



**Request for Proposal
for
Selection of an Agency for Development,
Implementation, Operation, and
Maintenance of a Unified Web Portal and
Mobile Application for the Persons with
Disabilities Welfare Department**

Date: 18th September 2025

Issued by

Persons with Disabilities Welfare Department, Maharashtra

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Proprietary & Confidential

This Request for Proposal (RFP) Tender is not an offer or solicitation by PwDs Welfare Department to the prospective Bidders or any other party. The purpose of this Tender is to provide prospective bidders with information to assist in the formulation of their proposals pursuant to this tender. This Tender contains the outline of work in relation to the Scope of Work and does not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all parties, and it is not possible for PwDs Welfare Department to consider the objectives, technical expertise, and particular need of each party who reads or uses this Tender. Each Bidder should conduct due diligence, check the accuracy, adequacy, correctness, and completeness of the information contained in this Tender and get independent advice from PwDs Welfare Department or appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depend on the interpretation of the law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

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Abbreviations

S. No	Terms	Meaning
1	EMD	Earnest Money Deposit
2	IPR	Intellectual Property Rights
3	KPI	Key Performance Indicator
4	PBG	Performance Bank Guarantee
5	PwDs	People with Disabilities
6	PQ	Pre-Qualification
7	QCBS	Quality and Cost Based Selection
8	RFP	Request for Proposal
9	SLA	Service Level Agreement
10	TQ	Technical Qualification

Definitions

S. No	Term	Definition
1	Applicable Law	“Applicable Law” means the laws and any other instruments having the force of law in India as they may be issued force and in force from time to time
2	Bidder	The “Bidder” means the primary bidder exclusive of its s partner responding to this bid
3	Bid Document	The “Bid Document” and “Tender Document” are the same
4	Contract	“Contract” means the contract signed by the parties along with the entire documentation specified in the RFP
5	Contract Price	“Contract Price” means the price payable to the firm/company/agency under the contract for the complete and proper performance of its contractual obligations
6	Committee	“Committee” means procurement committee of the
7	Competent Authority	“Competent Authority” means the Secretary, PwDs Welfare Department, Maharashtra
8	Day	“Day” means working day
9	Effective date or Start date	“Effective date” means the date on which the contract comes into force and effect
10	Government	“Government” means State Government of Maharashtra
11	PBG	“PBG” means Performance Bank Guarantee
12	Personnel/Resources /Manpower	“Personnel / Resources / Manpower” means professional and support staff provided by the agency and assigned to perform services to execute an assignment and any part thereof.
13	Proposals	“Proposals” means proposals submitted by bidders in response to the RFP issued by the PwDs Welfare Department, Maharashtra for the selection of agency
14	PwDs	PwDs means Persons with Disabilities

S. No	Term	Definition
15	QCBS	“QCBS” means Quality and Cost based Selection methods
16	Services	“Services” means the work to be performed by the agency pursuant to the selection by the PwDs Welfare Department, Maharashtra and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by the PwDs Welfare Department, Maharashtra
17	SLA	SLA” means Service Level Agreements.
18	Vendor/ Selected Agency/ Agency/ Service Provider	“Vendor / Selected Agency / Agency / Service Provider” means the bidder selected post the RFP evaluation process to perform the obligations mentioned in the scope of work

SECTION - I INSTRUCTIONS TO BIDDERS

1. Invitation for Proposal

The Persons with Disabilities (PwDs) Welfare Department, Government of Maharashtra, invites proposals from eligible bidders to participate in the online competitive e-Tender process for the **“Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities Welfare Department.”** The eligible bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

The complete bidding document has been published on <https://mahatenders.gov.in>, and <https://divyangkalyan.maharashtra.gov.in/> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Tendering) subject to the submission of required tender/bidding document, tender fees and EMD.

Please note that the eligible bidders will have to access the website <https://mahatenders.gov.in> and get themselves registered so as to enable them to participate in the e-Tendering process before due date. The eligible bidder must submit the tender using the two-envelope system (Technical and Financial bids) through the e-Tendering process.

The eligible bidders (authorized signatory) shall submit their bids online in electronic formats for preliminary qualification, technical and financial proposal. However, Earnest Money Deposit (EMD) shall be paid as per the details provided in the RFP. The Persons with Disabilities Welfare Department Government of Maharashtra shall not be responsible for delay in online submission by eligible bidders due to any reason. For this, eligible bidders are requested to upload the complete bid proposal well in advance so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems. The eligible bidders are also advised to visit <https://mahatenders.gov.in> for further details about the e-tendering process.

The pre-bid meeting will be held on the date: 25th September 2025, Time: 02.00 pm at 31, 32, 35A – A Wing, 3rd Floor, Mittal Tower, Barrister Rajani Patel Marg, Nariman Point, Mumbai – 400021 for any suggestions or doubts regarding the tender document. The minutes of the pre-bid meeting will be published if there is a need to publish them online. The Persons with Disabilities Welfare Department Government of Maharashtra, will not be bound to furnish any answers thereafter. All the terms and conditions mentioned in the tender application are binding on eligible bidders.

Place: Mumbai

Date: 18th September 2025

Deputy Secretary
Persons with Disabilities Welfare Department
Government of Maharashtra

1.1. Disclaimer

- I. Persons with Disabilities (PwDs) Welfare Department Government of Maharashtra invites proposals from Registered, reputed, and experienced companies to participate in the online competitive bidding process of e-Tender for **“Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department”**
- II. This RFP has been prepared with an intention to invite eligible bidders and to assist them in making their decision about whether to submit a proposal or not. It is hereby clarified that this RFP is not an agreement, and the purpose of this RFP is to provide the Bidder(s) with information to assist them in the formulation of their proposals. This RFP document does not purport to contain all the information eligible bidders may require. This RFP document may not be appropriate for all people, and it is not possible for Persons with Disabilities Welfare Department Government of Maharashtra to consider the investment objectives, financial situation, and particular needs of each eligible bidder.
- III. The Persons with Disabilities Welfare Department Government of Maharashtra has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The eligible bidders are required to make their own inquiries and respondents shall be required to confirm in writing that they have done so, and they do not solely rely on the information contained in this RFP in submitting their proposal. This RFP includes statements, which reflect various assumptions and assessments arrived at by PwDs Welfare Department, Government of Maharashtra, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each eligible bidder may require.
- IV. This RFP is not an agreement by and between Persons with Disabilities Welfare Department Government of Maharashtra and the eligible bidders or any other person. The information contained in this RFP is provided on the basis that it is non-binding on PwDs Welfare Department, Maharashtra, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors.
- V. The Persons with Disabilities Welfare Department Government of Maharashtra make no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the RFP document. Each eligible bidder is advised to consider the RFP document as per his understanding and capacity. The eligible bidders are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in the RFP document before bidding. Eligible bidders are encouraged to get professional help from experts on financial, legal, technical, taxation, and any other matters / sectors appearing in the document or specified work. Eligible bidders are also requested to go through the RFP document in detail and bring to notice the Persons with Disabilities Welfare Department Government of Maharashtra for any kind of error, misprint, inaccuracies, or omission in the document. The Persons with Disabilities Welfare Department

Government of Maharashtra reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedure to be applied. The Persons with Disabilities Welfare Department Government of Maharashtra also reserves the right to decline to discuss the project further with any party submitting a proposal.

- VI. No reimbursement of cost of any type shall be paid to people, entities, or bidder submitting a proposal. The eligible bidder shall bear all costs arising from, associated with, or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Persons with Disabilities Welfare Department Government of Maharashtra or any other costs incurred in connection with or relating to its bid.
- VII. This issue of this RFP does not imply Persons with Disabilities Welfare Department Government of Maharashtra is bound to select and pre-qualify bids for bid stage or to appoint the selected eligible bidder or Concessionaire, as the case may be, for the project and Persons with Disabilities Welfare Department Government of Maharashtra reserves the right to reject all or any of the bids without assigning any reasons whatsoever.
- VIII. The Persons with Disabilities Welfare Department Government of Maharashtra may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
- IX. The Persons with Disabilities Welfare Department Maharashtra, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this RFP or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to be part of this RFP or arising in any way with eligibility of bidder for participation in the Bidding Process) towards any applicant or eligible bidders or a third person, under any law, statute, rule, regulation or tort law, principles of restitution or unjust enrichment or otherwise
- X. Persons with Disabilities Welfare Department Government of Maharashtra accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any eligible bidder upon the statement contained in this RFP.
- XI. Interested eligible bidders, after careful review of all the clauses of this 'Request for Proposal', are encouraged to send their suggestions in writing to the Persons with Disabilities Welfare Department Government of Maharashtra. Such suggestions, after review by the Persons with Disabilities Welfare Department Government of Maharashtra, may be incorporated into this 'Request for Proposal' as a corrigendum

which shall be uploaded onto the e-tendering website: <https://mahatenders.gov.in> & <https://divyangkalyan.maharashtra.gov.in/>.

- XII. The eligible bidders who intend to participate in this bid are required to follow the mentioned stages:
- Pre-bid meeting
 - Pre-qualification, technical & commercial bid submission
 - Opening of pre-qualification response
 - Opening of technical bids who are qualified in prequalification stage
 - Opening of financial/commercial bids of bids who score minimum of 70 marks out of 100 in the technical evaluation.
 - Final evaluation and award of contract based on QCBS wherein technical score shall carry 70% weightage and commercial score shall carry 30% weightage.
- XIII. Consortiums are allowed to participate in the tendering process, subject to maximum of 2 consortium members, including the Lead Bidder. However Subcontracting of work is not allowed.
- XIV. Bid validity is 180 days.
- XV. The bidder must make an online payment of the tender fee of INR. 10,000/- (Rupees Ten Thousand only). The payment should be made through the payment gateway at least one day before the actual submission of bids available at <https://mahatenders.gov.in>. However, it is advised that the payment is made at least three days before the actual date of submission of bids to avoid any bank transfer delays. The tender fee shall be non-refundable.
- XVI. The bidder must submit an Earnest Money Deposit (EMD) of INR 2,00,000 via online e-Tendering Payment Gateway mode only at least one day before the submission deadline. However, it is advised that the payment is made at least three days before the actual date of submission of bids to avoid any bank transfer delays.
- XVII. The Ministry of MSMEs vide policy circular No 1(2)(1)/2016 -MA dated 10th March 2016 has clarified that all Central Ministries/Departments/Central Public Undertakings (CPSUs) may relax condition of prior turnover and prior experience with respect to Micro & Small Enterprises (MSMEs) in all public procurements subject to meeting of quality and technical specifications in accordance with the relevant provisions of GFR 2005.

1.2. Events and Dates

S. No	Information	Details
1	Advertising Date	18 th September 2025
2	Download Date	18 th September 2025
3	Last date to send in requests for clarifications	<p>Till 24th September 2025, Time: 11:00 AM</p> <p>Note – The bidders shall send their pre-bid queries on sunanda.ghadyale@nic.in</p> <p>Kindly refer to Form 3 for the prescribed format to submit pre-bid queries.</p>
4	Date, Time and place of Pre-Bid conference	<p>Date – 25th September 2025, Time - 02:00 PM</p> <p>Venue – 31,32,35 A, Mittal Tower, A-Wing, Third Floor, Barrister Rajni Patel Marg, Nariman Point, Mumbai, 400021</p>
5	Release of response to clarifications would be available at	https://mahatenders.gov.in
6	Last date (deadline) for online submission of bids	<p>3rd October 2025, Time: 06.00 PM on</p> <p>https://mahatenders.gov.in</p>
7	Technical Bid Opening Date & Time	6 th October 2025 Time: 03:30 PM
8	Date for Presentation	To be Informed
9	Commercial Bid Opening Date & Time	To be Informed
10	Address for communication and hard copy submission	<p>Persons with Disabilities Welfare Department, Maharashtra</p> <p>Venue – 31,32,35 A, Mittal Tower, A-Wing, Third Floor, Barrister Rajni Patel Marg, Nariman Point, Mumbai, 400021</p> <p>Email ID: sunanda.ghadyale@nic.in</p> <p>Contact Number –</p>

1.3. Other Important Information Related to Bid

S. No	Item	Details
1	Earnest Money Deposit (EMD)	INR 2,00,000 /- (Rupees Two Lakhs only) via online e-Tendering Payment Gateway online mode only
2	Tender Fee	INR 10,000 (Rupees Ten Thousand Only) to be paid on https://mahatenders.gov.in
3	Bid Validity Period	180 days (One-hundred-and-eighty) days from the date of opening of bids
4	Performance Bank Guarantee value	3% of contract value/ bid value of successful bidder from a Nationalized Bank within 7 days from the notification of the award and must be valid for the period duration and 180 days beyond the project period

NOTE: Please note that this bid document is not for actual award of contract/ work order but to understand the terms and conditions for the selection of agency, understanding of scope of work and technical and design requirements mentioned in the RFP

1.4. RFP Structure

This Request for Proposal document consists of three sections:

Section - I: Instruction to Bidders

Section- I of the RFP introduces the Persons with Disabilities Welfare department Maharashtra, outlining the project details and bidding process. It includes bidder instructions, bid opening and evaluation procedures, contract finalization, award process, and bid formats.

Section - II: Scope of Work

- Section - II of RFP provides a broad scope of work and roles and responsibilities of the selected agency. This volume also gives an overview of the project components, payment terms and conditions, Service Level Agreements, General terms, and Conditions.

Section - III: Annexures to RFP

- Section – III of RFP includes draft agreements, annexures, formats, and other information for Bidders.

2. Introduction

2.1 About Persons with Disabilities Welfare Department, Maharashtra

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	Ahmednagar	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

S. No	Name of the District	Males	Females	Total
10	Aurangabad	56869	42330	99,199
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	Osmanabad	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
9	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 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 organizations. 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
- Hemophilia
- Sickle Cell Disease
- Multiple Disabilities (more than one of the above specified disabilities)

- Acid Attack Victim
- Parkinson's Disease

2.2 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.

2.3 Objectives and Functions of the (PwDs) Welfare Department, Maharashtra

Objectives

The primary objective of the department is to ensure:

1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons with disabilities.
2. Non-discrimination
3. Full and effective participation and inclusion in society
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity.
5. Equality of opportunity
6. Accessibility

Values

1. Collaborative

We believe that jointly working towards a common goal not only creates a far greater impact, but also brings value to all those involved.

2. Dedication

We are compassionate and committed to our vision, mission, and the people we serve, by aligning our work and decisions with our cause.

3. Inclusive

We aim at creating a society inclusive of all by advocating qualities such as empathy, accessibility and through our activities.

4. Inspirational

We are dedicated to making a positive difference, while constantly instilling a sense of hope and optimism to those in need.

5. Openness

We welcome diverse ideas and views. We ensure that we engage respectfully, appropriately, clearly, sensibly, and collaboratively in an exchange of information and ideas for the benefit of the people we serve.

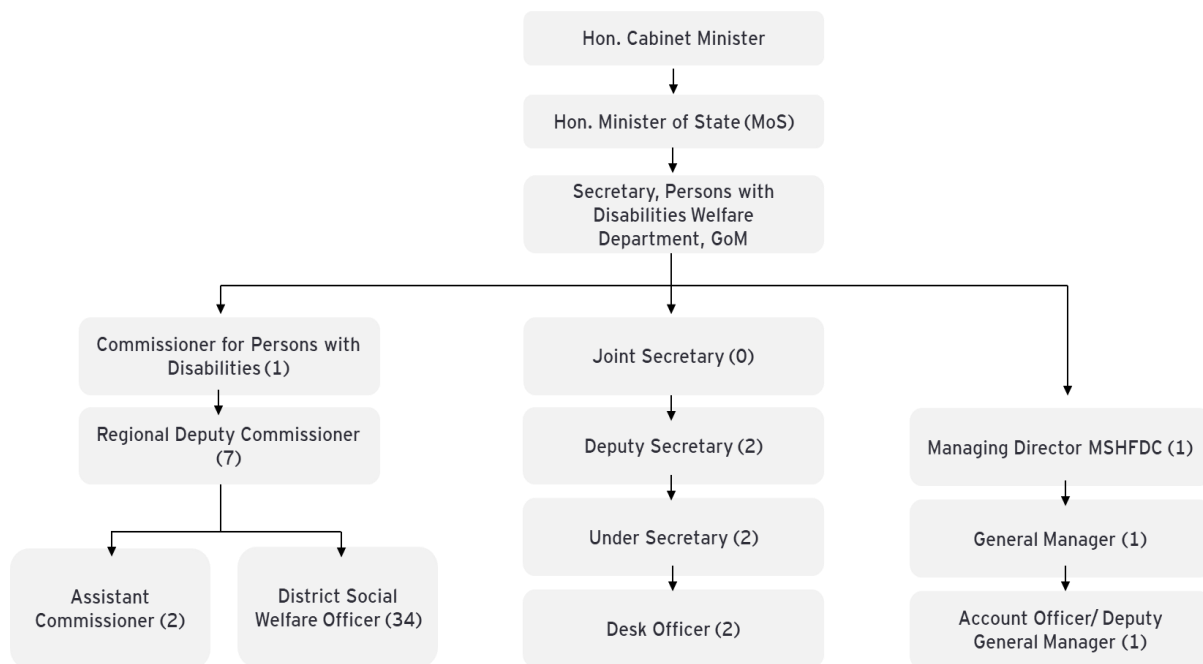
6. Trustworthy

As reliable partners to all our stakeholders, we serve and perform our role with integrity and excellence, guided by our moral ethics and principles.

2.4 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 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.

2.5 Administrative Setup of the (PwDs) Welfare Department, Maharashtra



2.6. Organizations under (PwDs) Welfare Department, Maharashtra

1. Commissionerate for Persons with Disabilities, Maharashtra State, Pune

In Maharashtra State in the year 1957, the Directorate of Social Welfare was established at Pune., The Women and Child Development, Tribal Welfare, VJNT Welfare and Handicapped (Divyang) Welfare were included in the Department of Social Welfare.

An Independent disability Welfare Commissionerate was established by the Social Justice and Special Assistance Department Government of Maharashtra on 19.08.2000 to implement the provisions of the Persons with Disabilities (Equal Opportunity, Protection of Rights and Full Participation) Act, 1995 as per section 60(1) by the Government Resolution dated 22nd January 2004 and dated 14th October 2004 respectively. Prior to the establishment of the Independent Commissionerate, all the schemes for Persons with Disabilities were implemented by social Welfare Department, Government of Maharashtra, Pune. The following Acts Provisions are being implemented by the Commissionerate.

- Rehabilitation Council of India Act, 1992.
- National Trust Act, 1999 (The national Trust for Welfare of Persons with Autism, Cerebral Palsy Mental Retardation and Multiple Disability)
- The Rights of Persons with Disabilities Act 2016.

2. Maharashtra State Handicapped Finance and Development Corporation (MSHFDC), Mumbai

Maharashtra State Handicapped Finance and Development Corporation, Mumbai has been established vide Social Justice Dept. Government Resolution No.EDD-2001/C.R.65/Sudhar-3 Dated 21.11.2001 and registered under section 25 of Companies Act, 1956 on 27th March 2002.

The main objective of this corporation is as follows.

- To undertake, carry on, assist to carry on and promote economic development activities including self-employment and other ventures for benefit and economic rehabilitation of handicapped persons regardless of their religion, sex, caste, and age, in collaboration with State Government Ministries/Departments,
- Extend financial assistance/loans/concessional finance to handicapped persons for implementing economically and financially viable schemes /projects,
- To grant loans to the handicapped for pursuing education at graduation and higher levels,
- To assist in upgradation/ improvement of technical and entrepreneurial skills,
- To set up training, quality control, process development and other infrastructural development activities aimed to achieve economic rehabilitation/upliftment of handicapped persons,
- To assist other organizations engaged in rehabilitation of the handicapped by providing financial assistance,
- To assist businesses run by handicapped persons in procuring raw materials and marketing finished goods and to work as an Apex Institution for the State of Maharashtra for channelizing the funds received from State Finance Corporation or the Central Government.

The Maharashtra State Handicapped Finance and Development Corporation (MSHFDC) provides three schemes:

- Term Loan (Small & Medium Scale Business)
- Education Loan
- Micro Credit Finance

2.7 Project Background

The Persons with Disabilities (PwDs) Welfare Department, Government of Maharashtra, envisions the development of a unified web portal and mobile application that will serve as a one-stop solution for specially abled citizens across the State. The objective is to bring together all departmental services, schemes, and support systems onto a unified digital platform, improving accessibility, transparency, and efficiency in service delivery.

This unified web portal and mobile application is not merely an IT system but a strategic digital transformation initiative that will strengthen the PwDs Department's role as a nodal body for empowerment of Persons with Disabilities in the State.

2.7.1 Current Challenges –

The major challenges faced by the PwDs Welfare Department, are as listed below-

- **Fragmented Processes** – Most schemes and services operate in silos with limited digital integration, leading to duplication of effort and delays in service delivery.
- **Limited Transparency** – Absence of real-time dashboards and tracking mechanisms reduces accountability and hinders effective monitoring of schemes and expenditures.
- **Absence of Budget Utilization Tracking** – There is currently no systematic mechanism to monitor the department's budget expenditure or to track whether urban local bodies are complying with the statutory requirement of allocating 5% of their budget for Persons with Disabilities (PwDs) as per the act.
- **Grievance Handling** – Current grievance management is fragmented, lacks escalation workflows, and does not provide citizens visibility on the status of their complaints.
- **Employment and Skills Gap** – Limited interaction between private sector employment opportunities and departmental training initiatives restricts PwDs access to sustainable livelihoods.
- **School Data Management** – Information on aided schools, teachers, and students is fragmented, unverified and not regularly updated, and integrated with live systems, leading to inefficiencies in decision-making and fund allocations.
- **Accessibility Barriers** – The absence of user-friendly and PwDs-accessible digital infrastructure often prevents citizens from seamlessly availing benefits.

