



महाराष्ट्र शासन

दिव्यांग कल्याण विभाग,

३१, ३२, ३५ए, मित्तल टॉवर, ए-विंग, तिसरा मजला,
बॅरीस्टर रजनी पटेल मार्ग, नरीमन पॉईंट, मुंबई-०२१.

दूरध्वनी क्र.- ०२२-४०१४५१७६

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क्रमांक : इडीडी २०२४ / प्र. क्र. १०४ / दि.क.-१

दिनांक : ५ ऑगस्ट, २०२५

दरपत्रक सूचना

विषय:- दिव्यांग कल्याण विभागाच्या कार्यालयांतर्गत
“न्यायालयीन प्रकरण व्यवस्था प्रणाली” खरेदी
करण्याबाबत.

१. खरेदीची व्याप्ती :-

दिव्यांग कल्याण विभागाच्या कार्यालयांतर्गत “न्यायालयीन प्रकरण व्यवस्था प्रणाली” खरेदी करण्याकरिता मोहोरबंद लिफाफ्यामध्ये इच्छुक पुरवठादार / प्राधिकृत वितरक / विक्रेते यांच्याकडून सोबत जोडलेल्या Scope of Work & Requirement अनुसार दरपत्रके मागविण्यात येत आहेत.

२. दरपत्रक सादर करावयाचा दिनांक

मोहोरबंद लिफाफ्यातील दरपत्रके अवर सचिव (दि.क.-१), दिव्यांग कल्याण विभाग, ३१, ३२, ३५ए, मित्तल टॉवर, ए-विंग, तिसरा मजला, बॅरीस्टर रजनी पटेल मार्ग, नरीमन पॉईंट, मुंबई-०२१. यांच्या नावे वरील दिनांकापासून ७ दिवसांच्या आत सायंकाळी ५.३० वाजेपर्यंत पाठवावेत अथवा प्रत्यक्ष सादर करावेत. मोहोरबंद लिफाफ्यावर ठळक शब्दात “दिव्यांग कल्याण विभागाच्या कार्यालयांतर्गत “न्यायालयीन प्रकरण व्यवस्था प्रणाली” खरेदी करण्याबाबत ” असे नमूद करावे.

सहपत्र : Scope of Work & Requirement

आपला,
RAJESH
BHASKAR
GAIKWAD
(रा.भा. गायकवाड)

अवर सचिव, महाराष्ट्र शासन

प्रत

१. प्रत, आवश्यक त्या पुढील कार्यवाहीसाठी अग्रेषित
२. उप सचिव (संगणक कक्ष) दिव्यांग कल्याण विभाग, मंत्रालय, मुंबई-३२
३. निवडनस्ती/दि.क.-१.

Terms of Reference (TOR) for the For the Procurement, Development, and Implementation of a Legal Court Case Management System (LCCMS)

Table of Contents

1. Introduction and Background.....	3
2. Project Description.....	3
2.1. Departmental Overview.....	3
2.2 Identified Challenges	3
2.3 Primary Objectives	4
2.4 KEY MODULES AND FUNCTIONAL REQUIREMENTS.....	5
2.5 NON-FUNCTIONAL REQUIREMENTS	7
Terms and Conditions	7
3.1 Selection Method.....	7
3.2 Other Conditions	7

1. Introduction and Background

The Persons with Disabilities (PwDs) Welfare Department was formed as an independent department on 15th December 2022 with an aim at implementing various schemes for the welfare of persons with disabilities. As per Census of India 2011, the persons with disabilities in India are as given below -

Population, India 2011			Disabled Persons, India 2011		
Persons	Males	Females	Persons	Males	Females
121.08 crore	62.32 crore	58.76 crore	2.68 crore	1.50 crore	1.18 crore

As per Census 2011, there are 29,63,392 persons with disabilities in Maharashtra and it was 2.63% of total population of the Maharashtra State covered 7 disabilities at that time as mentioned below -

Population, Maharashtra 2011			Disabled Persons, Maharashtra 2011		
Persons	Males	Females	Persons	Males	Females
11.24 crore	5.83 crore	5.41 crore	29.6 lakh	16.9 lakh	12.7 lakh

2. Project Description

2.1. Departmental Overview

The Persons with Disability Department is the nodal agency in Maharashtra responsible for formulating and implementing policies, schemes, and legal frameworks to empower and protect the rights of persons with disabilities. The Department is specifically tasked with handling litigation, providing legal counsel, and ensuring adherence to disability-related laws. The legal cases handled are diverse, ranging from individual grievances to broader Public Interest Litigations (PILs) concerning accessibility, employment, education, and social security.

2.2 Identified Challenges

The existing practices create significant hurdles, including:

- **Case Tracking:** Difficulty in tracking the status and history of legal cases related to persons with disabilities.
- **Document Retrieval:** Cumbersome process of retrieving critical legal documents, especially for long-running cases.

- **Reporting:** Lack of a centralized system makes it difficult to generate accurate reports on legal trends, case outcomes, and compliance metrics.
- **Data Security:** Manual records are susceptible to loss, damage, and unauthorized access, compromising the confidentiality of sensitive personal data.
- **Accessibility Barriers:** Existing systems and manual processes are not designed to be fully accessible to staff or stakeholders with disabilities.

