



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

दूरध्वनी क्र.- ०२२-४०१४५१७६

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क्रमांक : संकीर्ण २०२५ / प्र. क्र. २/ दि.क.७

दिनांक : ८ ऑगस्ट, २०२५

दरपत्रक सूचना

विषय:- दिव्यांग कल्याण विभागाच्या विविध योजनांसाठी

Development of a monitoring dashboard and
application portal विकसित करण्याबाबत.

१. खरेदीची व्याप्ती :-

दिव्यांग कल्याण विभागाच्या विविध योजनांसाठी Development of a monitoring dashboard and application portal विकसित 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 उपसचिव (दि.क. ७), दिव्यांग कल्याण विभाग, ३१, ३२, ३५ ए, मित्तल टॉवर, ए-विंग, तिसरा मजला, बॅरीस्टर रजनी पटेल मार्ग, नरीमन पॉईंट, मुंबई-०२१. यांच्या नावे वरील दिनांकापासून ७ दिवसांच्या आत पाठवावेत अथवा प्रत्यक्ष सादर करावेत. मोहोरबंद लिफाफ्यावर ठळक शब्दात "दिव्यांग कल्याण विभागाच्या विविध योजनांसाठी Development of a monitoring dashboard and application portal विकसित करण्याबाबत " असे नमूद करावे.

सहपत्र : Scope of Work & Requirement

आपली,

(सुनंदा मो. घड्याळे)

उपसचिव, महाराष्ट्र शासन

प्रत: आवश्यक त्या पुढील कार्यवाहीसाठी अग्रेषित

१. उप सचिव (संगणक कक्ष) दिव्यांग कल्याण विभाग, मंत्रालय, मुंबई-३२
२. निवडनस्ती दि.क.७.

Terms of Reference (TOR) for the development of a monitoring dashboard and application portal for schemes of the Persons with Disabilities Welfare Department, Maharashtra

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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

As per Census of India 2011, the district wise population of (PwDs) in Maharashtra are as mentioned below –

S. No	Name of the District	Males	Females	Total
1	Thane	142840	108917	2,51,757
2	Mumbai Suburban	138652	103691	2,42,343
3	Pune	131820	98062	2,29,882
4	Jalgaon	78202	59524	1,37,726
5	Ahilyanagar	69254	51194	1,20,448
6	Solapur	66569	49186	1,15,755
7	Nashik	66921	48747	1,15,668
8	Nagpur	63957	49984	1,13,941
9	Kolhapur	61174	48753	1,09,927
10	Chhatrapati Sambhajnagar	56869	42330	99,199

S. No	Name of the District	Males	Females	Total
11	Mumbai	56573	41504	98,077
12	Satara	54324	42763	97,087
13	Sangli	51338	41128	92,466
14	Nanded	52689	39604	92,293
15	Chandrapur	43718	34685	78,403
16	Amravati	44311	32319	76,630
17	Latur	43477	32450	75,927
18	Buldhana	43883	29485	73,368
19	Yavatmal	39184	28254	67,438
20	Jalna	37680	29041	66,721
21	Parbhani	35516	26782	62,298
22	Beed	35769	24099	59,868
23	Raigad	33475	25826	59,301
24	Dhule	32326	24912	57,238
25	Dharashiv	29869	20623	50,492
26	Akola	27164	19371	46,535
27	Bhandara	24736	19963	44,699
28	Ratnagiri	18420	15622	34,042
29	Washim	19243	13012	32,255
30	Hingoli	18166	12413	30,579
31	Wardha	16889	12352	29,241
32	Nandurbar	15737	12028	27,765
33	Gondia	15123	11449	26,572
34	Gadchiroli	13512	10474	23,986
35	Sindhudurg	12905	10560	23,465
Total		16,92,285	12,71,107	29,63,392

As per Census of India 2011, the population of (PwDs) in Maharashtra was categories into 8 types are as mentioned below –

S. No	Particular	Male	Females	Total
1	In seeing	3,11,835	2,62,217	5,74,052
2	In Hearing	2,64,956	2,08,315	4,73,271
3	In Speech	2,60,792	2,12,818	4,73,610
4	In Movement	3,57,348	1,91,070	5,48,418
5	Mental Retardation	90,408	69,801	1,60,209
6	Mental Illness	32,907	25,846	58,753
7	Any Other	2,79,048	2,31,688	5,10,736
8	Multiple Disability	94,991	69,352	1,64,343
	Total number of (PwDs) in Maharashtra	16,92,285	12,71,107	29,63,392

The Rights of Persons with Disabilities Act was enacted in the 2016. It promotes and protects the rights and dignity of people with disabilities in various aspects of life – educational, social, legal, economic, cultural, and political. It applies to government, non-government, and private organisations. The types of disabilities under RPwD Act can be classified under twenty-one heads (21). These have been listed below -

- Blindness
- Low Vision
- Leprosy Cured Persons
- Hearing Impairment (Deaf and Hard of Hearing)
- Locomotor Disability
- Dwarfism
- Intellectual Disability
- Mental Illness
- Autism Spectrum Disorder
- Cerebral Palsy
- Muscular Dystrophy
- Chronic Neurological Conditions
- Specific Learning Disabilities
- Multiple Sclerosis
- Speech and Language Disability
- Thalassemia
- Haemophilia
- Sickle Cell Disease
- Multiple Disabilities (more than one of the above specified disabilities)
- Acid Attack Victim
- Parkinson's Disease

1.1 Vision and Mission of the (PwDs) Welfare Department, Maharashtra

Vision

To build an inclusive society in which equal opportunities are provided for the growth and development of Persons with Disabilities so that they can lead productive, safe and dignified lives.

Mission

To empower Persons with Disabilities, through its various Acts/ Institutions/Organizations and Schemes for rehabilitation and to create an enabling environment that provides such persons with equal opportunities, protection of their rights and enables them to participate as independent and productive members of society.

1.2 Functions of the (PwDs) Welfare Department, Maharashtra

- Implementation of Rights of Persons with Disabilities Act 2016 and various policies/act related to (PwDs) in Maharashtra
- Implementing Central and State Government schemes for (PwDs) in Maharashtra
- Disbursing subsidies, scholarships, incentives, and monitoring of operations in Maharashtra
- Progressively achieving paperless offices and introducing suitable Information Technology tools towards process automation.
- Proactively providing information for initiatives by the Department through various channels.
- Implementing flagship programs in various domains identified from time to time.
- Promoting IEC, conferences, workshops, webinars, and exhibitions to improve stakeholder participation in the disability sector.

2. PROJECT DESCRIPTION

2.1 Overview and Rationale

The Persons with Disabilities (PwDs) Welfare Department Government of Maharashtra, is committed to effective implementation and monitoring of its schemes and initiatives aimed at the welfare and empowerment of individuals with disabilities. Given the scale of the population served and the diversity of schemes, there is a critical need for a centralized, real-time monitoring tool. According to directives issued during the CM meeting on May 9th, 2025, emphasis is placed on enhancing online services and strengthening the department's digital capabilities. In line with the 150-day plan for Viksit Maharashtra and its focus on e-Governance, this project proposes a real-time monitoring system available via a responsive dashboard and application portal, enabling access across platforms.

This platform will serve as a single point of contact for citizens to apply for various welfare schemes, track their application status in real-time, and receive timely updates. For officials, the dashboard will provide a robust system for validating applications,

processing approvals through a multi-level workflow, and generating insightful reports for monitoring and evaluation. The system aims to streamline the entire lifecycle of scheme management, from application to disbursal, ensuring accountability and adherence to defined business logic.

2.2. Objective of the Project

The main objectives for implementing the Real-time Monitoring Dashboard are to:

- Provide a centralized, real-time view of the progress, impact, and beneficiaries of all departmental schemes and initiatives.
- Enable effective tracking of key performance indicators (KPIs) and expenditure for each scheme.
- Facilitate data-driven decision-making by providing comprehensive analytics and insights.
- Ensure transparency and accountability in the implementation of welfare programs for persons with disabilities.
- Identify bottlenecks and areas requiring intervention for improved service delivery.
- Serve as a comprehensive oversight tool for departmental leadership and stakeholders.
- To establish a single, unified online portal for citizens to discover and apply for all welfare schemes offered by the department.
- To provide applicants with the facility to upload required documents and track the real-time status of their applications.
- To enforce strong Role-Based Access Control (RBAC) to ensure that officials can only access and act upon data relevant to their jurisdiction and authority.
- To ensure the platform is fully accessible, complying with government guidelines, making it usable for persons with various disabilities.
- To create a centralized repository of applicant data and documents, stored securely and managed efficiently.
- To provide a real-time API for the CM dashboard that ensures timely and automatic data updates.

2.3. Duration

The project is to be completed and delivered within 2 months from the date of the work order issuance. This includes a mandatory 1-year Annual Maintenance Contract (AMC) for ongoing support and maintenance, which may be renewed annually on department's discretion.

2.4. Implementation Strategy

The onboarding and implementation of the Real-time Monitoring Dashboard involves a structured process to ensure seamless integration and effective data visualization. The vendor will be responsible for managing the technical setup, integration with existing departmental systems, and ongoing support for the dashboard. The key steps are expected to include:

- **Data Source Identification and Preparation:** Identifying all relevant data sources across offline data as well as departmental portals and systems.
- **Requirements Gathering and Dashboard Design:** Detailed design of dashboard layouts, visualizations, and data points, based on departmental needs.
- **Data Integration and ETL (Extract, Transform, Load):** Developing robust mechanisms for real-time data extraction, transformation, and loading from diverse sources into the dashboard system.
- **Dashboard Development and Customization:** Building and customizing the dashboard functionalities to meet the specific tracking and reporting needs of each scheme.
- **Testing and Quality Assurance:** Conducting thorough testing of data accuracy, performance, functionality, and security.
- **Training and Documentation:** Providing comprehensive training to Department staff and supplying user manuals.
- **Go-Live and Monitoring:** Launching the dashboard and continuously monitoring its performance, data accuracy, and user feedback.

2.5. Target Audience

The Real-time Monitoring Dashboard is primarily intended for:

- Departmental leadership and decision-makers
- Monitoring and Evaluation (M&E) teams
- Relevant administrative and program coordinators involved in scheme implementation and oversight
- CM dashboard team
- Scheme beneficiaries and the general public

3. SCOPE OF WORK

3.1. Overview of the Monitoring Dashboard

The Real-time Monitoring Dashboard and app will serve as the central analytical and oversight tool for the department. It will leverage advanced data visualization techniques to present instant, accurate, and consolidated insights into the performance and impact of all schemes.

The dashboard must comprehensively cover all aspects of the 150-day compliance requirements (in Annexure B). The vendor is required to provide a written report detailing how each requirement has been met post-development. Payment will only be processed upon receipt of this compliance documentation.

Key Modules

The proposed solution will include key modules such as the Citizen module, Officials' Dashboard, Admin module, Reports. The final list of modules, and their scope will be finalized following mutual discussions and agreement between the selected vendor and the Department.

3.2. Key Features and Functionalities

The selected vendor shall be expected to develop and implement a monitoring dashboard with the following core functionalities:

- **Real-time Data Synchronization:** Ensure data displayed on the dashboard is synchronized in real-time with central and connected departmental databases and portals.
- **Scheme-wise Tracking:** Dedicated sections/views for each departmental scheme, showcasing its specific KPIs, progress, beneficiaries, and financial outlay.
- **Customizable Views:** Ability for authorized users to create and save custom dashboard views based on their specific analytical needs.
- **Drill-down Capabilities:** Functionality to drill down from high-level summaries to detailed underlying data for in-depth analysis.
- **Alerts and Notifications:** Automated alerts for critical thresholds (e.g., scheme budget utilization reaching a certain percentage, delays in beneficiary disbursements, underperformance indicators).
- **MIS Reporting and Analytics:** Tools to generate daily, weekly, monthly, and quarterly reports, analyze interaction data, identify trends, and generate district-wise and scheme-wise reports.
- **Data Export Functionality:** Ability to export displayed data and reports in various formats (e.g., PDF, Excel, CSV).

- **Audit Trail:** Tracking and logging all data accesses, modifications, and report generations within the application for accountability and traceability.
- **Search Functionality:** Enable users to search for specific data points, schemes, or reports for quick results.
- **Tracking the application:** Enables beneficiaries to track the status of their applications submitted under any department scheme.
- **Usability and User Experience:** The dashboard should be visually appealing, easy to navigate, and provide functionality to filter data by key parameters.
- The dashboard should integrate with the Hon. CM's dashboard, effectively display key government scheme data, and ensure timely and accurate data updates.
- **Multi-Device Compatibility:** The dashboard should work smoothly on desktops, tablets, and smartphones with consistent layout and features.
- **Data Maturity:** The system should restrict data access by user roles, use analytics (retrospective, inferential, predictive) for decisions, and provide alerts based on performance thresholds.

3.3. Dashboard Development and Customization

The vendor will be responsible for the end-to-end development and customization of the monitoring dashboard and app, including:

- **Data Architecture Design:** Designing a robust and scalable data architecture to support real-time data ingestion and processing.
- **User Interface (UI) / User Experience (UX) Design:** Designing an intuitive and accessible dashboard interface for ease of use by diverse users within the Department.
- **Visualization Configuration:** Configuring and customizing data visualizations (charts, graphs, tables) to effectively represent complex data.
- **Content Management System (CMS):** Providing a robust CMS for the Department to manage and update descriptive content related to schemes independently (applicable for static content/scheme descriptions on the dashboard).

3.4. Integration Requirements

The dashboard system must seamlessly integrate with the following:

- **APIs:** Necessary APIs for third-party integration should be available if required for future expansion.

3.5. Documentation and Training

The vendor shall provide comprehensive training and ongoing support:

- **Detailed System Design Document (SDD):** A comprehensive document outlining the application architecture, database schema, API specifications, and overall system design.
- **Training and User Manuals:** Comprehensive training sessions for department officials and detailed user manuals for all modules.
- **Technical Documentation:** All necessary technical documentation for maintenance and future development.

3.6. Maintenance Services

The contract for the Monitoring Dashboard Services shall include an Annual Maintenance Contract (AMC) for a prescribed duration (renewable), covering:

- **System Upkeep:** Ensuring continuous functionality, performance, and security of the complete dashboard system and associated infrastructure.
- **Bug Fixes and Patches:** Promptly addressing any bugs, errors, or security vulnerabilities.
- **Updates and Upgrades:** Implementing necessary software updates, data connector updates, and upgrades to incorporate new features or adhere to platform changes.
- **Performance Monitoring and Optimization:** Continuously monitoring system performance, data refresh rates, and optimizing components for enhanced accuracy and efficiency.
- **Reporting:** Providing regular performance reports and optimization recommendations.
- **System Handover:** Complete system handover and documentation, at the end of the contract period.

3.7 Non-Functional Requirements

Compliances (Mandatory): The dashboard should follow timely compliances with government web development standards.

Performance & Scalability: The dashboard must load quickly and refresh data in real-time or near real-time, even with large volumes of data. It must be scalable to accommodate future growth in schemes, data points, and users without performance degradation.

Security & Data Privacy: Robust security measures are paramount due to the sensitive nature of beneficiary data. Compliance with all Indian government cybersecurity policies, CERT-In guidelines, and the Digital Personal Data Protection Act, 2023, is essential. This includes data encryption at rest and in transit, and strict access controls.

Usability (UX/UI): The dashboard interface must be intuitive, visually clear, and easy to navigate, allowing users to quickly grasp insights and customize views without extensive training.

Reliability & Availability: High availability (e.g., 99.5% uptime or higher) with robust disaster recovery and backup mechanisms is required to ensure continuous access to critical monitoring data.

Maintainability & Supportability: The system should be modular, well-documented, and designed for ease of maintenance, updates, and future enhancements.

Audit trails: The dashboard system must maintain comprehensive audit trails of all user activities and data changes to ensure accountability and facilitate internal and external audits, especially concerning scheme performance and financial tracking.

4. TERMS AND CONDITIONS

4.1. 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 as per the Annexure A.

4.2. Other Conditions

Please note that:

- The validity of the rate quoted will be 60 days.
- The payments for 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.

Annexure A: Commercial quote submission format

S.No.	Description of Items/Services	Payment frequency	Cost
1.	Development of monitoring dashboard and application portal (2 months duration)	One-time cost	Total
2.	Annual Maintenance Cost	Quarterly (Per quarter rate)	Total
		Taxes	
		Grand Total	

Annexure B: 150 days e-Gov compliances

4. Evaluation for Dashboard Compliance (20 Marks)

Sr. No.	Evaluation Category (Marks)	Evaluation Item (Marks)	Evaluation Criteria	Evaluator Action
1	Usability and User Experience/ Clarity and Simplicity (4)	Design and Development of Dashboard (1)	Assess how well it aligns with user needs, its visual appeal.	If dashboard is available with, consistent visual appeal then 1 mark
		Interactive Interface (1)	Dashboard is user-friendly, with clear navigation, logical layout, and minimal learning curve for users with varying technical skills.	Conduct usability testing which allow users to quickly find the information they need.
		Data Visualization/ Customizability (1)	Visuals (e.g., charts, graphs) are clear, relevant, and customizable to display key government metrics effectively	Test 3-5 key visualizations (e.g., bar chart, pie chart) for clarity and accuracy.
		Data Filtering and Segmentation (1)	Dashboard allows filtering and segmentation by key parameters (e.g., time, department, region).	Test filtering and segmentation for 3-5 use cases (e.g., by date, location).
2	Data Updation and Accuracy (9)	Integration with Hon. CM's Dashboard (2)	Check and validate the integration	If integration is available then 1 mark
		Dashboard visualizing the data for relevant and Important GoM/Gol Schemes/Programs (3)	Check and validate whether the department/organisation can effectively view the progress of Government schemes/programs	If relevant and important data of schemes/programs is available, then 3 marks
		Data Updation & Accuracy (3)	Frequency of data updation on dashboard and cross validation of data with relevant MIS	Check the frequency of the data updation, <ul style="list-style-type: none"> • If data updation is done weekly or less, then 3 marks • If data updation is done fortnightly, then 2 marks • If data updation is done monthly, then 1 mark

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4. Evaluation for Dashboard Compliance (20 Marks)

Sr. No.	Evaluation Category (Marks)	Evaluation Item (Marks)	Evaluation Criteria	Evaluator Action
1	Usability and User Experience/ Clarity and Simplicity (4)	Design and Development of Dashboard (1)	Assess how well it aligns with user needs, its visual appeal.	If dashboard is available with, consistent visual appeal then 1 mark
		Interactive Interface (1)	Dashboard is user-friendly, with clear navigation, logical layout, and minimal learning curve for users with varying technical skills.	Conduct usability testing which allow users to quickly find the information they need.
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2	Data Updation and Accuracy (9)	Integration with Hon. CM's Dashboard (2)	Check and validate the integration	If integration is available then 1 mark
		Dashboard visualizing the data for relevant and Important GoM/Gol Schemes/Programs (3)	Check and validate whether the department/organisation can effectively view the progress of Government schemes/programs	If relevant and important data of schemes/programs is available, then 3 marks
		Data Updation & Accuracy (3)	Frequency of data updation on dashboard and cross validation of data with relevant MIS	Check the frequency of the data updation, <ul style="list-style-type: none"> • If data updation is done weekly or less, then 3 marks • If data updation is done fortnightly, then 2 marks • If data updation is done monthly, then 1 mark

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