2.6.2 RFP Execution

The RFP and further implementation of the project during the project period shall be done by Persons with Disabilities Welfare Department, Maharashtra.

3. Qualification of the Bidder

3.1 Pre-qualification Criteria

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted
PQ 1	Legal Entity	The bidder shall be a legal entity registered under the Companies Act, 1956 or the Companies Act, 2013 or Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 since last five (5) years from last date of bid submission.	Copy of Certificate of Incorporation/ Registration and Partnership deed if any Copy of Memorandum of Associations (MOA), Articles of Association (AOA) if any
PQ 2	Turnover	The bidder should have an average annual turnover of minimum INR 25 Crores for the respective financial years (i.e. F.Y. 2022-23, 2023-24, 2024-25).	Copy of the certificate from Chartered Accountant (CA) clearly mentions the turnover of the company for the respective three financial years.
PQ 3	Net worth	The bidder should have a positive net worth for the respective financial years (i.e. F.Y. 2022-23, 2023-24, 2024-25)	Copy of the certificate from the Statutory Auditor / Chartered Accountant (CA) clearly mentions the net worth of the company for the respective three financial years.
PQ 4	Technical Capabilities	The bidder should have experience in implementing similar IT/ITeS projects, including application analysis, design, development, testing, deploying, software support, and maintenance services, for any Central Government Department, State Government Department, Ministry, or PSU organization in India during the last three financial years (i.e., FY 2022-23, FY 2023-24, and FY 2024-25), as on the date of bid submission.	Copy of work order / agreement / letter from the client is required. Bidders are required to submit project details in the prescribed format specified in Form 7 of this RFP document.

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted
		<ul style="list-style-type: none"> One project of similar nature with value not less than INR 4 Crores Two projects of similar nature with value not less than INR 3 Crores Three projects of similar nature with value not less than INR 2 Crores 	
PQ 5	Manpower Strength	The bidder should have at least 50 technically qualified employees on bidder's payroll as on the date of bid submission.	Letter / Declaration from Human Resource (HR) on the company letterhead to be submitted as per Form 8 along with corresponding EPF statement.
PQ 6	Certifications	<p>The bidder must mandatorily possess the following valid certifications as on the date of bid submission.</p> <p>1) ISO 9001:2015 or latest 2) CMMI Level 3 or higher</p> <p>The certification should be valid as on the last date of bid submission</p>	Copy of valid certificates as on the last date of bid submission
PQ 7	Tax registration and clearance	<p>The bidder must possess a valid:</p> <ul style="list-style-type: none"> GST Certificate PAN Card Income Tax Return Certificate for F.Y. 2022-23, 2023-24, 2024-25. 	<p>Copy of GST Registration Certificate</p> <p>Copy of PAN Card</p> <p>Copy of Income Tax Return Certificate for the respective 3 years</p>
PQ 8	Blacklisting/Debarment	The bidder should not have been blacklisted or debarred for unsatisfactory past performance, corrupt & fraudulent practices or any other unethical by any of the Central/State/Semi-Govt /PSU	A self-certified letter signed by the authorized signatory of the bidder on the company letterhead in the prescribed format specified in Form 9 of this RFP document.

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted
		in India as on the last date of bid submission.	
PQ 9	Address Proof	<p>The bidder must have an office in Mumbai/ Mumbai Suburban district.</p> <p>Those bidders who do not have an existing office in Mumbai / Mumbai Suburban District shall establish at least one office in Mumbai / Mumbai Suburban District within one month from the date of award of workorder.</p>	<p>Address proof of the local office (Rental Agreement / Sale Deed/ Property Tax Receipt / Electricity Bill / GST Registration Certificate / MSME Udyam Certificate / Shop & Establishment Act License/ Municipal License) in the name of the company in Mumbai/ Mumbai Suburban district.</p> <p>Self-certified undertaking on company letterhead in the prescribed format specified in Form 10 of this RFP document duly signed by the authorized signatory, confirming that the bidder will establish at least one office in Mumbai / Mumbai Suburban District within one month from the date of award of contract.</p>

Note - Persons with Disabilities Welfare Department reserve the right to contact the aforementioned competent authority to verify the information.

Prior to the detailed evaluation of the technical bids PwDs Welfare department, Maharashtra shall determine whether each bid is (a) complete, (b) is accompanied by the required information and documents and (c) is substantially responsive to the requirements set forth in the RFP document.

Only those bidders, who fulfil all the qualifications mentioned in the section “qualification criteria” of the RFP document, shall be eligible and qualified for further process of technical evaluation.

The PwDs Welfare Department, Maharashtra may at its sole discretion, waive any minor informality or non-conformity or irregularity in a bid document, which does not constitute

a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any bidder.

3.2 Technical Evaluation Criteria

The evaluation of the technical bids will be done by the tender evaluation committee of the PwDs Welfare Department, Maharashtra. Technical evaluation conducted by the tender evaluation committee shall be final and binding on all the bidders.

The eligible bidders who have qualified as per the pre-qualification criteria of this RFP document shall be evaluated and scored by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP Document. The criteria for the evaluation are as follows –

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted
TQ 1	Turnover	The bidder should have an average annual turnover of minimum INR 25 for the respective financial years (i.e. F.Y. 2022-23, 2023-24, 2024-25).		Copy of the certificate from Chartered Accountant (CA) clearly mentions the turnover of the company for the respective three financial years.
		> 25 to <50 Crores	02	
		>=50 to <75 Crores	03	
		>= 75 Crores	05	
TQ 2	Technical Capabilities - 2	The bidder should have experience in implementing similar IT/ITeS projects, including application analysis, design, development, testing, deploying, software support, and maintenance services, for any Central Government Department, State Government Department, Ministry, or PSU organization in India during the last three financial years (i.e., FY 2022-23, FY 2023-24, and FY 2024-25), as on the date of bid submission.		Copy of work order / agreement / letter from client is required. Bidders are required to submit project details in the prescribed format specified in Form 7 of this RFP document.
		Only 1 project to be evaluated		
		Total project order value <10 Crore	02	
		Total project order value > =10 to < 15 Crore	03	

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted
		Total project order value ≥ 15 Crore	05	
TQ 3	Experience of working with Government of India or State Governments	Experience of working with Government of India or any State Government		Copy of work order / agreement / letter from client is required. Bidders are required to submit project details in the prescribed format specified in Form 7 of this RFP document.
		≥ 2 to < 5 projects	03	
		≥ 5 to < 10 projects	06	
		≥ 10 projects	10	
		Additional 5 marks if the projects are from Maharashtra (max. 5 projects)	05	
TQ 4	Manpower Strength	The bidder should have at least 50 technically qualified employees on bidder's payroll as on the date of bid submission.		Letter / Declaration from Human Resource (HR) on the company letterhead to be submitted as per Form 8 along with corresponding EPF statement.
		50 – 100 Resources	10	
		100 – 150 Resources	15	
		More than 150 Resources	20	
TQ 5	Certifications	The bidder must mandatorily possess the valid certifications as on the date of bid submission.		Copy of valid certificates as on the last date of bid submission
5.1	ISO Certification	All ISO Certification ISO 9001 ISO 27001 ISO 20000 ISO 14000	10	
5.2	CMMI Certification	CMMI Level 3	05	
		CMMI Level 5	10	
TQ 6	Technical Presentation	Understanding of the Project Requirements and Scope of work	15	
		Proposed Approach and Methodology. This presentation shall be evaluated on parameters such as: <ul style="list-style-type: none"> • Approach & Methodology • Implementation Plan 	10	

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted
		<ul style="list-style-type: none"> • Operation & Maintenance Quality Control & Management • Adherence to the project timelines • Innovation & Value Addition Services 		
		Demonstrated a Case study of a project executed by the bidder with equivalent scope of work	10	
Total Marks			100	

The bidders shall be asked to give a presentation (Approx. duration of 30 minutes) during the technical bid evaluation process.

The technical bids shall be assigned a technical score (TS) out of a maximum of 100 marks. The bidders who get an aggregate technical score of 70 marks or more out of 100 marks will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the bid and bidder. The PwDs Welfare Department, Maharashtra evaluation in this regard shall be final and binding on the bidder.

The bidder shall have to support the technical proposal based on the above parameters with relevant documents. Any parameter not supported by relevant and valid documentary evidence(s) shall be scored as “Zero”.

A technical bid submission letter signed by the authorized signatory of the bidder shall have to be submitted along with the technical bid as per the format given in Form 11 of this RFP document.

A checklist for the documents required against each of the criteria has been mentioned in Form 12 of this document.

The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in Section II – Point 5 of this RFP and adopting the evaluation criteria and SLAs spelt out.

Technical Presentation & Documentation

At the prescribed date and time, the pre-qualified bidders shall have to make a technical presentation covering following areas:

- Understanding of Scope of Work
- Approach & Methodology - Project Implementation & Management, Proposed methodology.
- Approach & Methodology
- Implementation Plan

- Operation & Maintenance Quality Control & Management
- Adherence to the project timelines
- Innovation & Value Addition Services
- Proposed Solution & Innovation - Solution offered, solution meeting the requirements, clarity of the solution offered. Any improvement/ innovations/ suggestions in the proposed solution and monitoring application software, solution architecture, integration with external systems, scalability, etc.
- Demonstration of Case Study of project(s) implemented by the bidder with equivalent scope of work.

The evaluation criteria for the presentations are prescribed in the Technical Evaluation criteria (Clause 3.2)

The tender evaluation committee constituted by the PwDs Welfare Department, Maharashtra, may invite each bidder to make a presentation at a date, time and venue decided by the committee. The purpose of such presentations would be to allow the bidders to present their proposed ideas and solutions to the committee and present the key points in their proposals. The date and time for the technical presentation will be informed to pre-qualified bidders on their official email ids.

The committee may seek oral clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. Any decision made by the committee in this regard shall be final.

3.3 Commercial Bid Evaluation

The commercial bids of only those bidders who have obtained a minimum 70% score in Technical Evaluation shall be opened by the tender evaluation committee of PwDs Welfare Department, Maharashtra. All other Commercial bids will not be opened.

A commercial bid submission letter, as per the format provided in Form 13 and signed by the authorized signatory of the bidder, shall be submitted along with the commercial bid in the format prescribed in Form 14 of this RFP document.

Each of the Commercial bids shall be evaluated on a score of 100 marks. The bid with the lowest quoted cost may be given a commercial score of 100 marks (one hundred marks) and other proposals given commercial scores that are inversely proportional to their prices with respect to the lowest offer. The methodology of scoring will be as follows:

$$\text{Bidder Commercial Score} = \frac{\text{Total Commercial Quote of the Lowest Bidder (Clow)} * 100}{\text{Total Commercial Quote of the Bidder (C)}}$$

3.4 Final Bid Evaluation

The successful bidder will be decided by Quality and Cost Based Selection (QCBS); where technical score will be given 70% weightage and commercial quote will be given 30% weightage while calculating the Combined Score (CS). The bidder with the highest Combined Score (CS) will be awarded the contract. The Combined Score will be calculated as per the formula below:

$$CS = [X_t \cdot (T/T_{high}) \cdot 100 + X_f \cdot (C_{low}/C) \cdot 100]$$

T = Total Technical score awarded to the Service provider

T_{high} = Highest Technical score achieved for the Bid

C = Price Offered by the Service Provider

C_{low} = The lowest of all Price offered (L1 Price)

X_t = Weightage for technical evaluation

X_f = Weightage for financial evaluation

The bidder with the highest Combined Score (CS) shall be invited for negotiations. The decision of the Tender Evaluation Committee in this regard will be final.

The final evaluation shall be done by the tender evaluation committee of the Persons with Disabilities Welfare Department, Maharashtra, and the decision taken by them shall be final & binding to the bidders.

3.5 Notification of Award

Prior to the expiration of the period of bid validity, the Persons with Disabilities Welfare Department, Maharashtra, will notify the successful bidder that its bid has been accepted. The notification of award will constitute the formation of the Contract. Upon the successful bidder furnishing the Performance Bank Guarantee, the Persons with Disabilities Welfare Department, Maharashtra shall notify all unsuccessful bidders.

3.6 Signing of Contract

At the same time as the Persons with Disabilities Welfare Department, Maharashtra, notifies the successful bidder that its bid has been accepted, the PwDs Welfare Department, Maharashtra shall send the bidder the Proforma for Contract, incorporating all agreements between the parties.

Within 7 working days of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Persons with Disabilities Welfare Department, Maharashtra,

The rates in work order will be valid from the date of the issue of the work order till the completion of the work. No representation in this regard will be entertained.

3.7 Consortium

Consortiums are allowed to participate in the tendering process, subject to maximum of 2 consortium members, including the Lead Bidder.

3.8 Subcontracting

Subcontracting is not allowed. In case the party subcontract the awarded work, EMD will be forfeited and terminated from the contract with blacklisting and penalties.

4. Instructions to the Bidders

4.1 Advice to the Bidders

The bidders are advised to study this RFP document carefully before participating. It shall be deemed that the submission of the bid has been done after its careful study and examination of the RFP document with full understanding of its implications. Bidders are also expected to visit the <https://mahatenders.gov.in> website and understand the requirements to allow them to propose the best solution. Bid is to be submitted as enclosed format only.

4.2 Tender Document

The tender document can be downloaded from the e-tendering portal <https://mahatenders.gov.in> & <https://divyangkalyan.maharashtra.gov.in/> website.

4.3 Earnest Money Deposit

The bidders are required to submit an Earnest Money Deposit (EMD) of INR 2,00,000 (Rupees Two Lakhs only) via online e-Tendering Payment Gateway online mode at least one day before the submission deadline. The bidders shall submit the scanned copy of the EMD receipt as part of the technical bid document. The EMD should be deposited at least one day before the last day of the bid submission. However, it is advised that the payments may be made at least three days in advance so that delays due to bank transfers can be avoided.

As per provision in Appendix-8 of purchase policy, the micro and small, medium enterprises registered under MSMED Act-2006 are exempted from paying earnest money deposit (EMD).

The successful bidder's EMD will be discharged to the successful bidder post executing the contract and furnishing the Performance Bank Guarantee as specified in this e-Tender. The earnest money deposit shall be non-interest bearing and is refundable to unsuccessful. EMD's of unsuccessful bidders will be discharged/ refunded within 3 months from the date of award of contract to the successful bidder and after submission of Performance Bank Guarantee by the successful bidder. The EMD amount shall bear zero interest. The bidder registered under MSME-NSIC shall be exempted from submitting the EMD. The bidders shall be liable to pay liquidated damages and penalty imposed by the inviting authority in the event of non-fulfilment of any of the terms or whole of the contract.

The EMD shall be forfeited and appropriated by the PwDs Welfare Department, Maharashtra without prejudice to any other right or remedy that may be available to PwDs Welfare Department, Maharashtra hereunder or otherwise, under the aforementioned conditions. In such an event, the decision of the PwDs Welfare Department, Maharashtra, regarding forfeiture of the bid security shall be final and binding upon bidders.

- If a bidder submits a non-responsive bid; and/or if a bidder withdraws his/her bid

or increases his/her quoted price during the period of bid validity or its extended period, if any

- In the case of successful bidder if a bidder fails within the specified time limit:
 - to sign the contract within the time specified by the PwDs Welfare Department, Maharashtra, Maharashtra; or
 - to furnish the Performance Bank Guarantee within the period prescribed as specified in terms and conditions of the contract.
- During the bid process, before signing the contract, if the bidder fails to comply with the terms and conditions of the tender.
- If during the bid process, any information provided by bidder is found false/fraudulent/mala fide, then the PwDs Welfare Department, Maharashtra shall reject the bid and, if necessary, initiate action provided
- If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- If a bidder engages in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.
- In case the bid is submitted without the EMD then PwDs Welfare Department, Maharashtra will reject the bid without providing opportunity for any further correspondence to the bidder concerned.

4.4 Preparation of Proposal

- The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or overwriting shall not be valid.
- The information submitted must be definitive and Specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.
- Alteration/ Rewording/ Deletion /Correction of any part in the proposal document are not permitted. If found in any bid proposal, the bid may be liable to be rejected without prior intimation to the bidder
- Bidder is required to submit the complete proposal along with required forms etc. The proposal shall be exactly according to the presented formats given in the tender documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be enclosed separately and referred to in the relevant column in the proposal formats. Modifications/ rewording of formats shall not be acceptable.
- The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal, if enclosed, it may be treated as disqualification
- The committee would ask the bidder(s) for detailed presentations. All such shall be at the cost of bidder.

4.5 Submission of Bids

Sealed bids shall be received by the Secretary, PwDs Welfare Department, Maharashtra through the e- Tendering system before the time and date specified in the schedule of the tender notice. In the event of the specified date for the submission of bids being declared a holiday, the bids will be received up to the appointed time on the next working day. PwDs Welfare Department, Maharashtra may, at its discretion, extend this deadline for submission of bids by issuing corrigendum and uploading the same on e-Tendering system. Telex or facsimile bids will be rejected.

The bidder has to submit hard copy of the sealed bids (Technical document along with the Presentation) to the Secretary, PwDs Welfare Department, office, Mumbai, Maharashtra

To view Tender Notice, detailed Time Schedule, Tender Document for this tender and its supporting documents, kindly visit the e-tendering <https://mahatenders.gov.in> website.

The bidders participating for the first time in e-tender process will have to complete the Online Registration Process for the maha e-tendering portal. A link for enrolment of new bidders has been provided on <https://mahatenders.gov.in>

All bidders interested in participating in the online e-tendering process are required to visit Maha e-Tender website in order to guide them through different stages involved during e-Tendering such as online procedure for tender purchase, bid preparation, bid submission.

- The bidders shall submit the bid through the online e-tendering portal <https://mahatenders.gov.in> on or before the last date of bid submission as mentioned in the data sheet.
- Late submission will not be entertained and will not be permitted by the e-Tendering system

4.6 Method of Submission of Bids

The two bids system shall be followed. Technical and Commercial Bids Shall be uploaded separately through the e-Tendering system. The PwDs Welfare Department, Maharashtra shall constitute a tender/bid evaluation committee for the evaluation of proposals submitted by the bidders. During evaluation of proposals, PwDs Welfare Department, Maharashtra discretion, ask the bidders for clarification on responses submitted against Pre-Qualification Criteria and Technical Proposals.

4.7 Late submission of Bids

Late submission will not be entertained and will not be permitted by the e-Tendering system.

4.8 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid

and the PwDs Welfare Department, Maharashtra shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4.9 Erasures or Alterations and signing of bids

The original bids shall be signed by the bidder, or a person or persons duly authorized using his / her digital certificate through the e-Tendering system. Such authorization shall be indicated by power-of-attorney in the prescribed format specified in Form 3 of this RFP document along with the bids. The bids shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in that case such corrections shall be initiated by the person or person signing the bids.

4.10 Pre-bid conference

The PwDs Welfare Department, Maharashtra would like to provide an opportunity to the interested bidders to study the RFP and existing functions that the department intends to get developed through this RFP.

Pre-Bid conference of all the interested bidders will be held at the scheduled date and time via online mode. The bidders will have to submit their queries to the email indicated in the tender notice at least one day prior to the pre-bid meeting. In pre-bid meeting problems of general nature will not be entertained. Any change decided in the pre-bid shall be uploaded on the tendering system as corrigendum. This will form a part of this bid document.

- It shall be the sole responsibility of the prospective bidders to check the PwDs Welfare Department, Maharashtra website and <https://mahatenders.gov.in> for any such updates and send their representatives for such interactions.
- A maximum of two representatives from each of the prospective bidders shall be allowed during the function study meetings.
- The objective of these meetings shall be to make the bidders aware of the existing process and client priorities with respect to the planned systems & answering any other technical or functional queries raised by the bidder representatives shall not reimburse any cost borne by the prospective bidders for attending the meeting.

Pre-bid Queries -

The purpose of the conference is to provide the prospective bidders with information regarding the business process of PwDs Welfare Department, Maharashtra, and the project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and Project.

Bidders shall send their queries on following email ID, sunanda.ghadyale@nic.in . Please Refer Form 4. The response to the queries will be published on <https://mahatenders.gov.in> website and shall be emailed to the participants present at the Pre-bid conference. No telephonic queries will be entertained.

The format in which Pre-bid queries should be sent to the PwDs Welfare Department,

Maharashtra, is provided in Form 4, of this document. The queries not adhering to the mentioned format shall not be responded.

4.11 Amendment of RFP Document

At any time prior to the deadline for submission of bids, PwDs Welfare Department, Maharashtra may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by amending, modifying and/or supplementing the same.

The amendments shall be published on <https://mahatenders.gov.in> website. Prospective bidders are advised to periodically browse this website to find out any further corrigendum/ addendum/ notice published with respect to this tender.

In the event of any amendment, the PwDs Welfare Department reserves the right to extend the deadline for the submission of the bids, in order to allow prospective bidders reasonable time in which to take the amendment into account while preparing their bids.

4.12 Bid Validity

Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of proposal opening prescribed in RFP. A proposal valid for a shorter period may be rejected as non-responsive. The PwDs Welfare Department may solicit the bidder's consent to an extension of proposal validity (but without the modification in proposals).

On completion of the validity period, unless the bidder withdraws his/her bid in writing, bid validity shall be deemed to be extended until such time that the contract is awarded to the successful bidder or bidder formally (in writing) withdraws his bid.

4.13 Modification & Withdrawal of Bids

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids. If the date of submission is extended due to several reasons, modification in bids is possible till the extended period provided bid has not been opened.