2.3 Primary Objectives

- **Centralized Repository:** Establish a single, secure, and accessible platform for all legal case data and documents related to persons with disabilities.
- **Process Automation:** Automate routine administrative tasks, including deadline tracking, reminders, and report generation, to ensure proactive legal action.
- **Enhanced Efficiency:** Significantly reduce the time and effort spent on case administration, allowing legal professionals to focus on core legal work and advocacy.
- **Improved Decision-Making:** Provide real-time data and comprehensive analytical tools to identify legal trends, assess policy impact, and make informed strategic decisions.
- **Strengthened Collaboration:** Facilitate seamless communication and information sharing within and across legal teams, and with external legal aid partners.
- **Robust Security & Compliance:** Ensure the highest levels of data security, confidentiality, and integrity, with strict adherence to the Rights of Persons with Disabilities Act, 2016, and other relevant legal frameworks.
- **Accessibility:** Implement a system that is fully usable and accessible to all users, including persons with diverse disabilities, aligning with the Department's core mission.

2.4 KEY MODULES AND FUNCTIONAL REQUIREMENTS

The LCCMS must provide the following functionalities, configurable to the Department's specific legal processes. The modules may be finalised as per the mutually agreement post the selection of vendor. The detailed scope and configuration of the modules will be jointly finalized by the Department and the selected vendor during the project's inception phase.

Case/Matter Management Module:

- Add/Export Cases by Court, Case Type, Number, and Year.
- Detailed Case Information Capture (parties, jurisdiction, subject matter, description).
- Activity/History Stream per case.
- Linking of Related Cases.
- Assignment of Cases to Team Members.
- Search for cases efficiently.

Hearing Dates Management Module:

- Customized Cause List/Board Generation (e.g., High Court cause list in PDF).
- Synchronization with Court Websites (auto-pulling next hearing date and record).
- Automated Reminders (Email, SMS, Alarms) for hearing dates.
- Conflict identification for clashing hearing dates.

Document Management Module:

- Secure Cloud Storage for case-related documents (pleadings, orders, evidence).
- Upload/Download multiple documents.
- Document Versioning (implied by "updates" and "changes").
- Access Control for documents (private or shared).
- Filtering documents by case, title, time, uploader, type.
- Linking documents to specific cases.

To-Dos/Tasks Management Module:

- Creation and Assignment of Tasks/To-Dos.
- Linking Tasks to Cases.
- Setting Calendar Deadlines for tasks.
- Automated Reminders (Email, SMS) for tasks.
- Tracking Task Status (pending, upcoming, completed).
- Filtering and viewing tasks by individual or team.

Client Management Module:

- Adding and Organizing Client Information.
- Matching Clients with Legal Cases.
- Sending emails and invoices to clients.
- Updating client data.

Notes Management Module:

- Adding and Storing Case-Specific Notes.
- Making Notes Shareable or Private.
- Ability to edit/modify notes.
- Generating PDF of notes for reference.
- Linking notes to specific cases.

Calendar & Reminders Module:

- Integrated Calendar.
- Automated reminders and notifications (general, and tied to hearings/to-dos).
- Integration of tasks and hearing dates into the calendar.

Firm/User Management Module:

- User/Team Member Registration and Management.
- Work Allocation and Collaboration Tools.
- Role-Based Access Control (implied by security features and private documents).

Security Module:

- Two-way Authentication (OTP + Password).
- SSL-Secured Online System.
- Encrypted Data Storage.
- Dedicated Server (implied for security).
- Data Backup Functionality.

Search Module:

- Handy Search Box for quick retrieval of cases, clients, documents, and tasks.
- Full-text search capabilities (implied for documents).

2.5 NON-FUNCTIONAL REQUIREMENTS

- Adherence to all relevant government software guidelines.
- Critical operations must complete within acceptable time limits.
- The architecture must be scalable to accommodate future growth in cases and users.
- Implementation of robust measures to protect the sensitive personal data of persons with disabilities.
- Intuitive Design with User-friendly and logical interface
- Guaranteed system uptime of 99.5% or higher, excluding planned maintenance.
- Comprehensive DR plan with clearly defined RTO and RPO.

Terms and Conditions

3.1 Selection Method

The selection of vendors will be based on the least cost based (L1) proposal. The issue of this request for procurement does not imply that the department is bound to select a bidder or to appoint the selected bidder for development of the application. The PwDs Welfare Department reserves the right to reject all or any of the bidders or bids without assigning any reason whatsoever.

To respond to the above requirement, bidders are requested to:

- Confirm that the bidder organization has not been blacklisted and/or debarred by any Government/Semi-Government/PSU organization.
- Share a detailed technical proposal outlining the proposed solution, architecture, implementation plan, and timeline.
- Provide commercial quotes for the comprehensive scope of work mentioned above, including development, customization, integration, training, and AMC.

3.2 Other Conditions

Please note that:

- The Department seeks an immediately deployable, commercially off-the-shelf (COTS) solution for an initial contractual period of one year, with the provision for subsequent extensions based on performance and evolving departmental requirements.
- The bidder may quote a comprehensive price while submitting the bids, considering the said scenario.
- The vendor shall promptly inform the department in writing of any changes in service rates as and when revised by Meta. Subsequent payments will be made in accordance with the revised rates, subject to the department's review and approval.
- The payments for maintenance and other ongoing activities will be done as per the agreed terms. The service provider should submit invoices in original to the PwDs Welfare Department.

- The bidder must demonstrate that the required facilities that are envisaged by the PwDs department exist in the application or can be developed.
- Subcontracting is not allowed while executing this work.
- The bidder shall keep confidential any information related to this service with the same degree of care as it would treat its own confidential information. The bidders shall note that the confidential information will be used only for the purposes of this procurement and shall not be disclosed to any third party for any reason whatsoever.
- The PwDs welfare department shall be under no obligation to accept the lowest or any other offer received in response to this request for service and shall be entitled to reject any or all offers, including those received late, or incomplete, without assigning any reason.
- Bids may be rejected in case of Conditional Bids OR If the information provided by the Bidder is found to be incorrect/misleading/fraudulent at any stage/time during the procurement process OR Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions OR Bids received after the prescribed time & date for receipt of bids.