐
│  Section Engineer   │
│      (Civil)        │
└─────────────────────┘
          ▼
┌─────────────────────┐
│  Deputy Engineer    │
│      (Civil)        │
└─────────────────────┘
          ▼
┌─────────────────────┐
│  Executive Enginner │
└─────────────────────┘
          ▼
                    Circle Office
┌─────────────────────┐
│  Accountant / Clerk │
│      (Circle)       │
└─────────────────────┘
          ▼
For Generation of
Certificate
┌─────────────────────┐
│  Deputy Engineer    │
│      (Civil)        │
└─────────────────────┘
          ▼
┌─────────────────────┐
│   Superintending    │
│     Engineer        │
└─────────────────────┘
```
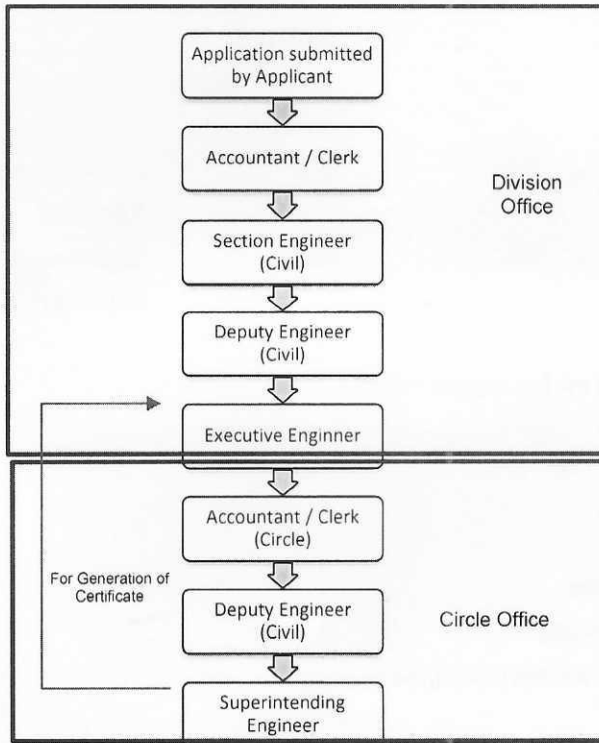
Mechanical –
Class C- For Executive Engineer, Superintending Engineer and Chief Engineer
Class D - For Junior Engineer, Section Engineer and Deputy Engineer