Withdrawal of bids is not permissible after its submission. If the bid is withdrawn before the validity period, the EMD will stand forfeited.

4.14 Clarification of Bids

To assist in the scrutiny, evaluation, and comparison of bids, PwDs Welfare Department may, at its discretion, ask some or all the bidders for clarification of their bids on any of the points mentioned therein and the same may be sent through email on sunanda.ghadyale@nic.in . However, in such cases, the original copy of the technical clarifications shall be sent to the PwDs Welfare Department office, Mumbai through courier or in person. The request for such clarifications and the response shall be in writing.

4.15 Project period

The initial duration of the project will be for 12 months after the implementation phase. The PwDs Welfare Department, Maharashtra has right to extend the initial contract period for an additional period of 3 years as per the requirements for the continuation of the services. The PwDs Welfare Department, Maharashtra may extend the contract period based on a performance of the agency and review conducted by the Deputy Secretary, PwDs Welfare Department, Maharashtra. The PwDs Welfare Department, Maharashtra may extend the contract duration subject to a review and approval by the Secretary, PwDs Welfare Department, Maharashtra. The following aspects shall be taken into consideration before deciding upon the extension of the project -

- The extension of the next year should be based on the performance of the agency in all the aspects of project implementation during the initial contract period.
- The PwDs Welfare Department shall have the right to finalize and modify the scope as per the requirements in the extension period.
- The PwDs Welfare Department shall have the right to finalize and modify increment in the extension period. The same shall be open for further negotiations.
- The decision to extend the contract period yearly shall be taken by the PwDs Welfare Department as per the requirement.
- Satisfactory performance of the agency

4.16 Tender Opening

The technical bids will be opened before the tender evaluation committee on the e-Tendering system and the same will be evaluated as per the qualification criteria and relevant documents in support of them. Commercial bids for only technically qualified bidders will be opened before the tender evaluation committee on the e-Tendering system. The decision of the tender evaluation committee will be final.

Bidders that have secured a minimum of 70 marks out of 100 marks in the Technical Evaluation will be qualified for commercial evaluation and informed about the location, date, and time set for opening of commercial proposal. Adequate notice will be given to allow interested bidders or their representatives to attend the opening of the commercial proposals.

4.17 Technical Bids

The Technical bids shall be complete in all respect and contain all information and documents asked for, except prices. It must not contain any price information.

During the activity of bid preparation, the bidder is required to upload all the documents of the technical bid by scanning the documents and uploading it in the PDF format. This activity of uploading the documents as well as preparation of commercial bid and other

Annexures enclosed with the tender (if any) should be completed within the prescribed schedule given for bid preparation.

After bid preparation, the bidder is required to complete bid submission activity within pre-scribed schedule without which the tender will not be submitted.

The list of documents to be uploaded as part of the technical bid can be found on the e-Tendering system and at the checklist table in Form 12.

4.18 Commercial Bids

Bidders shall submit their commercial bid only in the e-Tendering system. Price quoted elsewhere shall be liable to rejection.

4.19 PwDs Welfare Department right to make scope changes during the contract period

Every endeavor needs to be guided as a compelling and timeless vision to motivate people towards greater efficiency. Though care is taken to create an inclusive scope, there may be open pointers wherein the scope definition might require elaborations which can be identified only over a period.

The PwDs Welfare Department, Maharashtra, shall be authorized to make any such changes in the scope that shall build further efficiencies in the service delivery. All scope changes shall be guided by a Change Management mechanism which is defined in clause 5.10 of this document.

4.20 Confidentiality of Document

This tender document is confidential, and the bidder shall ensure that anything contained in this tender document shall not be disclosed in any manner, whatsoever. Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidders or any other person not officially concerned with such a process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of PwDs Welfare Department, Maharashtra no party shall, at any time, communicate to any person or entity any confidential information acquired in the course of the contract.

4.21 Rights to the content of proposal

All the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the pre-qualification proposal will become the property of PwDs Welfare Department, Maharashtra and will not be returned after opening of the pre-qualification proposals. The PwDs Welfare Department, Maharashtra, is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. The PwDs Welfare Department, Maharashtra, Maharashtra shall not be bound by any language in the

proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

4.22 Performance Bank Guarantee / Security Deposit

The successful bidder has to furnish a security deposit so as to guarantee his/her (bidder) performance of the contract. The firm/company whose proposal is selected shall deposit of an amount equal to 3% of the Contract value in the form of Bank Guarantee within 7 working days of the signing of contract and in accordance with the conditions of the contract. In the event of additional work allotted in future, the agency will have to deposit additional security deposit accordingly. The Performance Bank Guarantee shall be in the form of a Bank Guarantee valid for project duration from the date of the actual start of operation and 180 days beyond the project period. The proceeds of the performance security shall be payable to PwDs Welfare Department, Maharashtra, as compensation for any loss resulting from the agency's failure to complete its obligations under the contract. The security deposit shall be denominated in Indian Rupees and shall be in the form of a bank guarantee issued by a nationalized / scheduled bank.

The successful bidder shall have to furnish the performance security within 7 working days of the signing of contract and in accordance with the conditions of the contract. The proforma for submitting PBG has been provided in Annexure III of this RFP document. The security deposit will be discharged by PwDs Welfare Department, Maharashtra and returned to the selected agency on completion of the agency's performance obligations under the contract.

In the event of any contract amendment, the selected agency shall, within 21 days of receipt of such amendment, furnish the amendment to the security deposit, rendering the same valid for the duration of the Contract, as amended for further period.

No interest shall be payable on the PBG amount. The PwDs Welfare Department, Maharashtra may invoke the above bank guarantee for any kind of recovery in case the recoveries from the selected agency exceed the amount payable to the selected agency.

4.23 Tender Related Conditions

The bidder should confirm unconditional acceptance of full responsibility for completion of work and for executing the 'Scope of Work 'of this RFP. This confirmation should be submitted as part of the technical bid. The bidder shall also be the sole point of contact for all purposes of the Contract.

The bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract. If at any stage of the tendering process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the purchaser, the PwDs Welfare Department, Maharashtra shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the bidder.

4.24 Right to Accept/ Rejection Criteria

The PwDs Welfare Department, Maharashtra reserves the right to accept or reject any proposal, and to annul the proposal process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such a decision.

Besides other conditions and terms highlighted in the tender document, bids may be rejected under the following circumstances:

a) General Rejection Criteria

- Bids received through Telex /Telegraphic / Fax / E-Mail except wherever required.
- Bids which do not confirm unconditional validity of the bid as prescribed in the tender.
- If the information provided by the bidder is found to be incorrect / misleading at any stage / time during the tendering process
- Any effort on the part of a bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids received by the PwDs Welfare Department, Maharashtra after the last date for receipt of bids prescribed by the purchaser.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- Exhibited a record of poor performance such as abandoning works, not completing the contractual obligations, inordinately delaying completion, or financial failures, etc. in any project in the preceding three years.
- Submitted a proposal that is not accompanied by required documentation or is nonresponsive.
- Failed to provide clarifications related thereto, when sought.
- Declared ineligible by the Government of India, or any of the department in the State Government, for corrupt and fraudulent practices or has been blacklisted.
- Submitted a proposal with price adjustment/variation provision.

- The received bids having matching/common IP address with either Bidder(s)/Seller(s) or Buyer, shall be outrightly rejected & shall not be considered for further evaluation.

b) Technical Rejection Criteria

- Technical bid containing commercial details.
- Revelation of prices in any form or by any reason before opening the Commercial bid
- Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect.
- Bidders not quoting for the complete scope of work as indicated in the tender documents, addendum (if any) and any subsequent information given to the bidder.
- Bidders not complying with the Technical and General terms and conditions as stated in the tender documents.
- The bidder does not confirm unconditional acceptance of full responsibility for providing services if the bid does not conform to the timelines indicated in the bid.

c) Commercial Rejection Criteria

- Incomplete price bid
- Price bids that do not conform to the tender's price bid format.
- If there is an arithmetic discrepancy in the commercial bid calculations the PwDs Welfare Department, Maharashtra shall rectify the same. If the bidder does not accept the correction of the errors, its bid may be rejected.

4.25 Fraud and Corruption

The PwDs Welfare Department, Maharashtra, requires that the agency selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, PwDs Welfare Department, Maharashtra –

Defines, for the purposes of this provision, the terms set forth as follows:

- a) “Corrupt practice”: Making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

- b) “Fraudulent practice”: Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declarations or providing false information for participation in a tender process or to secure a contract or in execution of the contract.
 - c) “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work, which was given by the PwDs Welfare Department, Maharashtra in Section II
 - d) “Anti-competitive practice”: Any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002, between two or more bidders, with or without the knowledge of the procuring entity, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, noncompetitive levels;
 - e) “Coercive practice”: Harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
 - f) “Conflict of interest”: Participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of procuring entity who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the procuring entity with an intent to gain unfair advantage in the procurement process or for personal gain;
 - g) “Obstructive practice”: Materially impede the procuring entity’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the procuring entity’s rights of audit or access to information.
- Will reject a proposal for award, if it determines that the bidder recommended for award, has been determined by the PwDs Welfare Department, Maharashtra to having been engaged in corrupt, fraudulent or unfair trade practices.
 - Will declare a bidder ineligible, either indefinitely or for a stated period, for awarding the contract, if it any time determines that the bidder has engaged in corrupt, fraudulent, and unfair trade practice in competing for, or in executing the contract.

SECTION - II SCOPE OF WORK

5. Scope of Work

5.1 Overview

The PwDs Welfare Department, Maharashtra is seeking to select an agency for Design, Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities Welfare Department. The main objectives of the proposed unified web portal and mobile application are as mentioned below -

- **Enhanced Scheme and Service Delivery** – All schemes and services run by the PwDs welfare department shall be available online with simplified processes, online verification of documents, approval and disbursement of funds reducing physical visits and paperwork for citizens.
- **Transparency and Accountability** – Real-time dashboards, online scrutiny, and digital disbursement of benefits will ensure greater transparency in fund utilization and benefit distribution.
- **Citizen Empowerment** – PwDs will have access to information, schemes guidelines, list of the documents required to apply for the scheme, grievance mechanisms, and marketplaces through a single digital interface.
- **Fostering Self-Reliance of PwDs** – The e-marketplace will create a dedicated channel for PwDs entrepreneurs and artisans to reach customers and enhance income opportunities by showcasing their product.
- **Efficient Grievance Redressal System** – Structured escalation matrices and live tracking will strengthen trust between citizens and the PwDs Department.
- **Data-Driven Decision Making** – Centralized data collection from schemes, schools, accessibility audits, website audits, and budget utilization will enable data based-based decision-making.
- **Inclusive Employment Ecosystem** – By linking private sector job postings with departmental training programs, the platform will support greater participation of PwDs in the workforce.
- **Improved Monitoring of Special Schools & Workshops** – The School Management System will provide comprehensive visibility on infrastructure, teacher-student ratios, student information, teachers information, and grant utilization, ensuring better quality of education.
- **Regulatory Compliance and Implementation of RPWD Act 2016** – The system will support in implementing and monitoring of legal mandates of the RPWD Act 2016 such as local bodies budgetary provisions for PwDs, accessibility norms for public buildings and websites, and implementation of equal opportunity policies by private organizations.

To achieve the objectives outlined above, the selected agency shall be responsible for carrying out the following activities:

- **Design, Development, Implementation, and Maintenance of a Unified Web Portal and Mobile Application** – This will involve end-to-end activities such as requirement gathering and analysis, existing system and interface design, application development, integration, functional and security testing, deployment on the approved infrastructure, and go-live of the portal. The portal should be user-friendly, secure, accessible, and scalable as per government of India and Directorate of Information Technology Guidelines to meet the requirements of the PwDs Welfare Department.
- **Training, and Handholding Support** – The selected agency shall plan, prepare training material, and conduct training programs for different categories of users. This includes administrators, departmental staff, and end-users wherever required. Handholding support shall also be provided to ensure smooth adoption and effective usage of the system.
- **Operations, Maintenance, and Continuous Support** – The selected agency shall ensure smooth functioning of the system (web portal and mobile application) for a period of one (1) year from the date of go-live. This will cover preventive and corrective maintenance, addressing change requests, periodic enhancements, performance monitoring, and generating reports as required by the PwDs Welfare Department. At the end of the contract period, the agency shall facilitate a smooth transition and handover of the system, along with complete documentation and knowledge transfer.

5.2 Detailed Design and Documentation

- Detailed Design & Documentation
 - Develop a comprehensive system design document outlining the platform's framework, components, data flow, functionality and technology stack, Functional Requirement Specifications (FRS) and Software Requirement Specifications (SRS).
 - Ensure adherence to industry, other state best practices for security, performance, and reliability.
- User Interface (UI) and User Experience (UX) Design
 - Design a pilot, user-friendly, and visually appealing interface that caters to the specific needs of PwDs as per Government of India accessibility standards GIGW 3.0 or latest and WCAG 2.2 or latest guidelines.

5.3 Development of a Unified Web Portal and Mobile Application for PwDs Welfare Department

The proposed unified web portal and mobile application will function as a single-window platform for PwDs in Maharashtra. The web portal and mobile application will integrate all departmental schemes, services, and support mechanisms, ensuring accessibility, efficiency, and transparency in service delivery.

The web portal and mobile application are envisaged as a digital transformation initiative, strengthening the PwDs Welfare Department's role as the nodal authority for the empowerment and welfare of Persons with Disabilities in the State. The main modules of the proposed unified web portal and mobile application are as mentioned below -

- 1. Unified Scheme and Service Delivery Module** – All departmental schemes will be digitized with clear information on eligibility, documentation requirements, online applications, and digital disbursement of benefits.

The PwDs Welfare Department implements following schemes for the welfare of PwDs in Maharashtra -

S. No	Name of the Scheme	Mode
1	Pre-Matric scholarship for Disabled Students	Online (MAHADBT)
2	Matrimonial Incentives Scheme	Online (MHUCDH)
3	Financial Assistance for Self-Employment to Trained Disabled Persons	Offline
4	Financial Assistance for aids and appliances to PwDs	Offline
5	State Awards Scheme (Employees and Employer)	Offline
6	Merit Awards to Disabled Students	Offline
7	Financial Assistance for rehabilitation of PwDs	Offline
8	State Post-matric Scholarship for Disabled Students	Online (MAHADBT)

The above is a tentative list of schemes. The final list of schemes along with detailed information will be provided by the PwDs Welfare Department to the selected agency.

The proposed module will consolidate all schemes and services, enabling PwDs to apply online and submit the application form, track the status of their applications, and receive benefits in a seamless and transparent manner. The system will also introduce a robust backend for scrutiny mechanism and approvals required from District Social Welfare Officers (DSWOs), the State Commissionerate, and the PwDs Welfare Department.

This module will be consists of various submodules/components as mentioned below -

- a) User Registration & Management**

- Create, modify, activate, and deactivate user accounts for all roles. The major stakeholders include departmental officials (Mantralaya level), Commissionerate's level, divisional and district and levels (District Social Welfare Officer), super administrators, principals, teachers, school staff and students at school level, citizens etc.
- Facilitate a one-time user registration process using single sign-on (SSO) wherein user will be required to provide essential details, including name, date of birth, type of disability, gender, nationality, email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- Assign roles and permissions based on organizational hierarchy and project needs.
- Monitor user activities and audit logs for security and compliance purposes.

b) Scheme Information Repository

- Centralized repository of all departmental schemes with details such as eligibility criteria, benefits, required documents, timelines, and FAQs.
- Regular updates by the department to ensure accuracy and completeness.

c) Online Application & Submission

- Facility for PwDs to fill and submit application forms for all schemes.
- Provision to upload required supporting documents in prescribed formats.
- Aadhaar/e-KYC/UDID-based validation and auto-population of applicant details wherever possible while filling the application form.
- Integration with required systems as specified by the PwDs Welfare department (e.g., integration with UIDAI for Aadhaar capture and verification, and with UDID for UDID card capture and verification).

d) Application Tracking & Status Updates

- Real-time tracking of application status from submission to final disbursement. (submitted, under scrutiny, approved, disbursed etc.)
- SMS/Email/Portal notifications to applicants at each stage.

e) Verification & Scrutiny Mechanism

- Backend module for document verification and scrutiny at District Social Welfare Office (DSWO) and Commissionerate level as required.
- Provision for raising queries/deficiency and resubmission by applicants.

f) Approval & Disbursement

- Workflow-based approval system for scheme sanctions.
- Integration with treasury/MahaDBT systems for direct digital transfer of benefits.
- Audit trails for transparency.

g) **Grievance Redressal Integration**

- Linkage with centralized grievance redressal system for scheme-related issues.
- Escalation matrix and resolution tracking.

h) **MIS & Reporting**

- Real-time dashboards for monitoring applications, approvals, fund disbursements, and beneficiary data.
- Role-based access for Department officials at State and District levels.
- Analytics tools for decision-makers to review trends, identify gaps, and improve delivery.

i) **Support & Helpdesk Module** – Shall provide multi-channel assistance (phone, email, chatbot) for candidate queries, issue tracking, and resolution through a dedicated facility.

j) **Search** – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

k) **Multilingual Support**– This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

l) **Audit trail** – This feature shall track and logs all actions performed within the application for accountability and traceability.

m) **Training and Support** – This feature shall offer training materials and resources to users on using the application effectively.

n) **Security and Privacy** - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.

2. Dedicated Department Level Dashboard Module– Integration with existing portals such as the Swavlamban Portal (for UDID data), MahaDBT (for scholarship and scheme-related data), Aaple Sarkar Portal (for notified services), Beams Portal (for budget expenditure) as well as survey databases, school monitoring applications, the School Management System, and relevant Central Government portals, to enable real-time progress tracking and monitoring insights.

This module will be consists of various submodules/components as mentioned below -

a) **Scheme Performance Dashboard**

- Consolidated view of all departmental schemes with real-time data from MahaDBT, Swavlamban (UDID), Aaple Sarkar and Unified portal
 - Indicators on applications received, approvals, disbursements, and beneficiary coverage.
- b) Budget & Expenditure Dashboard**
- Integration with the Beams portal to track sanctioned budgets, actual expenditure, and fund utilization across schemes.
 - Integration with unified portal to monitor 5% mandatory budget allocations for PwDs by local bodies as per the RPWD Act 2016
 - Integration with Samaj Sevarth portal to monitor smooth disbursement of salaries to teaching and non-teaching staff.
 - Drill-down facility up to district and scheme level.
- c) Education & School Monitoring Dashboard**
- Data integration with school monitoring applications and the School Management System/Saral Portal.
 - Insights on infrastructure availability, teacher-student ratio, student enrollment, and grant utilization etc.
- d) Accessibility & Compliance Dashboard**
- Status of accessibility audits for public buildings and websites by integrating with unified portal
 - Monitoring of compliance with provisions of the RPwD Act, 2016 by state agencies and local bodies.
- e) Employment & Skill Development Dashboard**
- Tracking of departmental training programs, employment linkages, and job postings from private sector partners.
 - Performance indicators on placement, sector-wise opportunities, and PwDs participation.
- f) Survey & Research Insights**
- Integration of survey data to provide real time and evidence-based insights.
 - Custom reports for planning, policy formulation, and decision making.
- g) Training and Support** – This feature shall offer training materials and resources to users on using the application effectively.
- h)** The dashboards will have facility to drill down. Separate views should be there for different officials based on their rank and area of work
- i)** Any other requirements as and when specified by the PwDs Welfare Department.

3. Digital E-Marketplace for PwDs Module – A digital e market platform for PwDs artisans to showcase and sell products, thereby promoting entrepreneurship and self-reliance.

This module will be consists of various submodules/components as mentioned below –

a) User Registration & Onboarding

- Individuals, self-help groups, and workshops can create their profile after verification.
- Profile setup includes product/service details, certifications, and contact information.

b) Product & Service Catalog Management

- Facility to list products with descriptions, images, pricing, and stock details.
- Option to edit, update, and manage inventory in real time.

c) E-Commerce & Order Management

- Dedicated online storefronts for PwDs sellers within the marketplace.
- Integrated shopping cart and order placement system.
- Each user will have direct order links simplifying the process of receiving orders.

d) Payment & Financial Transactions

- Secure payment gateway integration for UPI, net banking, cards, and wallets.
- Automated settlement of payments to seller accounts with transaction logs.

e) Delivery & Logistics Integration

- Tie-up with delivery partners for order pickup and doorstep delivery.
- Tracking of shipments for both sellers and buyers.

f) Promotions & Marketing Tools

- Custom coupon code creation for discounts and offers.
- Push notifications for promotions, order updates, and new arrivals to the customers.

g) Seller Discovery & Branding

- Personalized seller pages including bio, story, and achievements to promote their brand identity.

h) Customer Insights & Analytics

- Access to customer data (as per privacy norms) to understand preferences and buying patterns.

