

**State Legal Services Authority (SLSA), West Bengal**  
City Civil Court Building, 1<sup>st</sup> Floor, 2 & 3, K. S. Roy Road, Kolkata – 700 001

TENDER NOTICE

No. 1341/SLSA-86/2020

Date : 23 May 2025

The SLSA, W.B., invites Sealed Tenders/Quotations for development and launching of mobile based App, the broad parameters of which are given below :

**Project Requirement Document (PRD)**  
**Integrated Legal Aid Service Delivery Platform**  
**For the State Legal Services Authority, West Bengal (SLSA,W.B.)**

**1. Project Overview**

The SLSA,W.B., in collaboration with the District Legal Services Authorities (DLSAs), intends to build an integrated digital platform for delivering free legal aid services to eligible citizens. The solution will consist of :

- A **mobile application** (android OS) for citizens
- A **web application** for administrative users at SLSA and DLSA
- A **cloud-based backend infrastructure** for integration and data management

The goal is to streamline access to legal aid services, reduce physical visits, and enhance transparency, accountability, and service efficiency.

**2. Stakeholders**

- **Citizens of West Bengal** seeking legal aid
- **District Legal Service Authorities (DLSAs)**
- **State Legal Services Authority (SLSA)**
- **System Administrators**

**3. Objectives**

- Enable citizens to apply for legal aid from their mobile devices
  - Allow remote tracking and monitoring of applications and cases
  - Integrate with **Aadhaar for identity verification**
  - Provide multilingual and accessible services
- Ensure security, audit compliance, and scalable deployment on **Amazon Web Services (AWS)**

#### **4. System Architecture Overview**

- **Fronted :**
  - Android Mobile Application (for citizens)
  - Web Portal (for DLSA/SLSA officials)
- **Backend:**
  - Cloud-based (preferably AWS)
  - APIs for authentication, document upload, NJDG integration, chatbot, video conferencing, etc.

#### **5. Functional Requirements**

##### **5.1 Mobile Application (Android only)**

###### **User Registration & Login**

- Aadhaar –based e-KYC for identity validation (API-based)
- Mobile number registration with OTP login
- Profile management

###### **Service Discovery**

- Auto-detect or manual input of postal code to identify the relevant DLSA office

###### **Application for Legal Aid**

- Digital application form with dynamic fields
- Upload functionality for supporting documents
- Application submission with acknowledgement

###### **Application Tracking**

- View current status
- Real-time updates on application progress
- Push notifications for status change

###### **Case Monitoring**

- Integration with National Judicial Data Grid (NJDG) API to show :
  - Case registration updates
  - Hearing dates
  - Orders or judgements
- Link user applications to relevant NJDG data

## **Communication and Awareness**

- Live chat (basic queries handled by AI chatbot)
- Video calling facility with legal officers (calendar-based booking system)
- Push notifications for awareness programs
- Live video sessions on legal awareness

## **Help and Support**

- Multilingual FAQ
- Contact options for DLSA/SLSA
- AI based Chatbot for preliminary assistance

## **Accessibility**

- Screen reader support
- Language support: English, Hindi, Bengali, Alchiki, Nepali
- Visual and hearing impairment accommodations (e.g., voice navigation, captions on videos)

## **5.2 Web Application (Administrative Portal)**

### **User Roles & Access Control**

- SLSA Officers (SLSA level)
- DLSA Officers (district level)
- Administrator
- Read/write/update permissions based on role

### **Application Management**

- View and filter applications by district, date, status, etc.
- Security of application, Update status, assign advocates, add internal notes, etc.
- Request additional documents from applicants, etc.