```
┌─────────────────────────────────────────────────────────┐
│   ┌──────────────────────────────────────────────────┐  │
│   │         Application submitted                     │  │
│   │            by Applicant                           │  │
│   │                 ⬇                                 │  │
│   │         Accountant / Clerk                        │  │
│   │                 ⬇                                 │  │
│   │         Section Engineer           Division       │  │
│   │              (Mech)                 Office        │  │
│   │                 ⬇                                 │  │
│   │         Deputy Engineer                           │  │
│   │              (Mech)                               │  │
│   │                 ⬇                                 │  │
│   │         Executive Enginner                        │  │
│   └──────────────────────────────────────────────────┘  │
│   ┌──────────────────────────────────────────────────┐  │
│   │                 ⬇                                 │  │
│   │         Accountant / Clerk                        │  │
│   │              (Circle)                             │  │
│   │  For Generation of    ⬇                           │  │
│   │  Certificate    Executive Engineer   Circle       │  │
│   │                    (Mech)            Office       │  │
│   │                 ⬇                                 │  │
│   │         Superintending                            │  │
│   │            Engineer                               │  │
│   └──────────────────────────────────────────────────┘  │
└─────────────────────────────────────────────────────────┘
```
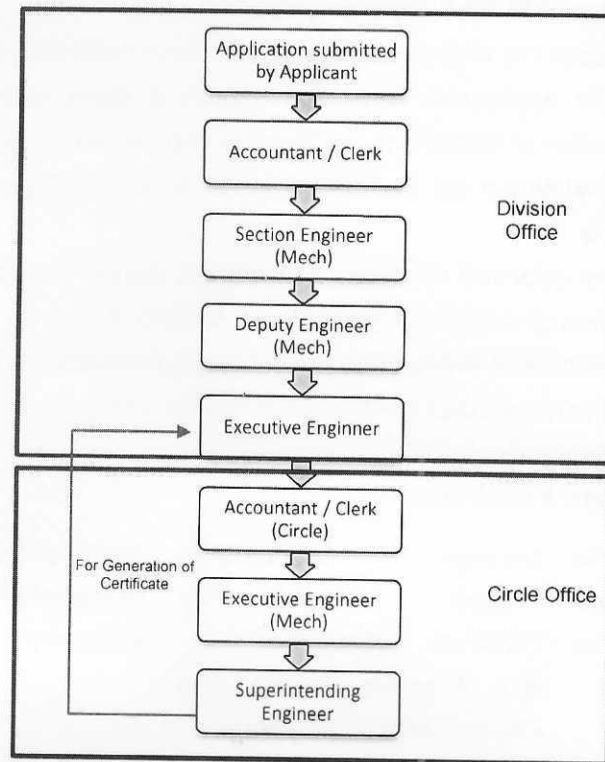
2. Functionality of Proposed Solution

- 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 functionalityneeds to be provided separately for below mentioned modules
    - Registration of Unemployed graduatesEngineer or diploma holder
    - Registration of Labour's Co-operative society
    - Registration of MJP's Retired Engineer
- Developed Application have to be the most robust, flexible and compatible on any device
- Contractor 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

- o Electrical work
- o Mechanical work
- The different types of Contractor Registration,
  - o Registration of Contractor as per work undertaken or annual turnover
  - o Registration of Unemployed graduates,
  - o Registration of Labour's Co-operative society and
  - o 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

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
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 Engineer	Executive 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
```

Verification of Document

- Documents are missing → (back to Contractor upload all relevant document and complete process)
- Documents are complete → Contractor need to visit with orginal document

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 Engineer (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

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),
			  ○ Class 1
			  ○ Class 1A
			  ○ Class 2
			  ○ Below Class 3
			• Online Payment option (Registration fees etc.)
			• Status Update Notification
			• Online Approval

2	**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.
3	**Payment Module**	• NEFT / RTGS • UPI / QR Code • Failure Transactions (payment) Management Module	• Vendor/Contractor can make payment for registration through online mode for which payment module is require. • Maintain all the failure transaction information ○ Online with all modes • Notification for the failure transaction to Vendor/Contractor as well as concern officer
4	**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
5	**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. Application Architecture

It has been proposed that the applications designed and developed for the MJP must follow some best practice and industry standards. In order to achieve the high level of stability and robustness of the application, the system development life cycle must be carried out using the industry standard

best practices and adopting the security constraints for access and control rights. The various modules / application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

Similarly the modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / application to avoid any kind of irregularities within the system by any User / Application.

1. *Proposed Application Architecture*

An indicative 3-tier architecture (also referred to as multi-tier or N-tier architecture) has been proposed for the Application Solution. The entire processing should take place in n-tier architecture:

- o Front-end software (client tier) - responsible for the presentation of information, and provides user interface.
- o Business Process / Service Layer – In the long SSDG may be used, as an Integrated Framework for delivery of Services.
- o Application Layer – The Business logic for ali the application as per the FRS document
- o Database Layer - responsible for the manipulation and storage of data.

2. *High Level Design (HLD)*

Once the SRS are approved, the bidder shall complete the High Level Designing and all HLD documents of all the functionalities, integration with existing application and external application. The bidder shall prepare the HLD and have it reviewed and approved by the . State Nodal Office will sign off on the HLD documents based on the advice of SPMU.

3. *Detailed (Low Level) Design (LLD)*

The LLD shall interpret the approved HLD to help application development and shall include detailed service descriptions and specifications, application logic (including "pseudo code") and UI design (screen design and navigation). The preparation of test cases will also be completed during this stage. The bidder shall have the design documents reviewed and approved by the state Purchaser. State Purchaser will sign off on the LLD documents based on the advice of SPMU.