- Analytics dashboard for sellers to track sales, repeat customers, and top-performing products.
 - i) **Search** – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.
 - j) **Multilingual Support**– This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.
 - k) **Audit trail** – This feature will track and logs all actions performed within the application for accountability and traceability.
 - l) **Training and Support** – This feature will offer training materials and resources to users on using the application effectively.
 - m) **Support & Helpdesk Module** – Shall provide multi-channel assistance (phone, email, chatbot) for citizen queries, issue tracking, and resolution through a dedicated facility.
 - n) **Security and Privacy** - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.
 - o) Any other requirements as and when specified by the PwDs Welfare Department.
4. **Local Authorities Budget Monitoring Module** – A module for local bodies/local authorities to disclose, plan, and monitor 5% mandatory budget allocations for PwDs, while enabling the PwDs Welfare Department to guide and track expenditure priorities. The module should also be able to monitor the allocation and utilization of funds of DPCs (1%) allocated towards PwDs

This module will be consists of various submodules/components as mentioned below -

- a) **Local Authority / Urban Local Bodies Registration & Onboarding**
- Registration of local authorities/ urban local bodies (ULBs) like MCGM, PCMC, PMC, NMC, MMRDA, PMRDA, CIDCO etc. and DPCs and other local authorities on the portal along with verification.
 - Facilitate a one-time user registration process wherein users will be required to provide essential details, including name of the user, name of the local authority/ urban local bodies, gender, nationality, official email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
 - Role-based login credentials for commissioner, PwDs welfare department officials or designated officials.

b) Budget Provision Entry

- Facility for local authorities to declare their 5% mandatory budget allocation for PwDs at the start of each financial year along with copy of annual budget.
- Upload of supporting documents (annual budget copy, budget resolutions, council approvals, etc.).

c) Verification & Validation

- Initial verification of submitted budgetary details by the PwDs Welfare Department.
- Automated validation checks (e.g., whether 5% threshold is met).

d) Plan Submission & Guidance

- local authorities/ urban local bodies shall submit detailed plans on utilization of allocated funds (programs, schemes, infrastructure, accessibility initiatives) at starting of financial year.
- Facility for the PwDs Welfare Department to review and provide guidance, recommendations, or revisions before approval.

e) Departmental Approval Workflow

- Workflow for digital approval of submitted plans by the PwDs Welfare Department.
- Role-based approvals at district, divisional, and state levels.

f) Expenditure Tracking & Utilization Reports

- Periodic entry of actual expenditures against the approved plan by local authorities/ULBs.
- Upload of utilization certificates, expenditure statements, and supporting documents.

g) Compliance Monitoring

- Real-time monitoring of compliance with the statutory 5% provision.
- Alerts and notifications to local authorities/ULBs in case of shortfall or delayed reporting.

h) Performance Dashboard

- Comparative dashboard of budget allocation vs. utilization across all local authorities/ULBs.
- Drill-down view up to local authorities/ULB level for decision-makers.

i) Audit & Accountability

- Record of deviations, non-compliance cases, and reasons provided by local authorities/ULBs.
- Support for audit queries and reporting to higher authorities.

- j) **Multilingual Support**– This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.
- k) **Search** – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.
- l) **Training and Support** – This feature will offer training materials and resources to users on using the application effectively.
- m) **Security and Privacy** - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.
- n) **Audit trail** – This feature will track and logs all actions performed within the application for accountability and traceability.
- o) Any other requirements as and when specified by the PwDs Welfare Department.

5. Equal Opportunity Policy Compliance Module – A registration and reporting platform for private organizations to declare their Equal Opportunity policies, workforce commitments, and job postings, which will be linked to skill development and training efforts of the PwDs Welfare Department.

This module will be consists of various submodules/components as mentioned below –

a) Organization Registration & Verification

- Online registration for private organizations with company profile, sector, and contact details.
- Verification of organization through company documents, GST/PAN, or Incorporation Certificate etc.
- Facilitate a one-time user registration process wherein users will be required to provide essential details, including name, date of birth, organization name, gender, nationality, official email address and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- Role-based login credentials for Commissioner, PwDs welfare department officials or designated officials.

b) Equal Opportunity Policy Declaration

- Upload and declaration of Implementation of Equal Opportunity policies as mandated under the RPwD Act, 2016.
- Digital repository for policy documents accessible to the PwDs Welfare Department for compliance checks.

c) Workforce Commitment Reporting

- Entry of workforce diversity data including the number of PwDs employed and required as per equal opportunity policies, job roles, and workplace accessibility status.
- Annual/quarterly reporting to track progress against commitments.

d) Job Posting & Vacancy Portal

- Organization/ Employers can publish PwDs-friendly job vacancies with role descriptions, skill requirements, and location on the portal.
- Integration with the PwDs Department's skill development/training database for matching candidates.
- Facility for the users/individuals PwDs to view and apply for the job vacancies

e) Compliance & Monitoring Dashboard

- Real-time monitoring of organizations that have declared and implemented Equal Opportunity policies.
- Tracking of workforce commitments and PwDs hiring trends across sectors.

f) Guidance & Support Repository

- Resource library for private organizations on workplace accessibility norms, inclusive HR practices, and incentives for PwDs employment.
- Notifications and circulars issued by the PwDs Department for compliance facilitation.

g) Integration with Skill Development Programs

- Linkage of reported vacancies to training programs run by the Department.
- Candidate matching engines to connect trained PwDs with available jobs.

h) Grievance & Feedback Mechanism

- Provision for PwDs to report non-compliance or workplace-related grievances.
- Escalation mechanism for departmental review and corrective actions.

i) Multilingual Support– This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

j) Search – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

k) Audit trail – This feature will track and logs all actions performed within the application for accountability and traceability.

l) Training and Support – This feature will offer training materials and resources to users on using the application effectively.

m) Security and Privacy - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.

n) Any other requirements as and when specified by the PwDs Welfare Department.

6. Physical and Web Accessibility Audit and Compliance Module – This module capture and review the accessibility status of government buildings, public offices, and websites.

This module will be consists of various submodules/components as mentioned below -

a) Institution/User Registration

- Onboarding of government departments, public offices, and institutions into the single.
- Facilitate a one-time user registration process wherein users will be required to provide essential details, including name, date of birth, organization name, gender, nationality, official email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- Entry of basic details such as location, ownership, type of facility, and point of contact.
- Role-based login credentials for Commissioner, PwDs welfare department officials or designated officials.

b) Physical Accessibility Self-Assessment

- Guidelines and checklist covering key accessibility parameters (ramps, lifts, signage, washrooms, website standards, etc.).
- List of empanelled auditors

c) Third-Party Audit & Verification

- Mechanism to upload independent audit findings and reports from empanelled auditors
- Document and photo/video evidence upload for validation.

d) Website Accessibility Compliance

- Reporting and assessment of department/local authorities/ULB websites against (WCAG 2.2 or latest) and Government of India accessibility standards (GIGW 3.0 or latest).
- Integration with automated accessibility testing tools for baseline compliance checks.

e) Grading & Compliance Scoring

- Automated scoring based on compliance status for physical and digital accessibility.
- Categorization of facilities into compliant, partially compliant, and non-compliant.

f) Action Plan & Guidance Notes

- Institutions can receive tailored recommendations for improving accessibility.
- Repository of best practices, design guidelines, and technical resources.

g) Approval & Monitoring by Department

- Review and approval workflow by the PwDs Welfare Department.
- Tracking of compliance progress at State/District/Institution level.

h) Periodic Reporting & Compliance Tracking

- Scheduled submission of accessibility progress reports by institutions.
- System-generated reminders and escalation in case of delays or non-compliance.

i) Dashboard & Analytics

- Interactive dashboards for decision-makers to monitor compliance status across government buildings, public offices, and websites.
- GIS-enabled mapping of compliant and non-compliant facilities for better visibility.

j) Multilingual Support – This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

k) Search – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

l) Audit trail – This feature will track and logs all actions performed within the application for accountability and traceability.

m) Training and Support – This feature will offer training materials and resources to users on using the application effectively.

n) Security and Privacy - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.

o) Any other requirements as and when specified by the PwDs Welfare Department.

- 7. Institution Information Management System Module** – A dedicated module to manage aided and unaided institutions (schools, workshops etc.) for PwDs, including geo-tagging, teacher and student records, biometric attendance integration, Aadhaar/UDID authentication, and linkage of grants to verified data.

This module will be consists of various submodules/components as mentioned below –

a) User Registration and Management

- Create, modify, activate, and deactivate user accounts for all roles. The major stakeholders include departmental officials (Mantralaya level), Commissionerate's level, divisional and district and levels (District Social Welfare Officer), super administrators, principals of the school etc.
- Facilitate a one-time user registration process wherein user will be required to provide essential details, including name, date of birth, designation, gender, nationality, email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- Assign roles and permissions based on organizational hierarchy and need of the department.
- Monitor user activities and audit logs for security and compliance purposes.

b) Mapping of Aided and Unaided Institutions of the PwDs Welfare Department

- Mapping and geo-tagging of all aided and unaided institutions (schools, workshops, children's home, etc.) with location and other details as per the requirements of the department.
- Provide complete details of institutions across Maharashtra, including addresses and geo-tagged Google Maps locations.
- Interactive map displaying all institutions with addresses, working hours, and services.
- Search and filter options (district, taluka, pin code, institution name).
- Google Maps integration with "Get Directions" facility.

- c) **Institution Information Management System:** Maintain detailed records of student demographics, enrollment status, academic history, attendance, and other relevant information as per requirements of the PwDs Welfare department. This central repository allows administrators and educators to access up-to-date student profiles quickly. Aadhaar/UDID authentication will be required to prevent duplication and ensure accuracy. This entry will be done by the principals on the schools concerned and workshops.

- d) **Staff Management System:** Facilitate the management of staff information, including teachers (teaching and non-teaching staff), administrators, and support staff. This includes tracking employee demographics, qualifications, employment history, salary details and service history. Integration with

Aadhaar/Sevarth ID for authentication and validation is required. This entry will be done by the principals on the schools concerned and workshops and integrated with Samajsevarth portal.

- e) **Aadhar Based Attendance Management System:** Automate the process of tracking student attendance, including absences, tardiness, and leave requests. Integration with Aadhar based biometric system is required for capturing daily attendance of teachers and students. The automated attendance reports linked to the grants given to the institutions and salary disbursement to teachers and compliance checks (A separate application and attendance system has been developed by the department. The Scope here would be to integrate with the same).
- f) **Departmental Approval Workflow -**
 - Workflow for digital approval of submitted details from schools by the PwDs Welfare Department.
 - Role-based approvals at district, divisional, and state levels.
- g) **Curriculum and Course Management System:** Assist in organizing and managing academic curriculum, courses, subjects, and class schedules. They may include features for lesson planning, syllabus management, and curriculum mapping.
- h) **Gradebook and Assessment Management:** Support the creation, administration, and grading of assessments, quizzes, exams, and assignments. They often include gradebook functionalities for recording and calculating student grades.
- i) **Communication and Collaboration:** Provide communication tools for facilitating collaboration among stakeholders, including teachers, students, parents, and administrators. These may include messaging systems, discussion forums, announcements, and event calendars.
- j) **Knowledge Management System:** Assist in managing library resources, including cataloging books, tracking loans, and managing inventory. They may include features for online catalog access and digital resource management.
- k) **Analytics and Reporting:** Offers reporting and analytics functionalities to generate insights from academic and administrative data. This may include performance metrics, attendance trends, financial analysis, enrollment details and other key indicators as per the requirement of the department.

- l) **Search** – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.
- m) **Multilingual Support** – This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.
- n) **Audit trail** – This feature will track and logs all actions performed within the application for accountability and traceability.
- o) **Training and Support** – This feature will offer training materials and resources to users on using the application effectively.
- p) **Security and Privacy** - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.
- q) Any other requirements as and when specified by the PwDs Welfare Department.

8. Citizen Grievance Redressal System Module – A transparent mechanism for citizens to lodge, track, and escalate grievances with categorization based on severity, mapped accountability, and real-time status updates.

This module will be consists of various submodules/components as mentioned below –

a) User Registration & Authentication

- Facilitate a one-time user registration process wherein user will be required to provide essential details, including name, date of birth, gender, nationality, official email address and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- Aadhaar/UDID/mobile-based registration for PwDs and citizens.
- Secure login with OTP/e-sign for grievance submission and tracking.
- Role-based login credentials for Commissioner, PwDs welfare department officials or designated officials.

b) Grievance Submission

- Online form with multiple modes (through web portal, mobile application, helpline).
- Categorization by scheme and services.
- Option to attach supporting documents, images, voice or videos.

c) Categorization & Severity Tagging

- Auto/manual classification of grievances into categories (service delay, benefit denial, accessibility issue, misconduct, etc.).

- Severity levels (low, medium, high, urgent) for prioritization.

d) Mapping & Assignment of Accountability

- Automated routing to the concerned officer (DSWO, Regional Deputy Commissioner, State Commissionerate, Department level, desk officer, under-secretary etc.)
- Defined SLAs (Service Level Agreements) for resolution timelines.

e) Tracking & Status Updates

- Real-time updates via SMS, email, and mobile notifications at every stage (submission, acknowledgment, review, response, pending action, closure and reopened)
- Unique grievance ID for tracking progress from submission to resolution.

f) Escalation Mechanism

- Auto-escalation if grievance not resolved within defined timelines.
- Hierarchical escalation from Local to District to State Commissionerate to Department.

g) Resolution & Feedback

- Facility for officials to record actions taken and upload resolution proof.
- Citizens can rate satisfaction level and provide feedback on closure.

h) Analytics & Reporting

- Dashboards showing grievance trends, resolution rates, SLA compliance, and officer performance.
- Heatmaps to identify recurring issues and bottlenecks.

i) Integration with Other Systems

- Linkage with departmental portals (MahaDBT, UDID, Aaple Sarkar) for cross-verification.
- Integration with Centers/helplines for offline grievance logging.

j) Transparency & Public Disclosure

- Anonymous grievance option for sensitive issues.
- Public dashboard (with limited details) showing number of grievances received, resolved, and pending by category and district.

k) Search – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

l) Multilingual Support – This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

- m) Audit trail** – This feature will track and logs all actions performed within the application for accountability and traceability.
- n) Training and Support** – This feature will offer training materials and resources to users on using the application effectively.
- o) Security and Privacy** - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.
- p)** Any other requirements as and when specified by the PwDs Welfare Department.

9. Early Intervention Centers Management Module – A dedicated module to manage Early Intervention Centers for children with disabilities (0–6 years age group), covering enrollment, assessment, therapy, and progress tracking. The module will enable geo-tagging of centers, maintenance of child and parent records, scheduling and monitoring of therapies if any, biometric attendance of staff and Aadhaar/UDID-based authentication of children and staff etc.

This module will be consists of various submodules/components as mentioned below –

a) User Registration and Management

- a. Create, modify, activate, and deactivate user accounts for all roles. The major stakeholders include departmental officials (Mantralaya level), Commissionerate’s level, divisional and district and levels (District Social Welfare Officer), super administrators, Early Intervention Center Head etc.
- b. Facilitate a one-time user registration process wherein user will be required to provide essential details, including name, date of birth, designation, gender, nationality, email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- c. Monitor user activities and audit logs for security and compliance purposes.

b) Mapping of Early Intervention Centers

- Mapping and geo-tagging of all early intervention centers with location and other details as per the requirements of the department.
- Provide complete details of early intervention centers across Maharashtra, including number of children and their details, number of therapist and their details, address of the center and geo-tagged Google Maps locations.
- Interactive map displaying all early intervention centers with addresses, working hours, and services.
- Search and filter options (district, taluka, pin code, institution name).
- Google Maps integration with “Get Directions” facility.

c) Child Enrollment & Profiling

- Creation of a unique ID for every child
- Recording demographic and family background details
- Capturing medical history and disability screening outcomes
- Tracking key performance indicators and progress

d) Assessment and Screening

- Facility for the parents / caregivers input data via structured questionnaires.
- Provision for Video-based screening and standardized screening tools for the assessment of disabilities.
- Comprehensive multi-disciplinary assessment reports

e) Customized Early Intervention Plan (CEIP) for Children

- Facility to generate a personalized intervention plan.
- This will include goal setting, therapy planning across multiple disciplines such as speech therapy, physiotherapy, occupational therapy, and behavioral therapy, along with continuous monitoring of progress against the defined objectives.
- Regular tracking and review of progress against set goals

f) Therapy & Session Management

- Facility for online booking and allocation of therapy sessions
- Automated scheduling and notification system
- Attendance tracking for both children and therapists

g) Parent and Caregiver Engagement

- Counselling services and awareness programs for parents and caregivers.
- Guidance on home-based exercises and activities
- Access to progress updates, therapy notes, and feedback mechanisms

h) Resource & Facility Management

- Information on therapists and specialists associated with the centers
- Allocation and workload tracking of therapists and specialists
- Monitoring staff efficiency and service delivery.
- Records of the available infrastructure and its management

i) Assistive Aids Devices Support and Management

- Assessment of assistive device requirements (hearing aids, mobility aids, etc.)
- Detail of the Distributed, usage, and tracking of devices provided
- Maintenance, replacement, and follow-up records

j) Attendance Management System

- Automate the process of tracking staff and children attendance.

- A separate application and attendance system has been developed by the department. The Scope here would be to integrate with the same as per the requirement of the department.

k) Performance Monitoring & Reporting

- Child-wise dashboards for progress tracking
- Center-level performance scorecards
- Consolidated district and state-level analytical reports

l) Search – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

m) Multilingual Support – This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

n) Audit trail – This feature will track and logs all actions performed within the application for accountability and traceability.

o) Training and Support – This feature will offer training materials and resources to users on using the application effectively.

p) Security and Privacy - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.

q) Any other requirements as and when specified by the PwDs Welfare Department.

10. District Disability Rehabilitation Centers (DDRC) Management Module - A dedicated module to manage District Disability Rehabilitation Centers (DDRCs) across Maharashtra, covering beneficiary registration, disability assessment, therapy and rehabilitation services, assistive devices management and attendance management etc.

This module will be consists of various submodules/components as mentioned below –

a) User Registration and Management

- Create, modify, activate, and deactivate user accounts for all roles. The major stakeholders include departmental officials (Mantralaya level), Commissionerate's level, divisional and district and levels (District Social Welfare Officer), super administrators, DDRC Head etc.
- Facilitate a one-time user registration process wherein user will be required to provide essential details, including name, date of birth, designation, gender, nationality, email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.

- c. Assign roles and permissions based on organizational hierarchy and project needs.
- d. Monitor user activities and audit logs for security and compliance purposes.

b) Mapping of District Disability Rehabilitation Centers

- Mapping and geo-tagging of all DDRCs with location and other details as per the requirements of the department.
- Provide complete details of DDRCs across Maharashtra, including details of the organisation/NGO managing DDRC, number of PwDs in the DDRC, and their details, number of therapist and their details, address of the center and geo-tagged Google Maps locations.
- Interactive maps displaying all DDRCs with addresses, working hours, and services.
- Search and filter options (district, taluka, pin code, institution name).
- Google Maps integration with “Get Directions” facility.

c) Beneficiary Registration & Profiling

- Creation of a unique ID for every PwDs
- Recording demographic details, disability type, disability certificate and severity and family background details
- Capturing Medical, educational, and socio-economic background

d) Assessment and Screening

- Facility for the PwDs to input data via structured questionnaires.
- Provision for Video-based screening and standardized screening tools for the assessment of disabilities.
- Comprehensive multi-disciplinary assessment reports

e) Therapy & Session Management

- Facility for online booking and allocation of therapy sessions and counselling.
- Automated scheduling and notification system
- Attendance tracking for therapists and staff
- Tele-rehabilitation services (where available)

f) Parent and Caregiver Engagement

- Counselling services and awareness programs for parents and caregivers.
- Guidance on home-based exercises and activities.
- Guidance on educational inclusion, special schools, and workshops.
- Access to progress updates, therapy notes, and feedback mechanisms.

g) Resource & Facility Management

- Information on staff, therapists and specialists associated with the DDRCs
- Allocation and workload tracking of therapists and specialists

- Monitoring staff efficiency and service delivery.
- Records of the available infrastructure and its management

h) Assistive Aids Devices Support and Management

- Assessment of assistive device requirements (hearing aids, mobility aids, etc.)
- Detail of the distributed, usage, and tracking of aids/devices (hearing aids, wheelchairs, prosthetics, orthotics, etc.) provided to PwDs
- Maintenance, replacement, and follow-up records.

i) Skill Development & Livelihood Support Management

- Maintain a database of all training and skill development programs conducted by DDRCs.
- Record the number of beneficiaries enrolled, trained, and certified under each program.
- Track post-training employment status, including job placements and self-employment outcomes.
- Capture details of refresher training programs conducted for beneficiaries to upgrade skills.
- Monitor the impact of training programs in terms of employability and livelihood generation.

j) Awareness & Outreach Programs Management

- Capture details of sensitization programmes and workshops conducted including dates, locations, and participants.
- Record awareness campaigns organized on rights of PwDs and government welfare schemes, along with outreach materials used.
- Maintain data on mobile rehabilitation camps conducted in rural and remote areas, covering beneficiaries reached and services delivered.
- Facility to upload the reports on the portal summarizing when, how, and where activities were undertaken, along with measurable results.

k) Financial & Asset Management

- Provide facility to upload and maintain detailed records of funds received and funds utilized by DDRCs.
- Track allocation and utilization of central (SIPDA, ADIP etc.) and state scheme funds in a transparent manner.
- Manage details of donations and grants received from various sources along with their end use if any.
- Maintain an inventory of assets, equipment, and consumable stock with usage, availability, and maintenance status.
- Generate financial report for compliance and audit purposes.

l) Attendance Management System

- Automate the process of tracking staff and children attendance.
- A separate application and attendance system has been developed by the department. The Scope here would be to integrate with the same as per the requirement of the department.

m) Performance Monitoring & Reporting

- Beneficiary-wise service delivery reports
- Therapy and rehabilitation outcomes dashboards
- Scheme-wise utilization tracking (ADIP, SIPDA, etc.)
- District/state-level consolidated MIS reports
- Compliance with RPwD Act and Other Guidelines

n) Search – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

o) Multilingual Support – This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

p) Audit trail – This feature will track and logs all actions performed within the application for accountability and traceability.

q) Training and Support – This feature will offer training materials and resources to users on using the application effectively.

r) Security and Privacy - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.

s) Any other requirements as and when specified by the PwDs Welfare Department

11. Children's Home and PwDs Special Home Management Module - A dedicated module to manage Children Homes (Bal Grahya) and PwDs Special Home across Maharashtra, focusing on holistic care, education, health, rehabilitation, and social reintegration of children and PwDs.