### **Communication Interface**

- Reply to user queries
- Schedule and conduct video calls with applicants

### **Content & Program Management**

- Manage FAQ
- Publish legal awareness campaigns
- Schedule and host live sessions

## Reports & Analytics

- Application volumes
- Case linkage rates
- Regional metrics
- **SLA/ SLSA** compliance and turnaround time

## 6. Technical Requirements

### 6.1 Cloud Infrastructure

- AWS preferred (EC2, RDS, S3, Lambda, etc.)
- Scalable and highly available architecture
- Data backup and disaster recovery plan

### 6.2 APIs

- Aadhaar-based authentication
- NJDG for case tracking and order retrieval
- SMS/Email gateway for OTP and notifications
- Chatbot AI integration
- Video conferencing (integration with third-party SDKs such as Jitsi, Zoom, or WebRTC)

### 6.3 Security

- OAuth 2.0/JWT for user authentication
- End-to-end encryption for communication
- Data encryption at rest and in transit
- Role-based access control (RBAC)
- Security audits and VAPT (Vulnerability Assessment and Penetration Testing) before deployment

### 6.4 Compliance

- Adherence to IT Act, Aadhaar Act, and data protection norms
- Accessibility compliance (WCAG 2.1 AA)
- Periodic security reviews

## 7. Non-Functional Requirements

- **Performance** : Quick load times (<3s for mobile app)
- **Availability** : 99.9 % uptime
- **Scalability** : Support for 10 million +users
- **Localization** : Full UI translation and formatting for all five supported languages
- **Maintainability** : Modular code, easily updateable

## 8. Deliverables

1. Android Mobile Application (with source code)
2. Web Application for SLSA/DLSA (with source code)

3. Backend System (with architecture documentation)
4. APIs documentation
5. User Manual and Admin Manual
6. Deployment Scripts and CI/CD setup
7. VAPT Audit Report
8. Final Deployment on AWS
9. Warranty and Maintenance Plan (Minimum 12 months)

## 9. Timeline

| Phase                     | Duration |
|---------------------------|----------|
| Requirements Finalization | 2 weeks  |
| UI/UX Design              | 3 weeks  |
| Development               | 12 weeks |
| Integration & Testing     | 4 weeks  |
| UAT & Feedback            | 2 weeks  |
| Final Deployment          | 1 week   |
| Maintenance phase         | ongoing  |

## 10. Proposal Submission Guidelines

Software development companies are requested to submit :

- Company Profile and Experience in similar projects
- Proposed Technical Architecture
- Team Composition and Profiles
- Detailed Timeline and Milestones
- Cost Estimates (with break-up)
- Security and Compliance Strategy
- Post-deployment Support Plan

### **General Terms & Conditions**

1. Quotation should be submitted at the office of the SLSA,W.B. [City civil Court Building, 1<sup>st</sup> Floor, Calcutta] on or before 15.06.2025 between 11.30 am and 3.30 pm on any working day and should be properly signed and stamped. The SLSA,W.B. shall not be responsible for delay, loss or non-receipt of quotations sent by post.
2. Quotation should be submitted in sealed envelope with No. 1341/SLSA-86/2020 superscribed on it.
3. All experienced bidders/concerns with valid PAN and G.S.T. Registration and with prior experience of similar nature of work in Government /Private Sector will be eligible for submitting their bids.
4. Rates should be quoted indicating price inclusive of G. S. T.
5. Conditional quotations will not be considered.
6. Willing bidders submitted quotations should specify the address of its office and its Phone/Mobile no., e-mail id for the purpose of quick communication in the event of urgency.
7. The rate quoted by the bidders shall remain fixed for entire duration of the contract and will not be changed /enhanced on any account.
8. This SLSA,W.B. may award the contract to the supplier whose Quotations has been determined to be substantially responsive and who has quoted the lowest evaluated price. However, the SLSA,W.B. is not bound to accept the lowest bid.

9. The SLSA, W.B. reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time.
10. Canvassing on the part of a bidder submitting quotation will render its quotation liable to cancellation summarily.
11. The bid will be opened on 16.06.2025 at 2.0 pm in the chamber of the Registrar, SLSA, W.B., City Civil Court Building, 1<sup>st</sup> Floor, Calcutta.

Sd./-  
Member Secretary  
State Legal Services Authority  
West Bengal