4. *Test Plan*

Once the SRS is approved and design is started, the BIDDER shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified at the state Purchaser. Initial and Final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this RFP and finally BIDDER shall also carryout Load/ Stress testing. The BIDDER will submit the test plans and test result reports to the state Purchaser for comprehensive verification and approval.

5. Adherence to Open Source Standard

The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

6. Compliance to eGov standards

6.1.1.1.1 Single-Sign On

The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. For employees of the department concerned, the browser based application accessed on the intranet, through single-sign-on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities), Help module, basic and advanced reporting etc.

Similarly, for external users (citizens, etc), based on their profile and registration, the system shall enable single sign on facility to apply for various services, make payments, submit queries /complaints and check status of their applications.

6.1.1.1.2 Interoperability Standards

Keeping in view the evolving needs of interoperability, especially the possibility that the solution shall become the focal point of delivery of services and may also involve cross functionality with the e-Government projects of other departments / businesses in future, the solution should be built on Open Standards. Some of the states already have other applications deployed and running for delivering services to citizens. The BIDDER shall ensure that the application developed is easily integrated with the existing applications. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.

6.1.1.1.3 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 and external users and their transactions) and capable of delivering high performance for atleast 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.

6.1.1.1.4 Security

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state. The overarching security considerations are described below.

a. The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.

b. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.

c. 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.

d. 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.

e. The overarching requirement is the need to comply with ISO 27001 standards of security.

f. The application design and development should comply with Open Web Application Security Project [OWASP] top 10 principles.

BIDDER shall comply with the information security requirements specified below while implementing the solution.

SI No	Security Areas	Specifications
1.	**Physical Security**	• Client premises, should be physically secured by the SI.
2.	**Network Security**	• Appropriate firewalls, IPS, SSL devices etc. should be used to ensure Network security • The solution should support SSL encryption mechanism for transferring data across network and between client and server

SI No	Security Areas	Specifications
3.	**System Security**	• Adequate access control procedures should be defined to secure the entire IT system, physically and logically. • The access controls procedures should cover all stages in the life-cycle of user access, from the initial registration of new users to the final deregistration of users who no longer require access to information systems and services. • The system should have 2 factor authentication mechanism either through One Time Password (OTP) or soft tokens based technologies for access control and user authentication.
4.	**Application Security**	• The solution should have appropriate authentication mechanisms • Application user authentication & authorization related transactions should be encrypted. • Operating system should be hardened on which the application is installed. • A web application firewall shall be deployed to secure the web-layer. • The web applications should be free from OWASP / SANS and CERT-IN web application vulnerabilities as released from time to time.
5.	**Audit Trails & Logs**	• Event logging should create an accurate record of user activity such as which users accessed which system, and for how long. • The solution should log all types of events especially those related to security
6.	**Data Protection**	• The solution should support SSL encryption mechanism for transferring data across network. Provision should be made to ensure that data in any form should not be copied on to any external media without authorization. • The data transferred across network should be encrypted using Public Key (PKI) Infrastructure. • Complete end point data protection should be provided

SI No	Security Areas	Specifications
		at client site such that any type of data pilferage using unauthorized copying, storing and emailing could be prohibited.
		• Access to all system resources including data files, devices, processes and audit files should be provided to the intended users only.
		• All mobile applications should be designed and developed in a way that it ensures security of the application and data on the device.
		• Ensure to protect documents by assigning security parameters and criteria in order to provide more effective protection for an electronic document in order to maintain Confidentiality, Authorization, Accountability, Integrity, Authenticity and Non-repudiation.
7.	**Session Management**	• The system should limit to only one session per user or process ID.
		• The system should put a limit on the maximum time length of an idle session, which should ensure that automatic session termination takes place after expiry of the specific time length
8.	**DataWare House Security**	• Users must not have access to the data warehouse prompt of the application. Access to the data warehouse prompt must be restricted only to the database administrator.
		• "Super user" rights for the data warehouse must only be given to the administrator and the activities of these accounts must be properly logged.
9.	**Application Deployment**	• All unused ports should be blocked at server machines.
		• The application server should be segregated from internet zone through firewall or other filtering mechanism.
10.	**Information Security Governance**	• The employees working on the project should be made aware of his or her responsibilities with respect to Information Privacy and Information Security.
		• Employees working on the project shall undergo security

Sl No	Security Areas	Specifications
		awareness training during induction.
11.	Storage Equipment	• All information storage media (e.g. hard disks, magnetic tapes, CD ROMs etc.) should be physically secured. • Physical access to magnetic tape, disk, CD libraries etc. should be restricted to authorized personnel.
12.	Computing Environment	• All workstation hardware and associated peripheral equipment at Client site premises should be marked with a unique asset identification code. The asset identification • code should follow a defined naming convention that would uniquely and appropriately identify the asset. • USB ports should be disabled on specified desktops / laptops at Client site premises, so as to prevent use of pen drives, external disk drives etc. • IT assets inventory must contain criticality of hardware in levels of importance (Confidentiality, Integrity and Availability).
13.	Email Security	• Email must have protection from inbound and outbound email threats. It should report compliance violations by scanning all inbound and outbound email content and attachments for sensitive data, real-time protection from spam, phishing, viruses, spoofing, zombies, directory harvest (DHA), Denial of Service (DoS) and other attacks.
14.	Virus Control	• Latest version of anti-virus should be installed on workstations and servers at Client premises. • The anti-virus software should run on network file servers on a regular basis (preferably daily).
15.	Compliance to Security Standards	• Software/Hardware system should be in compliance with <ISO/IEC 27001:2015>.
16.	Security Information and Event Management System (SIEM)	• Bidder should install SIEM for Real-time analysis of security alerts generated by applications and infrastructure.

SI No	Security Areas	Specifications
17.	Database Activity Monitoring (DAM) Solution	• BIDDER should install DAM to monitor all database activities and internal users with privileged access.

7. *Solution requirement and Standards*

- 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 RFP, 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 behaviour 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 to **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 along with its maintenance and support for** ~~two (2) years.~~ _one (1) Year_ 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 As-Is report available with MJP
4. Study of various officials circulars issued by MJP with regards to its functioning
5. Preparation & Submission of To-Be Report and Sign-Off from MJP
6. 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 "**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 along with its maintenance and support for** ~~two (2) years.~~ _one (1) year_" 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 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. The Documents prepared by selected agency should be of IEEE standard

ix. 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. Annual Technical Support

The selected System Integrator should be responsible for the following:

1. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.

2. Bidder should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.

3. Updates/Upgrades/New releases/New versions/Patches/Bug fixes: The bider shall provide from time to time the Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software, operating systems, etc. as required. The bidder should provide free Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software and tools as and when released by OEM.

4. Software License Management. The bidder shall provide software license management and control. bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.

5. Bidder shall have complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. Bidder shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

6. The bidder would be responsible for arrangements with Manufacturer for all the technical support which shall at a minimum include but not limiting to online technical support and telephone support during the business hours (will be from <time> hours to <time> hours from (Days of week) with access for bidder to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer by bidder as part of provisioning of support services. Bidder shall have access to the online support and tools provided by the manufacturer as well as should have

24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical article.

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 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.   System Administration, Maintenance & Management Services

ii.   Application Monitoring Services

iii. Backend Services (Mail, messaging, etc)

iv.   Storage Administration and Management Services

v.   Backup and Restore Services

vi.   Supply, installation and maintenance of the updated/upgraded versions of software

vii. Rectification of bugs/ defects if any

viii. Fine tuning of the application, as and when required

ix.   Maintenance of the application

x.   Re-installation of software/application whenever required

xi.   Setting-up a user helpdesk

xii. Maintain the system for the period of two (2) 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.

xiii.   Creation of knowledge base on frequently asked questions to aid users

xiv.   All required support & services for implementation, smooth operation and maintenance of all the components of software

Software Maintenance support

As part of software maintenance and support services bidder shall provide:

1. The Software Maintenance and Support Services shall be provided for all software procured and implemented by the bidder. The bidder shall render both on-site and off-site maintenance and support services to all the designated locations. The Maintenance and Support Services will cover, all product upgrades, modifications, and enhancements.

2. Updates/Upgrades/New releases/New versions/Patches/Bug fixes. The bidder will implement from time to time the Updates /Upgrades /New releases /New versions /Patches /Bug fixes of the software and operating systems as required after necessary approvals about the same.

3. Tuning of application, databases, third party software's and any other components provided as part of the solution to optimize the performance.

4. Amendments in the applications implemented as part of the project to meet the requirements

5. The bidder shall apply regular patches/ updates/upgrades to the licensed software including the operating system and databases as released by the OEMs.

6. Bidder shall formulate a distribution plan prior to rollout and distribute/install the configured and tested software as per the plan.

7. Software License Management. The Bidder shall provide for software license management and control. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. Bidder should perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions and report to Purchaser on any exceptions to bidder terms and conditions, to the extent such exceptions are discovered.

8. The bidder shall undertake regular preventive maintenance of the licensed software.

Application Functional Support Services

1. The Application Functional Support Services shall be provided for all software procured and implemented by the bidder. The bidder shall render both on-site maintenance and support services.

2. Enhancements and defect fixes. Bidder shall incorporate changes and provide enhancements as per the requests. Bidder shall perform changes, bug fixes, error resolutions and enhancements that are required for proper and complete working of the application.

3. Routine functional changes that include user and access management, creating new report formats, and configuration of reports.

4. Bidder shall provide user support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental/ancillary to the complete usage of the application.

5. The Bidder shall migrate all current functionality to the new / enhanced version at no additional cost and any future upgrades, modifications or enhancements. The Bidder shall perform user ID and group management services.

6. The Bidder shall maintain access controls to protect and limit access to the authorized End Users.

7. The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory and e-mail servers.

Centralized Helpdesk and Support

1. The service will be provided in the local language.

2. The help desk service that will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also resolution of incidents. Purchaser requires the Bidder to provide Help Desk services to track and route requests for service and to assist end users in answering questions and resolving problems related to the software application, network, Data Center, Disaster Recovery Center, Client side infrastructure, and operating systems at all locations. It becomes the central collection point for contact and control of the problem, change, and service management processes. This includes both incident management and service request management. Bidder shall provide sufficient number of lines to contact the Help Desk ensuring all the call are attended without any wait.

3. Bidder shall provide such type of IT training to the staff that bidder remains responsible for providing a second level of support for application and technical support at locations where the software, hardware, and other infrastructure will be rolled out. However, this does not absolve bidder from providing first level of support for the aforementioned activities.

4. For all the services of within the scope of this RFP, bidder shall provide the following integrated customer support and help.

5. Establish <12X5> Help Desk facilities for reporting issues/ problems with the software, hardware and other infrastructure.

6. Bidder shall provide functional support on the application components to the end users.

7. Bidder shall also provide system administration, maintenance and management services, and IT security administration services.

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 3 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 + 1Weeks	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

#	Milestone	Deliverables	Timelines	Payment Terms
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 + 3 Weeks	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**
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**

#	Milestone	Deliverables	Timelines	Payment Terms
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	
		3rd Year: Operation and Maintenance Support	T1 + 36 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

Sr. No	Parameter	Target	Basis		Timeline	Penalty
						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	Per occurrence. This will be calculated monthly after the Go-live of	Per occurrence penalty shall be Rs.200. Maximum penalty of 10 % of the total project

		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. 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

Annexure – II Commercial Bid (on bidders Letter head)

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 and MJP's Retired Engineer Contractor Registration with existing software application developed & implemented at Maharashtra Jeevan Pradhikaran alongwith its maintenance and support for two (2) years.

DearSir/Madam,

We,theundersigned,offertoprovidetheDesign, 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 alongwith its maintenance and support for two (2) years / one (1) year 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