This module will be consists of various submodules/components as mentioned below –

a) User Registration and Management

- Create, modify, activate, and deactivate user accounts for all roles. The major stakeholders include departmental officials (Mantralaya level), Commissionerate's level, divisional and district and levels (District Social

Welfare Officer), super administrators, Child Home Center Head /PwDs Special Home Coordinator etc.

- Facilitate a one-time user registration process wherein user will be required to provide essential details, including name, date of birth, designation, gender, nationality, email id and mobile number. The registration process shall be authenticated through mobile OTP-based verification and email confirmation.
- Assign roles and permissions based on organizational hierarchy and project needs.
- Monitor user activities and audit logs for security and compliance purposes.

b) Mapping of the Child Homes and PwDs Special Home

- Mapping and geo-tagging of all child homes and PwDs special home with location and other details as per the requirements of the department.
- Provide complete details of child homes and PwDs special home across Maharashtra, including details of the organisation/NGO managing child homes, number of children in the child homes and PwDs special home, and their details, number of staff/therapist and their details, address of the center and geo-tagged Google Maps locations.
- Interactive maps displaying all child homes and PwDs special home with addresses, working hours, and services.
- Search and filter options (district, taluka, pin code, institution name).
- Google Maps integration with “Get Directions” facility.

c) Resident Children/PwDs & Profiling

- Creation of a Resident registration (child/ PwDs) with unique ID
- Recording demographic details, disability type, disability certificate and severity and family background details
- Capture personal details, family background, disability type (if any)
- Medical history, and social background reports
- Legal status documentation (court orders, adoption status, guardianship papers)

d) Daily Care and Health Monitoring

- Details Attendance & daily routine management
- Details of Nutrition and diet monitoring
- Details of Regular medical check-ups & health records
- Details of Vaccination and preventive health measures

e) Education & Skill Development

- Record details of enrollment in formal or special education institutions.
- Monitor academic performance, and maintain records of vocational training and skill-building programs

- Details of Extracurricular & recreational activities
- Maintain a database of all training and skill development programs conducted at child home.
- Record the number of children enrolled, trained, and certified under each program.

f) Financial & Asset Management

- Provide facility to upload and maintain detailed records of funds received and funds utilized by children home.
- Track allocation and utilization funds in a transparent manner.
- Manage details of donations and grants received from various sources along with their end use if any.
- Maintain an inventory of assets, equipment, and consumable stock with usage, availability, and maintenance status.
- Generate financial report for compliance and audit purposes.

g) Attendance Management System

- Automate the process of tracking staff and children attendance.
- A separate application and attendance system has been developed by the department. The Scope here would be to integrate with the same as per the requirement of the department.

h) Performance Monitoring & Reporting

- Resident-wise progress dashboards
- Center performance evaluation
- District/state-level consolidated MIS reports
- Compliance with RPwD Act and Other Guidelines

i) Search – Using this feature all users can be able to find fields by entering text in the search box. Also, Voice to text can be done in the search box to find out expected results quickly.

j) Multilingual Support – This platform should support multiple languages (English and Marathi) to accommodate Maharashtra's linguistic diversity. Ensures content is localized to be culturally appropriate and understandable.

k) Audit trail – This feature will track and logs all actions performed within the application for accountability and traceability.

l) Training and Support – This feature will offer training materials and resources to users on using the application effectively.

m) Security and Privacy - Implement robust security measures to protect sensitive user information and ensure compliance with data protection regulations in India and Maharashtra.

n) Any other requirements as and when specified by the PwDs Welfare Department

The modules and submodules/components outlined for the development of unified applications are indicative in nature. Additional modules may be introduced, or existing ones may be modified as per project requirements. The selected agency shall be responsible for accommodating such changes and may also propose additional modules, subject to the approval of the PwDs Welfare Department, whose decision will be final.

The web portal and mobile application should provide a user-friendly and visually appealing interface that caters to the specific needs of Persons with Disabilities (PwDs). The web portal and mobile application must adhere to the Government of India's Guidelines for Indian Government Websites (GIGW) 3.0 or the latest version, as well as the Web Content Accessibility Guidelines (WCAG) 2.2 or the latest version, and Directorate of Information and Technology Guidelines ensuring inclusivity, ease of navigation, and accessibility for all users.

The web portal should have the following capabilities:

- The web portal shall be based on robust and scalable architecture that provide scalability and redundancy both at the front-end and the back-end tier of the architecture. The system should be accessible in a secure manner via the internet / intranet by the PwDs Welfare Department and other users
- The software should thus be accessible through different types of interfaces
- The web tier should include provision for load balancing
- The data storage and applications should be on a scalable database platform with provision for high availability
- The system must remain online, functional, and accessible to all users at all times of day and night (24x7) via the Internet and intranet
- The system should have adequate load-balancing features to cater to peak demands of system usage
- The software must be cross-browser accessible
- Performance of the system should not be degraded as traffic, number of users, number of content records increase
- Should be able to function in Windows, LINUX operating system
- Should be developed on JAVA or any other open-source platform
- Should run/operate Open-Source database (i.e., My SQL, PostgreSQL)
- Should be able to function on 32 bit & 64-bit systems
- Should be printer friendly i.e., all the pages should be displayed and printed upon demand by the user
- Should have an option to integrate central database server with a web-based application

- The solution should be bilingual (Marathi and English).
- The solution should cater to secure firewall protection on centralized database server
- The solution should have integration with various systems as per the requirement.
- The web portal should be mobile-friendly and accessible.
- The web portal shall be designed for seamless integration with other departmental portals as per the department requirements, and the selected agency will be responsible for enabling this through API development and integration. The agency will be responsible for developing secure and well-documented APIs to facilitate seamless data exchange and coordination required for the integration between the new web portal and the required systems decided by the PwDs Welfare Department.

The mobile-based application should have the following capabilities:

- The mobile application should be developed for both Android and iOS platforms, and the features of the mobile application should be the same as the web portal.
- The mobile application must be accessible through Android, iOS, and Windows-based mobile devices as well as through a web browser interface.
- The mobile apps need to check for the updates if any and alert the user to download the latest version
- The developed mobile application should support at least the last two to four OS versions
- The mobile application should work in all networks irrespective of mobile device make and model
- User should be able to download the correct version of mobile application supported by his/her mobile device (android and ios both)
- Mobile Application structure should be resolution & platform independent
- All icons must be crisp, clean, and distinguishable and should be as per guidelines of respective mobile application platforms
- All buttons and objects must be reactive to touch and work as intended
- The graphics, widgets and colours used in the app should be best in class
- The design and development of the mobile application should be scalable to handle increasing number of users
- While developing mobile applications, the agency should give preference to the SDK android development Kit, IOS SDK, Windows SDK.
- The design and development of the mobile application should be optimal and give high performance, satisfactory response time even during slow internet connectivity and on different devices
- The mobile application needs to integrate and interoperate with various other external entities, therefore, the app should easily and in a relatively seamless manner integrate with external entities
- The mobile application should have the ability to manage various services and systems effectively with its minimum to zero impact on other services

- The data communication between downloadable mobile applications and various subsystems like SMS gateway, server, any other third-party authentication server, and application server should be in encrypted form
- The mobile APP should have the ability to upgrade services/ add new services and mode to access these services effectively in a cost-effective manner without affecting other services with a commitment for backward compatibility as per the policy guidelines of that mobile platform
- The mobile APP should be able to communicate with the SMS Gateway API for integrating various PUSH and PULL Notification services
- The mobile APP should have an ability to integrate with third party server for OTP
- The mobile APP should support user role-based access to different functionalities

5.4 Hosting of the Unified Web Portal and Mobile Application

The hosting of web portal and mobile application will be the responsibility of the PwDs Welfare Department. The PwDs Welfare department will bear the cost of hosting for the web portal & mobile application on cloud. The hosting of web portal and mobile application shall be done as per the Ministry of Electronics & Information Technology (Meity) and Directorate of Information Technology (DIT) Guidelines. The bidder shall consider

- **Web Portal and Mobile Application Hosting Support:** The agency shall support the department to host a web and mobile that meets the requirement as provided by MeitY empaneled Government Community Cloud (GCC) / VPCs service providers. The cost of web portal and mobile application hosting services shall be borne by the PwDs Welfare Department.
- **Scalability:** The system should be able to handle an increasing number of users and documents over time. In order to ensure that the system remains responsive and available as usage grows, it may be necessary to scale up the system's resources, such as by adding more space as required in future.
- **Data backup and recovery:** Data backup and recovery refers to the processes and procedures in place to ensure that data is not lost in the event of a disaster, such as a hardware failure or a cyber-attack etc. This may include regularly backing up data to a separate location and having a plan in place to restore data from the backup in the event of a disaster. The selected agency needs to make provision for the same.
- **Document archiving:** The system should be able to automatically archive documents that meet specified criteria, such as document age or document type etc.
- **Document retrieval:** The system should allow archived documents to be easily retrieved, either through a search or by browsing the archives.

- **Compliance:** The system should be compliant with relevant regulations and standards, such as GDPR, DPDP Act 2023, and Digital Personal Data Protection Rules, 2025 to ensure that data is handled and protected appropriately.
- **Security:** Security refers to the measures in place to protect against unauthorized access and potential security threats. This may include user authentication, access control, and encryption of data at rest and over the network. It is important to secure the application and protect it from potential threats, such as malware and hacking attacks. The selected agency needs to implement security measures such as SSL certificates and firewalls.
- **Monitoring and maintenance:** Monitoring and maintenance refers to the ongoing efforts to ensure that the system is performing optimally and to identify and fix any issues as they arise. This may include regularly monitoring the system for performance and security issues and performing regular maintenance, such as applying software updates and patches.

5.5 Data Privacy and Security Audit of the Unified Web Portal and Mobile Application

The selected agency shall also be responsible for getting web portal and mobile application security audited by CERT-In empanelled application security auditors. The cost of the same will be borne by the selected agency. The agency must submit the test results/security audit certificate to the PwDs Welfare Department, Maharashtra as and when asked for. The selected agency should provide access to the systems as required by TPA for conducting the audits etc. Gaps/ issues identified by the TPA will be decided mutually between PwDs Welfare Department, Maharashtra and the selected agency and shall further be taken up for resolution by selected agency. Also, the selected agency shall consider the following points for security audit and data privacy but not limited to

- **Security Implementation:**
 - Incorporate robust security measures throughout the platform's architecture, design, and development to protect candidate data and prevent unauthorized access, use, or disclosure to anyone other than the PwDs Welfare Department, Maharashtra.
 - Implement standard security practices as per the guidelines
 - Conduct regular security vulnerability assessments and penetration testing to identify and address potential security risks.
 - Envisaged security architecture for the solution is provisioned as below -
 - **User Level Security:** Restricted areas of the application will only be accessible through pre-defined user access rights. Users logging into application using username and password and if required dual factor authentication can be incorporated i.e., logging into system using OTP over SMS/ Email authentication along with username & password.

- Database Level Security: Other than built in database access logic in Software Solution, provision to control direct access to database server by any unauthorized user shall be done. Only authorized database administration users with assigned privilege shall be allowed to access database.
- Application-Level Security: the controls should be provisioned in the application for following:
 - Prevent injection vulnerabilities for attack on database
 - Prevent XSS vulnerabilities to extract username password
 - Secure Authentication and Session Management control functionality shall be provided
 - Prevent Security Mis-configuration Vulnerabilities
 - Prevent Failure to Restrict URL Access Vulnerabilities (By providing authentication and authorization for each sensitive page, use role-based authentication and authorization and make authentication and authorization policies configurable
 - Prevent invalidated Redirects and Forwards Vulnerabilities
- Data Privacy Compliance:
 - Ensure full compliance with all applicable data privacy laws and regulations, including but not limited to India's Personal Data Protection Bill and other relevant international standards.
 - The system should be compliant with relevant regulations and standards, such as Digital Personal Data Protection (DPDP) Act, 2023, Digital Personal Data Protection Rules, 2025 and other relevant national and state standards to ensure that data is handled and protected appropriately.
 - Implement appropriate data privacy policies and procedures to govern the collection, use, storage, and processing of candidate data.
 - Obtain necessary consents from candidates for the collection and use of their personal information.
 - Provide candidates with clear and transparent information about how their data will be used and protected.
- Audit Trails and Logging:
 - Implement comprehensive audit trails and logging mechanisms to track all user activity, system events, and data modifications.
 - Maintain detailed logs for security auditing, troubleshooting, and compliance purposes.

5.6 Training and Handholding Services

- User Manuals and Documentation:

- Develop comprehensive user manuals, online videos, and FAQs to guide users, citizens and administrators on how to use the platform effectively and take the input from stakeholders on this on a regular basis for the updates.
- Provide clear and concise instructions, screenshots, and video tutorials, if necessary.
- Training Programs:
 - Develop comprehensive user manuals & online videos, for PwDs Welfare Department officials.
 - Conduct training sessions for administrators and support staff to familiarize them with the platform's features and functionalities.
 - Provide ongoing support and training as needed, on a regular basis, as and when needed.

5.7 Operation and Maintenance of the Unified Web Portal and Mobile Application

The initial duration for the operation and maintenance of the web portal and mobile application will be for 1 year once the portal is live. The PwDs Welfare Department, Maharashtra has right to extend the initial contract period for 2 years as per the requirements for the continuation of the services. The selected agency shall have to perform the following functions, but not limited to, during the operations and maintenance support -

- Support the deployed systems from the point of view of SLA compliance
- Provide ongoing maintenance and support for the platform to ensure its continued operation, performance, and security for 1 year
- Provide software upgrades, bug fixes, regular updates, security patches and minor changes in the applications/ modules that are live
- Writing, editing, and revising training manuals for new and updated software and hardware
- Provide technical support to users and administrators to resolve any issues or problems they may encounter.
- Performance monitoring of the deployed applications
- Creation of master data, data migration and back up support
- Providing specific MIS and reports to the officials that are not available in the standard report stack
- Maintain version control and archives of source code, web site content, software documents and database
- Overall operations, monitoring, maintenance of the deployed applications and the database to ensure the desired uptime
- During support & maintenance period, the PwDs Welfare Department, Maharashtra may ask the selected agency to make necessary changes in the layout, color schema, MIS reports format, input forms layout etc. The same should be provided at no extra cost for them.

- Any other function that could qualify to fall under operation and maintenance
- Respond to support requests in a timely and efficient manner.

5.8 Project Phases

The indicative phases regarding design, development, testing, hosting, and implementation of unified web portal and mobile application specified below stages:

The Work of system integrator will be divided into 4 different phases:

Stage 1: Analysis Phase

- Finalizing the detailed list of activities, scope, and duration of each of the activities and detailed project plan
- Study of the existing applications which include features, functionality, compatibility to determine precise requirements of the new unified web portal and mobile application.
- Detailed discussions with concerned officials to understand the overall objective of the project
- Finalization of Project Objectives/Requirements
- Signoff on detailed project plan, activities, timelines etc. from the PwDs Welfare Department, Maharashtra

Stage 2: Design Phase

The following are the activities to be done by the selected agency (but not limited to) during the design phase shall be as follows:

- Detailed Requirement gathering, scheme information, and analysis
- Prototyping of the requirement for finalization and approval along with FRS
- Study and analysis of existing/similar systems and include best practices in draft design
- Carry out a System Study including SOPs, guidelines, scheme eligibility, etc. to prepare the Functional Requirement Specification (FRS) & Software Requirements Specification (SRS) document
- Application security requirements to be included in the SRS
- Detailed High level and Low-level application designs including software architecture design
- Coordination and collection of required data from concerned officials
- Proper backup and Disaster Recovery Management plan

Stage 3: Development Phase

- Design and seek approval of the implementation strategy from the PwDs Welfare Department, Maharashtra prior to commencement of the implementation plan
- Development of the unified web portal and mobile application as per the prototype & SRS approved by the PwDs Welfare Department, Maharashtra

- Adherence to Web portal and mobile application Security Audit/ Compliance and Approval / Security Features

Stage 4: Application Testing, Project Go-Live, Training Phase

- The agency should perform the below-mentioned testing but not limited to for better performance of the application:
 - ▶ Black Box Testing
 - ▶ White Box Testing
 - ▶ Unit Testing
 - ▶ Incremental Integration Testing
 - ▶ Functional Testing
 - ▶ Peak Load Testing
 - ▶ System/ End to End Testing
 - ▶ Performance Testing
 - ▶ Stress Testing
 - ▶ Security testing

User acceptance testing (UAT) -

- Development of UAT procedures and test cases
- Testing of developed application based upon Compliance to applicable guidelines, Assess the user objective achievement, etc.
- Completing the UAT with the help of the PwDs Welfare Department and UAT signoff on the application by the PwDs Welfare Department, Maharashtra.
- The selected agency shall assist in preparing/guiding User Acceptance Testing test cases.
- UAT to be carried out in the exact same environment/architecture that would be set up for production.
- The agency should fix bugs and issues raised during UAT & security audit and get approval on the fixes from the PwDs Welfare Department, Maharashtra, before production deployment.
- Changes in the application as an outcome of UAT shall not be considered as Change Request.
- The selected agency has to rectify the observations.

Go-Live preparedness and Go-Live -

- The selected agency shall prepare and agree with the PwDs Welfare Department, Maharashtra, the detailed plan for Go-Live (in-line with the PwDs Welfare Department, Maharashtra) implementation plan as mentioned in Form 10
- The selected agency shall define and agree with the PwDs Welfare Department, Maharashtra, the criteria for Go-Live and the timelines for the same.
- The selected agency shall submit signed-off UAT report (issue closure report) ensuring all issues raised during UAT are being resolved prior to Go-Live.
- The selected agency should ensure that Go-Live criteria as mentioned in User acceptance testing of the software are met and the agency needs to get approval from PwDs Welfare Department, Maharashtra team on the same.

- Go-live of the application shall be done as per the finalized and agreed upon Go-Live plan.

Training -

- The Training and handholding of the officers who are stakeholders of the application
- Prepare and share the necessary operational manual document with the respective officers
- Training of the resources/manpower deployed by agency

Stage 5: Deployment & Execution

- Deployment Planning and Execution:
 - Develop a detailed deployment plan that outlines the steps, timelines, and responsibilities for deploying the platform in a production environment.
 - Ensure a smooth and seamless deployment process with minimal disruption to users.
 - Conduct thorough testing in the production environment to ensure that the platform is functioning correctly.
- Interface with front end delivery centers for application Go-Live

5.9 Technical Manpower Requirement

The selected agency shall have to appoint a technical team to develop and implement the proposed application. Below table shows the type of resource that could be required during the contract period with respect to application development.

S. No.	Type of Resources
1.	Project Manager
2.	Business Analyst
3.	Solution Architect
4.	Database Administrator
5.	Senior Software Developer
6.	Junior Software Developer
7.	Testers
8.	Graphic Designer
9.	IT Security Manager
10.	Network & Cloud Specialist
11.	Software Support Engineer
12.	Network Support Engineer
13.	Help desk support/ trainer

Note:

- The deployed team shall work from the bidder development environment or as per the direction from the PwDs Welfare Department, Maharashtra.

- All the development resources should be full-time employees working on agency's pay- roll
- The following table shows the requirements with respect to qualification, experience skills and expertise of the type of resources

S. No	Types of Resources	Responsibilities	Minimum Qualification
1	Project Manager	<ul style="list-style-type: none"> • Manage all aspects of project including planning, execution, and financial management • Monitor performance & efficiency of various teams and resources • Understand all business and functional requirements and be a bridge between the client and the project execution team • Develop and manage detailed project plans in discussion with the PwDs Welfare Department, and ensure completion of all milestones as per timelines • Secure acceptance and approval of deliverables from the stakeholders responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved in the team, and, in general, making sure the project is delivered in budget, on schedule, and within scope 	<ul style="list-style-type: none"> • Should be an MBA from a premier institute and a graduate in Engineering • Should have at least 15 years of total work experience with atleast 10 years of experience in IT and ITeS Sector. • Should have experience with managing projects in Government /PSU/ Private Sector • Fluency in English and Marathi (Speaking, Reading & Writing)
2	Business Analyst	<ul style="list-style-type: none"> • Understand all business and functional requirements and be a bridge between the client and the project execution team • Documentation of the technical requirements as communicated by the 	<ul style="list-style-type: none"> • Should be B.E. / B. Tech or higher from a premier institute with more than 3 years of workexperience as a Business Analyst • Shall have worked on at least 2 similar projects related to application

S. No	Types of Resources	Responsibilities	Minimum Qualification
		department <ul style="list-style-type: none"> • Prepare test cases for the PwDs Welfare Department, Maharashtra to complete the UAT 	development in the government sector <ul style="list-style-type: none"> • Fluency in English and Marathi (Speaking, reading & writing)
3	Solution Architect	<ul style="list-style-type: none"> • Responsible for overall ownership of the complete solution • Responsible for overall success of design in terms of achieving the business objectives, functional requirements, performance, and usability • Requires a fundamental comprehension across all areas of web-based portal development, business intelligence and analytics from the technical and business perspectives 	<ul style="list-style-type: none"> • Should be B.E / B. Tech or higher from a premier institute with more than 10 years of work experience • Should have fundamental comprehension across all areas of web-based application development, business intelligence and analytics from the technical and business perspectives • Should have experience of at least two projects in the area of web-based portal development, Business Intelligence & Analytics • Good Written and verbal communication, including technical writing skills
4	Database Administrator	<ul style="list-style-type: none"> • Establishing the needs of users and monitoring user access and security • Monitoring performance and managing parameters to provide fast responses to front-end users • Mapping out the conceptual design for a planned database • Maintaining data standards, including adherence to the Data Protection Act • Writing database documentation, including data standards, procedures, and definitions for the data dictionary (metadata) 	<ul style="list-style-type: none"> • Should be B.E / B. Tech or higher from a premier institute with more than 5 years of workexperience in database management • Should have worked on at-least 3 projects out of which one project should be in the proposed technology area • Should have experience in handling big data

S. No	Types of Resources	Responsibilities	Minimum Qualification
		<ul style="list-style-type: none"> Controlling access permissions and privileges Developing, managing and testing back-up and recovery plans 	
5	Senior Software Developer	<ul style="list-style-type: none"> Presenting ideas for system improvements, including cost proposals Working closely with project manager, analyst, and other staff Producing detailed specifications and writing the programme codes Testing the product in controlled, real situations before going live Preparation of training manuals for users Maintaining the systems once they are up and running 	<ul style="list-style-type: none"> Should be B.E / B. Tech or higher from a premier institute with more than 5 years of work experience in the area of software development Must have worked on at least 3 similar projects related to application development in the government sector Must have worked on projects involving integration of services on different platforms
6	Junior Software Developer/ Mobile Application Developer	<ul style="list-style-type: none"> Working closely with project manager, analyst, and other staff Writing the programme codes Testing the product in controlled, real situations before going live Preparation of training manuals for users Maintaining the systems once they are up and running 	<ul style="list-style-type: none"> Should be B.E / B. Tech or higher from a premier institute with more than 2 years of work experience in software testing Should have worked on at least 1 project
7	Software Testers	<ul style="list-style-type: none"> Shall be responsible for supporting internal teams in terms of various levels of testing ensuring unhindered system performance 	<ul style="list-style-type: none"> Should be B.E / B. Tech or higher from a premier institute with more than 3 years of work experience in software testing Should have worked on at least 3 projects Should have worked on similar project
8	Graphic	<ul style="list-style-type: none"> Responsible for providing the 	<ul style="list-style-type: none"> Degree, diploma, or

S. No	Types of Resources	Responsibilities	Minimum Qualification
	Designer	UI/UX designs	<p>certificate course in graphic designing</p> <ul style="list-style-type: none"> Must have 5 years of work experience in UI/UX designing
9	IT Security Manager	<ul style="list-style-type: none"> Responsible in planning and implementing programs that protects the system from the cyber threats 	<ul style="list-style-type: none"> Should be B.E / B. Tech in CS/IT/EE/Network Certification in Security Should have a minimum of 10 years of work experience in IT security domain
10	Network & Cloud Specialist	<ul style="list-style-type: none"> Responsible for implementing and maintaining the server and network infrastructures to ensure smooth running of it 	<ul style="list-style-type: none"> Should be B.E / B. Tech in CS/IT/EE/ Network Certification in Networking Must have minimum 8 years of work experience in IT security domain
11	Software Support Engineer	<ul style="list-style-type: none"> Responsible for addressing technical issues relating to software implementation, function, and upgrades in the operations and maintenance phase 	<ul style="list-style-type: none"> Should be B.E / B. Tech in CS/IT/EE or equivalent Should have minimum 3 years of experience in software support function
12	Network Support Engineer	<ul style="list-style-type: none"> Responsible for maintaining the systems that allow the system to function and communicate, both internally and externally, on a daily basis. Also, to ensure internal networks have the capacity to meet business demands in the operations and maintenance phase 	<ul style="list-style-type: none"> Should be B.E / B. Tech in CS/IT/EE or equivalent, certification in networking Should have a minimum of 1 years of experience in network support function
13	Help desk support/ trainer	<ul style="list-style-type: none"> Responsible for training all required stakeholders in the usage of the application and provide training material in the operation and maintenance phase 	<ul style="list-style-type: none"> Must be a graduate (any discipline) with at least 1 year's computer diploma Knowledge of English and Marathi is desirable Minimum of two (2) years of work experience

S. No	Types of Resources	Responsibilities	Minimum Qualification
			preferably in IT related field

5.9.1 Conditions for Resource Deployment

Deployment of Personnel

- The selected agency shall provide such qualified and experienced personnel as are required to carry out the services as per the detailed Scope of Work specified in the Contract
- If additional work is required beyond the Scope of Work specified in the Contract, estimated periods of engagement of the personnel set forth may be increased by mutual agreement in writing between the selected agency and the PwDs Welfare Department, Maharashtra.
- The PwDs Welfare Department Maharashtra may decide to interview and approve resources who can be deployed by the selected agency on the project.
- The selected agency should deploy only those resources that have been approved by the PwDs Welfare Department, Maharashtra. No changes will be made with prior approval from the PwDs Welfare Department, Maharashtra. In case of non-compliance with the PwDs Welfare Department, Maharashtra may levy heavy penalty on the selected agency as it may seem appropriate
- The selected agency should deploy persons with requisite skills and experience required for the job as specified under the Contract to the satisfaction of the PwDs Welfare Department, Maharashtra.
- The selected agency shall bear all travel and other costs incurred in deploying the personnel.

Removal and / or Replacement of Personnel

- The selected agency should deploy persons with requisite skills and experience required for the job as specified under the Contract. The PwDs Welfare Department, Maharashtra will have the right to ask for the replacement of any person/ person who does not display adequate expertise and experience in the required field or any other reasons for the intended job. The replacement should be to the satisfaction of the PwDs Welfare Department, Maharashtra.
- Failure on the part of the selected agency to find a suitable replacement as specified shall amount to a breach of the terms hereof and the PwDs Welfare Department, Maharashtra in addition to all other rights, have the right to claim

damages and recover from the selected agency all losses/ or other damages that may have resulted from such failure

- The selected agency shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement
- If the PwDs Welfare Department, Maharashtra finds that -
 - Any of the Personnel provided for Temporary Staffing has committed serious misconduct or has been charged with having committed a criminal action, or
 - Has reasonable cause to be dissatisfied with the performance of any of the Personnel, then
- The selected agency shall, at the PwDs Welfare Department, Maharashtra, make a written request specifying the grounds, therefore, providing as a replacement a person with qualifications and experience acceptable to the PwDs Welfare Department, Maharashtra.

5.10 Change Request Management

The selected agency shall address all the errors / bugs / gaps / changes in the functionality offered by the solution at no additional cost during the operations and maintenance period. The bidder shall identify and resolve application problems like system malfunctions, performance problems, data corruption etc. due to which the solution is not able to give the desired performance.

Introducing a Change

- The department shall have the right to propose, and subsequently require, the dedicated resource to order the bidder from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called Change), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract. A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with system / product upgrades.
- The bidder may from time to time during its performance of the Contract propose to the department (submitted by dedicated resource of bidder to Department) any Change that the bidder considers necessary or desirable to improve the quality or efficiency of the System. The Department may at its discretion approve or reject any Change proposed by the bidder. The change should be documented as per the template specified in the Annexure.

- Notwithstanding the clauses mentioned above, no Change made necessary because of any default of the bidder in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any extra cost or Time for Achieving Operational Acceptance.
- The procedure on how to proceed with and execute Changes is specified below.
- Moreover, the department and bidder will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be frozen. Any major Change initiated after this time will be dealt with after Operational Acceptance.

Changes originating from the PwDs Welfare Department

- If the department proposes a Change pursuant to Clause mentioned above, it shall send to the bidder a request for Change Proposal, requiring the bidder to prepare and furnish to the dedicated resource as soon as reasonably practicable a Change Proposal, which shall include the following:
 - brief description of the Change.
 - impact on the Time for Achieving Operational Acceptance.
 - detailed estimated cost of the Change.
 - effect on Functional Guarantees (if any);
 - effect on any other provisions of the Contract.
- Prior to preparing and submitting the Change Proposal, the bidder shall submit to the Dedicated resource Change Estimate Proposal, which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the bidder 's Change Estimate Proposal, the Department shall do one of the following:
 - a) Accept the bidder 's estimate with instructions to the bidder to proceed with the preparation of the Change Proposal.
 - b) Advise the bidder of any part of its Change Estimate Proposal that is unacceptable and request the Bidder to review its estimate.
 - c) Advise the bidder that the Department does not intend to proceed with the Change.
 - d) Upon receipt of the Department 's instruction to proceed under above Clause, the bidder shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with Clause mentioned above.
 - e) The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the

parties to the Contract shall agree on other specific rates to be used for valuing the Change.

- f) Upon receipt of the Change Proposal, the Department and the bidder shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Department shall, if it intends to proceed with the Change, issue the bidder a Change Order. If the Department is unable to reach a decision within fourteen (14) days, it shall notify the bidder with details of when the Bidder can expect a decision. If the Department decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the bidder accordingly. Under such circumstances, the bidder shall not be entitled to reimbursement of any costs incurred by it in the preparation of the Change Proposal.
- g) If the Department and the bidder cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented.

Changes originating from the Selected Agency

If the bidder proposes a Change pursuant to Clause mentioned above, the bidder shall submit to the Dedicated resource a written Application for Change Proposal, giving reasons for the proposed Change and including the information specified in Clause mentioned above. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in Clauses mentioned above. However, should the Department choose not to proceed, or the Department and the bidder cannot come to agreement on the change during any validity period that the bidder may specify in its Application for Change Proposal, the bidder shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Department and the bidder to the contrary.

The bidder needs to make any changes in software and cloud Infrastructure suggested by the Department or the bidder in accordance with clause mentioned above. It is expected that any minor changes shall be carried out by the bidder without any extra cost. In case of substantial change requests, extra cost estimated for the change shall be paid by the Department separately.

6. Project and Payment Schedule

6.1 Project Timelines and Deliverables

The total duration of the project is 1 Year 8 months (i.e. 20 months). The selected agency shall be responsible to analysing, designing, development, testing, and implementing a unified web portal and mobile application within 8 months from the date of issuance of the work order by the PwDs Welfare Department, Maharashtra. This implementation phase will be of 8 months. By the end of this period, unified web portal and mobile application should be fully operational and seamlessly unified with other existing portal the to ensure uniform service delivery, real-time monitoring, and efficient grievance redressal across the state.

After successful implementation and functioning of web portal and mobile application, the selected agency shall be responsible for Operation and Maintenance (O&M) of the web portal and mobile application for 12 months post Go Live, extendable further by 3 years based on satisfactory performance and approval by the PwDs Welfare Department, Maharashtra. The selected agency will have to strictly follow the timeline specified below in the table below and should have all the components as specified in the scope of work.

#	Activity	Time Completion	Deliverables
A	Phase I: Development and Application Testing	T + 8 months = T1	
1	Submission of the Inception Report of the Project	T + 10 days or As Required	<ul style="list-style-type: none"> • Draft Submission of Inception Report by the Agency • Final Submission of Inception Report by the Agency
2	Submission of Functional Requirement Specifications (FRS) and Software Requirement Specifications (SRS) for web portal and mobile application	T + 30 days or As Required	<ul style="list-style-type: none"> • Draft Submission of document by the Agency • Review & Approval of the department • Final Submission of document by the agency
3	Develop a comprehensive system design document outlining the platform's framework, components, data flow, functionality and technology stack for web portal and mobile application	T + 90 days or As Required	<ul style="list-style-type: none"> • Draft Submission of document by the Agency • Review & Approval of the department • Final Submission of document by the agency

#	Activity	Time Completion	Deliverables
A	Phase I: Development and Application Testing	T + 8 months = T1	
4	Development of Unified Web Portal and Mobile Application (all core module as per scope of work)	T + 240 days or As Required	<ul style="list-style-type: none"> Beta version of web portal and mobile application ready for UAT.
5	User Acceptance Testing (UAT) & Security Audit – Conduct UAT, fix issues, and obtain audit clearance.	T + 240 days or As Required	<ul style="list-style-type: none"> Perform User Acceptance Test (UAT) Review & UAT sign-off from the department Security audit report.
6	Go-Live of Web Portal and Mobile Application with all modules.	T1 = T + 240 days or As Required	<ul style="list-style-type: none"> Web portal and mobile application operational with approved modules.
7	Monitoring & Stabilization of the portal – Support and Training	T1 = T + 240 days	Completion Report
B	Phase II: Operations and Maintenance	T1+ 12 months	
1	Support and operations Providing necessary support for operations and functions related to the system and providing reports as required	As required	<ul style="list-style-type: none"> Monthly Progress Report
2	Change requests (if required)	As required	

Where “T” is the workorder issue date by PwDs Welfare Department, Maharashtra to the selected agency.

Note: The department may ask the selected agency for Go-Live of certain modules at an earlier date with mutual agreement at no additional cost.

6.2 Payment Mechanism

The payments to the selected agency shall be milestone-based, linked to the successful completion of the deliverables. The selected agency shall raise invoices only after submission and completion of required deliverables and upon issuance of acceptance certificate by the PwDs Welfare Department, Maharashtra.

S. No	Deliverable	Payment %
1	Submission of Inception Report and Work Plan	5%

S. No	Deliverable	Payment %
2	Submission of Functional Requirement Specifications (FRS) and Software Requirement Specifications (SRS)	5%
3	Submission of document containing comprehensive system design document outlining the platform's framework, components, data flow and technology stack.	10%
4	User Acceptance Testing (UAT) Acceptance & Submission of Security Audit Certificate	15%
5	Go-Live of Web Portal and Mobile Application	
i)	Unified Scheme & Service Delivery Module	10%
ii)	Dedicated Department Level Dashboard Module	5%
iii)	Digital E-Marketplace for PwDs Module	5%
iv)	Local Authorities Budget Utilization Monitoring Module	5%
v)	Equal Opportunity Policy Compliance Module	5%
vi)	Physical and Web Accessibility Audit and Compliance Module	5%
Vii)	Institution Information Management System Module	5%
Viii)	Citizen Grievance Redressal System Module	5%
ix)	Early Intervention Centers Management Module	5%
x)	District Disability Rehabilitation Centers (DDRC) Management Module	5%
xi)	Children's Home and PwDs Special Home Management Module	5%
6	1 month after go-live of all modules	5%

The operating expenditure (OPEX) shall include manpower deployment cost and operation and maintenance of the web portal and mobile application.

- OPEX payments shall be made monthly basis, upon submission of:
 - Monthly Progress Report and SLA compliance certificate.

6.3 General Terms and Conditions.

- **Performance Linked Payments** - Operation & Maintenance payments will be subject to SLA compliance (uptime, manpower deployment). Deductions may apply for non-compliance.
- **Change Requests** - Any additional changes in scope of work will be treated as a Change Request. Pricing for such changes shall be mutually agreed upon.
- **Taxes & Statutory Deductions** - All payments are subject to applicable taxes and statutory deductions at source.
- **Documentation Requirement** - All invoices must be accompanied by deliverable acceptance certificates, and other documents as required by the department.

7. Service Level Agreement and Penalty Clauses.

Service Level Agreements (hereinafter referred to as SLA) shall play an important role in defining the Quality of Services (QoS) that shall govern the level of service provided by the bidder for the design, development, testing, deployment, and maintenance of the Unified PwDs Welfare Portal.

The SLA defined below provides for the minimum level of services required as per contractual obligations based on measurable Key Performance Indicators (KPIs). The SLAs shall be tracked on a periodic basis, and non-adherence to any SLA may attract penalties as defined in the contract.

The bidder shall submit detailed reports on all SLA and KPI parameters to the PwDs Welfare Department in accordance with the specified formats and reporting periods and provide clarification if required.

7.1 Penalty for delay in project execution

For any delay in commissioning of the project, Person with Disabilities Welfare Department, Maharashtra will charge penalty 0.5% of the work order value per week or part thereof, subject to a maximum of 10% of the project value. The Person with Disabilities Welfare Department, Maharashtra reserves the right to terminate the contract if the penalty reaches 10% of the project value.

7.2 SLA for Software Support

The SLA defines the quality of support services that the bidder shall provide for the Unified PwDs Welfare Portal. It ensures timely patch application, bug resolution, and minimum disruption of the portal functionality.

Any patch or update released by the agency must be applied to the corresponding product within 7 working days of release. Any delay will attract a INR 500 per day beyond the 7-day window.

All patch applications must be tested in a staging environment before deployment to production to ensure no disruption of services.

Any Software bugs identified by PwDs department/agency/officials will be classified in types:

Priority	Response Time	Resolution Time	Description
P1 – Critical	Within 2 Hours	Within 12 Hours	Critical bugs make the solution unusable or severely disrupt core functionality, preventing substantial use of the system.
P2 – High	Within 4 Hours	Within 48 hours	High-severity bugs affect functionality, requiring intervention from support personnel; some features or programs

Priority	Response Time	Resolution Time	Description
			may not function correctly, but most of the system remains usable.
P3 – Moderate/ Low	Within 4 Hours	Within 72 hours	Moderate or low bugs affect non-critical areas; workarounds are possible; minor features may be disabled but overall system operation is maintained.

In case of dispute between the PwDs Welfare Department and the agency regarding bug classification, the decision of the Secretary, PwDs Welfare Department, Maharashtra shall be final and binding.

Type of Bug	Bug / problem resolution time	Penalty Amount
Critical	12 hours	INR 500/- (per hour)
	4 hours if the bug / problem has re-occurred within 7 days of the earlier resolution	INR 1000/- per hour beyond 8 hours
		INR 2000/- per hour beyond 24 hours
Non-critical	48 hours/ 2 working days	INR 500/- (per day)
	1 working day if the bug / problem has re-occurred within 15 days of the earlier resolution	INR 1000/- per day beyond 24 hours
		INR 2000/- per day beyond 48 hours
Moderate/ Low	72 hours/ 3 working days	INR 500/- (per day)
	2 working days if the bug / problem has re-occurred within 30 days of the earlier resolution	INR 1000/- per day beyond 48 hours
		INR 2000/- per day beyond 72 hours

7.3 Response and Resolution Monitoring

The bidder shall acknowledge all reported issues within the defined response times based on the severity of the bug—critical (P1), high (P2), or moderate/low (P3). Resolution of these issues must occur within the timelines specified for each severity level to ensure uninterrupted functioning of the portal. Critical issues shall be supported on a 24x7 basis, while non-critical issues may be addressed during standard working hours. In cases where issues remain unresolved beyond the agreed SLA timelines, the matter shall be escalated to higher management within the bidder organization and reported immediately to the PwDs Welfare Department. This monitoring mechanism ensures accountability, timely issue resolution, and minimal disruption to portal operations.

7.4 Accountability & Continuous Improvement.

The bidder shall maintain a comprehensive log of all reported issues, resolutions, and patch deployments to ensure transparency and accountability. Lessons learned from resolved issues, as well as recurring problems, shall be thoroughly analyzed to implement preventive measures and avoid future occurrences. The PwDs Welfare Department reserves the right to audit these support logs and performance reports at any time to verify compliance with the SLA and ensure the quality of services provided.

7.5 Confidentiality

The selected agency will have to maintain strict privacy and confidentiality of all the data it/its staff gets access to. Adequate provisions to be made to not allow unrestricted access to the data to people in the organization who do not have the necessary permissions. The selected agency cannot sell or part with any data in any form. Penalty of INR 1,000/- to INR 1,00,000/- would be charged on default of this service condition. The exact amount of the penalty will be decided by the PwDs Welfare Department, Maharashtra, based upon severity of the default.

7.6 Penalties

The penalty should be calculated monthly, and it would be the responsibility of the selected agency to provide the tool for monitoring the Software SLAs.

All the penalties mentioned in the above clauses are exclusive to each other

Three monthly consecutive deductions totaling more than 25% of the applicable payment for the corresponding month will be deemed to be sufficient condition for termination.

In the event of any of the above happening, it shall be governed by the terms & conditions of the agreement.

Planned Down-time (during non-working hours) is not considered for penalty calculation.

The agency will have to take at least 3 days prior permission from the PwDs Welfare Department, Maharashtra for the planned downtime.

7.7 SLA for Training & Handholding Support

Counselling, training & handholding support would be required at each stage. All the training material and user manual modules need to be approved by the PwDs Welfare Department, Maharashtra. Not following the above conditions will attract penalty of INR. 1,000 per day subject to a maximum of 10% of the project value after which PwDs Welfare Department, Maharashtra, will be free to terminate the contract without further notice to the selected agency.

7.8 Stakeholders Roles and Responsibilities

7.8.1 Roles and Responsibilities of the PwDs Welfare Department, Maharashtra

The role of the PwDs Welfare Department Maharashtra in the successful implementation of the project includes the following responsibilities -

Monitoring of Contract:

- The contract shall be monitored by the PwDs Welfare Department Maharashtra from time to time.
- Provide detailed requirements to the Agency.
- Conduct review meetings at regular intervals to monitor the progress of the project.
- Facilitate the selected agency for implementation of the Software/monitoring web portal and mobile application.
- Review provides feedback and approves the software design, implementation approach, and other technical documents submitted by the selected agency.
- Co-ordinate with the internal team and other stakeholders of the project
- Recommendation of change requests to the technical committee with the finalization of efforts estimation, cost estimation, milestone, and payment
- Review and approve the payments to the selected agency as per SLA.
- Any other help/ assistance/ Co-ordination required for the successful implementation and operations of the work/ project.
- To identify and appoint senior nodal officer(s) and nodal team for facilitating the project execution.
- To coordinate with all the stakeholders of the project
- To provide necessary support during requirement gathering, sharing manual templates, and explaining the functional requirements in detail to the selected agency.
- Ensure and provide timely and required support to the agency in implementation of both the applications.
- Review functional aspects of the project and approve functional and training documents and ensure their timely project sign offs.
- To conduct the UAT and Functional testing of the applications

7.8.2 Roles and Responsibilities of the Selected Agency

- Provide technical assistance with the PwDs Welfare Department, Maharashtra for effective implementation of the project.
- Provide necessary guidance, support, approvals, and technical suggestions as and when required, through periodic review in a meeting, during the entire duration of project implementation.
- The selected agency to provide project management support to the PwDs Welfare Department, Maharashtra throughout the span of the project.
- Provide close tie-ups with all the stakeholders in the project at all levels
- Capacity building of the officials at all levels, by providing necessary training.

- As a selected bidder for providing implementation support to the PwDs Welfare Department, Maharashtra they would be responsible for -
 - Preparation of Project Framework, including aspects like scalability, security, manageability, and integration features
 - Defining of the service levels
 - Business Process Reengineering (BPR)
- To ensure that the staff deployed at the office adheres to the defined roles and responsibility and any other responsibility requested by the PwDs Welfare Department, Maharashtra.
- The platform must be developed in compliance with all applicable guidelines, standards, and best practices specified by PwDs Welfare Department, Maharashtra, and relevant regulatory bodies in Maharashtra.
- The platform should be designed to handle a large volume of user traffic, data, and transactions, especially during peak periods.
- The agency must provide comprehensive documentation for all aspects of the platform, including design documents, architecture diagrams, database schemas, API specifications, user manuals, and technical specifications.
- The agency must ensure that the platform supports integration with other systems and applications as required by the PwDs Welfare Department, Maharashtra.
- The agency must provide knowledge transfer to the PwDs Welfare Department, Maharashtra, to enable them to manage and maintain the platform effectively.

8. General Terms and Condition

8.1 Notices

- Any notice from one party to the other under this RFP must be in writing and sent to the address and email specified in the RFP.
- The term “in writing” means communicated in written form with proof of receipt of the physical letter delivery and email delivery confirmation.
- Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing.
- Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement

8.2 Settlement of dispute

- The PwDs Welfare Department, Maharashtra and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the RFP.
- If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the department or the selected agency may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the services mentioned in RFP. Arbitration proceedings shall be conducted in accordance with the rules of procedure specified in the Arbitration and Conciliation Act, 1996 or any further amendment to it.
- All disputes are subjected to the jurisdiction of the city of Mumbai, Maharashtra.

8.3 Bidder Responsibility

- The bidder shall supply all the Services with the specific conditions laid out in RFP.
- The bidder shall be responsible for the adequacy, stability and safety of all services being provided to the PwDs Welfare department, Maharashtra.

- The selected agency shall comply with all applicable safety regulations, take care of the safety of all relevant personnel.
- The bidder shall institute a quality assurance system to demonstrate compliance with the requirements of the RFP. The system shall be in accordance with the details stated in the RFP. The PwDs Welfare Department, Maharashtra, its official representative, shall be entitled to audit any aspect of the system.
- The supplier shall be wholly and solely responsible for full compliance with the provisions under all labour laws and /or regulations such as Payment of Wages Act 1948, Employees Liability Act 1938, Workmen's Compensation Act 1923, Employees State Insurance Act 1948, Employees Provident Fund Act 1952, Industrial Disputes Act 1947, the Maternity Benefit Act 1961, the Contract Labour (Regulation and Abolition) Act 1970 and the Factories Act 1948 or any modifications thereof or any other law relating thereto and rules there under introduced from time to time.
- The bidder shall assume liability and shall indemnify PwDs Welfare Department, Maharashtra from every expense, liability or payment by reason of the application of any labour law, act, rules or regulations existing or to be introduced at a future date during the term as mentioned in RFP.
- In general, in respect of all labour directly or indirectly employed in the work for the performance of bidder part of the RFP, the bidder shall comply with all the rules framed by the government authorities concerned from time to time for protection of the health and welfare of the workers.

8.4 RFP Price

- Prices charged by the bidder for the services supplied and the related services performed under RFP shall not vary from the prices quoted in RFP.
- Any price escalation has to be borne by the bidder.
- Payment advances shall be released to the bidder as per payment schedule mentioned in Section 6.2.

8.5 Copyright

- The copyright in all drawing, documents, security code, and other materials containing data and information furnished to PwDs Welfare Department, Maharashtra by the bidder herein shall remain vested in the bidder, or, if they are furnished to PwDs Welfare Department, Maharashtra directly or through the bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

- The PwDs Welfare Department, Maharashtra shall not be responsible for any breach arising due to unethical conduct by its employee, representative or any third party associated but proven guilty, will take cognizance of the same.

8.6 Confidential Information

- The PwDs Welfare Department, Maharashtra and the bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the RFP, whether such information has been furnished prior to, during or following completion or termination of the RFP.
- The PwDs Welfare Department, Maharashtra shall not use such documents, data, and other information received from the bidder for any purposes unrelated to the contract. Similarly, the bidder shall not use such documents, data, and other information received from the PwDs Welfare Department, Maharashtra for any purpose other than the performance of the RFP.

8.7 Warranty

- If any module of developed software/system gives continuous trouble and runtime or logical errors during the warranty period, the agency shall rectify the problems without any additional cost to the PwDs Welfare Department, Maharashtra. The agency has to make suitable changes in solutions as per the change requests (Any number/ unlimited) received from users during warranty period without any extra cost to the PwDs Welfare Department, Maharashtra
- The bidder hereby represents and warrants that the software as delivered does not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the PwDs Welfare Department, Maharashtra to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the agency shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the Software.

8.8 Force Majeure

- Notwithstanding anything contained in the RFP, the agency shall not be liable for liquidated damages or termination for default, if and to the extent that, its delays in performance or other failures to fulfil its obligations under the agreement are the result of an event of Force Majeure.
- For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the bidder. Such events may

include, but not be limited to, acts of PwDs Welfare Department, Maharashtra in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

- If a Force Majeure situation arises, the bidder shall promptly notify the PwDs Welfare Department, Maharashtra in writing and on mail of such condition and the cause thereof. Unless otherwise directed by the PwDs Welfare Department, Maharashtra, in writing or on mail, the bidder shall continue to perform its obligations under the contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8.9 Payments in case of Force Majeure

- Force Majeure shall not include any events caused due to acts / omissions of such Party or result from a breach / contravention of any of the terms of the contract, bid and/or the RFP. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated / proposed precautions, as were required to be taken under the contract.
- The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The department will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the vendor/ vendor's Team in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management / recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- In case of a Force Majeure, all parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the contract and to minimize any adverse consequences of Force Majeure.
- The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- For purposes of this clause, "Force Majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable.

- Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of terrorism, either in fires, floods, strikes, lockouts and freight embargoes.
- If a Force Majeure situation arises, the agency shall promptly notify the department in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the department in writing, the vendor shall continue to fulfil its obligations under the contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay.
- If the duration of delay continues beyond a period of three months, the department and the agency shall hold consultations with each other in an attempt to find a solution to the problem. Notwithstanding above, the decision of the department should be final and binding on the agency.

8.10 Extension of schedule time

- If at any time during performance of RFP, the bidder encounters conditions impeding timely delivery of the services, the bidder shall promptly notify PwDs Welfare Department, Maharashtra in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the bidder's notice PwDs Welfare Department, Maharashtra shall evaluate the situation and may at its discretion extend the bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the RFP.
- In the case of Force Majeure, as provided under Section 8.9 of RFP, a delay by the bidder in the performance of its delivery and completion obligations shall be as per the decision taken by the PwDs Welfare Department, Maharashtra.

8.11 Termination

As per this clause under this contract, the PwDs Welfare Department Maharashtra, may, by written notice, terminate the agency in the following ways:

Termination for Default

The PwDs Welfare Department Maharashtra, without prejudice to any other remedy for breach of RFP, by written notice of default sent to the bidder, may terminate the contract in whole or in part -

- a) if the bidder fails to deliver any or all of the services within the period specified in the RFP, or within any extension thereof granted by PwDs Welfare Department.
- b) if the bidder fails to perform any other obligation under RFP.

Termination for Insolvency

The PwDs Welfare Department may at any time terminate the contract by giving notice to the bidder if the bidder becomes bankrupt or otherwise insolvent. In such an event,

termination will be without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the PwDs Welfare Department.

Termination of Convenience

- a) The PwDs Welfare Department by notice sent to the bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The termination notice shall specify that termination is for the PwDs Welfare Department convenience, the extent to which performance of the bidder under the RFP is terminated, and the date upon which such termination becomes effective.
- b) The services that are complete and expected to be completed within twenty-eight (28) days after the bidder's receipt of notice of termination shall be accepted by the PwDs Welfare Department, Maharashtra at RFP terms and prices. For the remaining services, PwDs Welfare Department, Maharashtra may elect:
 - to have any portion completed and delivered at the RFP terms and prices;
or
 - to cancel the remainder and pay to the bidder an agreed amount as per RFP for partially completed services.

In all three cases termination shall be executed by giving written notice to the agency. Upon termination of the contract, payment shall be made to the agency for:

- Services satisfactorily performed prior to the effective date of termination
- Any expenditure actually and reasonably incurred prior to the effective date of termination.
- No consequential damages shall be payable to the agency in the event of such a termination.

8.12 Master Service Agreement

The selected agency shall have to sign a contract/ Master Service Agreement post the final evaluation process and the declaration of the agency selected for the work.

8.13 Standards of Performance

The agency shall give the services and carry out their obligations under the contract with due diligence, efficiency, and economy in accordance with generally accepted professional standards and practices. The agency shall always act in respect of any matter relating to this contract as faithful advisor to the PwDs Welfare Department, Maharashtra. The agency shall abide by all the provisions/ acts/ Rules etc. of information Technology prevalent in the country and Maharashtra State. The agency shall conform to the standards laid down in RFP in totality.

8.14 Delivery and Documents

As per the time schedule agreed by parties for specific projects given to the agency from time to time, the agency shall submit all the deliveries on a due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples, or other documents to any person other than an entity employed by the affected party for the performance of the contract. In the event of the termination of the contract, all the documents prepared by the agency under this contract shall become the property of the PwDs Welfare Department, Maharashtra. The agency may retain a copy of such documents, but shall not be used anywhere, without taking permission, in writing, from the PwDs Welfare Department, Maharashtra and the PwDs Welfare Department, Maharashtra reserves the right to grant or deny any such request.

8.15 Applicable Law

Applicable law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contract shall be interpreted in accordance with the laws of the Union of India and that of State of Maharashtra.

8.16 Use of Contract Documents and Information

The agency shall not, without the PwDs Welfare Department, Maharashtra prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the agency in performance of the contract. Disclosure to any such employed person shall be made confidently and shall extend only that far as may be necessary for purposes of such performance.

The agency shall not, without the PwDs Welfare Department's prior written consent, make use of any document or information except for purposes of fulfilling the contract.

Any document, other than the contract itself, shall remain the property of the PwDs Welfare Department, Maharashtra, and shall be returned (in all copies) to the PwDs Welfare Department, Maharashtra, on completion of the agency's performance under the contract if so, required by the PwDs Welfare Department, Maharashtra.

The agency shall permit the PwDs Welfare Department, Maharashtra, to inspect the agency's accounts and records relating to the performance of the agency and to have them audited by auditors appointed by the PwDs Welfare Department, Maharashtra, if so, required by them.

8.17 Governing Language

The Contract shall be written in the English Language. English version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

8.18 Intellectual Property Rights (IPR)

- All the deliverables, including, and source code of the web portal and mobile application submitted by the agency under the contract, will be the property of the PwDs Welfare Department, Maharashtra. In case of any specific specific/ unique solutions/modules deployed by the agency, the IPR of the same shall remain with the selected agency.
- The agency shall indemnify the PwDs Welfare Department, Maharashtra against all third-party claims of infringement of copyright, patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in India.
- All the deliverable and application software developed by the agency for the PwDs Welfare Department, Maharashtra, the copyright/ IPR of that software/ deliverable will be with the PwDs Welfare Department, Maharashtra. The agency shall not sell or use (fully/ partly) that software for service of other customers without written consent from the PwDs Welfare Department, Maharashtra.
- While passing on the rights (license) of using any software/ software tool, the agency shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- The software licenses supplied by the agency shall be genuine, perpetual, for full use and should provide patches, fixes, and security updates directly from the OEM at no additional cost to the PwDs Welfare Department, Maharashtra, for the entire period of contract.
- In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, or design rights arising from the use of the goods and services or any part thereof in India the agency shall act expeditiously to extinguish such claim. If the agency fails to comply and the PwDs Welfare Department, Maharashtra is required to pay compensation to a third party resulting from such infringement, the agency shall be responsible for the compensation including all expenses, court costs and lawyer fees. The PwDs Welfare Department, Maharashtra will give notice to the agency of such claim, if it is made, without delay.

8.19 Subcontracts and Consortium

Consortiums are allowed to participate in the tendering process, subject to maximum of 2 consortium members, including the Lead Bidder. However Subcontracting of work is not allowed.

8.20 Assignments

The agency shall not assign the project to any other agency, as a whole or in part, to fulfil its obligation under the contract.

8.21 Change Orders

The PwDs Welfare Department, Maharashtra, Maharashtra may, at any time, by written order given to the agency make changes within the scope of the contract in any one or more of the following:

- Designs, specifications, module requirements which web portal and mobile application to be provided under the Contract are to be specifically developed / rendered for the PwDs Welfare Department, Maharashtra.
- Training of officials/stakeholders of PwDs Welfare Department, Maharashtra in terms of hours/subjects will be without any additional cost.
- The place of the services to be provided by the agency.
- If any such change causes an increase or decrease in the cost of, or the time required for, the agency's performance of any provisions under the Contract, equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the agency for adjustment under this clause must be asserted within thirty (30) days from the date of the agency's receipt of the PwDs Welfare Department's change order.
- The cost and additional team required by the agency for the changes in the scope of work suggested by the PwDs Welfare Department, Maharashtra, will be approved as defined in the Change Request Management of this document.

8.22 Annual Performance Appraisal

The PwDs Welfare Department, Maharashtra, shall conduct a performance appraisal for assessing the activities performed by the selected agency. The performance appraisal shall be done by the Secretary, PwDs Welfare Department, Maharashtra. The performance appraisal shall assess the performance of the selected agency on following parameters but not limited to

- The activities performed by the selected agency vis-vis the scope of work defined by the PwDs Welfare Department, Maharashtra
- Performance of the personnel deployed to perform various activities for scope completion.
- Meeting of committed timelines to complete the scope activities.
- Quality of project deliverables and the related documentation
- Professional and moral conduct of the personnel deployed by the agency on the project.

- Number of SLA breaches recorded, and penalties imposed with respect to the activities to be completed with regards to the scope of the work, etc.
- Any additional parameters for annual performance evaluation decided by the PwDs Welfare Department, Maharashtra
- Opportunity shall be given to the selected agency to explain the scope-related variances that may have been occurred. The Secretary, PwDs Welfare Department, Maharashtra, based on the performance and the justifications of the selected agency, shall have the right to terminate the contract as per the termination clause.

8.23 Suspension

The PwDs Welfare Department, Maharashtra may, by in written notice to agency, suspend all payments to the agency hereunder if the agency fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension. The PwDs Welfare Department, Maharashtra

- Shall specify the nature of failure.
- Shall request the agency to remedy such failure within a period not exceeding thirty (30) days after receipt by the agency of such notice of failure.

8.24 Exit Management

1. Exit Management Purpose

This Schedule sets out the provisions which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

2. Transfer of Assets

Successful bidder shall be entitled to use the assets for the duration of the exit management period, which shall be one month period from the date of expiry of contract, or termination of the contract.

3. Confidential Information, Security and Data

Successful Bidder will promptly on the commencement of the exit management period, supply to the PwDs Welfare Department, Maharashtra, its nominated agencies the following -

- Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to applications, Project's Intellectual Property Rights; any other data and confidential information related to the Project.
- Project data is reasonably required for purposes of the project or for transitioning services to its replacing agency in a readily available format.

- All other information (including but not limited to documents, records, and agreements) relating to the services reasonably necessary to enable the department and its nominated agencies, or its replacing agency to carry out due diligence in order to transition the provision of the services PwDs Welfare Department, Maharashtra its nominated agencies, or its replacing agency (as the case may be)

4. Rights of Access to Information

- At any time during the exit management period, the agency will be obliged to provide an access of information to PwDs Welfare Department, Maharashtra and / or any Replacing agency in order to make an inventory of the Assets (including Software / Active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other material related to the applications.

• Exit Management Plan

- Successful Bidder shall provide PwDs Welfare Department, Maharashtra with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA and in relation to Project Implementation, the Operation and Management SLA and Scope of work definition.
- A detailed program of the transfer process that could be used in conjunction with a replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure is to be used during the transfer.
- Plans for communication with such successful bidder, staff, suppliers, customers and any related third party are necessary to avoid any material detrimental impact on PwDs Welfare Department, Maharashtra Applications operations because of undertaking the transfer.
- Plans for provision of contingent support to applications and replacement agency for a reasonable period (minimum one month) after transfer.
- Agency shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- Each Exit Management Plan shall be presented by the successful bidder and approved by the PwDs Welfare Department, Maharashtra, its nominated agencies.
- The terms of payment as stated in the terms of payment schedule include the costs of the successful bidder complying with its obligations under this schedule.
- During the exit management period, the successful bidder shall use its best efforts to deliver the services.

- Payments during the Exit Management period shall be made in accordance with the terms of payment schedule.
- This Exit Management plan shall be furnished in writing to the successful bidder or its nominated agencies within 7 days from the receipt of notice of termination or three months prior to the expiry this Agreement.
- In case of termination of contract, the successful bidder will be paid only for the period they have worked on the project. In case the successful bidder does not support the PwDs Welfare Department, Maharashtra in the exit period, the PwDs Welfare Department, Maharashtra has all the rights to hold the PBG deposited by the bidder to the PwDs Welfare Department, Maharashtra.

8.25 Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

1. Amicable Settlement: Performance of the Contract is governed by the terms the conditions of the contract, however at times disputes may arise about any interpretation of any term or condition of contract including the scope of work, the clauses of payments, meaning, operation & effect, etc. In such a situation the party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receiving receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause below for resolution of dispute through arbitration shall become applicable. The Secretary, PwDs Welfare Department, Maharashtra shall be the forum for the amicable settlement process.

2. Resolution of Dispute:

- The PwDs Welfare Department, Maharashtra and the agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty (30) days from the commencement of such informal negotiations, the department and the agency have been unable to resolve amicably a contract dispute, the matter will be referred for Arbitration, and the Arbitrator's decision will be final and binding on both the parties.
- First level of Arbitrator will be Secretary, PwDs Welfare Department, Maharashtra and the arbitration process will be as per laws of Government of Maharashtra.
- If during the subsistence of the contract or thereafter, any dispute between the parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of the contract or regarding any question, including as to whether the termination

of the contract by one party hereto has been legitimate, the parties hereto shall endeavour to settle such dispute amicably and / or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the parties hereto, after reasonable attempts (which attempt shall continue for not less than thirty (30) days), gives thirty (30) days' notice to refer the dispute to arbitration to the other party in writing

- o The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
 - o The Arbitration proceedings shall be held in Mumbai, Maharashtra, India.
 - o The Arbitration proceeding shall be governed by the substantive laws of India.
 - o The proceedings of Arbitration shall be in English language.
- Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting of three Arbitrators. Each party shall appoint one Arbitrator, and the Arbitrators so appointed shall appoint the third Arbitrator who will act as Presiding Arbitrator.
- In case, a party fails to appoint an arbitrator within thirty (30) days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within thirty (30) days from the date of their appointment upon request of a party, Department of Law and Judiciary shall appoint the arbitrator / Presiding Arbitrator upon request of one of the parties.
- If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party / arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall precede de novo.
- It is a Contract Condition that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- It is also a Contract Condition that neither party to the contract shall be entitled for any interest on the amount of the award.

- The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this Clause.

8.26 Taxes and Duties

The agency shall fully familiarize themselves with the applicable domestic tax (including Income Tax, GST, TDS etc.) on amount payable by the PwDs Welfare Department, Maharashtra under the contract. The agency and personnel shall pay such domestic tax, duties, fees, and other impositions (wherever applicable) levied under the applicable law. GST shall be paid by the department at actuals.

8.27 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated at Mumbai in the State of Maharashtra only in relation to the contract.

8.28 Binding Clause

All decisions taken by the PwDs Welfare Department, Maharashtra, regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

9. Monitoring and Auditing

The performance of the selected agency against the defined SLA parameters shall be reviewed by the Secretary, PwDs Welfare Department, Maharashtra. These reviews will be conducted on a monthly basis or at intervals specified in the contract or as mutually agreed.

The findings from such scheduled or unscheduled reviews/audits will serve as the basis for initiating any actions, including imposition of penalties or determination of breach of contract, in accordance with the SLA terms

A committee may also be formed for constant monitoring of the project by the Secretary, PwDs Welfare Department, Maharashtra and the agency would be responsible for providing any kind of audit or review related documents to the committee.

SECTION - III ANNEXURES TO RFP

10. Annexure I: General Forms

10.1 Form 1 : Covering Letter

< To be submitted on the letter head of the company >

Date: dd/mm/yyyy

To,
Secretary,
Persons with Disabilities (PwDs) Welfare Department, Maharashtra
3rd Floor, Mittal Tower, A Wing, Barrister Rajni Patel Marg,
Nariman Point, Mumbai – 400021

Subject: Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department

Dear Sir,

1. Having examined the tender, we, the undersigned, offer to propose providing our bid for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department
2. We have read the provisions and confirm our acceptance of them. We further declare that any additional conditions, variations, or deviations, if included in our bid, shall be disregarded and not considered.
3. We declare that we have made payment of the Earnest Money Deposit of INR _____ (Rupees _____ only) via online e-Tendering Payment Gateway at <https://mahatenders.gov.in/> .
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification
5. We understand you are not bound to accept any proposal you receive.
6. Our correspondence details with regards to this Tender are:

S. No.	Requirement	Details
1	Name of bidder with full address	

S. No.	Requirement	Details
2	Tel. No.	
3	Fax No.	
4	Email	
5	Year of Incorporation	
6	Name and address of the person holding the business	
7	Places of presence of the company	
8	Date of Registration of Firm	
9	GST Registration Number	
10	PAN Number	
11	Name and details (Tel/ Mobile) of contact person	
12	E-mail of contact person	

7. We hereby declare that our bid response is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[BIDDER'S NAME]

Name Title

Signature

Date

10.2 Form 2 : Bidders Details

(To be submitted on the letter head of the bidder)

Bidder's Details

S. No	Details Required	Response
1	Name of the Company/ Bidder	
2	Year of establishment of the Company/Bidder	
3	Head Office Address	
4	Telephone No. (with STD Code)	
5	Fax No. (with STD Code)	
6	E-mail Address	
7	Name of the key representative for this project	
8	Power of Attorney Documents Attached (Yes/No)	
9	Name of the Authorized Signatory	

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

10.3 Form 3 : Format for Power of Attorney

Date: dd/mm/yyyy

RFP Reference No: Dated

Know by all men by these presents, We _____ (Name of the Bidder and address of their registered office) do here by constitute, appoint and authorize Mr./Ms. _____ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of _____ as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the “RFP for “Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department”, including signing and submission of all documents and providing information/responses to the PwDs Welfare Department, Maharashtra, representing us in all matters before PwDs Welfare Department, Maharashtra, and generally dealing with the PwDs Welfare Department, Maharashtra in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our a fore-said Attorney shall and shall always be deemed to have been done by us.

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Accepted,

(Signature)

(Name, Title and Address of the Attorney)

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of

the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

- The Power of Attorney shall be provided on Rs.100/-stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the bidder authorizing the person who is issuing this power of attorney on behalf of the bidder.

10.4 Form 4 : Pre-bid Queries Format

(To be submitted on the letter head of the bidder)

The Pre-bid queries shall be sent to PwDs Welfare Department, Maharashtra on following email IDs with subject line “Pre-Bid: **Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department** - <<Name of Company>>”

sunanda.ghadyale@nic.in

The queries sent to other email IDs or those having different subject lines shall not be addressed or not taken into consideration.

Clarification Requested by:

Name	
Designation	
Company	
Address	
Contact Number	
E-mail id	
Date	

Clarification Requested

S. No.	RFP DocumentReference(s) Section & Page Nos.	Content of RFPrequiring clarification(s)	Points of clarification

Note: Bidders are requested to provide the queries in Spread sheet format (.xlsx)

Sincerely,

[BIDDER’S NAME]

Name Title

Signature

Date

11. Annexure II: Bid Submission Forms

11.1 Form 5 : Pre-Qualification Bid Submission Letter

(To be submitted on the letter head of the bidder)

To,
Secretary,
Persons with Disabilities (PwDs) Welfare Department, Maharashtra
3rd Floor, Mittal Tower, A Wing, Barrister Rajni Patel Marg,
Nariman Point, Mumbai – 400021

Subject: Participation in the RFP for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department

Dear Sir/Madam,

We, the undersigned bidder, have read and examined in detail all the bidding documents in respect to Pre-Qualification Bid of Participation for RFP for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department, do hereby propose to provide our services as specified in the RFP.

1. Pre-Qualification Response

We hereby confirm that our bid complies with the pre-qualification criteria as per clause 3.1 of the RFP, details of which have been given in the formats provided in the section below.

2. Deviations

We hereby declare that all terms and conditions mentioned in RFP including the corrigendum are acceptable to us without any deviation and all the services shall be performed strictly in accordance with the bid documents.

3. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

4. We understand that our bid is binding on us and that you are not bound to accept the bid you receive.

5. It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.2 Form 6 : Pre-qualification Criteria's Checklist

(To be submitted on the letter head of the bidder)

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
PQ 1	Legal Entity	The bidder shall be a legal entity registered under the Companies Act, 1956 or the Companies Act, 2013 or Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 since last five (5) years from last date of bid submission.	Copy of Certificate of Incorporation/ Registration and Partnership deed if any Copy of Memorandum of Associations (MOA), Articles of Association (AOA) if any	
PQ 2	Turnover	The bidder should have an average annual turnover of minimum INR 25 Crores for the respective financial years (i.e. F.Y. 2022-23, 2023-24, 2024-25).	Copy of the certificate from Chartered Accountant (CA) clearly mentions the turnover of the company for the respective three financial years.	
PQ 3	Net worth	The bidder should have a positive net worth for the respective financial years (i.e. F.Y. 2022-23, 2023-24, 2024-25)	Copy of the certificate from the Statutory Auditor / Chartered Accountant (CA) clearly mentions the net worth of the company for the respective three financial years.	

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
PQ 4	Technical Capabilities	<p>The bidder should have experience in implementing similar IT/ITeS projects, including application analysis, design, development, testing, deploying, software support, and maintenance services, for any Central Government Department, State Government Department, Ministry, or PSU organization in India during the last three financial years (i.e., FY 2022-23, FY 2023-24, and FY 2024-25), as on the date of bid submission.</p> <ul style="list-style-type: none"> • One project of similar nature with value not less than INR 4 Crores • Two projects of similar nature with value not less than INR 3 Crores • Three projects of similar nature with value not less than INR 2 Crores 	<p>Copy of work order / agreement / letter from the client is required.</p> <p>Bidders are required to submit project details in the prescribed format specified in Form 7 of this RFP document.</p>	

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
PQ 5	Manpower Strength	The bidder should have at least 50 technically qualified employees on bidder's payroll as on the date of bid submission.	Letter / Declaration from Human Resource (HR) on the company letterhead to be submitted as per Form 8 along with corresponding EPF statement.	
PQ 6	Certifications	<p>The bidder must mandatorily possess the following valid certifications as on the date of bid submission.</p> <p>3) ISO 9001:2015 or latest 4) CMMI Level 3 or higher</p> <p>The certification should be valid as on the last date of bid submission</p>	Copy of valid certificates as on the last date of bid submission	
PQ 7	Tax registration and clearance	<p>The bidder must possess a valid: -</p> <ul style="list-style-type: none"> • GST Certificate • PAN Card • Income Tax Return Certificate for F.Y. 2022-23, 2023-24, 2024-25. 	<p>Copy of GST Registration Certificate</p> <p>Copy of PAN Card Copy of Income Tax Return Certificate for the respective 3 years</p>	
PQ 8	Blacklisting/Debarment	The bidder should not have been blacklisted or debarred for	A self-certified letter signed by the authorized	

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
		unsatisfactory past performance, corrupt & fraudulent practices or any other unethical by any of the Central/State/Semi-Govt /PSU in India as on the last date of bid submission.	signatory of the bidder on the company letterhead in the prescribed format specified in Form 9 of this RFP document.	
PQ 9	Address Proof	<p>The bidder must have an office in Mumbai/ Mumbai Suburban district.</p> <p>Those bidders who do not have an existing office in Mumbai / Mumbai Suburban District shall establish at least one office in Mumbai / Mumbai Suburban District within one month from the date of award of workorder.</p>	<p>Address proof of the local office (Rental Agreement / Sale Deed/ Property Tax Receipt / Electricity Bill / GST Registration Certificate / MSME Udyam Certificate / Shop & Establishment Act License/ Municipal License) in the name of the company in Mumbai/ Mumbai Suburban district.</p> <p>Self-certified undertaking on company letterhead in the prescribed format specified in Form 10 of this RFP document duly signed by the</p>	

PQ #	Pre-qualification Criteria	Specific Requirements	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
			authorized signatory, confirming that the bidder will establish at least one office in Mumbai / Mumbai Suburban District within one month from the date of award of contract.	

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.3 Form 7 : Project Experience Format

Summary of All Relevant Project

S. No	Name of the Client	Name of the Project	Address and Location	Contact Number and Email ID	Duration of the Assignment (From – To)	Workorder Attached (Yes/No)	Contract Attached (Yes/No)
1							
2							
3							
4							
5							

Please add rows to list down more projects

Individual Project Details

S. No	Particulars	Information
1	Client's Name	
2	Assignment/Job Name	
3	Name and Contact Details of the Client	
4	Description of Project	
5	Scope of Services as provided by your firm under the contract	
6	Technologies Used if any	
7	Outcomes of the Project	
8	Current Status (Completed / Ongoing / Phase Completion)	
9	Duration of Assignment/Job (months)	
10	Approx. value of the contract (in Rupees)	
11	Approx. value of the Assignment/job provided by your firm under the contract (in INR)	
12	Start date (month/year)	
13	Completion date (month/year)	
14	Copy of Work Order or Client Certificate or Certificate from Company Secretary/CA	
15	Copy of Completion Certificate (if applicable)	

S. No	Particulars	Information
16	Any other Supporting Document	
17	Mention criteria under which this project is being cited (Refer point No. 2 of the note below)	
Signature of Bidder: Date: Place:		

Note:

- Using the above format, please provide information on each project separately for which the bidder was legally contracted either as a corporate entity or as one of the major companies within an association, for carrying out services similar to the projects/requirement requested under this RFP.
- Same project can be shown in various qualification criteria (Pre-Qualification & Technical) wherein project related details are sought.
- Supporting documents like work order, agreement, client certificates and correspondence details with name, phone no., fax no. and email address of the client in support of each of the above projects to be furnished.

Details required for key personnel to be working on this project - Key management personnel (along with company MD/CEO/Director/Consultants) information, their relevant experience in the firm is as given below, details of other key personnel - (Deployed for this Project – Please add rows for extra personnel)

S. No	Key position	Name of the Staff	Name of the Firm	Qualification	Years of Experience

11.4 Form 8 : Declaration on Manpower Strength and EPF Details

(To be submitted on the letter head of the bidder)

To,
Secretary,
Persons with Disabilities (PwDs) Welfare Department, Maharashtra
3rd Floor, Mittal Tower, A Wing, Barrister Rajni Patel Marg,
Nariman Point, Mumbai – 400021

Subject: Submission of Professional Team Details for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department

Dear Sir/Madam,

We, the undersigned, hereby declare that the ____ individuals are currently on the official payroll of our organization. These professionals form part of our existing workforce and possess the necessary skills and expertise relevant to the scope of work outlined in the Request for Proposal (RFP) for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department.

If required, we further confirm that the employment of all listed ____ personnel is duly registered under the Employees' Provident Fund Organization (EPFO), and their details have been verified and are compliant with statutory requirements.

S. No	Full Name	Designation	Email ID	Contact Number	EPFO UAN Number

We further declare that the above information is true and correct to the best of our knowledge and belief. In case any of the information provided above is found false or misleading at any stage, we understand that our bid is liable to be rejected and may attract penal actions as deemed fit by the PwDs Welfare Department, Maharashtra.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.5 Form 9 : Undertaking for Not Blacklisting and Declaration of Ineligibility for Corrupt or Fraudulent Practices

(To be submitted on the letter head of the bidder)

We confirm that our company or firm, <_____> , is as on the date of submission of this bid for the **Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department**, not blacklisted in any manner whatsoever by any of the State or UT and or Central Government in India on any ground including but not limited to indulgence incorrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.6 Form 10 : Undertaking to Establish Office in Mumbai / Mumbai Suburban District

(To be submitted on the letter head of the bidder)

To,
Secretary,
Persons with Disabilities (PwDs) Welfare Department, Maharashtra
3rd Floor, Mittal Tower, A Wing, Barrister Rajni Patel Marg,
Nariman Point, Mumbai – 400021

Subject: Undertaking to Establish Office in Mumbai / Mumbai Suburban District

Dear Sir/Madam,

We, **[Name of Bidder/Company]**, having our registered office at **[Address of Company]**, do hereby undertake and confirm the following:

- That we have carefully read and understood the terms and conditions of the RFP document.
- That we hereby certify and undertake that, in the event of award of contract to us, we shall establish at least one office in **Mumbai / Mumbai Suburban District** within **one month** from the date of award of contract.

We further declare that the above statements are true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.7 Form 11 : Technical Bid Submission Letter

(To be submitted on the letter head of the bidder)

To,
Secretary,
Persons with Disabilities (PwDs) Welfare Department, Maharashtra
3rd Floor, Mittal Tower, A Wing, Barrister Rajni Patel Marg,
Nariman Point, Mumbai – 400021

Subject: Technical bid submission for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department

Dear Sir/Madam,

We, the undersigned bidders, have read and examined in detail all the bidding documents in respect of Technical Bid of the RFP for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department, do hereby propose to provide our services as specified in the RFP.

1. Technical Response

We confirm having submitted the information as required by you in your Request for Proposal document. This is enclosed in **Section x to Section xx of our technical bid**. In case you require any other further information/documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.

2. Earnest Money Deposit (EMD)

We declare that we have made a payment of INR _____ /- (Rupees _____ only) via online e-Tendering Payment Gateway at <https://mahatenders.gov.in/>. and this Earnest Money Deposit is liable to be forfeited in accordance with the provisions of bid documents.

3. Deviations

We hereby declare that all terms and conditions mentioned in RFP including the corrigendum are acceptable to us without any deviation and all the services shall be performed strictly in accordance with the bid documents.

4. Validity of this Bid

We agree that the bid shall remain valid for a period of 180 days from the last date of submission of the bids and it shall remain binding upon us with full force and virtue.

5. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and beliefs.

6. We understand that our bid is binding on us and that you are not bound to accept the bid you receive.

7. It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as other documents, which may be required in this connection.

(Signature of the Authorized signatory of the bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.8 Form 12 : Technical Bid Checklist

(To be submitted on the letter head of the bidder)

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
TQ 1	Turnover	The bidder should have an average annual turnover of minimum INR 25 for the respective financial years (i.e. F.Y. 2022-23, 2023-24, 2024-25).		Copy of the certificate from Chartered Accountant (CA) clearly mentions the turnover of the company for the respective three financial years.	
		> 25 to <50 Crores	05		
		>=50 to <75 Crores	07		
		>= 75 Crores	10		
TQ 2	Technical Capabilities - 2	The bidder should have experience in implementing similar IT/ITeS projects, including application analysis, design, development, testing, deploying, software support, and maintenance services, for any Central Government Department, State Government Department, Ministry, or PSU organization in India during the last three financial years (i.e., FY 2022-23, FY 2023-24, and FY 2024-		Copy of work order / agreement / letter from client is required. Bidders are required to submit project details in the prescribed format specified in Form 7 of this RFP document.	

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
		25), as on the date of bid submission. Only 1 project to be evaluated			
		Total project order value <10 Crore	05		
		Total project order value > =10 to < 15 Crore	07		
		Total project order value >= 15 Crore	10		
TQ 3	Experience of working with Government of India and Government of Maharashtra	Experience of working with Government of India and Government of Maharashtra		Copy of work order / agreement / letter from client is required.	
		>=2 to <5 projects	03		
		>=5 to <10 projects	06		
		>=10 projects	10	Bidders are required to submit project details in the prescribed format specified in Form 7 of this RFP document.	
TQ 4	Manpower Strength	The bidder should have at least 50 technically qualified employees on bidder's payroll as on the date of bid submission.		Letter / Declaration from Human Resource (HR) on the company	

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
		50 – 100 Resources	10	letterhead to be submitted as per Form 8 along with corresponding EPF statement.	
		100 – 150 Resources	15		
		More than 150 Resources	20		
TQ 5	Certifications	The bidder must mandatorily possess the valid certifications as on the date of bid submission.		Copy of valid certificates as on the last date of bid submission	
5.1	ISO Certification	All ISO Certification ISO 9001 ISO 27001 ISO 20000 ISO 14000	10		
5.2	CMMI Certification	CMMI Level 3	05		
		CMMI Level 5	10		
TQ 6	Technical Presentation	Understanding of the Project Requirements and Scope of work	10		
		Proposed Approach and Methodology. This presentation shall be evaluated on parameters such as: <ul style="list-style-type: none"> • Approach & Methodology • Implementation Plan • Operation & Maintenance Quality Control & Management 	10		

TQ #	TQ Evaluation Criteria	Specific Requirements	Max. Marks	Supporting Documents to be Submitted	Remarks on the documents submitted by the bidder with corresponding page number (Yes/No)
		<ul style="list-style-type: none"> • Adherence to the project timelines • Innovation & Value Addition Services 			
		Demonstrated a Case study of a project executed by the bidder with equivalent scope of work	10		
Total Marks			100		

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.9 Form 13 : Commercial Bid Submission Letter

(To be submitted on the letter head of the bidder)

To,
Secretary,
Persons with Disabilities (PwDs) Welfare Department, Maharashtra
3rd Floor, Mittal Tower, A Wing, Barrister Rajni Patel Marg,
Nariman Point, Mumbai – 400021

Subject: Commercial bid submission for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department

Dear Sir/Madam,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect to **commercial bid submission for the Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department** do hereby propose to provide our services as specified in the Tender documents number <TENDER REFERENCE NUMBER> dated <DD/MM/YYYY>

1. Price and Validity

1.1 All the prices mentioned in our bid are in accordance with the terms specified in the bidding documents. All the prices and other terms and conditions of this bid are valid for a period of 180 days from the last date of submission of bids.

1.2 We do hereby confirm that our bid prices include all components of the Scope of Work excluding GST.

1.3 We accept that there won't be any escalation/ increase in the final rate quoted by us in the commercial bid for a period of 20 months and abide by all the terms and conditions mentioned in the stated Tender and any corrigendum thereafter.

1.4 We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altered under the law, we shall pay the same.

3. Deviations

We hereby declare that all terms and conditions mentioned in RFP and Corrigendum are acceptable to us without any deviation and all the services shall be performed strictly in accordance with the bid documents.

4. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the requirements specified in the bid documents.

5. Quoted Rates

Quoted rates quoted for the purpose of the bid shall be valid for our services for the entire duration of the project including as per the clauses stated in RFP.

6. Unit Rates

We have indicated in the relevant schedules enclosed the unit rates for the purpose of payment as well as for price adjustment in case of any increase to/decrease from the scope of work under the contract.

7. Contract Performance Guarantee

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed at Annexure I of the RFP.

We hereby declare that our bid is made in good faith, without collusion or fraud, and the information contained in the bid is true and correct to the best of our knowledge and belief. We understand that our bid is binding on us and that you are not bound to accept the bid you receive.

Thanking you,

Yours faithfully

(Signature of the authorized representative of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

11.10 Form 14 : Commercial Quote Format

(To be submitted on the letter head of the bidder)

Bidder should provide all prices as per the prescribed format under this Section. The bidder should not leave any field blank. In case the field is not filled, it would be assumed that the item would be provided at zero cost.

The PwDs Welfare Department, Maharashtra reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies. The bidder needs to account for all out-of-pocket expenses due to boarding, lodging and other related items. The bidder needs to carefully read the 'RFP Schedule', 'Service Level Agreement', 'Overall Bid Evaluation' & other details as mentioned in this document. The detailed scope of these milestones is given in earlier sections of this tender document.

Cost structure is bifurcated into different heads as mentioned in the table below. The bidder should submit the commercial quote in the below given formats:

S. No.	Particular of the Services	Total Cost in INR
1	Cost of Design, Development and Implementation of Web Portal and Mobile Application	
2	Cost of Operation and Maintenance of Web Portal and Mobile Application for project duration	
3	Training Cost for project duration	
4	Total Commercial Cost (1+2+3)	
TOTAL **		

*Exclusive of GST, which shall be payable at actuals by the department.

** If bidders may feel that there are some important costs involved in addition to the cost heads mentioned above, they may increase the cost heads to suit their needs.

Note: -

- Commercial offer has to be entered online only. An Online Form, similar to the commercial format given above, will be available to the bidders in commercial envelope during online bid preparation stage where bidders would quote their offer.
- The bidder will provide the commercial quote on bidder's company letter head duly signed and stamped by authorized signatory, scan and upload in the commercial bid envelope.

Thanking you,

Yours faithfully

(Signature of the authorized representative of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

12. Annexure III: Format of Performance Bank Guarantee

We_____ (hereinafter called "the bidder") has submitted its bid dated_____for "Selection of an Agency for Development, Implementation, Operation, and Maintenance of a Unified Web Portal and Mobile Application for the Persons with Disabilities (PwDs) Welfare Department", (hereinafter called "the Bid") to the Secretary, PwDs Welfare Department, Government of Maharashtra (GoM)

Know all men by these presents that We_____of _____having our registered office at_____ (hereinafter called "the Bank") are bound unto the PwDs Welfare Department, Government of Maharashtra (hereinafter called "the Purchaser") to the sum of _____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank on this_____day of 2025

The conditions of this obligation are:

1. If the bidder, having withdrawn its bid during the period of bid validity specified by the bidder on the bid form; or
2. If the bidder, having been notified of the acceptance of its bid by the purchaser during the period of bid validity:
 - a. fails or refuses to execute the contract form, if required; or
 - b. fails or refuses to furnish the Performance Security, in accordance with the instructions to bidders.

We undertake to pay to the purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 180 days after the period of bid validity, and any demand in respect thereof should reach the bank not later than the above date.

(Authorized Signatory of the Bank)

Seal:
Date:
Place: