

RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)

**Expression of Interest for Selection of Partner from Empanelled Business Associate for
Brihanmumbai Municipal Corporation**

For

“Request for Proposal (RFP)

For

Design, Development, Implementation, Integration, Hosting, Operations and Maintenance
of the Mumbai Redevelopment Facilitation Portal (MRFP)”. Ref: - Brihanmumbai Municipal Corporation RFP No.:
BMC/CE/DP/24596/2025 Dated 15/12/2025 (Bid No.2025_MCGM_1261034_1.)

EOI Notice No: RCIL/WR/MUMBAI/Mktg/25-26/35 Dt: 13th Jan 2026

रेलटेल
RAILTEL

EOI NOTICE
RailTel Corporation of India Ltd,
Western Railway Microwave Complex, Senapati Bapat Marg,

Mahalaxmi, Mumbai – 400013

EOI Notice No: RCIL/WR/MUMBAI/Mktg/25-26/35 Dt: 13th Jan 2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empanelled Partners for the selection of suitable partner for Brihanmumbai Municipal Corporation RFP No.: BMC/CE/DP/24596/2025 Dated 15/12/2025 (Bid No.2025_MCGM_1261034_1.)

For ‘Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)’ Dated 15-12-2025 **and any other addendums/ corrigendum’s/ documents contained within and related to the same.**

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	19 th Jan 2026 15:00 hrs
2	Opening of Technical Bid of EOIs	19 th Jan 2026 15:30 hrs
4	EOI fees inclusive tax (Non-refundable)	Rs. 19,470/- (Inclusive of 18% GST)
5	EMD for Pre-Bid Arrangement	Rs 58,00,000.00/-

The EMD should be in the favor of RailTel Corporation of India Limited payable at Mumbai through online bank transfer only. Partner needs to share the online payment transfer details like UTR No, date of payment. RailTel Bank Details: Union Bank of India, Account No. 317801010036605, IFSC Code - UBIN0531782.

Eligible Business Associates are required to direct all communications related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

1. Level 1

Contact Name: Mr. Akhil Sarwate

Designation: Deputy Manager/ Marketing

E-Mail Address: akhil.sarwate@railtelindia.com

Mobile No: +91- 9987833844

Level 2

Contact Name: Sh. Viplov Nath Mishra

Designation: Senior Deputy General Manager/ Marketing

E-Mail Address: viplovnmishra@railtelindia.com

Mobile No: +91- 90044 44124

Note:

1. Empanelled partners are required to submit soft copy of technical & price packet through an e-mail at eoι.wr@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible **Empanelled Partners of RailTel only. The Empanelled partner has to submit its valid empanelment Letter of Intent along with his Bid.**
3. All the document must be submitted with **proper indexing** and **page no.**
4. This is an **exclusive pre-RFP partnership arrangement with empanelled business associate of RailTel for participating in the end customer RFP.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel). This undertaking has to be given with this EOI Response.
5. Bidder has to submit their response as an individual organization only. No consortium is allowed. The Bidder has to be an empaneled partner of RailTel.
6. **Transfer and Sub-letting.** The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contractor any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
7. All Bidders to sign and stamp RailTel's EOI and its corrigendum's implying acceptance of all terms and conditions as mentioned and submit the same along with their Bids.
8. Any changes made by RailTel's end customer Tender up to the last date of submission of the said tender by RailTel will be unquestionably & without any objection accommodated by the Bidders in their Technical & Price offer submitted against this EoI. Changes include all the technical, financial, format changes and any other changes as applicable and deemed applicable by RailTel.

1. As Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Mini Ratna Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 60000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High-Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India

using state of the art NGN based network through its Interconnection with all leading Telecom Operators

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) Enterprise Services

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) DATA CENTER

- Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications
- Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

d) National Long Distance:

Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

e) High-Definition Video Conference:

RailTel has unique service model of providing high -definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end

seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

f) Retail Services – RailWire

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,68,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

2. Project Background and Objective of EOI

RailTel intends to participate in RFP floated by Brihanmumbai Municipal Corporation RFB No: 2025_MCGM_1261034_1 For Dated 15-12-2025 For 'Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)'

RailTel invites EOIs from RailTel's Empaneled Partners for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empaneled partner is expected to have excellent execution capability and good understanding customer local environment.

3. Scope of Work

The scope of work will be as mentioned in the end Customer Organization Tender for Providing Comprehensive Communication Solution with Redundancy for five years to Disaster Management Department' as per Brihanmumbai Municipal Corporation Tender No. 2025_MCGM_1261034_1 For dated 15-12-2025 and any other addendums/ corrigendum's/ documents contained within and related to the same uploaded up to the last date of submission of the aforesaid tender.

The broad scope of work is mentioned in end customer Tender No. .2025_MCGM_1261034_1 For dated 15-12-2025 along with its latest amendments and clarifications.

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the tender/RFP and corrigendum/addendum released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum, and corrigendum, associated prime service agreement PSA/MSA/SLA also included.)

5. Bidder has to submit their response as an individual organization only. No consortium is allowed. The Bidder will be responsible for all the conditions mentioned in this and the end customer RFP.

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.

4. Response to EOI guidelines

4.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in soft copy through an email.

4.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

4.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

4.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of Bid submission issued by the end Customer organization for which bid is going to be submitted.

4.5 Bid Earnest Money (EMD)

4.5.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favour of "RailTel Corporation of India Limited" along with the offer. This will be called as EOI/Token EMD.

4.5.2 Offers not accompanied with valid Token Earnest Money Deposit shall be summarily rejected.

4.5.3 In case if offer is selected for bidding, the partner has to furnish Earnest Money Deposit (for balance amount as mentioned in the customer's Bid or as per

RailTel policy as applicable) for the bid to RailTel in the form of Online Transfer/BG/combination of both. The selected Business Associate shall have to submit EMD before submission of bid to end customer as applicable.

4.5.4 Return of EMD for unsuccessful Business Associates: EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.

4.5.5 Return of EMD for successful Business Associate: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) and Integrity Pact BG of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the end Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.6) from Business Associate whichever is later.

4.5.6 Forfeiture of EOI EMD or EOI EMD & balance EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:

4.5.6.1 The EOI EMD will be forfeited if the Balance EMD is not paid before RailTel's bid submission in end customers Tender

4.5.6.2 The EOI EMD & Balance EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

4.5.6.3 In case of non-submission of SD/PBG (as per clause no. 4.6) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and Integrity Pact and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

4.5.6.4 Having participated with another party/directly/through consortium apart from RailTel in RailTel's end customer Tender

4.6 Security Deposit / Performance Bank Guarantee (PBG)

4.6.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.

4.6.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

4.7 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

4.8 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel.

No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such

Business Associate shall be deemed as foreclosed.

4.9 Details of Financial bid for the above referred tender

Business Associate meeting eligibility criteria and lowest price will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

In case if there are Two or more Business Associate meeting eligibility criteria and quoting same price, then negotiation will be conducted within these Sole partner in the second stage for the given scope of the work and Sole bidder with overall lowest (L1) offer will be selected for exclusive pre bid arrangement for optimizing technical and commercial solution.

The final bid for the tender will be prepared jointly with the selected Business Associate so that the optimal bid can be put with a good chance of winning the Tender.

Also it may be noted that RailTel may choose multiple BAs for final bidding depending upon the lowest offer received so that a winning bid can be put forth.

The BA's will have to encompass RailTel margin over all components of the Price in end customer Tender/RFP.

Any Changes in the end customer Tender after the last date of submission of RailTel EoI shall be unquestionably & without any objection accommodated by the BA/BAs in their Technical & Price offer submitted against this EoI.

4.10 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

4.11 Period of Association/Validity of Agreement

RailTel will enter into a pre-bid agreement with selected bidder with detailed Terms and conditions.



5. Eligibility Criteria for Bidding Business Partner of RailTel

		Criteria for Tender Package
S No	Particulars	(Mandatory Compliance & Document Submission)
A)	Financial Conditions	
i)	Bidder should be registered under Companies Act 2013 or Partnership Firm or LLP Act 2008 or proprietor firm or as amended and should have at least 3 years of operations in India as on bid submission date.	1. Certificate of Incorporation 2. GST Registration 3. PAN Card
ii)	Bidder should have Cumulative Turnover of at least 30 Crore INR during last 3 Financial Years	Copy of the audited Balance Sheet and Profit & Loss Statement of the company and/or Certificate from the Chartered Accountant clearly stating the cumulative turnover during last 3 Financial Years. Only audited financial statements will be considered for evaluation purposes
iii)	The Bidder should also have a positive net worth As on 31st March 2025 during the last 3 financial years	Audited balance sheet, profit & loss statement and Positive Net Worth & Profitability Certificate issued by the CA for the last three financial years. Certificate should contain UDIN no. issued by ICAI.
B)	Technical Conditions	
iv)	Bidder/SI should have Experience with central/state government organizations, municipal corporations, private sector and critical infrastructure projects.	Work order and Completion Certificate of the mentioned work. (In case of partial/ Substantial completion of work, a CA certificate will be required stating the amount received from the on-going project)
v)	Bidder should have experience of Supply Installation & maintenance of IT/ ITES which may include software/ workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 50 Users. 1. At least one project with a total project value not less than 15 Crore OR 2. At least two projects with a total project value not less than 12 Crore OR 3. At least three projects with a total project value not less than 10 Crore	Work order or Completion Certificate of the mentioned work. (In case of partial/ Substantial completion of work, a CA certificate will be required stating the amount received from the on-going project)
vi)	Certifications: ISO 9001, ISO/IEC 20000, CMMi 3 or above	Copies of Certificates (priority will be given to higher level of certifications)
vii)	The Bidder should be empaneled partners of RailTel	Letter of Empanelment issued by RailTel with valid empanelment

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6. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer/Director of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	PAN, GST, TAN Registration numbers	

7. Evaluation Criteria

7.1 The Business Associates are first evaluated on the basis of the Eligibility Criteria as per clause 5 above.

7.2 The Business Associate qualifying the Eligibility criteria will be selected for exclusive pre-bid arrangement for optimizing commercial solution so that most winnable solution is submitted to end customer.

7.3 In case if there are two or more Sole Bidders meeting eligibility criteria then the price bids will be sought from these Sole Bidder in the second stage for the given scope of the work and Sole Bidder with overall lowest (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution.

7.4 RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI.

7.5 All General requirements mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

8. Withdrawal of Bids

A Bidder wishing to withdraw its bid shall notify to RailTel by e-mail prior to the deadline prescribed for bid submission. The notice of withdrawal shall be addressed to RailTel at the address named in the Bid Data Sheet, and bear the Contract name, the <Title> and < Bid No.>, and the words “Bid Withdrawal Notice.” Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a valid submitted bid.

No bid can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the Bid Data Sheet. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder’s EMD.

9 Evaluation Process

The evaluation process of the bid proposed to be adopted by RailTel is indicated in this section. The purpose of this section is to provide the Bidder an idea of the evaluation process that RailTel may adopt.

RailTel shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the technical and commercial bids received. The BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. RailTel may waive any informality or non-conformity in a bid which does not constitute a material deviation according to RailTel.

The bid prices should not be mention in any part of the bid other than the Commercial Bid. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid and forfeiture of EMD.

10 Performance Bank Guarantee

The Bidder shall at his own expense, deposit with RailTel, an unconditional and irrevocable Performance Bank Guarantee (PBG) from nationalized banks or scheduled banks excluding Co-operative banks as per the format given in this bid, payable on demand, for the due performance and fulfilment of the contract by the Bidder.

This Performance Bank Guarantee will be submitted within 25 days of the notification of award of the contract/ Letter of Acceptance (LOA) issuance whichever is earlier. If PBG is not submitted within this time frame a delayed PBG penalty will be attracted. Post 25 days and up to 50 days from date of notification of award of the contract/ Letter of Acceptance (LOA) issuance a penalty at 15% per annum interest of LOA amount will be levied as delayed PBG penalty and this penalty will be deducted from the Invoices & EMD of the Bidder. After these 50 days if PBG is not submitted then it will be assumed that the Bidder is not interested in submitting PBG and the Amount of PBG along with the delayed PBG penalty calculated will be retained from Invoices & EMD of the Bidder. Non-submission of PBG can also lead to cancellation of contract and the decision with respect to whether, to retain the PBG Amount and penalty from Invoices & EMD or cancellation of contract, will be at the sole discretion of RailTel. In the event of cancellation of contract EMD will be forfeited. If PBG is retained from Invoices & EMD then the PBG Amount only and not the penalty attracted will be paid to the Bidder in such a case post

the contract period plus three months (expected PBG validity date) are over after deducting any applicable deductions (e.g.: Poor service, etc).

This Performance Bank Guarantee will be for an amount equivalent to a particular percentage of the total contract value or as specified in RailTel's end customers tender. All charges whatsoever such as premium, commission, stamp duties etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder. The Performance Bank Guarantee format can be found in this document.

The Performance Bank Guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the Bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the Contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. RailTel shall notify the Bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.

The 30 days' notice period shall be considered as the 'Cure Period' to facilitate the Implementation Agency to cure the breach. The PBG shall be invoked only if the breach is solely attributable to the bidder and the bidder fails to rectify the breach within the 'Cure Period'.

RailTel shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to the Bidder, the equivalent value of any payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

11 Rights to Terminate the Process

RailTel may terminate the bid process at any time and without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This bid document does not constitute an offer by RailTel. The Bidder's participation in this process may result in RailTel selecting the Bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason.

12. Payment terms

- 12.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

12.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end customer organization and upon submission of correct Tax Invoices as per statutory norms.

12.3 The Payments received from end customer will be disbursed Scope wise to the selected BA.

12.4 Payments to selected BAs will be in Arrears only

13 SLA/Penalty/LD

The selected bidder will be required to adhere to the SLA/Penalty/LD matrix as defined in the end Customer organization tender for his scope of work and the SLA/Penalty/LD breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA/Penalty/LD scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/MSA/SLA also included. Any deduction by Customer from RailTel payments on account of SLA/Penalty/LD breach which is attributable to Partner and will be passed on to the Partner proportionately based on its scope of work.

14 Duration of the Contract Period

The contract shall remain in force for a minimum period of 1 year from the Commercial Operation Date (COD) which will be back to back as per end customer tender. The effective date will be the day when the Condition Precedents are met. After 1 year, RailTel may extend the agreement as per its end customers' requirements and performance.

Note:

- 1. Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid**
- 2. All Documents and requirements like EMD, Tender Fees, PBG, Contract Agreement to be shared/executed Back-to-Back as per the end customer RFP/Tender with Tender. In case of any discrepancy or ambiguity in any clause /specification pertaining to scope of work area, the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/ MSA/ SLA also included.)**
- 3. All clauses such as cost involved, payment term, validity, lock in period, etc will be back to back as per customer tender**
- 4. All required MAFs and other OEM related documents along with end customer consortium partner related documents like Integrity pact, Manpower CVs, etc which are mandatory in RailTel's end customer tender is to be arranged by Selected Bidders before RailTel's submission of Bid in end customer tender.**

Annexure 1: COVERING LETTER (To be submitted by Lead Bidder on Letter head)

EoI Reference No: _____ Date: _____

To
Senior.DGM (Marketing)
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number _Dt. _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory Name:

Designation:

Contact No:

E-Mail Address:

Signature:

Seal of the Organization:

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Annexure 2: Self-Certificate & Undertaking (To be submitted by Bidder on Letterhead)

Self-Certificate (To be submitted on company letter head)

EOI Reference No: _____ Date: _____

To
Senior DGM (Marketing)
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

Sub: Self Certificate for Tender, Technical, Commercial & other compliances

1. Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
2. We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected sole partner/lead partner after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected sole bidder fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected sole partner bidder.
3. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
4. We hereby agree to comply with all OEM technical & financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
5. We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
6. We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
7. We understand and agree that RailTel is intending to select a sole bidder who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

8. We hereby agree to submit that in case of being selected by RailTel as sole bidder for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
9. We hereby undertake to sign Pre-Bid Agreement, Pre-Contract Integrity Pact and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 500/- in the prescribed Format.
10. We undertake that we will not submit directly or indirectly out bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:



Annexure 3: Undertaking for not being Blacklisted/Debarred (To be submitted by Bidder on Letterhead)

EoI Reference No: _____ Date: _____

To
Senior DGM (Marketing)
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

Subject: Undertaking for not being Blacklisted/Debarred

We, <Company Name>, having its registered office at <Address> hereby declares that that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Authorized Signatory Name:

Designation:

Signature:

Seal of the Organization:

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Annexure 4: Format of Affidavit- (To be submitted by Bidder)

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY SOLE PARTNER ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 500/-. The paper has to be in the name of the BA) **

I..... (Name and designation) * appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ Dt. _____ of (RailTel Corporation of India Ltd), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) * and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

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DEPONENT

SEAL AND SIGNATURE OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNATURE OF THE ADVOCATE

Place:

Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate are to be filled in suitably by BA. Attestation before Magistrate/ Notary Public.**

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Annexure 5: Draft Non-Disclosure Agreement – (To be submitted by Bidder)

(To be submitted on a Rs. 500 Stamp Paper)

This Non-Disclosure Agreement (“Non-Disc”) is made and entered into _____ day of _____ month _____ year (effective date) by and between _____ (“Department”) and _____ (“Company”). Whereas, Department and Company have entered into an Agreement (“Agreement”) _____ effective _____ for _____ and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, (“CONFIDENTIAL INFORMATION”).

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. Definitions. As used herein:

- a. The term “Confidential Information” shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party’s data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department’s information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.
- b. The term, “Department” shall include the officers, employees, agents, consultants, contractors and representatives of Department.
- c. The term, “Company” shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

2. Protection of Confidential Information: With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- a. Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;

- b. Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information than the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
 - c. Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Bids developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so;
 - d. Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
 - e. Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.
 - f. Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.
3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
- a. Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
 - b. After it has become generally available to the public without breach of this Agreement by Company; or
 - c. Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
 - d. Which Department agrees in writing is free of such restrictions.
 - e. Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;

- 5. Remedies.** Company acknowledges that
- (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department;
 - (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and
 - (c) injury sustained by Department may be impossible to calculate and remedy fully.
- Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
- 6. Need to Know.** Company shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.
- 7. Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
- 8. No Conflict.** The parties represent and warrant that the performance of its obligations hereunder does not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
- 9. Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
- 10. Dispute Resolution.** If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred appropriately to RailTel/ stakeholders/ partners/ patrons
- a. The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration and Conciliation Act, 1996 and amendments thereof.
 - b. The place of arbitration shall be Mumbai.
 - c. The arbitrator's award shall be substantiated in writing and binding on the parties.
 - d. The proceedings of arbitration shall be conducted in English language.
 - e. The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.
- 11. Governing Law.** This Agreement shall be interpreted in accordance with and governed by

the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Mumbai, India only.

- 12. Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.
- 13. Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
- 14. Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- 15. Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
- 16. Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
- 17. Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.
- 18. Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.
- 19. Term.** Subject to aforesaid section 17, this Agreement shall remain valid up to ____years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department

Name:

Title:

WITNESSES:

1. _____

2. _____

For Company

Name:

Title:

WITNESSES:

1. _____

2. _____

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Annexure 6: Integrity Pact - (Is it to be submitted by Bidder)

(To be executed on Rs. 500/- Stamp Paper)

EoI Number: _____ Dated: _____

This Integrity Pact is made at on this _____ Day of _____ 2022

BETWEEN

RailTel Corporation of India Ltd (a Govt of India Enterprise under Ministry of Railways) having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi-110023 and Regional Office at Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013, hereinafter referred to as “The Principal”, which expression shall unless repugnant to the meaning or contract thereof include its successors and permitted assigns AND

<Bidder Name> having its registered office at <Bidders Registered and Branch Address (if any)> hereinafter referred to as “The Bidder/ Contractor/ Concessionaire/ Consultant” and which expression shall unless repugnant to be meaning or context thereof include its successors and permitted assigns.

Preamble

Whereas, the Principal intends to award, under laid down organizational procedure’s contract/s for ‘ _____ ,

The Principal values full compliance with all relevant laws of the land, rules of land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and for Contractor(s)/Concessionaire(s)/Consultant(s).

And whereas to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact (hereafter referred to as Integrity Pact) the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and contract between the parties. Now, therefore, in consideration of mutual covenants stipulated in this pact, the parties hereby agree as follows and this pact witnessed as under: -

Article – 1: Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principle: -
 - a. No employee of the Principal, personally or through family members, will in connection with the Tender for, or the execution of a contract, demand take a

promise for or accept for self or third person any material or immaterial benefit which the person is not legally entitled to.

- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude all known prejudiced persons from the process.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or any other Statutory Acts or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions as per its internal laid down Rules/ Regulations.

Article – 2: Commitments of the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s)

The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principals employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not commit any offence under the relevant IPC / PC. Act and other Statutory Acts; further the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not use improperly for purposes of completion or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India. If any similarly the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of Indian

Nationality shall furnish the name and address of the foreign principle, if any. Further details as mentioned in the 'Guidelines on Indian Agents of Foreign Suppliers' shall be disclosed by the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s). Further, all the payments made to the Indian Agent /Representative have to be Indian Rupees only.

- e. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract. He shall also disclose the details of services agreed upon for such payments.
- f. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- g. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not bring any outside influence through any Govt. bodies/quarters directly or indirectly on the bidding process in furtherance of his bid.
- h. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) who have signed a Integrity pact shall not approach the court while representing the matter to IEMs and shall wait for their decision in the matter.

Article – 3: Disqualification from tender process and exclusion from future contracts

1. If the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) before award or during execution has committed a transgression through a violation of any provision of Article- 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) from the tender process.
2. If the Bidder/Contractor/Concessionaire/Consultant has committed a transgression through a violation of Article-2 such as to put his reliability or credibility into question, the Principal shall be entitled to exclude including blacklist and put on holiday the Bidder/Contractor/Concessionaire/Consultant for any future tenders/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case particularly taking into account the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/Contractor/Concessionaire/Consultant and the amount of the damage. The exclusion will be imposed for a maximum of 1 year.
3. A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that “On the basis of facts available there are no material doubts”.

4. The Bidder/ Contractor/Concessionaire/Consultant will its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
5. The decision of the Principal to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder/ Contractor/Concessionaire/Consultant shall be final and binding on the Bidder/ Contractor/Concessionaire/Consultant, however, the Bidder/ Contractor/ Concessionaire/ Consultant can approach IEM(s) appointed for the purpose of this Pact.
6. On occurrence of any sanctions/ disqualification etc. arising out from violation of integrity pact, Bidder/ Contractor/Concessionaire/Consultant shall not be entitled for any compensation on this account.
7. Subject to full satisfaction of the Principal, the exclusion of the Bidder/Contractor/Concessionaire/Consultant could be revoked by the Principal if the Bidder/ Contractor/Concessionaire/Consultant can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system in his organization.

Article – 4: Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Article-3, the Principal shall be entitled to forfeit the Earnest Money Deposit/ Bid Security or demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security apart from any other legal right that may have accrued to the Principal.
2. In addition to above, the Principal shall be entitled to take recourse to the relevant provisions of the contract related to Termination of Contract due to Contractor/Concessionaire/Consultant's Default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor/ Concessionaire/ Consultant and/or demand and recover liquidated and all damages as per the provisions of the contract/Concession agreement against Termination.

Article – 5: Previous Transgression

1. The Bidder declares that no previous transgression occurred in the last 3 years immediately before signing of this integrity pact with any other Company in any country conforming to the anticorruption/Transparency International (TI) approach or with any other Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify his exclusion from the Tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Article-3 above for transgression of Article-2 and shall be liable for compensation for damages as per Article-4 above.

Article – 6: Equal treatment of all Bidders/ Contractors/ Concessionaires/ Consultants/ Subcontractors

1. The Bidder(s)/Contractor(s)/Concessionaire(s)/Consultant(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders/Contractors/Concessionaire/Consultant and Subcontractors.
3. The Principal will disqualify from the Tender process all Bidders who do not sign this Pact violate its provisions.

Article – 7: Criminal charges against violating Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s)/ Sub-contractor(s)

If the Principal obtains knowledge of conduct of a Bidder/ Contractor/ Concessionaire/ Consultant or Subcontractor, or of an employee or a representative or an associate of a Bidder/ Contractor/ Concessionaire/ Consultant or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Article – 8: Independent External Monitor (IEM)

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval from Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, RailTel.
3. The Bidder/Contractor/Concessionaire/Consultant accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Bidder/ Contractor/ Concessionaire/ Consultant. The Bidder/ Contractor/ Concessionaire/ Consultant will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Project documentation. The same is applicable to Subcontractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractors(s) with confidentiality. The Monitor has also signed on 'Non-disclosure of Confidential Information' and of 'Absence of Conflict of

Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform CMD, RailTel and recuse himself/herself from that case.

5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Bidder/Contractor/Concessionaire/Consultant. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice any transgression as given in Article-2, he may request the Management of the Principal to take corrective action, or to take relevant action. The monitor can in this regard submit non-*binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the CMD, RailTel within 8-10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the CMD, RailTel, a substantiated suspicion of an offence under relevant IPC/PC Act or any other Statutory Acts, and the CMD, RailTel has not, within the reasonable time taken visible action to proceed against such offence or reported it the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

Article – 9: Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor/Consultant 12 months after his Defect Liability Period is over or 12 months after his last payment under the contract whichever is later and for all other unsuccessful Bidders, 6 months after this Contract has been awarded (In case of BOT projects). It expires for the concessionaire 24 months after his concession period is over and for all other unsuccessful Bidders 6 months after this Contract has been awarded. Any violation of the same would entail disqualification of the bidder and exclusion from future dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged determined by CMD of RailTel.

Article – 10: Other Provisions

1. This pact is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the Bidder/Contractor/Concessionaire/Consultant is a partnership or a Joint Venture partner, this pact must be signed by all partners or members.

4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid, in this case, the parties will strive to come to an agreement to their original intentions.
5. Issue like warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the clause in Integrity Pact shall prevail.
7. Any dispute/differences arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
8. The actions stipulated in the integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof, the parties have signed and executed this pact at the place and date first done mentioned in the presence of following witnesses: -

(For & On behalf of the (Principal)

(For & On behalf of Bidder/Contractor/
Concessionaire/Consultant)

Place:

Date:

Witness 1:

Witness 2:

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Annexure 7: Complete EoI Examination & Nil Deviation Certificate-- (To be submitted by Bidder)

To
Senior DGM (Marketing)
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete EoI Examination & Nil Deviation Certificate

Ref: EoI Number: _____ **Dated:** _____

Dear Sir,

We <Bidder Name> having completely examined the referred EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI, conclude that we have understood the Terms & Conditions of the EoI and its subsequent addendums & corrigendum (if any) and any other documents/its addendums/corrigendum referred in this EoI. We declare that we have sought all clarifications for the same from RailTel or its end customer for anything contained in this EoI & any other documents/its addendums/ corrigendum referred in this EoI and have been satisfied with the clarifications to the fullest extent and there are no terms, clauses, conditions, etc which are ambiguous.

We also declare that there is no deviation from adhering to anything that is contained in this EoI and any other documents/its addendums/corrigendum referred in this EoI and that any deviation later raised by us shall lead to forfeiture of the Bid/Contract at complete discretion of RailTel.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone and Fax :
E-mail address :

Annexure 8: Back-to-Back Compliance Certificate--

(To be submitted by Bidder)

To
Senior DGM (Marketing)
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete back to back Compliance Certificate

Ref: 1) EoI Number: _____ Dated: _____

2) Tender Reference No- _____ dated _____ and all of its
addendums/ corrigendum's & published documents

Dear Sir,

Considering reference 1 & 2 we would like to declare that we have read and understood the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI thoroughly. We would like to give you our back to back compliance for all the tender terms and conditions, clauses, timelines, deliverables and anything explicitly mentioned in the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone and Fax :

E-mail address :

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Annexure 9: Performance Bank Guarantee Format

(For a sum of percentage of the value of the contract as per RailTel's end customer RFP/tender)
(Stamp Duty to be confirmed by RailTel in co-ordination with RailTel's Legal Department)
(Final Draft to be confirmed by RailTel Legal before BG issuance)

To
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Mahalaxmi
Mumbai – 400013

WHEREAS:

_____ name and address of Applicant] (hereinafter called “the Applicant”) and RailTel (the “Authority”) have entered into an agreement (the “Agreement”) for ‘**Tender Work Details**’ subject to and in accordance with the provisions of the Agreement.

(A) The Agreement requires the Applicant to furnish a Performance Security for due and faithful performance of its obligations, under and in accordance with the Agreement, during the {Implementation Period/ Defects Liability Period and Maintenance Period} (as defined in the Agreement) in a sum of Rs ***** Cr.

(B) We, ... Through our branch at(The “Bank”) have agreed to furnish this bank guarantee (hereinafter called the “Guarantee”) by way of Performance Security. NOW, THEREFORE, the Bank hereby, unconditionally and irrevocably, guarantees and affirms as follows:

1. The Bank hereby unconditionally and irrevocably guarantees the due and faithful performance of the Applicant obligations during the {Implementation period /Defects Liability Period and maintenance period} under and in accordance with the Agreement, and agrees and undertakes to pay to the Authority, upon its mere first written demand, and without any demur, reservation, recourse, contest or protest, and without any reference to the Applicant, such sum or sums up to an aggregate sum of the Guarantee Amount as the Authority shall claim, without the Authority being required to prove or to show grounds or reasons for its demand and/or for the sum specified therein.

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2. A letter from the Authority, under the hand of an officer not below the rank of General Manager in RailTel that the Applicant has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the Agreement shall be conclusive, final and binding on the Bank. The Bank further agrees that the Authority shall be the sole judge as to whether the Applicant is in default in due and faithful performance of its obligations during and under the Agreement and its decision that the Applicant is in default shall be final and binding on the Bank, notwithstanding any difference between the Authority and the Applicant, or any dispute between them pending before any court, tribunal, arbitrators or any other Authority or body, or by the discharge of the Applicant for any reason whatsoever.
3. In order to give effect to this Guarantee, the Authority shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the Applicant and/or the Bank, whether by their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Guarantee.
4. It shall not be necessary, and the Bank hereby waives any necessity, for the Authority to proceed against the Applicant before presenting to the Bank its demand under this Guarantee.
5. The Authority shall have the liberty, without affecting in any manner the liability of the Bank under this Guarantee, to vary at any time, the terms and conditions of the Agreement or to extend the time or period for the compliance with, fulfilment and/or performance of all or any of the obligations of the Applicant contained in the Agreement or to postpone for any time, and from time to time, any of the rights and powers exercisable by the Authority against the Applicant, and either to enforce or forbear from enforcing any of the terms and conditions contained in the Agreement and/or the securities available to the Authority, and the Bank shall not be released from its liability and obligation under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the Applicant or any other forbearance, indulgence, act or omission on the part of the Authority or of any other matter or thing whatsoever which under any law relating to sureties and guarantors would but for this provision have the effect of releasing the Bank from its liability and obligation under this Guarantee and the Bank hereby waives all of its rights under any such law.
6. This Guarantee is in addition to and not in substitution of any other guarantee or security now or which may hereafter be held by the Authority in respect of or relating to the Agreement or for the fulfilment, compliance and/or performance of all or any of the obligations of the Applicant under the Agreement.
7. Notwithstanding anything contained hereinbefore, the liability of the Bank under this Guarantee is restricted to the guaranteed amount and this Guarantee will remain in force for the period specified in paragraph 8 below and unless a demand or claim in writing is made by the Authority on the Bank under this Guarantee all rights of the Authority under this Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder.

8. The Guarantee shall cease to be in force and effect on ****\$ unless a demand or claim under this Guarantee is made in writing before expiry of the Guarantee, the Bank shall be discharged from its liabilities hereunder.
9. The Bank undertakes not to revoke this Guarantee during its currency, except with the previous express consent of the Authority in writing and declares and warrants that it has the power to issue this Guarantee and the undersigned has full powers to do so on behalf of the Bank.
10. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of the Authority that the envelope was so posted shall be conclusive.
11. This Guarantee shall come into force with immediate effect and shall remain in force and effect for up to the date specified in paragraph 8 above or until it is released earlier by the Authority pursuant to the provisions of the Agreement.

Signed and sealed this day of 20..... at SIGNED, SEALED AND DELIVERED For and on behalf of the Bank by:
(Signature) (Name) (Designation) (Code Number) (Address)

NOTES:

- a. The bank guarantee should contain the name, designation and code number of the officer(s) signing the guarantee.
- b. The address, telephone number and other details of the head office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing branch

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Annexure 10: Agreement Draft Format

(As per Customer **Tender** and any of its addendums/ corrigendum's/ clarifications issued by the Tender floating authority. The agreement will be signed with selected Bidder on Back to Back basis and will be binding upon the parties)

Annexure 11: Price Bid Format

**(Back-to-Back as per end customer RFP/Tender referred including all its amendments/
corrigendum/ clarifications)**

Sr No	Item Description	QTY	Units	Basic Rates	Total Amount without Taxes	Total Amount with Taxes
1	Implementation Phase					
1.01	Design, Development, Implementation and configuration and GO-Live, including, Security audit (VAPT), of MRFP	1	Lot			
1.03	Integration with external systems	1	Lot			
1.04	Legacy Data migration into new application (if applicable)	1	Lot			
2						
2.01	Application support and maintenance	3	Years			
2.03	License renewal (if any and allowed)	3	Years			
2.04	AI Service cost	1	Lump Sum			
Total (in Figures)						

Annexure 12: BoQ

(Back-to-Back as per Schedule of end customer RFP/Tender referred including all its amendments/ corrigendums/ clarifications)

As per Customer Tender



-END OF DOCUMENT -



Brihanmumbai Municipal Corporation (BMC)

REQUEST FOR PROPOSAL (RFP)

For

**Design, Development, Implementation, Integration, Hosting, Operations and Maintenance
of the Mumbai Redevelopment Facilitation Portal (MRFP)**

RFP No.: BMC/CE/DP/24596/2025

Date of Issue: 15/ 12 / 2025

E-TENDER NOTICE

(Online e-Tender in two-bid system)

Brihanmumbai Municipal Corporation (BMC) invites online e-tenders from eligible, experienced and reputed System Integrators / Software Development Firms for the following work:

“Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)”

The proposed MRFP shall be a unified, web-based digital platform to manage end-to-end workflows related to redevelopment and self-redevelopment projects in Mumbai. The portal will facilitate interactions between housing societies, developers, consultants, financial institutions, BMC departments, statutory authorities and citizens, and will include integrated GIS visualisation, AI-based decision support / feasibility assessment, online marketplaces and role-based dashboards.

Tenders are invited in a **two-bid system** (Technical Bid and Commercial Bid) from bidders meeting the eligibility criteria specified in the Request for Proposal (RFP) document.

Brihanmumbai Municipal Corporation

RFP No.: BMC/CE/DP/24596/2025 Dated 15/12/2025.

Notice Inviting Tender (NIT)

1. The Commissioner of Brihanmumbai Municipal Corporation invites e-bids for the work mentioned below. The bid copy can be downloaded from Mahatenders portal (<https://mahatenders.gov.in/nicgep/app>) -> "Tenders by Organization" tab -> Municipal Corporation of Greater Mumbai.
2. All interested Bidders, whether already registered or not registered in BMC, are mandated to get registered with Mahatenders for e-Tendering process and obtain Login Credentials to participate in the Online bidding process. The details of the same are available on the above-mentioned Mahatenders portal under 'Help For Contractors'.
3. The Bidders can get digital signatures from any one of the Certifying Authorities (CA's) licensed by the Controller of Certifying Authorities published under Licensed CAs. A list of CAs is available on https://cca.gov.in/licensed_ca.html
4. The technical and commercial bids shall be submitted online up to the end date & time mentioned below.

#	Description	Tender Fee	Bid Security/ Earnest Money Deposit (EMD)	Start date &Time for online Bid Submission	End date &Time for online Bid Submission
1.	Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)	Rs. 16,500/- + 18% GST	Rs. 72,00,000/-	16.12.2025 at 11.00 am	07.01.2026, At 16.00 pm

Note: Last date for online payment of Bid Security / Earnest money Deposit (EMD) is before due / end date & time for online Bid Submission prescribed above.

5. The pre-bid meeting will be held on 26/12/2025 at 15.00 hours, at venue and online – 5th floor, Chief Engineer, DP office, Conference Hall, Annex Building, BMC Head Office, Mahapalika Marg, Fort, Mumbai – 400 001.
6. The prospective Bidder(s) should submit their suggestions/observations, if any, by email to che.dp@mcmgm.gov.in with a copy to ae01rn.dp@mcmgm.gov.in before 2 days of Pre-bid meeting. Only suggestions / observations received by email will be discussed and clarified in pre-bid meeting and any modification of the bidding

documents, which may become necessary as a result of pre-bid meeting, shall be made by BMC exclusively through the issue of an addendum/corrigendum and shall be published on <https://mahatenders.gov.in/nicgep/app>.

7. Bidders shall note that any corrigendum issued regarding this E-Procurement notice will be published on the <https://mahatenders.gov.in/nicgep/app> portal only. No corrigendum will be published in the local newspapers.
8. The Bid document uploaded shall be read in conjunction with any addendum / corrigendum. A maximum of two authorized representatives of prospective Bidder(s), who have an authorization letter to attend the pre-bid meeting, can attend the pre-bid meeting and obtain clarification regarding specifications, works & Bid conditions.
9. Tender fee is to be paid online on <https://mahatenders.gov.in/nicgep/app> portal only. The Bidder is required to be registered with BMC for further transactions in respect of the bidding process. The bidder can register as a vendor with BMC using online application available at <https://portal.mcgm.gov.in/irj/portal/anonymous/qlVendorApp>
10. Bidders who are using SB MOPS other banks Internet Banking are requested to make online payment four days in advance.
11. The Bidder shall have to pay Tender Fee & Earnest Money Deposit (EMD) through online payment only. This could be done through payment gateways of GoM on URL <https://mahatenders.gov.in>.
Note: - No Exemption will be allowed for the Bidders having a standing deposit with BMC.
12. Bidder agencies are advised to study this bid document carefully before submitting their bids in response to the Notice Inviting Tender. Submission of a bid in response to this notice shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications.
13. This bid document is non-transferable.
14. A three-envelope (prequalification, technical qualification, and commercial offer) selection procedure shall be adopted.
15. Bidder (authorized signatory) shall submit their offer online in electronic formats of technical (including prequalification documents) and financial proposal.
16. BMC will not be responsible for delays in online submission due to any reason. For this, bidders are advised to upload the complete bid proposal well in advance before the due date and time so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.
17. Bidders are also advised to refer to "Bidders Manual Kit" and Help for Contractors available at <https://mahatenders.gov.in/nicgep/app> for further details about the e-tendering process.

18. For any assistance on use of e-Tendering system, kindly contact helpdesk number 0120-4001 002, 0120-4001 005, 0120-4493 395, Email: support-eproc(at)nic(dot)in .
19. The Authority (BMC) shall not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Bid or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
20. The Municipal Commissioner reserves the right to reject all or any of the e-Bid(s) without assigning any reason at any stage.

General Instructions

- The tender shall be submitted in **two-bid system** comprising:
 - **Technical Bid:** Containing all requisite documents, eligibility / qualification details, technical proposals and forms as per the RFP.
 - **Commercial Bid:** Containing the price bid in the prescribed BOQ / financial template only.
- Bidders must possess a valid **Class-III (or as specified) Digital Signature Certificate (DSC)** for participating in the e-tendering process.
- Detailed eligibility / pre-qualification criteria, technical requirements, evaluation methodology, terms and conditions, and formats for submission are provided in the RFP document available on the e-tender portal.
- Any addendum / corrigendum / clarification issued in relation to this tender shall be published only on the BMC e-tender portal. Bidders are responsible for regularly checking the portal for updates and shall be deemed to have taken notice of all such information.

Note:

The Commissioner, Brihanmumbai Municipal Corporation reserves the right to accept or reject any or all bids, to annul the bidding process at any stage, or to modify / cancel the tender, in whole or in part, without assigning any reason and without incurring any liability towards the affected bidder(s).

Sd/-

Commissioner
Brihanmumbai Municipal Corporation
Mumbai

DISCLAIMER

This Request for Proposal (“RFP”) is issued by the Brihanmumbai Municipal Corporation (“BMC”) for the limited purpose of inviting proposals from eligible bidders for the **Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)**.

The information contained in this RFP, including any information subsequently provided to bidders in the form of addenda, corrigenda, responses to queries, presentations or in any other manner, is provided on the terms and conditions set out in this document. Such information is provided solely to assist bidders in making an informed decision for the purpose of submitting their proposals. It is not, and shall not be construed as, a guarantee, representation or warranty of any kind, whether express or implied.

While BMC has exercised due care and diligence in the preparation of this RFP and has attempted to provide accurate and up-to-date information, BMC does not accept any responsibility or liability for the accuracy, adequacy, reliability, correctness or completeness of the information contained herein or of any other information supplied or made available, in any form, to any bidder. Nothing in this RFP shall be construed as binding BMC to issue any addendum, to clarify any particular point, or to accept any particular interpretation of the contents of this document.

Each bidder is required to conduct its own independent investigations, analysis and due diligence with respect to all aspects of the project, including but not limited to technical, functional, financial, legal, commercial and operational matters, and shall satisfy itself as to the completeness, accuracy and suitability of the information contained in this RFP. Reliance on this RFP, or on any information provided by BMC or its officers, employees, consultants or advisers, shall be entirely at the bidder’s own risk. BMC shall not be liable for any loss, damage, cost or expense incurred or suffered by any bidder or any other person on account of the use of this RFP or any information contained in or omitted from it, or any other information supplied in relation to the RFP process.

This RFP does not constitute, and shall not be deemed to constitute, an offer by BMC to enter into any contract, agreement or other arrangement with any party. BMC is under no obligation to award or accept any proposal or to select any bidder as a result of this RFP. The issue of this RFP does not imply that BMC is bound to select a bidder or to appoint the selected bidder, if any, for the project. BMC reserves the absolute and unconditional right, at any time and at its sole discretion, to modify, amend, suspend, cancel or withdraw this RFP or the bidding process, to reject any or all proposals, to re-issue the RFP, or to take any such other action as it may consider appropriate, without assigning any reason and without incurring any liability or obligation whatsoever towards any bidder or any other party.

No claim for reimbursement of costs or expenses incurred by bidders in connection with the preparation and submission of their proposals, participation in pre-bid meetings, presentations, discussions, clarifications or any other activities related to this RFP shall be entertained by BMC, irrespective of the outcome of the bidding process.

By participating in this RFP process, each bidder shall be deemed to have accepted and agreed to be bound by the terms and conditions of this Disclaimer and of the RFP.

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ABBREVIATIONS

Abbreviation / Term	Description
AI	Artificial Intelligence
AI / ML	Artificial Intelligence / Machine Learning
API	Application Programming Interface
API Gateway	Component that manages, authenticates and routes API calls between clients and backend services
APP Server	Application Server hosting business logic of the MRFP solution
Audit Trail	Complete record of system activities capturing who did what, when and on which entity
BG	Bank Guarantee
BMC / MCGM	Brihanmumbai Municipal Corporation (also known as Municipal Corporation of Greater Mumbai)
BOQ	Bill of Quantities / Price Schedule submitted as part of the Commercial Bid
BPM	Business Process Management
BPMN	Business Process Model and Notation (standard for workflow diagrams)
BRD	Business Requirements Document
CA	Chartered Accountant
CAPEX	Capital Expenditure
CHS	Co-operative Housing Society
CMMI	Capability Maturity Model Integration (software process maturity standard)
COTS	Commercial Off-The-Shelf software
CSP	Cloud Service Provider
CV	Curriculum Vitae (profile of key personnel)
DC	Data Centre (Primary Hosting Location)
DC-DR	Data Centre – Disaster Recovery setup
DCR	Development Control Regulations (urban planning / building norms)
Disaster Recovery (DR)	Set of policies, tools and procedures to recover or continue IT operations after an incident
DNS	Domain Name System
DPA / DPDP	Digital Personal Data Protection Act, 2023 (as applicable)
DR Site	Disaster Recovery Site / Secondary Data Centre or Cloud Region
EMD	Earnest Money Deposit submitted as bid security
Encryption (At Rest)	Protection of stored data through cryptographic

	techniques
Encryption (In Transit)	Protection of data transmitted over networks using protocols such as TLS/HTTPS
ESB	Enterprise Service Bus (if used for integration)
FSI / FAR	Floor Space Index / Floor Area Ratio
FRS	Functional Requirements Specification
FTP	File Transfer Protocol (secure variants such as SFTP may be used)
GA	General Availability / Production Go-Live (context-specific)
GeM	Government e-Marketplace (if referenced for procurement norms)
GIS	Geographic Information System
Go-Live	Date on which the MRFP is made operational for end users
GR	Government Resolution / Government Order issued by the State Government
GST	Goods and Services Tax
HA	High Availability
HLD	High Level Design
Hosting Environment	Cloud or on-premise infrastructure where MRFP will be deployed
HR	Human Resources
IA	Implementing Agency (used interchangeably with System Integrator in some contexts)
ICT	Information and Communication Technology
ID Proof	Identity Proof (documentation for KYC purposes)
Identity Provider (IdP)	System providing authentication and single sign-on services
IETF	Internet Engineering Task Force (publishes key internet standards)
I/O	Input / Output
IP Address	Internet Protocol Address used to identify network devices
IPR	Intellectual Property Rights
IPv4 / IPv6	Internet Protocol versions used for addressing
ISO	International Organization for Standardization (e.g. ISO 27001, ISO 22301)
IT	Information Technology
IT Act	Information Technology Act, 2000 and related rules / amendments
IT Department	Information Technology Department, BMC

JSON	JavaScript Object Notation (lightweight data-interchange format)
KPI	Key Performance Indicator
KYC	Know Your Customer (verification process for identities)
LAN	Local Area Network
Legacy Systems	Existing applications and databases of BMC and other agencies that MRFP may integrate with
Load Balancer	Component that distributes incoming traffic across multiple servers
LoA	Letter of Acceptance issued to successful bidder
Log	Recorded event or message generated by applications, systems or security components
LLD	Low Level Design
MFA	Multi-Factor Authentication
MHADA	Maharashtra Housing and Area Development Authority
Microservices	Architectural style where application functionality is decomposed into independently deployable services
MIS	Management Information System (reports and dashboards for management)
ML	Machine Learning
Mobile / Responsive UI	Web interface that adapts to different screen sizes (desktop, tablet, mobile)
Module	Logical group of related functionalities within MRFP (e.g. Society Management, Feasibility Calculator)
MRFP	Mumbai Redevelopment Facilitation Portal
NCB / National Competitive Bidding	National competitive procurement process, if referenced
NIC	National Informatics Centre (if used for e-tender or infra services)
NIT	Notice Inviting Tender / E-Tender Notice
NOC	No Objection Certificate issued by concerned authority
Non-Functional Requirements (NFR)	Requirements relating to performance, security, scalability, etc.
O&M	Operations and Maintenance of the MRFP solution after Go-Live
OEM	Original Equipment Manufacturer (for software / hardware products)
OGC	Open Geospatial Consortium (standards for GIS services such as WMS/WFS)

OTP	One Time Password (used for verification / second factor authentication)
OWASP	Open Web Application Security Project (publishes OWASP Top 10)
PBG	Performance Bank Guarantee provided by selected bidder
PKI	Public Key Infrastructure
Portal	Web-based application accessed via browser (in this document, MRFP)
PPP	Public-Private Partnership (in redevelopment context or project structuring)
PoC	Proof of Concept
QA	Quality Assurance
QCBS	Quality and Cost Based Selection (evaluation methodology)
RACI	Responsibility Assignment Matrix (Responsible, Accountable, Consulted, Informed)
RBAC	Role-Based Access Control
RDBMS	Relational Database Management System
RFP	Request for Proposal
RFC	Request for Change (in change management context)
RFQ	Request for Quotation (if used)
RPO	Recovery Point Objective (maximum acceptable data loss in time)
RTO	Recovery Time Objective (maximum acceptable time to restore service)
SAP / ERP	Enterprise Resource Planning systems (if referenced in integration scope)
SaaS	Software as a Service (delivery model, if applicable)
Scope of Work (SoW)	Detailed description of work to be performed by the selected bidder
SDLC	Software Development Life Cycle
SI	System Integrator / Selected Bidder responsible for end-to-end delivery
SLA	Service Level Agreement
SMS	Short Message Service
SOC (Security Ops Centre)	Security Operations Centre (or SOC1/2/3 for audit reports; clarify in context)
SOP	Standard Operating Procedure
SOW	Statement of Work (same or subset of Scope of Work)
SRA	Slum Rehabilitation Authority
SRS	Software Requirements Specification

SSL / TLS	Secure Sockets Layer / Transport Layer Security (cryptographic protocols for secure communication)
Stakeholder	Any entity with an interest or role in MRFP (society, developer, authority, citizen, etc.)
Test Environment	Infrastructure used for development, integration and testing before Production
TPA	Third Party Auditor (for security / system audits, if appointed)
UI	User Interface
UAT	User Acceptance Testing
URL	Uniform Resource Locator (web address)
User	Any authenticated or public user accessing MRFP modules or information
VAPT	Vulnerability Assessment and Penetration Testing
Vendor	System Integrator / Bidder / Service Provider participating in the tender (context-specific)
VM	Virtual Machine
VPN	Virtual Private Network
VPC / VNet	Virtual Private Cloud / Virtual Network (logical isolation in cloud environment)
WAF	Web Application Firewall
WAN	Wide Area Network
Workflow	Configurable sequence of steps / tasks for processing proposals, approvals, etc.
XML	Extensible Markup Language
2FA	Two-Factor Authentication

SECTION I – BID DATA SHEET (BDS)

Sr. No.	BDS Reference / Parameter	Details / Particulars
1	Employer / Client Name	Brihanmumbai Municipal Corporation (BMC) / Municipal Corporation of Greater Mumbai (MCGM)
2	Employer's Department	Estate Department
3	Project Title	"Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)"
4	Short Name / Acronym	Mumbai Redevelopment Facilitation Portal (MRFP)
5	RFP No.	BMC/CE/DP/24596/2025
6	Date of Issue of RFP	15/12/2025
7	Method of Selection	Quality and Cost Based Selection (QCBS) – detailed evaluation methodology as per Section III of this RFP
8	Type of Tendering Process	Two-bid system: (i) Technical Bid and (ii) Commercial / Financial Bid
9	Bid Submission Mode	Online submission only through the designated BMC e-tender portal (URL to be specified by BMC)
10	Website for Downloading RFP / Publishing Corrigendum	BMC e-tender portal: https://mahatenders.gov.in/nicgep/app . All addenda, corrigenda and clarifications will be published only on this portal.
11	Tender / RFP Document Fee	INR Rs. 16,500/- (Indian Rupees sixteen thousand five hundred only), non-refundable, payable online through the e-tender portal.
12	Earnest Money Deposit (EMD)	INR Rs. 72,00,000 (Indian Rupees Seventy Two Lakh only), payable online through the e-tender portal as per instructions.
13	Form of EMD	Online payment / electronic mode as specified on the e-tender portal. No other form (cash, cheque, DD) will be accepted unless expressly mentioned in the NIT.
14	Exemption from EMD / Tender Fee	Exemptions for MSME / Start-ups / other categories shall be as per applicable Government / BMC policies and will be specified in the NIT.
15	Bid Currency	Indian Rupees (INR) only. Bids quoted in any other currency will be treated as non-responsive.
16	Language of Bid	English. All bid documents, correspondence and supporting documents shall be in English. Supporting documents in any other language must be accompanied by a certified English translation.
17	Contract Period – Implementation Phase	6 months from the date of issue of Letter of Acceptance (LoA) for completion of design, development, integration, testing, security audit and Go-Live of MRFP.
18	Contract Period – Operations & Maintenance (O&M)	3 years of O&M support after Go-Live of MRFP, including warranty / defect liability, application & infra support, as specified in the RFP.
19	Overall Contract Duration	Implementation Phase + O&M Phase as per Sr. No. 17 and 18 above.
20	Performance Security (PBG)	5 % of Total Contract Value in the form of an unconditional, irrevocable Performance Bank Guarantee from a scheduled commercial bank, valid for the contract period plus 6 months claim period .

Sr. No.	BDS Reference / Parameter	Details / Particulars
22	Security Deposit (if any, over and above PBG)	As per BMC's standard procurement rules / to be specified in NIT (if applicable).
23	Bid Validity Period	180 days from the last date of bid submission. Bids with shorter validity are liable to be rejected.
24	Validity of Performance Security	From date of signing of Agreement / LoA until completion of the entire contract period plus claim period as specified above.
25	Pre-Bid Meeting – Date & Time	Date: 26/ 12/ 2025 & Time: 15 : 00xhrs (IST).
26	Pre-Bid Meeting – Mode / Venue	Physical venue (address) and/or online meeting details (VC link, platform) to be specified by BMC.
27	Last Date for Submission of Pre-Bid Queries	2 days before pre-bid date. Queries to be submitted in the prescribed format via e-mail and/or e-tender portal as specified in the RFP.
28	Mode for Issue of Clarifications / Corrigenda	Through publication on the BMC e-tender portal only. No individual communication shall be issued. Bidders are responsible for checking the portal regularly.
29	Last Date & Time for Online Bid Submission	07/01/2025 up to 16 :00 hrs (IST). Late bids will not be accepted by the e-tender system.
30	Date & Time of Opening of Technical Bids	8 /01/2026 at 15 : 00 hrs (IST) or as notified on the e-tender portal.
31	Date & Time of Opening of Commercial Bids	Date and time will be notified separately only to technically qualified bidders through the e-tender portal / official communication.
32	Place of Opening of Bids	5th floor, Chief Engineer, DP office, Annex Building, BMC Head Office, Mahapalika Marg, Fort, Mumbai – 400 001
33	Mode of Submission of Supporting / Hard Copy Documents (if required)	If specified, certain documents (e.g. Power of Attorney, original BG) may need to be submitted physically at the address mentioned in the NIT, within the timeline indicated. .
34	Address for Communication	5th floor, Chief Engineer, DP office, Annex Building, BMC Head Office, Mahapalika Marg, Fort, Mumbai – 400 001
35	Primary Contact Person (BMC)	Name: Sanjay R Nirmal Designation: Executive Engineer. E-mail: ae01rn.dp@mcgm.gov.in Phone: 022-22754500.
36	Consortium / JV Allowed	Yes, allowed, detailed consortium / JV conditions are given in Section II – Instructions to Bidders.
37	Sub-contracting	Permitted with conditions (e.g. maximum % of contract value; critical components not to be sub-contracted). Specific conditions are given in the GCC/SCC.
38	Eligible Bidders	As defined in the Pre-Qualification Criteria in Section III of this RFP (e.g. companies incorporated in India / LLPs, minimum years in IT / system integration, etc.).
39	Method of Technical Evaluation	As per Section III – Evaluation and Qualification Criteria: • Technical evaluation of eligible bids based on solution understanding, approach & methodology, functional coverage, technical architecture, relevant experience, team composition and presentation / demo. • Minimum qualifying technical score: 80 / 100.

Sr. No.	BDS Reference / Parameter	Details / Particulars
40	Method of Commercial Evaluation	QCBS with Technical & Financial weightage as per Section III – Evaluation and Qualification Criteria. Lowest evaluated bid will be determined as per the QCBS method defined in the RFP.
41	Taxes and Duties	All prices shall be quoted inclusive of all applicable taxes, duties, levies and charges, except where specified otherwise. Any change in taxes shall be treated as per prevailing GoI / GoM / BMC policies.
42	Price Variation / Indexation	As per Commercial Terms in Section XIII – whether prices are firm and fixed for the contract period or subject to specific indexation formula (to be clearly specified by BMC).
43	Form of Contract	Lump-sum rate contract with defined payment milestones for Implementation and periodic payments for O&M, as per Section XIII – Commercial and Payment Terms.
44	Defect Liability / Warranty Period	Typically overlaps with the initial part of O&M or as separately defined by BMC (e.g. 12 months from Go-Live). To be specified explicitly in the contract conditions.
45	Payment Terms	Payment milestones for Implementation and periodic O&M payments as defined in Section XIII – Commercial and Payment Terms. No advance payment unless specifically provided in the RFP.
46	Liquidated Damages (LD) / Penalties	LD / penalties applicable for delay in milestones and for SLA breaches as defined in Section XII – Service Level Agreement and in GCC/SCC.
47	Bidder's Responsibility for Site Visit / Understanding Requirements	Bidders are deemed to have understood the scope, requirements and local conditions based on the RFP, pre-bid meeting and independent assessment. No additional claims shall be entertained on account of lack of understanding.
48	Governing Law and Jurisdiction	Laws of India. Courts in Mumbai shall have exclusive jurisdiction, as detailed in Section XIV – GCC / SCC.
49	Dispute Resolution Mechanism	As per GCC / SCC (e.g. escalation, amicable settlement, arbitration under applicable rules).
50	Right to Accept / Reject Any Bid	BMC reserves the right to accept or reject any or all bids, to annul the bidding process or to cancel / modify the project without assigning any reason and without any liability to the bidders.

SECTION II – INSTRUCTIONS TO BIDDERS (ITB)

1. General

1.1 Scope of Bid

1.1.1 Brihanmumbai Municipal Corporation (BMC), through its Information Technology Department, invites bids from eligible and qualified bidders for the **Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)**, as more fully described in this RFP.

1.1.2 The scope of work includes, but is not limited to: requirements study and finalization, solution design, development / configuration, integration with identified systems, data migration (where applicable), testing, security audit, deployment on designated infrastructure, training, handholding support, and operations & maintenance (O&M) for the duration specified in this RFP.

1.1.3 The bidder shall be responsible for delivering a complete, end-to-end, production-grade solution that meets all functional and non-functional requirements stated in this RFP and its annexures, including subsequent corrigenda / addenda issued by BMC.

1.1.4 The successful bidder (System Integrator / SI) shall perform all activities, provide all software, licenses (if any), services, manpower and support necessary for successful completion of the project, regardless of whether each item is explicitly mentioned in the RFP, provided it is reasonably required to meet the stated objectives and service levels.

1.2 Eligible Bidders

1.2.1 Eligibility to participate in this tender shall be as per the Pre-Qualification / Eligibility Criteria specified in **Section III – Evaluation and Qualification Criteria** and the provisions of this ITB.

1.2.2 Unless otherwise specified in the Bid Data Sheet (BDS), eligible bidders shall be:

- a) Companies incorporated in India under the **Companies Act, 1956 or 2013**, or Limited Liability Partnerships (LLPs) registered under the **Limited Liability Partnership Act, 2008**; and
- b) Having valid Permanent Account Number (PAN), Goods and Services Tax (GST) registration and other applicable registrations and licenses.

1.2.3 The bidder shall not be **blacklisted, debarred, or banned** from participating in any tender or project by the Government of India, any State Government, any Urban Local Body, or any Public Sector Undertaking during the **last five (5) years** from the date of bid submission.

1.2.4 Bidders must meet **all** Pre-Qualification criteria in Section III. Bids not meeting any of the required criteria shall be treated as non-responsive and will be rejected without further evaluation.

1.2.5 Bidders shall provide all necessary documentary evidence in support of their eligibility and qualifications as stipulated in Section III. BMC reserves the right to independently verify such information and documents.

1.3 Cost of Bidding

1.3.1 All costs and expenses associated with the preparation and submission of the bid, including but not limited to cost of preparing technical and commercial proposals, attending pre-bid meetings, demonstrations, presentations, and any other related activities, shall be **entirely borne by the bidder**.

1.3.2 BMC shall **not be responsible or liable** for any such costs, regardless of the outcome of the bidding process, cancellation or modification of the RFP, or rejection of any or all bids.

1.4 One Bid per Bidder; Consortium / Joint Venture

1.4.1 Unless otherwise specified in the BDS, **each bidder shall submit only one bid**, either individually or as a partner in a consortium / joint venture (JV).

1.4.2 If consortium / JV participation is **not allowed**, any bid indicating consortium / JV structure will be treated as non-responsive.

1.4.3 If consortium / JV participation is **allowed** (as explicitly stated in the BDS), the following shall apply at a minimum:

- a) The consortium / JV shall have no more than the maximum number of members specified in the BDS.
- b) One member shall be designated as the **Lead Partner**, who shall be primarily responsible to BMC for all contractual obligations, project coordination, and communication.
- c) All members of the consortium / JV shall be jointly and severally liable to BMC for the performance of the obligations under the contract.

d) The role and responsibilities of each member shall be clearly defined in the consortium / JV agreement, which must be submitted as part of the bid.

e) No member of a consortium / JV shall submit another bid either individually or as part of another consortium / JV for the same tender.

1.4.4 Any proposal found to be **multiple bids** from the same bidder or from entities having common controlling shareholders / directors (as determined by BMC), unless clearly allowed and structured as per this RFP, may be rejected as non-compliant.

1.5 Fraud and Corruption

1.5.1 Bidders shall observe the highest standard of ethics during the bidding process and execution of the contract.

1.5.2 For the purpose of this clause, the following terms shall have the meanings indicated below:

a) **Corrupt practice:** offering, giving, receiving or soliciting, directly or indirectly, anything of value to influence the actions of a public official or BMC representative in the procurement process or in contract execution.

b) **Fraudulent practice:** any act or omission, including misrepresentation or concealment of facts, that knowingly or recklessly misleads or attempts to mislead BMC in order to obtain a financial or other benefit or to avoid an obligation.

c) **Collusive practice:** an arrangement between two or more bidders, with or without the knowledge of BMC, designed to establish bid prices at artificial, non-competitive levels or to otherwise manipulate the bidding process.

d) **Coercive practice:** impairing or harming, or threatening to impair or harm, directly or indirectly, any party or its property to influence that party's participation in the procurement process or execution of the contract.

e) **Obstructive practice:** deliberately destroying, falsifying, altering or concealing evidence material to an investigation, or making false statements to investigators, or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation.

1.5.3 If BMC determines that the bidder has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, BMC may, without prejudice to any other remedies:

a) Reject the bid;

b) Cancel the contract, if already awarded;

c) Forfeit any security / EMD / PBG;

d) Blacklist / debar the bidder from future tenders for a period determined by BMC as per applicable rules.

1.5.4 Bidders shall immediately disclose to BMC any conflict of interest or potential conflict of interest that may arise in connection with this RFP or the project.

2. Contents of RFP

2.1 Sections of the RFP

2.1.1 The RFP is organized into **Parts** and **Sections** as indicated below. Bidders are expected to study all parts and sections carefully:

- **PART I – BIDDING PROCEDURES**
 - Section I – E-Tender Notice / NIT (Summary)
 - Section II – Instructions to Bidders (ITB)
 - Section III – Evaluation and Qualification Criteria
 - Section IV – Bid Forms, Formats and Annexures
- **PART II – PROJECT, TECHNICAL AND COMMERCIAL REQUIREMENTS**
 - Section V – Project Background and Objectives
 - Section VI – Functional Requirements and Modules
 - Section VII – Technical and Integration Requirements
 - Section VIII – Security, Privacy and Compliance Requirements
 - Section IX – Implementation Approach, Timeline and Deliverables
 - Section X – Training, Change Management and Documentation
 - Section XI – Operations and Maintenance Requirements
 - Section XII – Service Level Agreement (SLA)
 - Section XIII – Commercial and Payment Terms
 - Section XIV – General and Special Conditions of Contract (GCC / SCC)
 - Section XV – Glossary / Abbreviations (if issued separately)

2.1.2 In case of any inconsistency between sections, **GCC/SCC and Commercial Terms** shall prevail, followed by Technical and Functional requirements, then ITB, unless otherwise explicitly specified.

2.2 Clarifications on RFP

2.2.1 Bidders may request clarifications on the RFP in writing, through e-mail and/or the e-tender portal, in the format specified in Section IV, up to the **Clarification Deadline** indicated in the BDS.

2.2.2 All such requests shall contain at least: bidder's name, contact details, reference to specific RFP sections / clauses, and clear questions. Vague or open-ended queries may be ignored.

2.2.3 BMC will endeavour to provide responses to queries, but is under no obligation to answer every query. Clarifications, if any, shall be issued through **corrigendum / addendum and/or responses** posted on the e-tender portal.

2.2.4 The responses / clarifications shall form an integral part of the RFP. Bidders shall base their proposals on the RFP as modified by such clarifications / corrigenda.

2.3 Pre-Bid Meeting

2.3.1 BMC may conduct a **Pre-Bid Meeting** on the date, time and at the venue or online platform indicated in the NIT / BDS.

2.3.2 The objective of the pre-bid meeting is to address queries, clarify requirements and, where appropriate, provide additional information about the project and tender conditions.

2.3.3 Bidders who wish to attend shall intimate BMC in advance and may be required to submit their queries before the meeting as per the procedure specified in the RFP.

2.3.4 Attendance at the pre-bid meeting is **optional**, but strongly recommended. Non-attendance shall not be a ground for any claim for relief or concession.

2.3.5 BMC will prepare and upload **minutes of the pre-bid meeting**, including clarifications and any changes to the RFP, on the e-tender portal. Only written minutes / corrigenda uploaded by BMC shall be considered official and binding; verbal discussions or informal communications shall not be binding.

2.4 Amendments to RFP

2.4.1 At any time prior to the deadline for bid submission, BMC may, for any reason, whether at its own initiative or in response to queries, modify the RFP by issuing **corrigenda / addenda**.

2.4.2 Any corrigendum / addendum shall be uploaded only on the e-tender portal. Bidders are solely responsible for regularly checking the portal for updates.

2.4.3 The amendments shall be binding on all bidders. To give bidders reasonable time to take the amendment into account in preparing their bids, BMC may, at its discretion, extend the deadline for submission of bids.

3. Preparation of Bids

3.1 Language of Bid

3.1.1 The bid and all correspondence and documents relating to the bid exchanged by the bidder and BMC shall be in **English**.

3.1.2 Supporting documents and printed literature in any other language shall be accompanied by a **certified English translation**. In such cases, the English translation shall prevail for the purpose of interpretation.

3.2 Documents Comprising the Bid

3.2.1 The bid shall consist of three electronic packets, as specified on the e-tender portal and in the BDS:

- **Packet A**
 - Part 1: Pre-Qualification / Eligibility Documents**
 - Bidder details, legal documents, incorporation certificates, tax registrations.
 - Pre-qualification forms, declarations, undertakings.
 - Documentary proofs of experience, turnover, certifications, etc., as per Section III.
 - EMD payment proof and RFP fee payment proof.
 - Part 2: Technical Bid**
 - Detailed technical proposal, solution architecture, approach and methodology.
 - Compliance to functional and technical requirements (Section VI, VII, VIII).
 - Implementation plan, project governance, risk management plan.
 - Team structure, CVs of key personnel, resource deployment plan.
 - Any additional documents required by Section III and Section IV.
- **Packet B – Commercial / Financial Bid**
 - Price bid in the prescribed **BOQ / financial format** provided on the e-tender portal.
 - All applicable line items clearly filled; no conditions or deviations to be mentioned in the financial bid.

3.2.2 Any deviation, exception, reservation or conditionality **must be clearly stated** in the Technical Bid (if allowed) and will be evaluated accordingly. No conditionality shall be included in the Commercial Bid; if included, BMC may treat the bid as non-responsive.

3.3 Bid Currency

3.3.1 All prices shall be quoted **only in Indian Rupees (INR)**.

3.3.2 Bids quoted in any foreign currency, either in part or in full, shall be liable for rejection.

3.4 Bid Validity

3.4.1 Bids shall remain valid for a period of **180 days** from the last date of submission of bids, as specified in the BDS.

3.4.2 In exceptional circumstances, prior to the expiration of the bid validity period, BMC may request bidders to extend the validity of their bids for a specified additional period.

3.4.3 A bidder may refuse the request without forfeiting its EMD. A bidder agreeing to the request shall not be permitted to modify its bid, except as specifically allowed by BMC.

3.5 Earnest Money Deposit (EMD)

3.5.1 The bidder shall furnish an **Earnest Money Deposit (EMD)** in the amount and form specified in the BDS, to be paid **online** through the e-tender portal.

3.5.2 Bids not accompanied by proof of EMD payment in the prescribed manner shall be summarily rejected as non-responsive.

3.5.3 The EMD of unsuccessful bidders shall be refunded / released in accordance with BMC's procedures after completion of the bid evaluation process and award of contract, without any interest.

3.5.4 The EMD may be **forfeited** if:

- a) The bidder withdraws or modifies its bid during the bid validity period;
- b) The bidder fails to accept arithmetic corrections (if any) notified by BMC;
- c) The successful bidder fails to sign the contract or fails to furnish the Performance Security within the specified time;
- d) Any other reason specified in this RFP.

3.6 Performance Security

3.6.1 The successful bidder shall furnish a **Performance Security** in the form, amount and validity specified in the BDS (e.g. a percentage of the Total Contract Value), in the form of an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled commercial bank.

3.6.2 The Performance Security shall be submitted within **28 days** from the date of issue of the Letter of Acceptance (LoA) or as specified in the LoA / contract.

3.6.3 Failure to furnish the Performance Security within the stipulated period shall result in **forfeiture of EMD** and may lead to cancellation of the award and blacklisting / debarment as per BMC's policies.

3.6.4 The Performance Security shall remain valid for the entire contract period plus the specified claim period and may be invoked by BMC in case of any breach of contract or non-performance.

3.7 Format and Signing of Bid

3.7.1 The bidder shall submit its bid **electronically** on the e-tender portal, duly signed using the bidder's valid **Digital Signature Certificate (DSC)** of the authorized signatory.

3.7.2 The person(s) signing the bid shall be duly authorized to commit the bidder to the contract. A **Power of Attorney / Board Resolution** authorizing the signatory shall be submitted as part of Packet A.

3.7.3 All uploaded documents must be legible, properly indexed and arranged as per the instructions in the RFP and on the e-tender portal.

3.7.4 **Physical submission of bids** will not be accepted, except where specific originals (such as Bank Guarantees) are mandated to be submitted in hard copy; such requirements, if any, will be specified in the BDS / NIT.

4. Submission and Opening of Bids

4.1 e-Tender Submission

4.1.1 Bidders shall submit their bids **only through the e-tender portal** specified in the BDS, following all instructions given therein and in this RFP.

4.1.2 The bidder is responsible for ensuring that the bid is complete in all respects and submitted before the deadline. Issues such as internet failure, power outage, or problems with the bidder's systems shall not be grounds for extension or relaxation.

4.1.3 Bidders are strongly advised to **avoid last-minute submission** and to complete uploading and signing of all documents well in advance of the deadline.

4.2 Deadline for Submission of Bids

4.2.1 The deadline (date and time) for online submission of bids is as specified in the BDS.

4.2.2 The e-tender system will automatically **stop accepting bids** after the prescribed deadline. Any bid submitted after the deadline shall be rejected as late and shall not be considered.

4.3 Modification and Withdrawal of Bids

4.3.1 Bidders may modify or withdraw their bids electronically before the bid submission deadline, as per the functionalities provided in the e-tender portal.

4.3.2 No modification or withdrawal of bids shall be permitted after the deadline.

4.3.3 In case of withdrawal or modification after the deadline or during the bid validity period (without BMC's consent), the bidder's EMD may be forfeited.

4.4 Opening of Bids

4.4.1 BMC will first open the **Pre-Qualification / (Packet A Part 1)** documents at the date and time specified in the BDS, in the presence of authorized representatives of bidders who choose to attend (physical or online, as indicated).

4.4.2 Only those bids that meet the pre-qualification criteria will be taken up for **Technical Bid (Packet A Part 2)** opening and evaluation. The date and time of opening of Packet A may be the same or subsequently notified on the e-tender portal.

4.4.3 After completion of technical evaluation, only technically qualified bidders will be informed of the date and time for opening of their **Commercial Bids (Packet B)**.

4.4.4 The sequence of bid opening shall be:

- a) Packet A Part 1 – Pre-Qualification;
- b) Packet A Part 2 – Technical Bid (of PQ-cleared bidders);
- c) Packet B – Commercial Bid (of technically qualified bidders).

4.4.5 BMC may conduct bid opening either physically at the designated office or through online opening on the e-tender portal, as per prevailing procedures.

5. Evaluation of Bids

5.1 Confidentiality

5.1.1 Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of award shall **not be disclosed** to bidders or any other persons not officially concerned with the process until the award of contract is notified.

5.1.2 Any attempt by a bidder to influence BMC's evaluation process or decision-making may result in rejection of the bidder's bid and possible debarment.

5.2 Clarifications during Evaluation

5.2.1 During evaluation, BMC may, at its discretion, seek **written clarifications** or additional information from any bidder to assist in the examination and comparison of bids.

5.2.2 Such requests and the bidder's responses shall be in writing and shall not be used to **change the substance or price** of the bid, except where BMC expressly permits limited correction of non-material, arithmetical or clerical errors as per its rules.

5.3 Preliminary Examination

5.3.1 BMC will conduct a preliminary examination of the bids to determine whether they are:

- a) Complete and in the required format;
- b) Properly signed and authorized;
- c) Accompanied by required EMD and RFP fee proofs;
- d) Submitted within the stipulated time;
- e) Substantially responsive to the terms and conditions of the RFP.

5.3.2 Bids failing in the preliminary examination may be rejected without further detailed evaluation.

5.4 Responsiveness of Bids

5.4.1 A substantially responsive bid is one that conforms to all the terms, conditions and specifications of the RFP without material deviation, reservation or omission.

5.4.2 A material deviation, reservation or omission is one that:

- a) Affects in any substantial way the scope, quality or performance of the project; or
 - b) Limits in any substantial way BMC's rights or the bidder's obligations under the contract;
- or
- c) If rectified, would unfairly affect the competitive position of other bidders.

5.4.3 BMC may waive non-material deviations or request that the bidder rectify such deviations within a specified time. Failure to do so may result in rejection of the bid.

5.5 Evaluation Phases

5.5.1 Evaluation will be carried out in multiple phases as detailed in **Section III – Evaluation and Qualification Criteria**:

- a) **Pre-Qualification / Eligibility Evaluation** (Packet A Part 1);
- b) **Technical Evaluation** (Packet A Part 2), including scoring of technical parameters and, where applicable, presentations / demonstrations;
- c) **Commercial Evaluation** (Packet B) of technically qualified bidders as per QCBS method specified in the RFP.

5.5.2 Only those bids that qualify each stage will proceed to the next stage of evaluation. BMC's decision at each stage shall be final and binding.

6. Award of Contract

6.1 Award Criteria

6.1.1 Subject to the terms of this RFP, BMC will award the contract to the bidder whose bid has been determined to be **substantially responsive, technically qualified** and **commercially most advantageous** as per the evaluation methodology specified in Section III (QCBS).

6.1.2 BMC reserves the right to negotiate with the **recommended bidder** on technical, commercial and contractual terms, within the framework of applicable rules.

6.2 Notification of Award

6.2.1 Prior to the expiry of the bid validity period, BMC shall notify the successful bidder in writing by issuing a **Letter of Acceptance (LoA)**, stating the acceptance of the bid and the intention to award the contract.

6.2.2 Upon notification of award, the successful bidder shall be required to acknowledge receipt and confirm acceptance within the period specified in the LoA.

6.3 Signing of Contract

6.3.1 BMC and the successful bidder shall sign the **formal contract agreement** within **days** from the date of issue of LoA, or within such extended period as may be agreed by BMC.

6.3.2 Failure of the successful bidder to sign the contract within the stipulated period may result in **forfeiture of EMD and/or invocation of any interim security**, and BMC may proceed to award the contract to the next eligible bidder or take any other action deemed appropriate.

6.4 Performance Security

6.4.1 The successful bidder shall furnish the Performance Security within the timeframe specified in Clause 3.6 and the BDS.

6.4.2 The contract shall become effective only upon submission and verification of the Performance Security to the satisfaction of BMC.

6.5 BMC's Right to Vary Scope or Reject Bids

6.5.1 BMC reserves the **absolute right** to accept or reject any or all bids, to annul the bidding process at any stage, or to modify / reduce / enhance the scope of work, without thereby incurring any liability to bidders or any obligation to justify its actions.

6.5.2 BMC also reserves the right to **split the scope** or award portions of the work in a manner deemed fit, if such option is retained in the RFP and is consistent with applicable rules.

6.5.3 No claim for compensation, costs or damages shall lie against BMC by reason of any such rejection, modification or annulment.

SECTION III – EVALUATION AND QUALIFICATION CRITERIA

1. Pre-Qualification Criteria

Factor	1. Eligibility			
Sub-Factor	Criteria			Documentation Required
	Requirement	Lead Bidder (Single Entity)	Consortium Member	
1.1 Registered Legal Entity	The following entities will be allowed to participate in the bid process: - Companies registered under the Indian Companies Act, 2013 - Partnership firms registered under the Limited Liability Partnerships (registered under LLP Act, 2008) - Partnership firms registered under the Indian Partnership Act, 1932	Must Meet requirement	Must Meet requirement	Bidder Information Form, with attachments of a Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder/ certified deed of partnership
1.2 Conflict of Interest	No- conflicts of interests as described in ITB - Eligible Bidders.	Must Meet requirement	Must Meet requirement	Letter of Bid
1.3 BMC	Not having been declared ineligible by the BMC as	Must Meet requirement	Must Meet requirement	Letter of Bid
Ineligibility	described in ITB - Eligible Bidders.	Must Meet requirement	Must Meet requirement	
1.4 Debarment	The Bidder should not have been blacklisted by any Central/State Government Organization or Department in India at the time of submission of the bid.	Must Meet requirement	Must Meet requirement	Declaration by the Bidder as per format given in the section bidding forms
1.5 State owned Entity of the Borrower country	Compliance with conditions of ITB – Qualification of the Bidder	Must Meet requirement	Must Meet requirement	Form – Bidder Information Form, with attachments
Factor	2. Financial Situation			
2.1 Historical Financial Performance	Submission of audited balance sheets, other financial statements acceptable to the BMC, for the last Three [3]. [Net worth is required to be positive]	Must Meet requirement	Must Meet requirement	Form – Historical Financial Performance, with attachments of Certificate from the Chartered Accountant clearly stating the net worth
2.2 Average	The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. - The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	Must Meet requirement	Must Meet requirement	Form – Average Annual Turnover from System
Factor	3. Experience			

3.1 Project Experience	Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies of below mentioned project value in India: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems - At least one project with a value not less than 21.6 Crore OR - At least two projects with a value not less than 14.40 Crore OR - At least three projects with a value not less than 10.80 Crore	Any Member	Any Member	Form Specific Experience along with Completion certificates certified by the client. OR Work order + Self certificate of completion (Certified by the statutory auditor OR Work Order + Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received) Note: - The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. - The work orders should have been issued in the last five years from the date of the submission of the bid. - Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.
3.2 Specific Experience	Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publication of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users.	Any Member	Any Member	Form Specific Experience along with Completion certificates certified by the client. OR Work order + Self certificate of completion (Certified by the statutory auditor OR Work Order + Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received) Note: The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person.

				2. The work orders should have been issued in the last five years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.
4. Certifications & Registrations				
4.1	The Bidder to have following certifications– ☐ Any two certifications among - o ISO 9001 - o ISO 27001 - o ISO 20000 ☐ (SEI) CMMI 3 or above	Must Meet		Copy of the Valid Certificate signed and stamped by the Authorized Signatory of the Bidder.
4.2	The Bidder should have or shall be ready to set up a project office in Mumbai Metropolitan Region (MMR).	Must meet requirement		Copy of the Partnership Agreement /Certificate / Authorization Letter or Declaration that the office will be set-up within a period of 30 calendar days from the date of issuance of Letter of Intent (LoI).
4.3	Valid GST Registration and Income Tax Permanent Account Number (PAN)	Must meet requirement	Must meet requirement	Copy of GST registration number and PAN card
4.4	The bidder shall not have been blacklisted, debarred, or banned from doing business by the Government of India, any State Government, any Central or State PSU, or any autonomous/local body on the date of bid submission for reasons of fraud, corruption, non-performance or non-delivery.	Must meet requirement	Must meet requirement	Undertaking on bidder's letterhead signed by the authorised signatory declaring that the bidder is not blacklisted / debarred by any Government organisation / PSU / local body as on bid submission date.
4.5	Cloud MAF	Must meet requirement		The CSP must issue a MAF in the name of the Lead bidder
5. CSP Criteria				
5.1	The bidder shall propose a Cloud Service Provider that is empanelled with MeitY, Government of India, for providing cloud services to government clients. The offered CSP must provide Hyperscaler both DC and DR from its own infrastructure, with data centres located in India and separated by at least 100 km in different seismic zones. If the bidder itself is the CSP, it must meet this requirement directly; otherwise, it shall provide a valid back-to-back arrangement / MoU with the CSP.	Must meet requirement		a) Copy of valid MeitY empanelment certificate for the CSP. b) Undertaking on CSP letterhead confirming DC/DR locations in India, distance, seismic zones, and availability for this project. c) Copy of MoU / agreement between bidder and CSP (if separate entities).

5.2	The CSP shall provide native security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centres (e.g. OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution.	Must meet requirement	Undertaking from CSP on its letterhead, with reference links to public documentation of the listed native security and platform services available in India region.
5.3	The CSP shall commit minimum uptime SLAs for the cloud infrastructure as follows (or better, as per your final SLA): a) $\geq 99.5\%$ uptime for a single VM instance; and b) $\geq 99.9\%$ uptime for 2 or more VM instances configured in high availability (HA) across different availability zones / fault domains. These should be supported by standard CSP SLA documentation.	Must meet requirement	Undertaking on CSP letterhead confirming uptime commitments for single and HA instances, along with reference to CSP's standard SLA documentation / URL.
5.4	The CSP shall possess, at minimum, the following certifications valid on the bid submission date : ISO/IEC 27001 (information security); ISO/IEC 27018 (protection of personally identifiable information in public clouds); and SOC 1 / SOC 2 / SOC 3 reports for relevant services.	Must meet requirement	Copies of relevant certificates / reports or official attestations, valid as on bid submission date, issued in the name of the CSP (or CSP parent entity where acceptable).

[1] For contracts under which the Bidder participated as a joint venture member or sub-contractor, only the Bidder's share, by value, and role and responsibilities shall be considered to meet this requirement.

In the case of a Bidder who offers to supply and install major items of supply under the contract that the Bidder did not manufacture or otherwise produce, the Bidder shall provide the manufacturer's authorization, using the form provided in Section – Bidding Forms, showing that the Bidder has been duly authorized by the manufacturer or producer of the related sub system or component to supply and install that item to BMC. The Bidder is responsible for ensuring that the manufacturer or producer complies with the requirements of ITB – Qualification of the Bidder and ITB – Sections of Bidding Document and meets the minimum criteria listed above for that item.

2. Technical Evaluation

2. Evaluation of Technical Bid

2.1. The Technical Bids of only those Bidders, who qualify in the Pre-Qualification (and/or Technical Qualification) stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) shall invite each Bidder to make a presentation cum-demonstration as part of the technical evaluation.

2.2. The BEC may require written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents (to be stated precisely as it should be in BMC's interest). For more details, please refer ITB - Clarification of Bids.

2.3. In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

2.4. BMC reserves the right to lower the minimum required marks if none of the Bidders achieves 70% of the total marks.

2.5. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

2.6. Technical Evaluation of the bids would be carried as follows:

2.6.1. BMC shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the pre-qualification, technical and commercial bids received.

2.6.2. The BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. BMC may waive any informality or non-conformity in a bid which does not constitute a material deviation according to BMC.

2.6.3. The bid prices should not be mentioned in any part of the bid other than the Commercial Bid.

2.6.4. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid.

2.6.5. The Technical Bids of only those Bidders, who qualify & meet all the criteria in the Pre-Qualification stage, shall be considered, and will be evaluated as per the evaluation criteria given in the section below by the Bid Evaluation Committee (BEC).

2.6.6. The BEC may require written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid.

2.6.7. In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid.

#	Parameter	Evaluation Points	Max Marks	Documents required
1.	Financial Experience: The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. - The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	₹ >= 180 Crore and <= 210 Crore – 10 marks ₹ > 210 Crore and <= 240 Crore – 15 marks ₹ > 240 Crore – 20 marks	20 marks	Form – Average Annual Turnover from System Integration Projects, along with details of Extracts from the audited balance sheet and profit & loss. OR Certificate from the statutory auditor or Chartered Accountant in practice.

#	Parameter	Evaluation Points	Max Marks	Documents required
2.	Project Experience: - The bidder shall have implemented at least One project in the last 5 years in citizen centric services/delivery portals for any state/central government bodies, PSU in India. Each such project shall involve workflow-based approvals with multiple departments.	Single Project with value > 21.6 Crores -15 marks OR For Two Projects with value > 14.40 Crores – 10 Marks OR For Three Projects with value < 10.8 Crores – 5 marks	15 marks	Form Project Experience along with Completion certificates certified by the client. OR Work order + Self certificate of completion (Certified by the statutory auditor OR Work Order + Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The work orders should have been issued in the last five years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.

#	Parameter	Evaluation Points	Max Marks	Documents required
3	Information System Experience Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publication of the RFP). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users.	Single Project -5 marks OR Two Project- 10 Marks OR Three Projects -15 marks	15	Form Information System Experience Completion certificates certified by the client. OR Work order + Self certificate of completion (Certified by the statutory auditor OR Work Order + Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The work orders should have been issued in the last five years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.

#	Parameter	Evaluation Points	Max Marks	Documents required
4	Bidder's Quality certifications:	ISO 9001: 2.5 Marks ISO 27001/ ISO 20000: 2.5 Marks (SEI) CMMi Certification CMMi: Level 3- 5 Marks CMMi: Level 4 – 7.5 Marks CMMi: Level 5 - 10 Marks	10 Marks	Bidders should submit certificates. These certificates should be valid as of date of this Bid submission
5	Technical Proposal: Bidders to submit detailed technical proposal with High Level Solution Architecture, Approach and Methodology, Project Management Methodology etc.	Solution Approach & Methodology- 5 Marks Solution Architecture- 5 Marks. Project Plan, Project Management Methodology- 5 Marks	15 Marks	Technical Proposal to be accompanied with Technical Bid.
6	Presentation & Demonstration: - Every bidder will be given a timeslot of 30 minutes to demonstrate the proposed Information system implementation including design, development, operations and maintenance of applications on such platform.	Overall understanding of project scope- 5 Marks Web portal and mobile application features- 5 Marks Detailed solution coverage- 5 Marks Technology Stack and Tools being Proposed- 5 Marks. Demonstration of Information system - 5 Marks	25 Marks	Presentation and Demonstration Covering the aspects of Solution as mentioned in Evaluation Points. Qualified bidder should be informed the date and time of presentation and demonstration at later stage.

Note: The Bidder shall be required to secure a minimum of seventy percent (70%) of the marks under the Presentation and Demonstration evaluation criteria in order to be considered for further Technical and Commercial evaluation.

Additionally, the Bidder must obtain an overall minimum Technical Score of seventy (70) out of one hundred (100) marks to qualify for opening of the Financial Proposal.

3. Commercial / Financial Evaluation

3.1 Evaluation Stages

The evaluation of bids will be carried out in stages:

- **Stage 1 – Eligibility & Technical Evaluation**
 - Check compliance with **Pre-Qualification Criteria**.
 - Evaluate **Technical Proposals** and assign a technical score out of 100, as per the Technical Evaluation matrix.
- **Stage 2 – Financial Evaluation**
 - Open and evaluate the **Financial Bids** of only those bidders who are technically qualified (i.e. meet all Pre-Qualification criteria and obtain at least the minimum technical score, i.e. 80 out of 100).

Bidders who do not clear any stage will not be considered for subsequent stages.

3.2 Opening of Financial Bids

1. Only technically qualified bidders' financial bids will be opened.
2. The date, time and mode of opening the financial bids will be communicated to technically qualified bidders.
3. Financial bids must be submitted strictly in the prescribed format and in **Indian Rupees (INR)**.
4. For comparison, the Purchaser will consider the **total evaluated cost** as defined in the Financial Bid format. This will include all costs for design, development, implementation, licenses (if any), integrations, data migration, training, support, maintenance, and any other charges mentioned as part of the scope.
5. The RFP should clearly specify whether evaluation is done on prices **exclusive of GST** or **inclusive of all applicable taxes and duties**, and financial bids must be prepared accordingly.

3.3 Quality and Cost Based Selection (QCBS)

This RFP follows a **Quality and Cost Based Selection** method with the following weights:

- **Technical:** 70%
- **Financial:** 30%

3.3.1 Technical Score for QCBS

- Each technically qualified bidder will have a **raw technical score** out of 100, based on the Technical Evaluation criteria.
- The bidder with the **highest technical score** will be treated as the technical benchmark and will receive the **full technical weight of 80 marks** for QCBS purposes.

- All other technically qualified bidders will receive a **proportionately lower technical score out of 70%**, in line with how their raw technical score compares to the highest technical score.

3.3.2 Financial Score for QCBS

- Among all technically qualified bidders, the bidder with the **lowest evaluated financial bid** will be treated as the financial benchmark and will receive the **full financial weight of 30 marks**.
- All other technically qualified bidders will receive a **proportionately lower financial score out of 30**, in line with how their quoted price compares to the lowest price.

3.3.3 Composite Score and Ranking

- Each bidder's **composite score** will be calculated as the **sum** of:
 - the bidder's **technical score out of 70**, and
 - the bidder's **financial score out of 30**.
- Bidders will then be ranked in order of their composite scores, from highest to lowest.
- The bidder with the **highest composite score** will be ranked first and will be considered the **Preferred Bidder** for award of contract, subject to all other conditions (e.g. approvals, negotiations if any, performance security, signing of contract).

In case two or more bidders end up with exactly the same composite score:

1. The bidder with the **higher underlying technical score (out of 100)** will be placed higher.
2. If the technical score is also the same, the Purchaser may apply additional tie-breakers (for example, more relevant experience, larger project value delivered, higher turnover, or any method defined in the RFP), or may call for a limited re-bid of the financials between the tied bidders.

3.5 Treatment of Arithmetic Errors and Inconsistencies

During financial evaluation, if any arithmetic errors or inconsistencies are detected:

1. **Mismatch between unit rate and total**
 - a. Where a total amount does not match the product of the unit rate and quantity, the **unit rate will generally be treated as correct**, and the total will be recalculated.
2. **Amounts in figures and words**
 - a. Where there is a difference between the amount written in figures and the amount written in words, the amount in **words** may be taken as final, unless clearly illogical.
3. **Rounding**
 - a. Corrected amounts may be rounded to two decimal places for evaluation.

4. Impact and acceptance

- a. The corrected figures will be used to determine the final evaluated price.
- b. If a bidder does not accept the corrections of arithmetical errors, the bid may be rejected and the EMD may be forfeited, in line with the bid conditions.

5. Conditional pricing

- a. Financial bids with material conditions, open-ended discounts, or ambiguities that prevent fair comparison may be treated as non-responsive at the Purchaser's discretion.

3.6 Abnormally Low Bids

1. If a financial bid appears **unreasonably low** compared to:
 - a. the internal estimate, and/or
 - b. the average of other substantially responsive bids,

the Purchaser may ask the bidder for a detailed **written justification and cost break-up**.

2. The bidder's explanation may include:
 - a. staffing and effort assumptions,
 - b. license / infrastructure assumptions,
 - c. support and maintenance model,
 - d. any special factors or efficiencies being leveraged.
3. If, after examining the explanation and supporting evidence, the Purchaser believes that the bidder **cannot** deliver the full scope at the quoted price **without compromising quality, scope, security or timelines**, the Purchaser may:
 - a. reject the bid as non-responsive; or
 - b. decide to proceed with additional safeguards (for example, increased performance security), if permitted and considered appropriate.
4. The Purchaser's decision on the treatment of abnormally low bids shall be final and binding.

SECTION IV – BIDDING AND CONTRACT FORMS

Each form shall be completed on the bidder's letterhead or as specified and uploaded in the appropriate packet on the e tender portal.

- Annexure IV 1: [Form 1](#) – Letter of Bid
- Annexure IV 2: [Form 2](#) – Bidder's Information
- Annexure IV 3: [Form 3](#) – Power of Attorney
- Annexure IV 4: [Form 4](#) – Consortium Agreement (if applicable)

- Annexure IV 5: [Form 5](#) – Non-Blacklisting Declaration
- Annexure IV 6: [Form 6](#) – Integrity Pact / Anti-Corruption Declaration
- Annexure IV 7: [Form 7](#) – Project Experience Format
- Annexure IV 8: [Form 8](#) – CV Format for Key Personnel
- Annexure IV 9: [Form 9](#) – Financial Proposal Submission Form
- Annexure IV 10: [Form 10](#) – Price Schedule

You can extend each form with extra clauses if BMC procurement cell insists.

Form 1 – Letter of Bid

(To be printed on bidder's letterhead and signed by authorized signatory)

[Date]

To

The Municipal Commissioner
Brihanmumbai Municipal Corporation

[Address]

Mumbai [PIN]

Sub: Submission of Bid for “Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)” – RFP No. [●] dated [●]

Sir,

1. Having examined the RFP, including all its Parts, Sections, Annexures, addenda and corrigenda, we, the undersigned, offer to provide the services for the above mentioned project in conformity with the said RFP and for the total price as quoted in our Commercial Bid.
2. We hereby confirm that:
 - a. All information and statements made in our bid are true, complete and correct to the best of our knowledge and belief.
 - b. We have read and understood the terms and conditions of the RFP and agree to abide by them.
 - c. Our bid is valid for a period of [●] days from the last date of bid submission, in accordance with the RFP.
3. We undertake that, in the event of our bid being accepted, we shall:
 - a. Sign the contract with BMC within the time specified in the Letter of Acceptance.
 - b. Furnish the required Performance Security in the form and manner specified in the RFP.
 - c. Commence the work as per the timelines specified in the contract.
4. We understand that BMC is not bound to accept the lowest or any bid and reserves the right to reject any or all bids without assigning any reason.
5. We hereby confirm that we satisfy all the eligibility and qualification criteria laid down in Section III of the RFP and that we have not been blacklisted or debarred by any Government or public sector entity in India during the last five years.

6. We undertake that we shall observe the highest standards of ethics and integrity during the bidding process and during the execution of the contract, if awarded.
7. We agree that BMC may, at its discretion, verify any information, documents and statements submitted by us and may reject our bid or terminate the contract if anything is found to be false or misleading.

Yours faithfully,

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Company: _____

CIN / LLPIN: _____

Official Seal: _____

Form 2 – Bidder’s Information

(To be printed on bidder’s letterhead)

A. Bidder Details

1. Name of the Bidder (Legal Name):
2. Type of Entity (Company / LLP):
3. Registered Office Address:
4. Correspondence Address (if different):
5. Date of Incorporation / Registration:
6. CIN / LLPIN:
7. PAN:
8. GSTIN:
9. Telephone Number(s):
10. E mail:
11. Website:

B. Authorized Signatory

1. Name:
2. Designation:
3. E mail:
4. Mobile Number:
5. Authority (Board Resolution / Power of Attorney details):

C. Primary Contact Person for this Bid

(If different from Authorized Signatory)

1. Name:
2. Designation:
3. E mail:
4. Mobile Number:

D. Brief Profile of the Bidder

- Business description and core areas of expertise
- Number of years in IT / system integration business
- Total number of employees
- Relevant certifications (CMMI, ISO, etc.)

We hereby confirm that the information provided above is true and correct to the best of our knowledge and belief.

Signature, Name, Designation, Date, Seal

Form 3 – Power of Attorney

(If the signatory is not a Director / Partner who automatically has authority)

Power of Attorney

Know all men by these presents, that we, [Name of Company / LLP], having our registered office at [address], do hereby constitute, appoint and authorize [Name, designation], residing at [address], as our true and lawful attorney, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to the submission of our bid for

“Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)”

including but not limited to signing and submission of all documents and providing information and responses to BMC, representing us in all matters before BMC, and generally dealing with BMC in all matters in connection with our bid 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 such acts, deeds and things shall be binding on us as if done by us directly.

In witness whereof, we, [Name of Company / LLP], through our Board of Directors / Partners, have executed this Power of Attorney on this [day] of [month], [year].

For and on behalf of
[Name of Company / LLP]

Signature: _____

Name: _____

Designation: _____

Witnesses:

1. Name, Address, Signature
2. Name, Address, Signature

Note: Power of Attorney should be on stamp paper of appropriate value as per applicable law and should be notarized.

Form 4 – Consortium Agreement

(Only if consortium / JV is allowed. To be executed on stamp paper.)

Consortium Agreement

This Consortium Agreement is executed on this [day] of [month], [year] by and between:

1. [Lead Member Name], a company / LLP incorporated under the laws of India and having its registered office at [address] (hereinafter referred to as the “Lead Member”), and
2. [Member 2 Name], a company / LLP incorporated under the laws of India and having its registered office at [address], and
3. [Member 3 Name], ... (add as applicable)

The above parties are collectively referred to as the “Consortium Members” and individually as a “Member”.

Whereas

A. Brihanmumbai Municipal Corporation (BMC) has invited bids for “Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)”.

B. The Consortium Members wish to jointly submit a bid in response to the RFP and to perform the obligations under the contract if awarded.

Now therefore, it is hereby agreed as follows:

1. The Members hereby form a consortium for the purpose of submitting a bid and executing the contract for the MRFP project if awarded.
2. [Lead Member Name] is hereby appointed as the **Lead Member** and is authorized to act on behalf of the consortium for all matters relating to the RFP and the project, including submission of bid, signing of contract, correspondence with BMC, and receiving instructions.
3. The Consortium Members agree to be **jointly and severally liable** to BMC for the performance of all obligations under the RFP and the contract.
4. The roles and responsibilities of each Member with respect to the project shall be as follows:
 - a. Lead Member: [high level responsibilities]
 - b. Member 2: [high level responsibilities]
 - c. Member 3: [high level responsibilities]

5. The Members agree that no Member shall withdraw from the consortium or assign its rights and obligations without prior written consent of BMC.
6. This Consortium Agreement shall remain valid until the completion of all obligations under the contract and discharge of all liabilities, unless otherwise agreed in writing by all Members and accepted by BMC.

In witness whereof, the parties hereto have executed this Consortium Agreement on the date first written above.

For and on behalf of [Lead Member]
Signature, Name, Designation, Seal

For and on behalf of [Member 2]
Signature, Name, Designation, Seal

For and on behalf of [Member 3]
Signature, Name, Designation, Seal

Witnesses:

1. Name, Address, Signature
2. Name, Address, Signature

Form 5 – Non Blacklisting Declaration

(On bidder's letterhead)

Non Blacklisting / Non Debarment Declaration

We, [Name of Bidder], having our registered office at [address], hereby declare that:

1. We have not been blacklisted, debarred, banned or suspended from participating in any tender or project by the Government of India, any State Government, any Union Territory, any Urban Local Body, or any Public Sector Undertaking during the last five (5) years from the date of bid submission.
2. No contract awarded to us by any Government or public sector entity has been terminated prematurely on account of our default or deficiency in service during the last five (5) years.
3. In case any such information comes to the notice of BMC at any stage of the bidding process or during the currency of the contract, BMC shall have the right to reject our bid or terminate the contract and forfeit any security, without prejudice to any other remedies available to BMC under law.

Authorized Signatory: _____

Name: _____

Designation: _____

Company: _____

Date: _____

Seal: _____

Form 6 – Integrity Pact / Anti Corruption Declaration

(On bidder's letterhead; aligned with BMC's standard IP if they have one)

Integrity and Anti Corruption Undertaking

We, [Name of Bidder], hereby undertake that, in connection with this RFP and any contract that may be awarded to us:

1. We shall not offer or give any gift, bribe, reward, commission, favor or other undue advantage to any public official or representative of BMC or any other person in connection with the bidding process or execution of the contract.
2. We shall not engage in any corrupt, fraudulent, collusive, coercive or obstructive practices as defined in the RFP.
3. We shall immediately disclose to BMC any conflict of interest or potential conflict of interest that may arise in connection with the project.
4. We accept that if BMC finds us to have engaged in any such practices, BMC may, without prejudice to any other rights, reject our bid, terminate the contract, forfeit our EMD / Performance Security and blacklist us for a period decided by BMC.
5. We confirm that this undertaking is given in good faith and with the full knowledge of our Board of Directors / Partners.

Authorized Signatory: _____

Name: _____

Designation: _____

Company: _____

Date: _____

Seal: _____

Form 7 – Project Experience Format

(To be filled for each cited project)

Project Experience – MRFP RFP Reference

1. Project Title:
2. Client Name:
3. Client Type (Central Govt / State Govt / ULB / PSU / Private):
4. Client Address and Contact Details:
 - a. Contact Person Name
 - b. Designation
 - c. Phone / E mail
5. Country / Location:
6. Contract Reference and Date:
7. Project Start Date:
8. Project End Date (or “Ongoing” with current status):
9. Contract Value (in INR):
10. Scope of Work:
 - a. Brief description of solution
 - b. Key modules and functionalities
 - c. Technologies used (web stack, mobile, DB, microservices, etc.)
11. Relevance to MRFP:
 - a. Government portal?
 - b. Urban / housing / redevelopment domain?
 - c. GIS integration?
 - d. AI / analytics / workflow?
12. Status of Project:
 - a. Completed / Ongoing
 - b. If ongoing, duration under operations as of bid date
13. Roles and Responsibilities of the Bidder:
14. Any Awards / Recognitions (if applicable):

We certify that the information above is correct and that the project was executed by us as stated. We agree that BMC may verify the above details directly with the client.

Signature, Name, Designation, Date, Seal

Form 8 – CV Format for Key Personnel

1. Position Title:

2. Name of Staff Member:

3. Current Employer:

4. Current Position:

5. Years with Current Employer:

6. Total Relevant Experience (Years):

7. Educational Qualifications:

Degree	Major / Specialization	Institution	Year of Passing

8. Professional Certifications:

(List CMMI, PMP, ITIL, cloud certs, security certs, etc.)

9. Employment Record:

(Start from current position, go backwards. Include at least last 10 years.)

From (Year)	To (Year)	Employer	Position Held	Key Responsibilities

10. Relevant Project Experience for MRFP:

For each most relevant project:

- Project Name:
- Client:
- Duration:
- Role and responsibilities:
- Technologies / domains handled:

11. Languages:

Language	Speak	Read	Write
English	Y/N	Y/N	Y/N
Marathi	Y/N	Y/N	Y/N
Hindi	Y/N	Y/N	Y/N

12. Certification by Staff Member

I, [Name], hereby certify that the details furnished above are true and correct to the best of my knowledge and that I shall be available for the MRFP project if the contract is awarded.

Signature of Staff Member, Date

13. Certification by Bidder

We certify that the above CV is accurate, that the individual is employed with us (or will be engaged as per applicable norms), and that we shall deploy the individual on the MRFP project as proposed.

Signature of Authorized Signatory, Name, Designation, Date, Seal

Form 9 – Financial Proposal Submission Form

(On bidder's letterhead, to be submitted with Packet C)

Financial Proposal Submission Form

Date: [●]

To

The Municipal Commissioner

Brihanmumbai Municipal Corporation

[Address]

Sub: Financial Proposal for “Design, Development, Implementation, Integration, Hosting, Operations and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)” – RFP No. [●]

Sir,

1. We, the undersigned, having gone through the RFP and having fully understood the scope of work, submit our **Financial Proposal** for the MRFP project.
2. Our total quoted price for the project, as per the detailed **Price Schedule (Form 10)**, is:
 - a. Total Implementation Cost (excluding taxes): INR [●]
 - b. Total O&M Cost for [●] years (excluding taxes): INR [●]
 - c. Evaluated AI Service (per million token) Usage Cost, (excluding taxes): INR [●]
 - d. Any license cost (if applicable and allowed): INR [●]
 - e. Total Cost (excluding taxes): INR [●]
 - f. Applicable Taxes: INR [●]
 - g. Grand Total Cost (including taxes): INR [●]**
3. We understand that the quoted prices are firm and fixed for the entire contract period, except where adjustments are explicitly allowed in the RFP.
4. We confirm that the Financial Proposal has been prepared in accordance with the RFP and that all line items have been priced. Any item not specifically priced is deemed to be included in other items.
5. We understand that the evaluation of financial proposals will be carried out as specified in Section III of the RFP and that BMC is not bound to accept the lowest or any proposal.
6. This Financial Proposal shall be binding upon us for the bid validity period specified in the RFP.

Yours faithfully,

(Signature of Authorized Signatory)

Name: _____

Designation: _____

Company: _____

Seal: _____

Form 10 – Price Schedule

You will often force bidders to fill this in the portal as an Excel or BOQ. Still, you should define the structure in the RFP.

A. Implementation Phase

Sr. No.	Line Item	Unit	Qty	Unit Price (INR)	Total Price (INR)
1	Design, development, implementation and configuration and Go-Live, including Security audit (VAPT), of MRFP	Lot	1		
2	Deployment of cloud structure	Lot	1		
4	Integration with external systems	Lot	1		
5	Legacy Data migration into new application (if applicable)	Lot	1		
	Sub total Implementation (excluding taxes)				[A]

B. Operations and Maintenance Phase

Sr. No.	Line Item	Unit	Qty (years)	Yearly Price (INR)	Total Price (INR)
1	Application support and maintenance	Year	3		
2	Infrastructure management	Year	3		
3	License renewal (if any and allowed)	Year	3		
4	AI Service cost	Lump Sum	Lump Sum		
	Sub total O&M (excluding taxes)				[B]

C. Summary

- Total Implementation Cost (A): INR [●]
- Total O&M Cost (B): INR [●]
- Total (A + B) excluding taxes: INR [●]
- Applicable Taxes: INR [●]
- Grand Total including taxes: INR [●]

Note: The bidder shall not modify the structure of the Price Schedule except where permitted. Any omission is deemed included in other line items.

Signature, Name, Designation, Date, Seal

SECTION V – PROJECT BACKGROUND AND OBJECTIVES

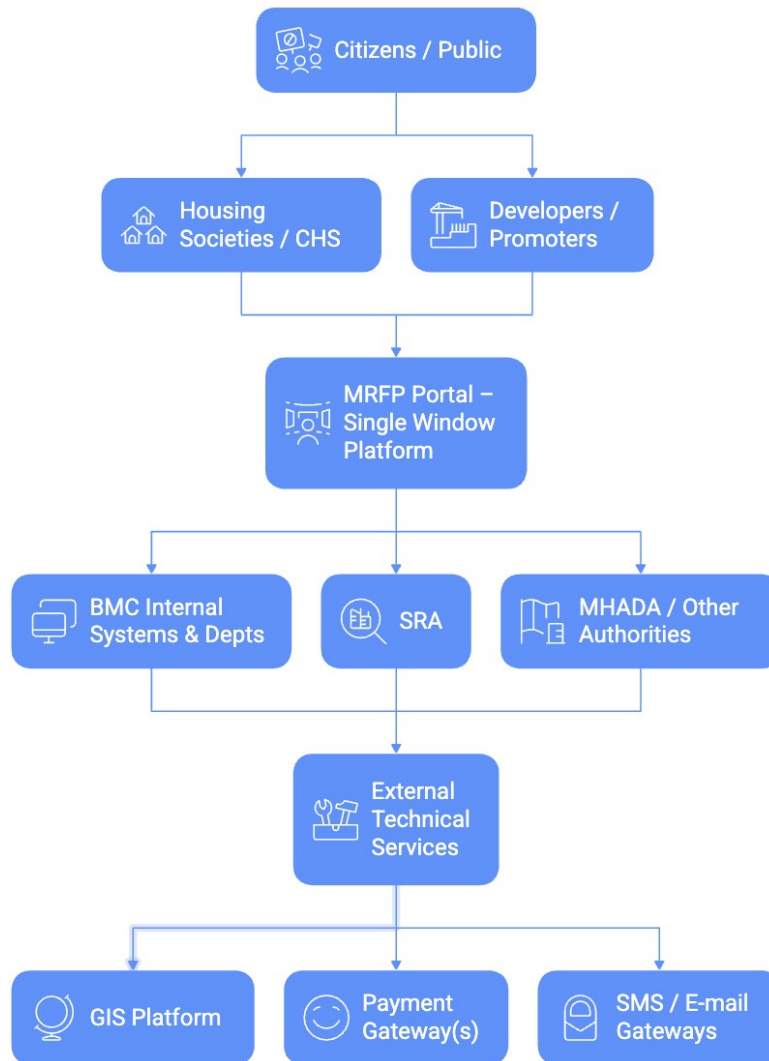
V.1 Background

Mumbai is undergoing one of the most complex urban redevelopment cycles in the country. Large parts of the city comprise aging buildings, congested layouts, and high-density slum pockets that require systematic redevelopment or self-redevelopment. At the same time, there is continuous pressure on civic infrastructure, land availability, and housing affordability. Redevelopment projects are therefore not just construction activities, but long-running programmes involving multiple approvals, stakeholder negotiations, financing structures, and compliance with evolving regulations and policies issued by different authorities.

Today, the end-to-end lifecycle of a typical redevelopment or self-redevelopment project spans several institutions and departments. The Brihanmumbai Municipal Corporation (BMC), Slum Rehabilitation Authority (SRA), Maharashtra Housing and Area Development Authority (MHADA), town planning and building proposal departments, estate and land departments, and various statutory and utility agencies all play a role at different stages. In practice, societies and developers interact with each of these bodies through separate channels, using a mix of physical submissions, email communication and department-specific portals, if any. This leads to multiple touchpoints, repeated data entry, inconsistent formats and a high dependence on individual follow-ups.

A significant portion of the workflows around redevelopment proposals, scrutiny, issuance of No Objection Certificates (NOCs), clearances and final approvals remains manual or semi-digital. Data is often scattered across file-based repositories, standalone applications, and departmental registers. Tracking the real-time status of a project across all its approvals is difficult for both internal officials and external stakeholders. Societies and citizens frequently have limited visibility into where their proposal stands, what queries are pending, and what timelines can be realistically expected. This environment increases the risk of delays, rework, information gaps and disputes, and makes it harder for the administration to monitor overall progress or identify bottlenecks at a city-wide level.

Given the scale of redevelopment needs and the expectations for transparency, accountability and service quality, there is a clear requirement for a unified, digital, single-window system tailored specifically to the redevelopment and self-redevelopment context. The Mumbai Redevelopment Facilitation Portal (MRFP) is envisaged as this system: a platform that brings together stakeholders, data, workflows and analytics under one coordinated architecture, rather than forcing everyone to operate through fragmented channels and ad-hoc processes.



V.2 Objectives of MRFP

The primary objective of the MRFP is to provide a single, unified digital portal through which all redevelopment and self-redevelopment projects within BMC's jurisdiction can be initiated, processed, monitored and reported. Instead of parallel, department-specific interactions, MRFP will act as a common interface that standardises how societies, developers, consultants, financial institutions and authorities submit, process and access information related to redevelopment.

A key goal is to enable all stakeholders to collaborate on the same platform in a structured and traceable manner. Societies and their authorised representatives should be able to submit proposals, respond to queries, upload required documents, track progress and access official communications from within MRFP. Developers, architects, project

management consultants, legal and financial advisors should be able to work within clearly defined roles and workflows. Officials across BMC, SRA, MHADA and other agencies should be able to view the same project data, process tasks assigned to them, issue approvals and record observations within an integrated workflow, rather than relying on uncoordinated email trails and physical files.

The MRFP is also expected to incorporate AI-enabled feasibility analysis and predictive insights as a core capability, not an afterthought. The objective is to allow societies and officials to run structured feasibility assessments based on plot parameters, existing building stock, applicable regulations, cost assumptions and unit configurations. The system should provide indicative estimates of cost, timelines, benefits, and potential risks for different scenarios, enabling better-informed decisions well before detailed approvals. Over time, the platform should be capable of learning from historical project data to refine its predictions and highlight recurring risk patterns.

Another objective is to tightly integrate Geographic Information System (GIS) capabilities into the portal, particularly for cluster redevelopment and spatial planning. MRFP should be able to visualise societies, buildings, clusters and projects on a map; overlay planning constraints, zoning and infrastructure layers; and support cluster definition and analysis. This geospatial view is intended to help authorities plan and regulate redevelopment in a coordinated manner, identify opportunities for cluster-based interventions, and understand the spatial implications of approvals.

Finally, MRFP is expected to improve transparency and information access for citizens, societies and regulators. Public dashboards and appropriately curated project information should help build trust that redevelopment is being processed in a standardised and fair manner, in line with published policies. Regulators and senior management should be able to view up-to-date statistics on applications, timelines, bottlenecks and outcomes via configurable dashboards and reports. Together, these objectives position MRFP as a strategic governance tool rather than just a transactional application.

V.3 Stakeholders

The MRFP is designed as a multi-stakeholder platform that must serve the needs of several distinct user groups. Within BMC, the key stakeholders include departments such as Building Proposals, Town Planning, Estate, Legal, Finance, IT, and any specialised cells dealing with redevelopment and self-redevelopment. These departments require a system that standardises submission formats, enforces structured workflows, ensures completeness of documents, and allows them to process cases within defined timelines.

Department heads and senior officials need dashboards that give them visibility on workloads, pending tasks, SLA performance and policy compliance across wards and zones.

External authorities such as the Slum Rehabilitation Authority (SRA), MHADA and other state agencies involved in clearance, land, housing or rehabilitation also form an important stakeholder group. They need controlled access to relevant project data and documents, the ability to provide NOCs or comments within the same workflow, and a consolidated view of proposals in their domain. MRFP should reduce duplication of effort and conflicting data submissions between agencies by ensuring that authoritative data is captured once and shared securely, as per policy, rather than re-entered multiple times in different formats.

Housing societies and their office bearers (e.g. chairpersons, secretaries, treasurers) are arguably the most critical non-government stakeholders. They need a guided experience to understand eligibility, process steps, required documents and realistic timelines. The platform must help them initiate proposals, view checklists, upload and manage documents, respond to departmental queries and track the status of their projects without needing to constantly visit offices or rely solely on intermediaries. Individual members of societies require sufficient transparency to understand what is happening with their building's redevelopment without breaching privacy or causing information overload.

Developers, promoters and service providers such as architects, project management consultants, legal advisors and contractors make up another major stakeholder group. These users need clear role-based access, the ability to manage multiple projects, collaborate with societies and authorities, and submit technical and commercial details in standardised ways. Financial institutions and investors that fund redevelopment are also stakeholders; they require reliable project information, clarity on status and approvals, and mechanisms to express interest or assess risk within a structured environment.

Citizens at large, including non-members in affected areas, local representatives, civil society organisations and media, are indirect stakeholders who benefit from appropriate levels of public information and transparency. They require access to non-confidential information on approved and ongoing projects, cluster plans, broad timelines and grievance mechanisms, so that redevelopment is not perceived as opaque or arbitrary. MRFP must therefore balance role-based security and privacy with a meaningful level of public visibility, tailored to each stakeholder group's needs.

V.4 Expected Outcomes

The MRFP is expected to deliver measurable improvement in the way redevelopment and self-redevelopment projects are managed and governed in Mumbai. One of the primary

outcomes is a reduction in overall processing time for approvals. By standardising forms, enforcing completeness checks, routing proposals through pre-defined workflows and enabling digital communication of queries and responses, the system should reduce avoidable delays caused by missing information, inconsistent formats and manual file movements. Time-bound workflows and automated alerts should support better adherence to service-level expectations.

Another key outcome is the standardisation of data and documents across projects and departments. MRFP will provide a single source of structured master data for societies, projects, clusters and stakeholders, along with a managed repository of legal, technical and financial documents linked to each case. This will make it easier for officials to verify information, for auditors to trace decisions, and for future policy or scheme changes to be analysed based on reliable data rather than fragmentary records. Consistent templates and checklists should also reduce the learning curve for societies and consultants.

The platform is also expected to significantly enhance decision-making through analytics, AI-powered feasibility assessments and geospatial insights. Authorities should be able to identify trends in applications, approval timelines, cluster formation, bottlenecks and risks at the level of wards, zones or the entire city. Feasibility calculations and historical data can support more informed judgments on the viability of proposals, while GIS-based views can help identify priority areas and coordinate infrastructure planning with redevelopment activity.

Finally, MRFP is intended to improve transparency and public trust in the redevelopment process. By providing clear, role-based access to project information, publishing appropriate public dashboards, and offering structured grievance and feedback mechanisms, the system should make the process more predictable and understandable for societies and citizens. Over time, this transparency, coupled with more consistent and timely processing, is expected to build confidence that redevelopment decisions are being taken in a fair, data-backed and policy-compliant manner, supporting the broader goals of sustainable and equitable urban renewal in Mumbai.

V.5– Scope of work

The selected bidder shall act as the System Integrator for the Mumbai Redevelopment Facilitation Portal (MRFP) and deliver a complete, secure, production-ready solution on a turnkey basis. The scope includes design, development, configuration, integration, testing, hosting support, training, documentation and operations & maintenance (O&M) for the duration specified in this RFP, including full handover at the end of the contract. For the overall context, background and objectives of the project, bidders shall refer to Sections V.1 to V.4.

The bidder shall implement MRFP in line with the detailed **functional requirements in SECTION VI – Functional Requirements and Modules**, including at a minimum: the public portal and knowledge hub; user registration, authentication and RBAC; society and project lifecycle management; AI-enabled feasibility calculator; cluster redevelopment and GIS features; service provider and investment marketplaces; communication, notifications, feedback and grievance handling; and administration, dashboards and reporting modules.

The bidder shall design and implement the technical architecture, integrations and hosting environment in accordance with **SECTION VII – Technical and Integration Requirements** and **SECTION VIII – Security, Privacy and Compliance**, including a modular multi-tier architecture, APIs and integrations with BMC and external systems, GIS services, payment and messaging gateways, as well as all mandated security controls, logging, monitoring, backup, high availability and DR.

During the implementation phase, the bidder shall carry out all activities described in **SECTION IX – Implementation Approach, Timeline and Deliverables**, including detailed study and requirement finalisation, solution and UI/UX design, development and configuration of all modules, setup of environments, data migration / initial data setup, testing (functional, performance and security), support for UAT and external audits, go-live, and stabilisation / hyper-care. Training, change management and preparation of all required documentation for different stakeholder groups shall be provided as specified in **SECTION X – Training, Change Management and Documentation**.

For the O&M period, the bidder shall provide ongoing application and infrastructure support as defined in **SECTION XI – Operations and Maintenance**, covering incident and problem management, bug fixing, minor enhancements, performance tuning, monitoring, patching, backups, DR drills, security upkeep, service desk operations and periodic reporting. The bidder shall meet or exceed the service levels specified in **SECTION XII – Service Level Agreement (SLA)**. Commercial and payment terms applicable to the entire scope are defined in **SECTION XIII – Commercial and Payment Terms**, while the legal and contractual framework, including IPR, confidentiality, change control and exit management, is set out in **SECTION XIV – General and Special Conditions of Contract (GCC / SCC)**.

VAPT shall be conducted annually during the O&M period of the project.

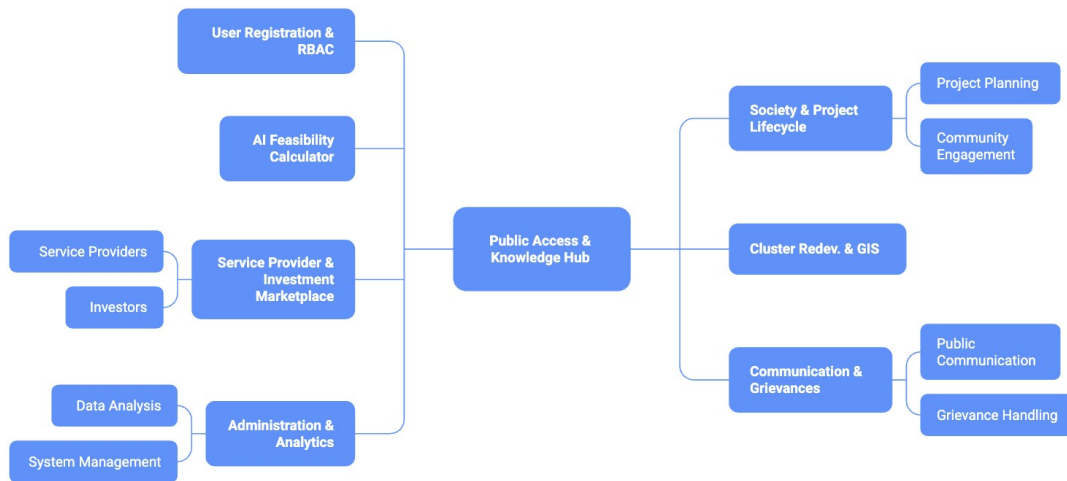
SECTION VI – FUNCTIONAL REQUIREMENTS AND MODULES

This section defines the minimum functional requirements of the Mumbai Redevelopment Facilitation Portal (MRFP). The selected bidder shall design, develop and implement all features specified herein and shall ensure that these features work together as an integrated solution. Wherever the term “system” is used, it refers to the MRFP application,

including public-facing components, authenticated components, APIs and back-office tools. All requirements in this section are mandatory unless explicitly stated as “optional” or “illustrative”, and bidders shall size, architect and design their solution accordingly.

VI.1 Public Access and Knowledge Hub

Public Access & Knowledge Hub Structure



VI.1.1 Public Landing Page

A. General

The system shall provide a public-facing web portal (“Landing Page”) that is accessible to any citizen without authentication and that serves as the primary entry point to the MRFP. The Landing Page shall be designed using responsive web design principles so that it renders correctly and remains fully usable on desktops, laptops, tablets and smartphones with different screen sizes and resolutions. The bidder shall ensure that the layout, typography and UI components adapt gracefully across devices without loss of content or functionality. The Landing Page shall, at a minimum, be available in English and Marathi and shall include a configurable language switcher with a mechanism to add additional Indian languages in future without major redevelopment. The system shall comply with applicable accessibility standards, such as WCAG 2.1 Level AA or equivalent, so that users with disabilities can effectively access information using screen readers, keyboard navigation, high-contrast modes and scalable text, and the bidder shall take this into account in the choice of components, colours, semantics and markup.

B. Content and Structure

The Landing Page shall be structured to provide clear, concise and authoritative information about redevelopment in Mumbai. It shall allow BMC to display high-level information such as an overview of redevelopment policies and schemes, eligibility criteria for different types of societies and stakeholders, and step-by-step explanations of the redevelopment and self-redevelopment processes in a form understandable by non-technical users. The page shall also present key contact details, including helpline numbers, email addresses and links to support channels, so that users know where to seek assistance. The system shall allow BMC to configure and publish announcements, news items and updates such as new circulars, policy changes, system downtime notices and important deadlines, with the ability to pin or highlight critical items. Navigation on the Landing Page shall be intuitive and shall include clearly labelled menu entries for “Information for Societies”, “Information for Developers / Service Providers”, “Information for Citizens / Public”, “Knowledge Hub”, “Login / Registration”, “Feedback & Grievances” and “FAQs and Help”, or equivalent labels approved by BMC. The system shall also provide a configurable banner or hero section that can be used to publish high-impact notices or campaigns, such as a new Government Resolution or policy update, without requiring code changes. Additionally, the Landing Page shall contain explanatory sections such as “How MRFP works”, outlining the high-level workflow from application to approval, and “Benefits”, describing the value of the portal for each stakeholder group, along with clearly visible quick links to key services such as applying for redevelopment, tracking an application and viewing public dashboards.

C. Dynamic Content Management

The system shall include a browser-based content management capability that allows authorised administrative users from BMC to create, update, schedule and unpublish content blocks on the Landing Page without developer intervention and without direct database changes. These content blocks may include text paragraphs, images, icons, hyperlinks, call-to-action buttons and structured sections. The content management interface shall support version control for static content so that administrators can view previous versions and roll back to a prior version where required, for example if an update contains errors. The system shall support the configuration of start and end dates for specific content items so that time-bound notices (such as tender announcements or planned maintenance) are automatically published and withdrawn at the correct time without manual action. The system shall allow embedding of media assets, including images, PDFs and videos, either hosted within the MRFP infrastructure or on approved external platforms, subject to BMC’s security policies and content guidelines. Administrators shall be able to manage these assets through the same interface, with appropriate metadata and access control.

D. Search and Discovery

To help users find information quickly, the Landing Page shall provide a prominent global search bar. This search facility shall be able to retrieve results from multiple public content sources within MRFP, including but not limited to Knowledge Hub articles, frequently asked questions, public segments of policy documents and circulars, and public project or scheme information where disclosure is permitted by BMC. The search functionality shall support keyword-based queries and shall provide filters such as category, date range, issuing authority and document type so that users can refine results. Search results shall be presented in a ranked, relevance-based order with clear titles, snippets and links to the underlying content. The system shall be designed to handle a reasonable volume of concurrent search requests without significant performance degradation and shall allow BMC to tune indexing behaviour and relevance parameters during implementation.

E. Public Transparency Features

The system shall contribute to transparency by providing public, read-only access to a subset of project information, strictly governed by BMC's policies on confidentiality and privacy. This shall include, at a minimum, the ability for citizens to view high-level information on approved and in-progress redevelopment projects, such as project ID, locality, ward, broad status and indicative timelines, without exposing sensitive personal or commercial data. The portal shall support public dashboards or summary views that show aggregate information, for example the number of projects by ward, project type, stage of processing or year, and these dashboards shall be configurable by BMC so that the indicators shown can be updated over time. The design of these public views shall make it clear that they are for information and transparency purposes and do not replace official documents or certified records.

F. Analytics and Monitoring

The system shall include capabilities to capture and store web analytics related to the public portal. At a minimum, it shall log metrics such as page views, unique visitors, session duration, navigation paths, bounce rates and search terms used on the Landing Page and related public pages, in an aggregated and privacy-preserving manner. These analytics shall help BMC understand how citizens and other stakeholders use the portal and which information is most in demand. The system shall provide authorised users with access to reports and dashboards summarising this data, with options to filter by date range and other parameters, and to export the data or reports to standard formats for further analysis. Such insights shall support iterative improvement of content, navigation and user experience on the public portal and may also be used to justify digital outreach and communication strategies.

H. Cloud Hosting Services

IT department hosts all the applications on virtual private cloud. The selected Implementation agency will have to host and maintain the newly developed applications, database on the infrastructure which the bidder shall provide during the contract period.

Cloud hosting services must be availed from MEITY empanelled Cloud Service Provider (CSP). Data Center and Disaster Recovery must be hosted on MEITY empanelled Cloud only.

Cloud Hosting Requirements of Information System.

VI.1.2 Knowledge Hub and Help Center

A. Knowledge Repository

The system shall provide a centralised Knowledge Hub that acts as the authoritative repository for all reference material related to redevelopment in Mumbai. This repository shall store Government Resolutions (GRs), circulars, notifications, redevelopment policies, guidelines, manuals and standard operating procedures issued by BMC and other competent authorities. It shall also maintain standard templates and forms such as consent forms, MoUs, affidavits and declarations that societies, developers and other stakeholders are expected to use. In addition, the Knowledge Hub shall host FAQs, explanatory notes and training materials, including slide decks, written guides and tutorials, so that users can understand both the policy framework and the functioning of the MRFP portal. The system shall support upload of documents in common formats such as PDF, DOCX, XLSX, PPTX and images, with configurable size limits that can be adjusted by BMC as needed. For each document, the system shall capture and store at least a standard set of metadata, including title, document type (for example GR, circular, SOP, template), issuing authority, issue date and effective date, version number, language or languages in which the document is available and tags or keywords. This metadata shall be used for classification, search and reporting and shall be manageable through the application without database-level access.

B. Classification, Search and Filters

The Knowledge Hub shall support structured classification of content so that users can navigate and retrieve information efficiently. The system shall allow BMC to define hierarchical categories and subcategories for documents, for example “Policies > Self-Redevelopment”, “Policies > Cluster Redevelopment”, “Legal > Model Agreements”, or “Templates > Consent Forms”, and shall permit documents to be associated with one or more such categories. Users shall be able to browse the repository using this hierarchy and see category-level listings that can be sorted and filtered. In addition to browsing, the system shall provide an advanced search facility within the Knowledge Hub that supports keyword searches across document titles and metadata fields. The search capability shall allow users to refine results using filters such as document type, category, issuing authority,

date range, language and tags, so that they can narrow down large result sets to the most relevant items. Where technically feasible and subject to performance considerations, the system shall also support full-text search across the content of text-based documents, such as machine-readable PDFs and word processing files, so that users can find documents based on phrases appearing in their body and not only in the metadata.

C. Content Lifecycle Management

The system shall implement a clear content lifecycle for all items in the Knowledge Hub so that information remains current, accurate and traceable. At a minimum, each document shall move through states such as Draft, Under Review, Published and Archived, with the ability for BMC to configure additional states if required. The system shall allow authorised users to create new content in Draft state and then submit it into a configurable approval workflow, for example from content creator to legal or policy reviewer and then to final approver. Only after the necessary approvals are obtained shall the document be marked as Published and made available to the intended audience. The system shall maintain a complete audit trail of all actions performed on each document throughout its lifecycle, including creation, modification, approval, rejection, publication and archiving, with timestamps and identification of the user performing each action. When policies or forms are superseded, the system shall allow BMC to mark earlier versions as superseded and to link them to the current valid version, so that users can see which document is in force while still being able to reference historical versions where necessary for audit or legal purposes.

D. Help Center and Self-Service

In addition to the repository of formal documents, the system shall include a Help Center that consolidates all self-service assistance available to portal users. This Help Center shall bring together frequently asked questions, step-by-step guides and troubleshooting tips related to both policy and portal usage. Examples include detailed guidance on “How to submit a proposal”, “How to track your application”, “How to upload documents correctly” and “What to do if your login fails”. The system shall allow non-technical administrative users to create and maintain guided walkthroughs or checklists for common tasks, using a configuration interface without the need for programming. These guided flows may include checklists, process flow explanations and embedded links. The system shall support embedding of training videos and screen-recorded tutorials hosted either within MRFP or on approved platforms, with basic playback controls such as play, pause and captions where provided. Help Center content shall support deep linking so that articles can link directly to relevant forms, modules and Knowledge Hub documents, guiding users from guidance text to the exact place where an action needs to be performed.

E. Personalisation and Role-based View

The Knowledge Hub and Help Center shall support personalisation based on user role while maintaining a common underlying repository. The system shall allow BMC to define role-specific views such as “For Societies”, “For Developers / Service Providers” and “For Authorities”, so that when a user logs in, they see a curated subset of articles, documents and guides that are most relevant to their role. At the same time, the system shall avoid duplication of documents by allowing a single document to be tagged and surfaced in multiple role-based views. Certain content, such as internal guidelines, checklists for officials or internal SOPs, shall be restricted to logged-in users with specific roles, and shall not be visible to public users or to roles without the required clearance. The system shall enforce these access controls consistently in browsing, search and deep linking, so that restricted content cannot be accessed by unauthorised parties even if they have a direct URL.

F. Feedback and Analytics

The system shall provide basic feedback and analytics capabilities so that BMC can continuously improve the relevance and usability of the Knowledge Hub. It shall allow users to rate the usefulness of individual articles or documents, for example through a simple “helpful / not helpful” mechanism or a small rating scale, and to submit suggestions or comments for improvement where permitted. The system shall capture statistics on usage of Knowledge Hub and Help Center content, including metrics such as the most viewed documents, most downloaded templates and most frequently searched terms. These metrics shall be stored in a manner that allows trend analysis over time. The system shall provide reports and dashboards that allow authorised officials to review these statistics, identify content gaps, detect documents that may need updating or clarification and prioritise creation of new guides. This feedback and analytics loop shall help align the Knowledge Hub with actual user needs and reduce repetitive support queries.

VI.2 User Registration, Authentication and RBAC

VI.2.1 User Types and Roles

The system shall support a broad set of user categories that reflect the real stakeholder landscape of redevelopment in Mumbai. At a minimum, it shall cater to housing society representatives and office bearers, developers and promoters, consultants such as architects, project management consultants, legal and financial advisors, financial institutions and investors, government officials from BMC, MHADA, SRA and any other agencies configured by BMC, as well as citizens and general public users who may require limited self-service features. Within each category, the system shall allow granular role definition, for example “Society Secretary”, “Society Committee Member”, “Developer Admin User”, “Developer Staff User”, “Department Approver”, “Scrutiny Officer”, “Data Entry Operator” or “Read Only Viewer”. Roles shall control what each user can see and do

within the portal. The system shall provide an administration interface through which authorised BMC administrators can create new roles, modify existing roles and update associated permissions without requiring source code changes or deployment. This design shall ensure that as policies, organisational structures or processes evolve, the role model can be adapted quickly and safely by configuration rather than redevelopment.

VI.2.2 Registration and Onboarding

The system shall provide online self-registration forms tailored to each user type, so that stakeholders can onboard themselves into the portal in a structured and compliant manner. Each form shall capture relevant details for that category. For example, a housing society registration shall capture society name, registration number, address, ward, contact persons, key office bearers and basic building information. A developer registration shall capture legal entity details, registration numbers, PAN, GST, registered office address, authorised signatories and other fields required by BMC. Similar tailored forms shall exist for consultants, financial institutions and citizens, each aligned with BMC's data requirements. The system shall validate mandatory fields both on the client side and on the server side, and shall display clear, user friendly error messages when data is missing or invalid so that users can correct issues without confusion.

The registration process shall include appropriate verification mechanisms for each user type. This shall include sending verification links to registered email addresses, generating OTPs to be sent to registered mobile numbers and allowing upload of supporting documents such as registration certificates, identity proofs and authorisation letters. The system shall support Know Your Customer (KYC) checks either through built-in rules or through integration with external KYC services as per BMC's policy, and shall ensure that full access to sensitive functions is granted only after these checks pass. The registration workflows shall be configurable so that BMC can define which user types are auto approved after basic verification, and which require a maker checker style approval process, for example developers and financial institutions. At each step of the registration lifecycle, the system shall send notifications to applicants via email, SMS and in portal messages to inform them of submission, approval, rejection or requests for clarification, with clear instructions on any further action required.

VI.2.3 Authentication and Session Management

The system shall provide secure authentication capabilities for all registered users. At a minimum this shall include username and password based login combined with at least one additional factor such as a one time password sent via SMS or email, or an authenticator application, in line with BMC's security policy. Passwords shall never be stored in plain text. Instead, the system shall store password hashes using industry standard one way hashing

algorithms with salting, and shall protect password data from unauthorised access. The system shall enforce configurable password policies that cover minimum length, complexity requirements, expiry periods, password history and account lockout after a defined number of failed login attempts. These parameters shall be adjustable by security administrators.

Session management shall be designed to protect against common web application attacks and misuse. The system shall enforce session time out after a configurable period of inactivity and shall ensure that session tokens are generated, stored and invalidated in a secure manner that protects against session fixation and hijacking. Users shall be able to view active sessions associated with their account and terminate sessions where necessary, for example if they suspect that a session is open on a shared device. The system shall provide a secure “forgot password” flow that verifies user identity through email and or mobile OTP before allowing password reset. In all circumstances, passwords shall not be sent over any channel in clear text and reset tokens shall be time bound and single use.

VI.2.4 Role Based Access Control (RBAC)

The system shall implement a robust Role Based Access Control model so that each user can access only those modules, data elements and actions that are permitted by their role and organisational context. Access control must apply uniformly to the user interface and to any backend services or APIs exposed, so that no bypass is possible. The system shall provide a permission matrix or equivalent configuration interface where administrators can define permissions at a granular level, such as view, create, edit and delete rights for specific entities like projects, societies, documents, grievances or configuration items. The matrix shall also include permissions to initiate or approve workflow steps, to access reports and dashboards and to manage users or configuration.

The system shall allow assignment of multiple roles to a single user where the business process demands it, for example a user who acts both as a data entry operator and an approver in different contexts, and the effective permissions shall be the union of permissions associated with all assigned roles, subject to any explicit restrictions configured by BMC. The role model shall support mapping of roles to organisational structures such as department, ward or zone so that data access can be limited to a user’s jurisdiction and responsibilities. For example, an officer in one ward should not see internal details of projects in another ward unless their role requires it. The system shall include safeguards to prevent privilege escalation, ensuring that no user can assign themselves or others roles that would give them higher privileges than permitted by policy. Changes to role assignments shall be logged comprehensively for audit.

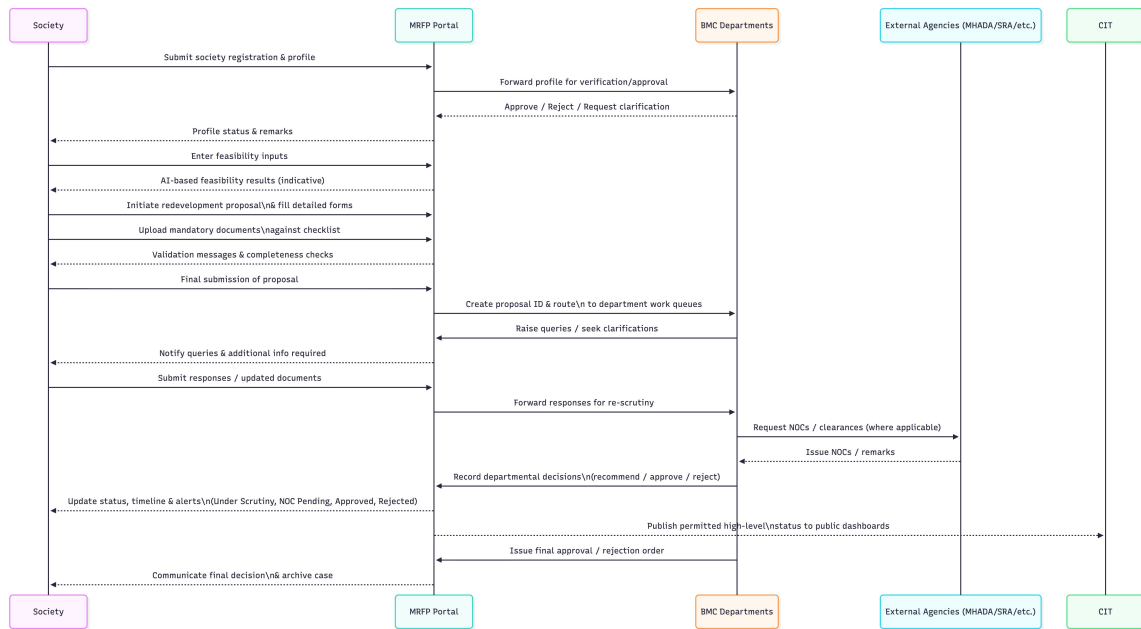
VI.2.5 User Profile Management and Audit

The system shall allow users to view and maintain their own profile information through a secure profile page. This shall include basic personal and contact details such as name, designation, phone number, email address and, where applicable, organisation details. Which fields a user can modify shall be configurable by administrators, so that sensitive attributes are controlled centrally. The system shall allow authorised officials to change the status of user accounts to active, inactive, suspended or blacklisted in line with BMC's governance rules. For example, users associated with non compliant entities may be suspended or blacklisted and shall no longer be able to access the portal.

From an audit and compliance perspective, the system shall log all critical account related events. These events shall include user registration, activation, deactivation, suspension, role assignment or changes, password reset, failed login attempts beyond threshold and successful logins from new devices or locations. For each event, the log shall capture the timestamp, the user involved, the acting administrator where applicable, source IP address and other relevant technical details. The system shall provide administrators with reporting and querying capabilities to review these logs, generate audit reports and investigate suspicious behaviour or security incidents. These audit capabilities shall support regulatory compliance and internal controls and shall be designed so that logs cannot be tampered with or deleted by ordinary users or even by administrators without leaving a trace.

VI.3 Society and Project Lifecycle Management

This group of modules covers the end-to-end digital management of housing societies and their redevelopment or self-redevelopment projects. The intent is that every relevant detail about a society, its members, its buildings and its associated projects is captured in a structured, consistent and reusable manner. The system shall support the entire lifecycle from initial creation of society master data, through proposal submission and multi-department approval workflows, to ongoing status tracking and audit.



VI.3.1 Society Master Data Management

A. Society Profile

The system shall allow authorised society users to create and maintain a complete digital profile for their housing society. This profile shall capture at minimum the society name, registration number and legal type, such as co-operative housing society, apartment association or other forms recognised under applicable law. It shall store the full postal address, ward and zone information for the society, and where available, GPS coordinates to support location-based analysis and mapping. The profile shall include building-level information, such as the number of buildings, wings and floors, so that the built environment is represented accurately. It shall also capture the number of tenements or units, distinguishing between owned and rented units where required by policy, as well as details of common areas, including parking, open spaces and shared amenities.

The system shall provide facilities to upload and store key society registration documents and foundational records, such as registration certificates, bye-laws, amended bye-laws and other statutory documents. These documents shall be stored in a secure digital repository and associated with the society profile so that officials and authorised users can access them when processing redevelopment-related actions. The system shall allow society office bearers to be recorded explicitly in the profile, including roles such as Chairman, Secretary, Treasurer and other committee positions. For each office bearer, the system shall store contact information and shall support mapping of these roles to corresponding portal roles and permissions, so that office bearers can perform actions in the system that are aligned with their responsibilities in the society's governance structure.

The system shall also support capturing of member-level details at a depth defined by BMC. This may include owner names, flat or unit numbers, contact details, category of occupancy and ownership type, subject to applicable privacy and data protection requirements. The system shall provide mechanisms to protect sensitive personal information, ensuring that only authorised roles can view or export such data, and that it is never exposed in public or aggregated views in a manner that violates privacy policies.

B. Data Quality and Validation

To ensure reliability of information, the system shall implement robust data quality and validation checks on society master records. For example, it shall verify that the total number of units or tenements recorded at society level is consistent with the sum of units defined at the building or wing level. Similar cross-field validations shall be implemented as part of configuration during implementation, so that common data entry errors are prevented at source. Where BMC's process requires it, the system shall support a review and approval step for initial society profiles. In such cases, societies can create and submit their profile, and designated officials shall review the submitted data, seek clarifications if needed and either approve or reject the profile before allowing the society to initiate redevelopment proposals.

The system shall support the concept of "locked" fields for critical data elements. Once a society's project reaches a defined stage in the lifecycle, for example after acceptance of an initial proposal, certain master data elements such as building count or fundamental identifiers may no longer be editable through normal means. Any subsequent change to these locked fields shall only be possible through a controlled change request process, subject to appropriate approval. This helps maintain integrity of the data that underpins feasibility calculations, regulatory checks and legal documents.

C. Linking to Projects and History

The system shall link each society profile to all redevelopment or self-redevelopment projects associated with that society, so that users always have a consolidated view of the society's project history and current engagements. From the society profile, authorised users shall be able to view a list of projects with key attributes such as project ID, type, status and stage in the lifecycle. This linkage shall be maintained consistently across modules so that data is not duplicated and updates reflect correctly in all related views.

In addition to current data, the system shall maintain a history of key changes in society master data over time. This includes changes in office bearers, changes in registered address, updates to major structural attributes and any other fields identified as significant by BMC. For such changes, the system shall record the previous and new values, the effective dates from which the change applies and details of the user and time of change. This historical

view shall support audit, dispute resolution and analysis of how societies evolve during the redevelopment process.

The system shall provide search, filter and reporting capabilities for authorised officials to work with society data at scale. Users shall be able to search for societies based on multiple attributes, for example by ward, zone, society type, project involvement, status of their profiles or presence of active redevelopment projects. The system shall generate tabular reports and summaries that can be exported for further analysis, allowing the administration to understand distribution and status of societies across the city and to identify clusters that may need proactive engagement or policy focus.

VI.3.2 Redevelopment Proposal Submission

A. Proposal Initiation

The system shall allow a housing society, or an authorised representative acting on its behalf, to initiate a redevelopment or self-redevelopment proposal through structured online forms. These forms shall guide the user step by step so that all necessary information is captured in a consistent and standardised way, reducing dependence on free-form documents and manual interpretation. The system shall support multiple proposal types such as self-redevelopment, developer-led redevelopment, cluster redevelopment and public-private partnership (PPP) models, and for each type it shall present only those fields, documents and options that are relevant to that category. Validation rules and instructions shall be tailored to the specific proposal type so that errors are caught early.

For users who represent more than one society, such as consultants or federations, the system shall allow selection of the relevant society from a list of societies associated with their account. Once a society is selected, the system shall automatically populate the proposal with known master data from the society profile, such as address, ward, building information and key identifiers, to minimise re-entry of data and reduce mistakes. The user shall then be able to review and update these pre-filled values where allowed, ensuring that the proposal reflects the latest situation while remaining consistent with the master records.

B. Data Capture

The system shall capture all critical details required to assess and process a redevelopment proposal. At a minimum, it shall record existing building details and area statements, including the number of buildings, floors, units and corresponding built-up areas, so that the existing physical scenario is clearly documented. It shall capture plot level information such as total plot area, ownership status, reservations, encumbrances, land use zoning and any special conditions that may apply. The system shall allow entry of proposed parameters

including the proposed built-up area, FSI utilisation, configuration of new units (for example unit types, sizes and counts) and any proposed reconfiguration of buildings or clusters.

The proposal forms shall also capture indicative timelines and phasing, for example expected start and completion dates for phases such as vacancy, demolition, construction and handover, so that authorities can understand project duration and sequencing. Key financial parameters such as cost estimates by major head, funding sources, expected consideration to societies and any other financial arrangements mandated by policy shall also be recorded in structured fields. For complex or technical fields, the system shall provide tooltips, inline guidance and explanations in plain language to reduce confusion and data entry errors. Numeric fields such as areas, counts and FSI values shall be validated with reasonable limits and cross-checks, for example ensuring that proposed built-up area is consistent with plot area and permissible FSI as per the selected location and scheme, with validation rules configurable by BMC.

C. Document Upload and Compliance Checklist

The system shall support a robust document management process as part of proposal submission. For each proposal type, it shall present a configurable document checklist that clearly distinguishes between mandatory and optional documents, such as title documents, existing sanctioned plans, structural reports, consent records, architect's certificates, financial viability reports and any other documents specified by BMC. The checklist shall serve as a compliance guide for societies and their advisors, making it clear which documents are required at which stage.

For every checklist item, the system shall allow upload of one or more documents, along with descriptive information such as document name, date, issuing authority, version and validity period, where applicable. The system shall support upload of large documents using chunking or similar mechanisms, subject to configurable size limits set by BMC, so that high-resolution plans and reports can be uploaded reliably over typical network connections. Basic file type validation shall be implemented to restrict uploads to permitted formats, and the system shall integrate with security tools to perform virus or malware scanning on uploaded files before they are made available for viewing. The user interface shall provide a consolidated view of the checklist showing which items are complete, which are pending and which are under review by authorities, so that societies have a clear understanding of their compliance status at any point in time.

D. Drafting, Review and Submission

The system shall support a drafting mode so that societies can build their proposals incrementally over multiple sessions without losing work. Proposals in progress shall be stored in a "Draft" state, and authorised users shall be able to log in, update information,

upload additional documents and refine details until they are ready to formally submit. During drafting, the system shall indicate which sections are complete and which still contain missing or invalid data.

Before a proposal can be submitted formally, the system shall enforce completion of all mandatory fields and attachment of all mandatory documents, unless an authorised official has explicitly granted a waiver through a defined process. When the society is ready to submit, the system shall present a summary view of the proposal, including all key fields and a list of attached documents, for final review. This summary shall be printable and exportable for internal record keeping. Once the user confirms submission, the system shall validate the data, change the proposal state to “Submitted”, assign a unique Proposal ID and record the submission timestamp. An acknowledgement shall be provided on screen and also sent to the society via email and SMS, containing at least the Proposal ID, society name and submission date, so that the proposal can be referenced unambiguously in all future communications and tracking.

VI.3.3 Approval Workflow Management

A. Workflow Configuration

The system shall support fully configurable, multi-stage approval workflows for redevelopment and self-redevelopment proposals, reflecting the actual processes followed by BMC and associated agencies. At a minimum, these workflows shall cover scrutiny by one or more departments, technical vetting (planning, engineering, structural), legal vetting, financial appraisal, obtaining NOCs and clearances from external bodies such as MHADA and SRA where applicable, and final administrative approval. Each of these stages shall be represented explicitly in the workflow configuration so that the movement of proposals can be tracked end to end.

Indicative Approval Process

Made with Napkin

The system shall allow BMC to define different workflows for different proposal types and thresholds, for example separate workflows for self-redevelopment versus developer-led projects, or for projects above a certain size or value. This configuration shall include the sequence of stages, responsible departments and roles, and conditions under which certain stages are skipped or additional steps are inserted. The system shall support both sequential processing (one stage after another) and parallel processing, where multiple departments or agencies can work on their respective parts of the proposal at the same time. This flexibility shall enable BMC to streamline processing in line with changing policy or organisational requirements without needing code-level changes for every variation.

B. Task Assignment and Processing

Based on the configured workflows, the system shall automatically generate and assign tasks to designated officials when a proposal enters a particular stage. Task assignment rules shall consider factors such as department, role, jurisdiction (ward/zone) and load balancing logic where defined. Each official shall have a personalised dashboard showing their pending tasks, tasks in progress and recently completed tasks, helping them prioritise and manage their workload.

When an official opens a task, the system shall provide a consolidated view of the proposal, including key data fields and access to all associated documents, directly within the portal interface. Wherever possible, documents such as plans, reports and certificates shall be viewable through embedded viewers so that officials are not forced to download files to their local machines. The system shall allow officials to record their observations, raise

queries to societies or other stakeholders, and take decisions such as approve, reject or send back for clarification. These actions shall be accompanied by structured comments and, where needed, attachments to justify or support the decision.

The system shall support reassignment of tasks when necessary, subject to rules defined by BMC. For example, tasks may be reassigned within the same department or along a specified hierarchy. Every reassignment shall be recorded in the audit trail, capturing who reassigned the task, to whom, when and why, so that responsibility and handovers remain transparent.

C. Inter-Departmental Coordination

The system shall facilitate smooth coordination between multiple departments and external agencies involved in the approval process. It shall support routing of proposals to different departments and agencies as dictated by the configured workflow, ensuring that each participant receives the information and tasks relevant to their duties. Proposals may be routed in parallel to more than one department where dependencies allow, reducing overall processing time.

For each proposal, the system shall provide authorised users with a consolidated view of status across all involved departments and agencies. This view shall indicate which departments have received the proposal, which stages are pending, which are in progress, and which are completed, along with dates and any key remarks. At the same time, access to data shall remain governed by role-based access control. Each department shall be able to view only the data and documents necessary for its role; sensitive information not relevant to a given department shall not be exposed. The system shall enforce these access controls consistently across screens, APIs and reports.

D. Time-bound Processing and Escalation

The system shall support time-bound processing by allowing BMC to configure processing timelines (SLAs) for each workflow step or stage. For example, initial scrutiny may have an SLA of a certain number of working days, legal vetting another, and so on. These timelines shall be stored as part of the workflow configuration and may vary by proposal type, project size or other parameters.

The system shall track the actual processing time taken at each step by recording the timestamps for when a task or stage is assigned, opened, acted upon and completed. Using this data, the system shall automatically detect SLA breaches or impending breaches. It shall flag such cases visually on dashboards and, where configured, generate alerts or reminders to responsible officials and their supervisors.

The system shall support escalation rules so that tasks that remain pending beyond defined thresholds are escalated to higher authorities or re-routed as per policy. Escalation actions, including notifications sent and changes in responsibility, shall be logged in the audit trail. This framework shall help ensure that proposals do not stagnate unnoticed and that management has visibility into bottlenecks and delays.

VI.3.4 Document and Legal Repository

The system shall maintain a structured, centralised repository of all documents associated with societies, proposals and projects, forming the authoritative digital file for each case. This repository shall store, at a minimum, title documents and property records; agreements such as development agreements, MoUs and tri-party agreements; approvals, sanctions and NOCs issued by BMC and other authorities; architectural drawings and plans; and financial and legal opinions or reports prepared during project evaluation. Documents may be uploaded by societies, developers, consultants or officials, depending on their role and the stage of the process, but all such documents shall be stored and managed within a common framework.

To support efficient organisation and retrieval, the system shall allow each document to be tagged with multiple attributes. These shall include links to the relevant society, project and proposal ID, as well as document type (for example agreement, NOC, plan), category (for example legal, technical, financial) and the stage of the project lifecycle at which the document was generated or required. These tags shall be configurable so that BMC can align them with their classification and record management practices.

The repository shall support document versioning. When updated versions of a document are uploaded (for example revised plans or updated agreements), the system shall maintain a clear version history, indicating the current active version and providing access to historical versions where permitted. Version metadata shall include uploader, upload date, version number and comments describing the change. This ensures that decisions can be traced back to the exact documents relied upon at each point in time.

Access to documents, especially sensitive legal and financial records, shall be strictly controlled. The system shall allow BMC to define which roles can view, download or upload documents of types, and at which stages of the process. For example, some documents may be visible only to legal and senior officials, while others may also be visible to societies or developers. These access rules shall be enforced consistently across all modules.

The system shall provide powerful search functionality within the document repository. Authorised users shall be able to search and filter documents by society, project, proposal

ID, document type, category, date range, project stage, tags and possibly by text content where full-text search is enabled and permissible. Search results shall clearly show document metadata and links to open or download documents, subject to access rights. This search capability shall reduce manual effort in locating documents, support audits and legal reviews and help ensure that all relevant records are readily accessible when needed.

VI.3.5 Status Tracking and Timelines

The system shall act as the single source of truth for the status of every redevelopment and self redevelopment project across its entire lifecycle. At any point in time, there shall be exactly one authoritative status for each proposal or project stored in the system, and all user interfaces, dashboards and reports shall derive their status information from this central record rather than maintaining parallel or manual trackers. The system shall define and manage a standard set of high level statuses, such as Draft, Submitted, Under Scrutiny, Under NOC Processing, Under Clarification, Approved, Rejected, On Hold and Completed. These statuses shall be configurable so that BMC can refine labels, add intermediate states or adjust transitions as policies and processes evolve. The current status of a proposal or project shall be prominently displayed in all relevant screens, both for internal officials and for external stakeholders such as societies and developers, in language that is easy to understand.

For effective monitoring, the system shall record timestamps for all key lifecycle milestones. This shall include, at a minimum, the date and time of initial submission, receipt and acceptance by each department, initiation and closure of scrutiny stages, issuance of queries, receipt of responses, recommendations, approvals, rejections and final completion or closure. These timestamps shall be stored with a consistent time zone reference and shall be immutable once written, except through controlled administrative correction procedures. On top of this data, the system shall provide a visual representation of the project journey, such as a timeline or Gantt style view, which shows major events in chronological order and planned versus actual durations where such information is maintained. This view shall help users quickly understand where a proposal stands, what steps have been completed, how long each step has taken and what is pending.

The system shall provide role based dashboards through which societies, developers and authorised officials can view the real time status of their proposals and projects. Societies and developers shall see a filtered view limited to their own projects, whereas officials shall see views thematically grouped by department, ward, zone or other parameters. Status changes shall not remain passive. The system shall trigger automated alerts whenever a project status changes in ways relevant to a stakeholder. For example, if additional information is required, the society shall receive an alert indicating what is missing and how to respond. When an approval is granted, an alert shall be sent summarising the approval

decision and pointing to the relevant order or document. When a proposal is rejected, the system shall notify the society along with the reasons recorded by the approver, subject to BMC disclosure rules. These alerts shall be delivered through configured channels such as in portal notifications, email and SMS, ensuring that stakeholders do not need to repeatedly log in and check status manually.

VI.3.6 Audit Trail and Activity Log

The system shall maintain a detailed and comprehensive audit trail of all key user activities related to societies, proposals and projects so that actions can be traced, verified and, if necessary, investigated. At a minimum, the audit log shall capture events such as creation and update of society profiles, proposal creation and modification, formal submission and withdrawal of proposals, uploads and downloads of documents, and all workflow actions including approvals, rejections, requests for clarification, reassignment of tasks and changes to critical configuration associated with the project lifecycle. The objective is to ensure that for any significant change affecting a society or project, the system can answer who did what, when they did it and to what data it applied.

For each logged event, the system shall record the user identifier and role of the actor, the exact date and time of the event with time zone reference, a clear description of the action performed and the entity or entities affected, such as a specific society, proposal, document or workflow step. For changes to critical fields, such as status, key master data or financial parameters, the system shall store both the previous value and the new value so that the nature and impact of the change can be reconstructed accurately. This level of detail is essential for maintaining accountability and for defending decisions in case of disputes, audits or legal proceedings.

The system shall provide authorised users, such as designated auditors, supervisors and security officers, with user interfaces to search, filter and export audit logs. These interfaces shall allow filtering by date range, user, role, action type, entity type and other relevant attributes so that large volumes of logs can be narrowed down to the subset of interest. Export capabilities shall support common formats that can be used for offline analysis or submission to oversight bodies. At the same time, the system shall protect the integrity and confidentiality of the audit logs. Access to logs shall be strictly controlled through role based permissions, ensuring that only users with explicit authority can view or export sensitive audit records. The system shall prevent tampering with logs by ordinary users and administrators alike. Any retention and archival policies for audit data shall be implemented in a way that meets BMC's regulatory and governance requirements, and any deletion or purging of old logs in line with approved policies shall itself be auditable.

VI.4.3 AI/ML Components

Where artificial intelligence or machine learning models are used as part of the feasibility calculator, the system shall implement them as discrete services or components with clear and well-documented interfaces, rather than burying them invisibly inside UI logic. These services shall define the required input parameters, the structure of outputs and the error handling behaviour, so that they can be tested, monitored and updated independently. For every AI/ML prediction performed by the system, the platform shall log the full set of input parameters supplied to the model, the identifier and version of the model used and the output values returned, including any confidence scores or probability estimates where the model provides them. This logging is essential for traceability, debugging and regulatory defensibility.

The system shall strictly control who can modify, deploy or retire AI/ML models. Only authorised roles, as defined by BMC, shall be permitted to introduce new model versions, change configuration or switch traffic between models, and such actions shall be captured in the audit trail. The deployment process shall support safe rollout strategies, and the system shall allow rollback to one or more previous model versions if a new version is found to perform unsatisfactorily in production, whether in terms of accuracy, stability or fairness. Wherever technically feasible, the system shall provide basic explainability features for AI outputs, especially those that impact the overall feasibility score. This may include highlighting key input variables that had the greatest influence on the result, showing simple contribution charts or providing textual explanations, so that stakeholders are not presented with a “black box” but can understand why the tool is indicating that a project appears feasible, marginal or not feasible.

VI.4.4 Output Presentation

The system shall present feasibility results in a clear, structured and non-ambiguous manner that can be easily interpreted by both technical and non-technical stakeholders. For every feasibility run, the output shall include a high-level summary indicator, such as “feasible”, “marginal” or “not feasible”, or an equivalent graded rating defined by BMC. Alongside this summary, the system shall display the key numeric outputs that underpin the assessment, including estimated total project cost, estimated revenues, indicative per-tenant benefits, projected project surplus or deficit, and simple payback or breakeven indicators where applicable. These figures shall be grouped and labelled in a way that reflects how decisions are made in practice, for example distinguishing society benefit from developer margin and overall project economics.

The system shall also expose the sensitivity of results to major assumptions. For example, it may show how the feasibility rating and surplus change if construction cost increases by a

certain percentage, or if FSI utilisation or unit mix changes within allowed limits. This may be implemented as small scenario tables or delta indicators. To make the information more intuitive, the system shall provide visual representations such as bar charts, line graphs or comparative plots that show cost and revenue breakdowns, surplus trends under different scenarios and timelines in an easy-to-grasp format. These visualisations shall be accessible within the portal and shall respect accessibility considerations. The system shall allow generation and export of feasibility reports in PDF and other standard formats so that societies, consultants and officials can share them with their members, committees or higher authorities. Each report and on-screen view shall clearly distinguish between indicative feasibility outputs and formal approvals. Prominent disclaimers shall make it explicit that the calculator provides preliminary guidance based on input assumptions and configured rules, and does not, by itself, constitute statutory approval or sanction.

VI.4.5 Security, Access and Audit

The system shall apply strong security and access control measures to all feasibility related functions and data. Access to the feasibility calculator, past feasibility runs and detailed outputs shall be restricted based on user roles and project context. For example, societies shall only be able to see feasibility runs for their own projects, while officials may see a broader set based on their department, ward or zone. Sensitive parameters or internal configuration values used by the models shall be visible only to designated roles. Once a feasibility assessment has been incorporated into a formal proposal and submitted into the approval workflow, the system shall prevent unauthorised modification of the underlying input parameters, except through defined change processes such as formal revision or resubmission, which themselves shall be subject to appropriate approval and logging.

For full traceability, the system shall maintain an audit trail of all feasibility runs. This shall include who initiated each run, when it was performed, which project or society it related to, which model or rule configuration was used and whether the run was part of exploratory analysis or associated with a formal submission. Any changes to global assumptions, default parameters, model configurations or feasibility-related rules shall also be logged with details of the actor, timestamp and before/after values. These logs shall be accessible to authorised auditors and administrators through reporting interfaces that support searching, filtering and export. Together, these controls shall ensure that feasibility outputs are secure, that they cannot be manipulated without detection and that any decisions based on them can be reconstructed and defended if challenged later.

VI.5 Cluster Redevelopment and GIS

This module links spatial data with redevelopment projects and enables cluster level planning and monitoring. The goal is to give officials and planners a map based view of societies, projects and clusters so that redevelopment is not handled in isolation but in a spatially coherent way. By integrating GIS data with MRFP project data, the system shall support better planning decisions, visibility of overlaps and gaps, and easier communication with stakeholders.

VI.5.1 GIS Data Integration and Layers

The system shall integrate with one or more Geographic Information System (GIS) data sources to obtain authoritative spatial information. At a minimum, it shall consume base maps showing ward boundaries, road networks and key utilities so that users can see redevelopment projects in their physical context. It shall work with land parcel and property boundary data where available, so that plots and societies can be accurately mapped to their underlying cadastral units. The integration shall also bring in zoning and planning information and, where such data is maintained in digital form, details of encumbrances, reservations and special planning constraints.

The system shall organise this spatial information into multiple logical layers that users can turn on and off, such as society locations, project boundaries, existing infrastructure, clusters and planning overlays. Users shall be able to view one or more layers in combination, depending on their task. To support interoperability and future extensibility, the system shall work with common GIS formats and services, such as Web Map Services (WMS), Web Feature Services (WFS) and vector tiles, as agreed during implementation with BMC's GIS teams. Wherever feasible, the system shall store references or links to authoritative GIS layers instead of physically duplicating base geospatial data into MRFP, so that updates in the primary GIS systems are reflected without repeated manual synchronisation. Only derived or project specific spatial data that is unique to MRFP will be stored within the MRFP database.

VI.5.2 Spatial Visualisation

The system shall provide rich, map-based visualisation capabilities to display redevelopment related entities in their geographic setting. It shall allow users to view the locations of societies and buildings that are associated with redevelopment proposals, see existing and proposed clusters and visualise the footprints of approved and ongoing projects. These visualisations shall help officials quickly understand where projects are concentrated, whether certain areas are underserved and how proposed clusters interact with surrounding infrastructure.

The map interface shall support standard navigation actions such as zooming, panning and resetting the view. Users shall be able to search for locations by entering an address, ward name, ward number, coordinates or society name, and the map shall centre itself on the matched location. When a user clicks on or selects a project, cluster or society on the map, the system shall display an information pop up or panel showing key project specific details, such as project ID, status, basic attributes and important dates. Where multiple projects or clusters exist in the same area, the system shall support visual differentiation using colour coding, icons or other graphical conventions, supported by a legend, so that users can easily distinguish between them without confusion. The map interface shall be responsive and shall handle a reasonable number of overlays and markers without unacceptable performance degradation.

VI.5.3 Cluster Definition and Management

The system shall allow authorised officials to define, view and manage redevelopment clusters directly on the map. Using drawing or selection tools, an official shall be able to select individual buildings, societies or land parcels and group them to form a cluster that is meaningful from a planning or policy perspective. Once defined, each cluster shall be stored with a clear identifier, such as a cluster name or ID, and the system shall maintain a list of all included societies or properties that form part of that cluster.

For each cluster, the system shall allow storage of attributes relevant for planning and monitoring, including projected built up area, projected FSI utilisation, key regulatory constraints and identification of the primary agency or department responsible for that cluster. These attributes shall be available for use in dashboards and reports. The design of the cluster management feature shall respect data integrity constraints set by BMC. For example, a property shall not be allowed to belong to conflicting clusters if the prevailing policy does not permit overlapping cluster membership and attempts to define such conflicting clusters shall be flagged and prevented or routed through an override process.

The system shall track changes to cluster definitions over time. Any addition or removal of societies or properties, changes to cluster attributes or redefinition of cluster boundaries shall be recorded in audit logs with details of who made the change, when it was made and what the previous state was. This ensures that planning decisions and modifications to cluster strategy remain transparent and can be reviewed later if required.

VI.7 Communication, Notifications, Feedback and Grievances

This module covers all structured communication and notification capabilities within MRFP and underpins how stakeholders stay informed and engaged throughout the project lifecycle. It ensures that communication linked to redevelopment projects is recorded inside

the system, traceable and accessible to authorised users, instead of being scattered across informal channels.

VI.7.1 Internal Communication

The system shall provide in-portal messaging capabilities that allow authorised users working on the same project to communicate in a structured and traceable manner. This includes exchanges between society representatives and the officials assigned to their proposals, as well as communication among internal officials across departments. The messaging interface shall be accessible from within relevant project and workflow screens so that users can raise queries, seek clarifications or share updates without leaving the context of their work.

Each message shall be explicitly linked to one or more entities in the system, such as a specific project, proposal, workflow step or document, so that future readers can immediately understand the context of the conversation. This linkage shall be visible in both the message thread and the corresponding entity's history. The system shall support attachments within messages, subject to configurable file size and type constraints, so that users can share clarifications, supporting documents, annotated plans or screenshots as part of the conversation rather than resorting to external email threads.

Whenever a new message is posted or an existing thread receives a reply, the system shall notify the intended recipients through in-portal alerts and, where configured, through email or SMS. These notifications shall help ensure that important queries and instructions do not go unnoticed and that response times remain reasonable. All messages and attachments shall be stored securely within MRFP, with access governed by the same role based controls that apply to the underlying project or proposal. The system shall make message threads searchable using filters such as project ID, participant, date range or keywords, so that officials and auditors can reconstruct the communication history associated with a case. Retention policies for messages and attachments shall be configurable so that BMC can align storage behaviour with legal and governance requirements, including archiving or purging after defined periods where permitted.

VI.7.2 Notifications and Alerts

The system shall provide a comprehensive event driven notification framework that keeps stakeholders informed of important changes and required actions without relying on manual follow up. It shall support configuration of notifications for key events across the project lifecycle, including but not limited to proposal submission, task assignment or reassignment to an official, changes in project or proposal status, issuance of queries, receipt of responses, and SLA breaches or impending deadlines. When such events occur,

the system shall automatically generate corresponding notifications targeted at the relevant users.

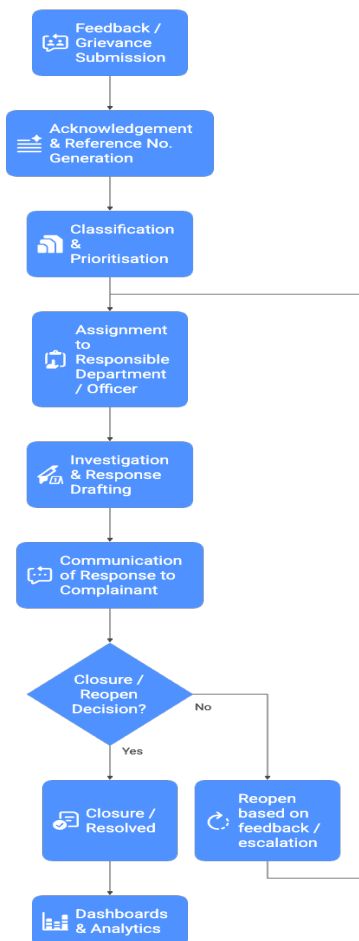
Notifications shall be delivered through multiple channels. At a minimum, the system shall show in-portal alerts when users log in, for example via a notification icon or dashboard section. In addition, subject to integration with approved gateways, the system shall be able to send email and SMS notifications so that stakeholders are informed even when they are not actively using the portal. The exact channels used for each event type shall be configurable by BMC.

For non mandatory notifications, the system shall allow end users to configure their preferences, such as which types of notifications they wish to receive, the channels they prefer and, where applicable, the frequency of summary notifications. This reduces noise and improves usability, especially for users who are associated with multiple projects. However, the system shall also support a category of critical notifications that BMC can mark as mandatory. Such notifications, for example relating to legal deadlines, approvals, rejections or security events, shall not be suppressible by end users and shall always be sent through at least one guaranteed channel as defined by policy. In all cases, the system shall maintain logs of notifications generated and their delivery status, enabling administrators to monitor the health of the notification system and troubleshoot issues if they arise.

VI.7.3 Feedback and Grievance Management

The system shall provide a structured and user friendly interface through which societies, citizens and other stakeholders can submit feedback and grievances related to both the MRFP portal and the underlying redevelopment processes. This interface shall be accessible from the public portal as well as from within the logged-in area, and shall clearly distinguish between general feedback (for suggestions, compliments or minor issues) and formal grievances (for specific complaints that require resolution). Users shall be able to raise issues about portal usability and technical problems, about procedural or policy-related difficulties encountered during redevelopment and about project specific issues, such as delays, communication gaps or disputes linked to a particular society or proposal.

Feedback and Grievance Management Process



Made with Napkin

Indicative flow

For each feedback or grievance submission, the system shall capture a minimum set of structured data. This shall include complainant details, such as name and contact information, where the complaint is not anonymous, and shall support anonymous lodging of feedback where permitted by BMC policy. The system shall require the complainant to select an appropriate category and subcategory of grievance from configurable lists (for example “Portal / Technical Issue”, “Process / Delay”, “Project Specific – Society”, “Project Specific – Developer”), which will enable routing and analysis. It shall provide space for a clear description of the issue in the complainant’s own words and allow upload of supporting documents or evidence, such as screenshots, letters or photographs, subject to file size and type limits. Where the grievance relates to a specific project or society, the system shall require or facilitate selection of the relevant project or society record so that the issue is properly linked and can be viewed in context by officials.

Once a grievance is submitted, the system shall automatically generate and assign a unique reference number. This reference number shall be displayed on-screen and communicated to the complainant via email and/or SMS, so that they can track the status of their case and quote it in future communication. The system shall support configurable workflows for grievance handling. This includes rules for initial assignment of grievances to appropriate departments or roles based on category, routing to specific officers, status transitions (for example New, Under Review, In Progress, Escalated, Resolved, Closed) and escalation rules when a grievance remains unresolved beyond defined time limits. Status updates and internal reassignment of grievances shall be tracked and reflected in the complainant's view where appropriate.

Authorised officials shall have interfaces to view the grievances assigned to them or their department, record actions taken, capture responses provided to the complainant and enter closure details, including resolution notes and date of closure. All such actions shall be auditable. To support oversight, the system shall provide role based grievance dashboards that present key statistics such as total volume of grievances by category and subcategory, trends over time, average and median resolution times, and numbers of open versus closed grievances. Filters shall allow breakdown by ward, department, project type or other attributes. These dashboards shall help management identify systemic issues, departments that may be under strain and areas where process improvements or additional communication are needed.

Finally, the system shall allow BMC to configure whether and to what extent grievance summaries are visible to the public. For example, BMC may choose to publish aggregate statistics or anonymised lists of resolved grievances for transparency, while keeping individual case details restricted. The configuration shall allow fine-grained control over what is public and what remains internal, so that transparency is balanced with privacy and legal considerations.

VI.8 Administration and Analytics Dashboards

This module provides the configuration, administration and decision support capabilities necessary to manage MRFP as an enterprise-grade system. It gives designated BMC officials control over master data, workflows, roles, notifications and content, and provides dashboards and analytics that help operational teams and senior management monitor performance and take informed decisions.

VI.8.1 Administration Console

The system shall provide a secure administration console that is accessible only to designated BMC officials with appropriate privileges. This console shall serve as the central control panel for configuring and managing the core parameters of the MRFP platform. Through this interface, administrators shall be able to maintain master data such as lists of wards and zones, project types, project and proposal statuses, cluster categories and any other controlled vocabularies used throughout the system. Changes to master data shall be versioned and applied in a controlled way so that references in existing records remain consistent.

The administration console shall also support configuration of workflows that govern how proposals and related processes move through various departments and approval stages. Administrators shall be able to define and modify workflow stages, assign responsibilities to specific roles or departments, configure service level targets (SLAs) for each step and define rules for escalations and reassignments. These workflows shall be configurable without code changes in day-to-day use, so that BMC can adapt processes to evolving policies and organisational structures.

In addition, the console shall provide full user and role management capabilities. Designated administrators shall be able to create and deactivate user accounts, assign and revoke roles, map users to departments, wards or zones and control account status (active, suspended, blacklisted) in line with access control policies. Configuration of notification templates and rules shall also be managed from the console. Administrators shall be able to define the content and format of email, SMS and in-portal notifications for various system events and configure which events trigger which notifications.

The administration console shall further allow management of content on public and internal pages, including text blocks, banners, menus and links, as described earlier in the public access and Knowledge Hub sections. All of these functions involve high impact changes, so the system shall ensure that only highly privileged roles can access sensitive configuration screens. For particularly critical changes, such as modification of workflows, SLAs or security parameters, the system shall require additional safeguards. These may include step-up authentication (for example re-entering credentials or OTP) and maker checker style approval, where one administrator proposes a change and another with equal or higher authority approves it before the change takes effect. All administrative actions shall be logged for audit.

VI.8.2 Operational Dashboards

The system shall provide a suite of operational dashboards tailored to different user roles so that each stakeholder can monitor the information that is most relevant to them. Department heads and nodal officers shall have dashboards showing the current and historical load of projects under their jurisdiction, the number of proposals at each stage, pending tasks by officer, SLA performance and bottlenecks. Case workers and individual officials shall see a focused view of their own work queue, including tasks assigned to them, upcoming deadlines and items that are overdue or close to breaching SLAs. Senior management shall have access to higher level dashboards that present city-wide key performance indicators such as total projects by stage and type, distribution of proposals by ward, average processing times and trends over time.

All dashboards shall support flexible filtering so that users can narrow the view to the subset they care about. At a minimum, filters shall include time period, department, role or unit, project type, project or proposal status and geographical area such as ward, zone or cluster. Users shall be able to combine these filters to answer questions such as “projects under scrutiny in a particular ward in the last quarter” or “average approval time for self redevelopment projects in a specific zone”.

The dashboards shall not be limited to high level aggregated charts. The system shall allow authorised users to drill down from summary indicators and graphs into the underlying lists of records and, where permitted, into individual project or proposal details. Access control rules shall continue to apply during drill down so that users only see records they are entitled to view. For offline analysis, reporting to higher authorities or inclusion in presentations, the system shall allow users to export dashboard views and underlying data to common formats such as Excel and PDF. These exports shall include appropriate labels and legends so that the information remains understandable outside the portal.

VI.8.3 Management and Policy Dashboards

The system shall provide a set of management-level dashboards designed specifically for senior officials and policy makers who need a consolidated view of how redevelopment is progressing across the city. These dashboards shall highlight key trends in redevelopment activity over time, such as the number of proposals submitted, approved, rejected or pending in defined periods (monthly, quarterly, annually) and shall help distinguish between temporary spikes and structural shifts in activity. They shall show the distribution of projects by type (for example self-redevelopment, developer-led, cluster projects), by size (using configurable bands such as number of units or built-up area) and by stage in the lifecycle, so that management can quickly identify where projects tend to get stuck or where certain categories are lagging.

The dashboards shall also surface SLA compliance metrics and bottlenecks in a way that supports accountability and intervention. For example, they shall show SLA adherence rates by department, average and percentile processing times for each workflow stage and highlight departments, roles or stages with recurring delays. In addition, the dashboards shall provide a geographical view of redevelopment activity, showing how projects are distributed across wards, zones and clusters, and enabling comparison of activity levels between areas.

The system shall support configurable key performance indicators (KPIs) so that BMC can define new indicators or modify existing ones using standard fields and dimensions without custom coding wherever possible. Administrators shall be able to choose which measures and dimensions form each KPI, set thresholds or targets, and decide how they are grouped. For each KPI, the system shall support one or more appropriate visualisations, including charts (such as bar charts, line graphs, trend charts), maps (for spatial KPIs) and tables for detailed breakdowns. Users shall be able to switch views, apply filters and drill down to relevant sub-sets, all within the constraints of their access rights.

VI.8.4 Reporting and Data Export

The system shall provide a library of standard, pre-built reports covering all key aspects of MRFP operations. At a minimum, this shall include reports on project pipelines (for example lists of proposals by stage, type, ward and age), detailed society profiles and their associated projects, workflow performance (including SLA adherence, pending tasks and processing times by department), grievance and feedback statistics, and usage metrics for the service provider and investment marketplaces. These reports shall be designed in consultation with BMC so that they align with existing reporting requirements and can replace or significantly reduce manual spreadsheet-based reporting.

The system shall support generation of these reports in multiple formats. Users shall be able to view reports on-screen with interactive filters, export them to Excel and CSV for further analysis or integration with other systems, and generate well-formatted PDFs suitable for circulation and filing. Where required, reports shall support parameterised generation so that users can specify date ranges, departments, wards, project types and other filters before running them.

To reduce manual effort and ensure regular oversight, the system shall allow scheduling of periodic reports such as weekly, monthly or quarterly summaries. Scheduled reports shall be generated automatically at configured times and delivered to authorised recipients via email or made available in a secure reports inbox within the portal. The scheduling mechanism shall support configuration of recipients, formats and parameters for each scheduled job.

Given that many reports will contain sensitive or personally identifiable information, the system shall provide mechanisms to protect data in exports. This shall include the ability to mask or anonymise selected fields (such as IDs, contact details or financial figures) in specific report variants or for certain user roles, and to restrict export options for highly sensitive reports. Access to report definitions and scheduling functions shall be controlled through roles, and all report generation and export activities shall be logged for audit.

ID	Requirement Description
FR-1.1-001	Provide a public-facing Landing Page accessible without authentication.
FR-1.1-002	Ensure Landing Page is responsive and renders correctly on desktop, laptop, tablet and smartphone devices.
FR-1.1-003	Support at least English and Marathi with ability to add more languages in future.
FR-1.1-004	Comply with WCAG 2.1 AA (or equivalent) accessibility (screen readers, keyboard navigation, contrast, scaling).
FR-1.1-005	Display high-level information on redevelopment policies, eligibility, process steps and key contacts.
FR-1.1-006	Allow BMC to configure and publish announcements, news and updates on the Landing Page.
FR-1.1-007	Provide clearly labeled navigation menus for Societies, Developers/Providers, Citizens, Knowledge Hub, Login, Feedback/Grievances, FAQs/Help.
FR-1.1-008	Provide a configurable banner/hero section for important notices or campaigns without code changes.
FR-1.1-009	Provide sections for “How MRFP works”, stakeholder-specific “Benefits”, and quick links to key services.
FR-1.1-010	Allow authorised admins to create, update, schedule and unpublish Landing Page content blocks via CMS UI.
FR-1.1-011	Support version control for static content with ability to roll back to previous versions.
FR-1.1-012	Support publishing of time-bound content with start and end dates.
FR-1.1-013	Allow embedding of media assets (images, PDFs, videos) hosted on MRFP or approved external platforms.
FR-1.1-014	Provide a global search bar on Landing Page for Knowledge Hub, FAQs, public project info and public policy docs.
FR-1.1-015	Support keyword search with filters (category, date, issuing authority) and relevance-ranked results.

ID	Requirement Description
FR-1.1-016	Provide public read-only access to subset of project info (status, locality, timelines) as per policy.
FR-1.1-017	Provide public dashboards/summary views (projects by ward, type, status) configurable by BMC.
FR-1.1-018	Capture web analytics (page views, unique visitors, session duration, navigation paths, search terms).
FR-1.1-019	Allow authorised users to view and export analytics reports for content/UX improvement.
FR-1.2-001	Provide a centralised Knowledge Hub for GRs, circulars, policies, SOPs, templates, FAQs, training material, tutorials.
FR-1.2-002	Allow upload of documents in common formats (PDF, DOCX, XLSX, PPTX, images) with configurable size limits.
FR-1.2-003	Store metadata for each document: title, document type, issuing authority, issue/effective dates, version, language, tags.
FR-1.2-004	Allow hierarchical classification of documents into categories and subcategories.
FR-1.2-005	Provide advanced search with keyword search and filters (type, category, authority, date range, language, tags).
FR-1.2-006	Support full-text search within documents where technically feasible and performant.
FR-1.2-007	Support document lifecycle states: Draft, Under Review, Published, Archived.
FR-1.2-008	Allow configurable approval workflows for content publishing (creator → review → final approval).
FR-1.2-009	Maintain audit trail for document actions (create, modify, approve, reject, archive) with timestamps and user IDs.
FR-1.2-010	Allow BMC to mark older documents as superseded and link them to current versions.
FR-1.2-011	Provide a Help Center consolidating FAQs, step-by-step guides and troubleshooting tips.
FR-1.2-012	Allow creation of guided walkthroughs/checklists for common tasks by non-technical admins.
FR-1.2-013	Support embedding of training videos and tutorials with basic controls (play, pause, captions).
FR-1.2-014	Allow linking from help articles to relevant forms, modules or Knowledge Hub documents.
FR-1.2-015	Provide role-specific views of Knowledge Hub (e.g. For Societies, For Developers, For

ID	Requirement Description
	Authorities).
FR-1.2-016	Allow restriction of certain content to logged-in users or specific roles (e.g. internal guidelines).
FR-1.2-017	Allow users to rate usefulness of Knowledge Hub articles and submit suggestions.
FR-1.2-018	Capture statistics on most viewed documents, most downloaded templates and most searched terms.
FR-1.2-019	Provide reports/dashboards to identify information gaps and update Knowledge Hub accordingly.
FR-2.1-001	Support user categories (society reps, developers, consultants, financial institutions, officials, citizens).
FR-2.1-002	Support definition of roles within each category (e.g. Secretary, Developer Admin, Department Approver).
FR-2.1-003	Allow authorised admins to configure new roles and update role permissions without code changes.
FR-2.2-001	Provide online self-registration forms tailored to each user type with relevant fields.
FR-2.2-002	Validate mandatory fields on client and server side with user-friendly error messages.
FR-2.2-003	Support email verification links for registration confirmation.
FR-2.2-004	Support mobile OTP verification for registration.
FR-2.2-005	Allow upload of supporting documents (registration certificates, ID proofs, authorisation letters, etc.).
FR-2.2-006	Support KYC checks (built-in or external) before granting full access as per BMC policy.
FR-2.2-007	Allow configuration of registration workflows (auto-approval, maker-checker for critical user types).
FR-2.2-008	Send notifications (email/SMS/in-portal) on registration submission, approval, rejection or clarification.
FR-2.3-001	Provide secure login using username/password and at least one additional factor (OTP/authenticator app).
FR-2.3-002	Store passwords using industry-standard one-way hashing and salting.
FR-2.3-003	Enforce configurable password policies (length, complexity, expiry, history, logout).
FR-2.3-004	Implement secure session management (timeout, fixation protection, hijacking protection).
FR-2.3-005	Allow users to view active sessions and terminate them.
FR-2.3-006	Provide secure “forgot password” flow using email/mobile OTP and never send

ID	Requirement Description
	passwords in plain text.
FR-2.4-001	Implement RBAC so users can only access modules, data and actions allowed by their roles.
FR-2.4-002	Provide a permission matrix to configure granular permissions (CRUD, workflow actions, reports, dashboards).
FR-2.4-003	Allow assignment of multiple roles to a user with effective permissions as union of assigned roles.
FR-2.4-004	Allow mapping of roles to department/ward/zone and restrict data access accordingly.
FR-2.4-005	Prevent privilege escalation so users cannot assign roles higher than allowed by policy.
FR-2.5-001	Allow users to view and update their profile (contact details) subject to admin-configurable rules.
FR-2.5-002	Allow authorised officials to set user status (active, inactive, suspended, blacklisted).
FR-2.5-003	Log critical account events (registration, activation, deactivation, role changes, failed logins, resets) with timestamps, IP and user IDs.
FR-2.5-004	Provide audit reports for administrators to review user activity and security events.
FR-3.1-001	Allow authorised society users to create and maintain digital society profiles (name, registration number, type, address, ward, zone, GPS).
FR-3.1-002	Capture details of buildings, wings, floors, number of tenements/units (owned/rented) and common areas.
FR-3.1-003	Allow upload and storage of registration documents, bye-laws and foundational documents.
FR-3.1-004	Allow designation of society office bearers and their contact info with role-based mapping to portal functions.
FR-3.1-005	Capture member details (owner names, flat numbers, contacts, ownership type) with privacy controls.
FR-3.1-006	Provide validations to ensure consistency (e.g. total units equals sum of building-wise units).
FR-3.1-007	Allow BMC officials to review and approve initial society profiles before proposals, where mandated.
FR-3.1-008	Allow certain fields to be “locked” after a project stage, with changes only via controlled change requests.
FR-3.1-009	Link each society profile to all associated redevelopment/self-redevelopment projects.
FR-3.1-010	Maintain history of key changes in society master data with effective dates and change

ID	Requirement Description
	logs.
FR-3.1-011	Allow authorised officials to search, filter and report on societies by attributes (ward, type, status, active projects, etc.).
FR-3.2-001	Allow societies/authorised reps to initiate redevelopment/self-redevelopment proposals via structured online forms.
FR-3.2-002	Support multiple proposal types (self-redevelopment, developer-led, PPP) with type-specific fields and validations.
FR-3.2-003	Allow multi-society reps to select relevant society and auto-populate known master data into the proposal.
FR-3.2-004	Capture all critical proposal details (existing buildings, area statements, plot details, proposed built-up/FSI, timelines, financials).
FR-3.2-005	Provide tooltips/contextual help for complex fields.
FR-3.2-006	Validate numeric fields (area, counts, FSI) with reasonable limits and cross-checks.
FR-3.2-007	Provide proposal-type document checklists with mandatory and optional identification.
FR-3.2-008	Allow upload of multiple documents per checklist item with description, version and validity.
FR-3.2-009	Support large document uploads using chunking or similar mechanisms with configurable size limits.
FR-3.2-010	Perform basic file type validation and virus scanning integrated with security tools.
FR-3.2-011	Provide UI for societies to see checklist completion status (complete, pending, under review).
FR-3.2-012	Allow proposals to be saved in “Draft” state and edited over multiple sessions.
FR-3.2-013	Enforce completion of mandatory fields and mandatory documents before final submission (unless waived by officials).
FR-3.2-014	Provide summary view of proposal and attachments for review before final submission.
FR-3.2-015	On submission, assign a unique Proposal ID and send acknowledgments (on-screen, email, SMS).
FR-3.3-001	Support configurable, multi-stage approval workflows (scrutiny, technical/legal/financial vetting, external NOCs, final approval).
FR-3.3-002	Allow configuration of different workflows for different proposal types and thresholds (cluster size, project value).

ID	Requirement Description
FR-3.3-003	Support both parallel and sequential workflow steps.
FR-3.3-004	Automatically generate tasks for designated officials based on workflow stage, department and role.
FR-3.3-005	Provide each official with a dashboard of pending, in-progress and completed tasks.
FR-3.3-006	Allow officials to review proposal details and documents within the portal without downloading where possible.
FR-3.3-007	Allow officials to record observations, queries and decisions (approve, reject, send back) with comments and attachments.
FR-3.3-008	Support reassignment of tasks within allowed rules (department/role hierarchy) with full audit trail.
FR-3.3-009	Support routing of proposals to multiple departments and external agencies as per configured workflow.
FR-3.3-010	Provide consolidated view of status across all departments for a proposal.
FR-3.3-011	Ensure each department can access only data/documents relevant to its role (via RBAC).
FR-3.3-012	Store configurable processing timelines (SLAs) for each workflow step.
FR-3.3-013	Track actual processing time at each step and flag SLA breaches.
FR-3.3-014	Support escalation rules (escalate to higher authority or send reminders) when tasks are pending beyond thresholds.
FR-3.4-001	Maintain structured repository of all documents related to societies and projects (titles, agreements, approvals, drawings, opinions).
FR-3.4-002	Allow tagging of documents by society, project, proposal ID, document type/category and project lifecycle stage.
FR-3.4-003	Support document versioning with clear indication of current and historical versions.
FR-3.4-004	Support controlled access to sensitive legal documents restricted to certain roles.
FR-3.4-005	Provide search across repository by society, project, type, date, stage and tags.
FR-3.5-001	Maintain a single source of truth for status of each project across its lifecycle.
FR-3.5-002	Define and display standard high-level statuses (Draft, Submitted, Under Scrutiny, NOC Processing, Approved, etc.).
FR-3.5-003	Record timestamps for key milestones (submission, departmental receipt, queries, responses, approvals).
FR-3.5-004	Provide timeline or Gantt-style view showing proposal journey and events.
FR-3.5-005	Allow societies and authorised stakeholders to view real-time status via dashboards.

ID	Requirement Description
FR-3.5-006	Send automated alerts when status changes (additional info required, approval, rejection with reasons).
FR-3.6-001	Maintain detailed audit logs of key user activities (society profile changes, proposals, document actions, workflow actions).
FR-3.6-002	For each event, record user ID, role, date/time (with time zone), action and affected entity.
FR-3.6-003	Record before-and-after values for critical fields where applicable.
FR-3.6-004	Provide interfaces for authorised users to search, filter and export audit logs.
FR-3.6-005	Protect audit logs from tampering via strict access control and integrity safeguards.
FR-4.1-001	Provide structured forms to capture feasibility inputs (plot details, existing built-up, tenements, proposed units, regulations, costs).
FR-4.1-002	Auto-populate inputs from existing master data (society profile, GIS) with ability to edit where permitted.
FR-4.1-003	Validate inputs for completeness, correctness and range (non-negative areas, valid FSI, realistic unit counts).
FR-4.1-004	Allow authorised officials to configure default assumptions (cost per sq ft, escalation, interest rates, etc.).
FR-4.2-001	Implement calculation engine(s) (rule-based/AI/hybrid) to estimate viability indicators, costs, revenues, surplus/deficit, duration.
FR-4.2-002	Allow BMC to configure formulae and rules for feasibility without code changes where feasible, or via documented configuration files.
FR-4.2-003	Support incorporation of location-specific rules (ward-based FSI, zone constraints).
FR-4.2-004	Support scenario-based calculations (modify parameters like FSI, unit mix, phasing and recompute).
FR-4.2-005	Ensure each feasibility calculation is deterministic and reproducible for the same inputs and configuration snapshot.
FR-4.3-001	Expose AI/ML models as services/components with clear interfaces.
FR-4.3-002	Log every AI/ML prediction with input parameters, model version and output, including confidence scores where available.
FR-4.3-003	Restrict modification or deployment of AI/ML models to authorised roles only.
FR-4.3-004	Support rollback to previous model versions if a new model performs unsatisfactorily.
FR-4.3-005	Provide basic explainability for AI outputs (key factors influencing feasibility score) where technically feasible.

ID	Requirement Description
FR-4.4-001	Present a summary feasibility indicator (feasible / marginal / not feasible or equivalent).
FR-4.4-002	Show key numeric outputs (cost, revenue, per-tenant benefits, project surplus, payback period).
FR-4.4-003	Show sensitivity to major assumptions (e.g. construction cost changes).
FR-4.4-004	Provide visual representations (charts, graphs) to interpret feasibility results.
FR-4.4-005	Allow exporting feasibility reports in PDF and other standard formats.
FR-4.4-006	Clearly distinguish indicative feasibility outputs from formal approvals with disclaimers.
FR-4.5-001	Restrict access to feasibility calculations and reports by user role and project context.
FR-4.5-002	Prevent unauthorised modification of inputs after feasibility is submitted as part of a formal proposal, except via change process.
FR-4.5-003	Maintain audit trail of all feasibility runs, including initiator and any changes to assumptions or configuration.
FR-5.1-001	Integrate with GIS data sources for base maps, land parcels, zoning and encumbrance data where available.
FR-5.1-002	Support multiple GIS layers (society locations, project boundaries, infrastructure) that can be toggled on or off.
FR-5.1-003	Support common GIS formats/services (WMS, WFS, vector tiles) as agreed.
FR-5.1-004	Store references to authoritative GIS layers instead of duplicating base geospatial data when feasible.
FR-5.2-001	Provide map-based visualisation of societies/buildings, clusters and approved/ongoing projects.
FR-5.2-002	Allow users to zoom, pan and search locations by address, ward, coordinates or society name.
FR-5.2-003	Display project-specific information (status, project ID, key dates) on selecting project on map.
FR-5.2-004	Support display of multiple projects/clusters in same area with visual differentiation.
FR-5.3-001	Allow authorised officials to define and manage clusters by selecting buildings/societies on map and grouping them.
FR-5.3-002	Store cluster attributes: cluster ID/name, included societies/properties, projected built-up area and FSI, primary agency.

ID	Requirement Description
FR-5.3-003	Ensure cluster definitions respect data integrity (no conflicting cluster memberships where not allowed).
FR-5.3-004	Track changes to cluster definitions over time with audit logs.
FR-5.4-001	Allow spatial queries (projects within radius, clusters by ward/zone, areas with aging buildings and low redevelopment activity).
FR-5.4-002	Support heatmaps/thematic maps (e.g. project counts by area, status-based colouring).
FR-5.4-003	Allow export of maps or map snapshots in standard image/PDF formats for reports.
FR-6.1-001	Provide marketplace section where registered service providers can maintain profiles.
FR-6.1-002	Allow service providers to capture organisation details/registrations, services, past projects, key personnel, contacts and locations.
FR-6.1-003	Provide search and filter for providers by category, location, experience type and rating/credibility indicators.
FR-6.1-004	Allow BMC to define and publish eligibility and empanelment criteria for service providers.
FR-6.1-005	Allow BMC to approve, suspend or blacklist service providers with reasons recorded.
FR-6.2-001	Capture and update objective performance indicators for providers (completed projects, timelines met, compliance record) from system data.
FR-6.2-002	Optionally allow ratings and feedback from authorised stakeholders (societies, officials) as per policy and moderation rules.
FR-6.2-003	Allow BMC to control which rating components are visible publicly versus internal only.
FR-6.2-004	Maintain logs of all rating and feedback entries for audit and dispute resolution.
FR-6.3-001	Allow registered financial institutions, investors and lenders to create and maintain profiles (organisation type, deals, ticket sizes, focus).
FR-6.3-002	Allow societies and developers to express funding interest via structured forms linked to their project records.
FR-6.3-003	Allow authorised investors to discover projects seeking funding using filters (location, stage, size, type of redevelopment).
FR-6.3-004	Act only as discovery/information platform and not perform automatic financial matching or contract formation.
FR-6.3-005	Restrict access to detailed financial information to authorised parties and enforce consent-based sharing.
FR-7.1-001	Provide in-portal messaging between authorised users working on the same project.

ID	Requirement Description
FR-7.1-002	Allow messages to be linked to specific entities (project, proposal, workflow step) to maintain context.
FR-7.1-003	Support attachments in messages subject to size and type limits.
FR-7.1-004	Notify recipients when new messages are received.
FR-7.1-005	Store messages and attachments securely in a searchable manner with appropriate retention policies.
FR-7.2-001	Support event-driven notifications for key events (submission, task assignment, status change, SLA breach or deadline).
FR-7.2-002	Support notification channels including in-portal alerts, email and SMS using approved gateways.
FR-7.2-003	Allow users to configure preferences for non-mandatory notifications (frequency, channels).
FR-7.2-004	Ensure critical notifications defined as mandatory by BMC cannot be disabled by end users.
FR-7.3-001	Provide structured interface for feedback and grievances on portal usability, processes and project-specific issues.
FR-7.3-002	Capture complainant details (where not anonymous), category/subcategory, description, supporting documents, project/society reference.
FR-7.3-003	Assign a unique reference number to each grievance and share it with the complainant.
FR-7.3-004	Support configurable workflows for grievance handling (assignment, status tracking, escalation).
FR-7.3-005	Allow authorised officials to record actions taken, responses provided and closure details.
FR-7.3-006	Provide role-based dashboards for grievance statistics (volume by category, average resolution time, open vs closed).
FR-7.3-007	Allow BMC to configure which grievance summaries are publicly visible, if any.
FR-8.1-001	Provide secure administration console for designated BMC officials.
FR-8.1-002	Support configuration of master data (wards, zones, project types, statuses).
FR-8.1-003	Support configuration of workflows (approval stages, departments, SLAs).
FR-8.1-004	Provide user and role management capabilities.
FR-8.1-005	Allow configuration of notification templates and rules.
FR-8.1-006	Allow management of content on public and internal pages.

ID	Requirement Description
FR-8.1-007	Restrict sensitive configuration functions to highly privileged roles only.
FR-8.1-008	Require additional safeguards (step-up auth, maker-checker) for high-impact changes such as workflow and SLA modifications.
FR-8.2-001	Provide operational dashboards for roles such as department heads, case workers and senior management.
FR-8.2-002	Allow dashboards to filter by time period, department/role, project type/status and geography (ward, zone, cluster).
FR-8.2-003	Allow users to drill down from high-level metrics to underlying records, subject to access permissions.
FR-8.2-004	Allow exporting dashboard views to common formats (Excel, PDF) for offline analysis and reporting.
FR-8.3-001	Provide management dashboards showing redevelopment trends over time.
FR-8.3-002	Show distribution of projects by type, size and stage.
FR-8.3-003	Show SLA compliance rates and identify bottlenecks.
FR-8.3-004	Show geographical distribution of redevelopment activity.
FR-8.3-005	Support configurable KPIs and allow BMC to define or modify indicators using standard fields without custom coding where possible.
FR-8.3-006	Support visualisations such as charts, maps and tables for each KPI.
FR-8.4-001	Provide standard pre-built reports on project pipelines, society profiles, workflow performance, grievances and marketplace usage.
FR-8.4-002	Support report generation in multiple formats (on-screen, Excel, CSV, PDF).
FR-8.4-003	Allow scheduling of periodic reports (e.g. weekly, monthly) for delivery to authorised recipients.
FR-8.4-004	Provide mechanisms to protect sensitive data in exports, including masking of confidential fields where necessary.

VI.8.5 Cloud hosting services for Information System

When considering cloud hosting services for Information System, there are several functional requirements that should be considered. These requirements focus on the capabilities and features needed to effectively host and manage the Information System in the cloud. The Supplier shall fulfill following common functional requirements of cloud hosting services for Information System:

VI.8.5.1 Scalability and Elasticity:

- The cloud hosting service should provide the ability to scale the Information System infrastructure up or down based on demand.
- It should support automatic resource provisioning and dynamic allocation of computing resources to accommodate varying workloads.

VI.8.5.2 Reliability and Availability:

- The cloud hosting service should ensure high availability and uptime for the Information System, minimizing downtime and service interruptions.
- It should have redundant infrastructure and data centers to provide failover capabilities and disaster recovery.

VI.8.5.3 Data Backup and Recovery:

- The cloud hosting service should offer robust data backup mechanisms to protect against data loss.
- It should provide regular and automated backups of Information System data and ensure quick and efficient data recovery in case of system failures or disasters.

VI.8.5.4 Security and Compliance:

- The cloud hosting service should implement strong security measures to protect sensitive transaction data and ensure compliance with relevant regulations or data privacy / protection laws applicable in India. .
- It should offer features like encryption, access controls, intrusion detection, and prevention systems, and regular security audits.

VI.8.5.5 Performance and Response Time:

- The cloud hosting service should provide reliable and consistent performance for the Information System, with low latency and fast response times.
- It should have robust network infrastructure and optimized data transfer mechanisms to ensure efficient data access and processing.

VI.8.5.6 Monitoring and Analytics:

- The cloud hosting service should offer monitoring and analytics tools to track the performance

and health of the Information System infrastructure.

- It should provide real-time monitoring of resource utilization, network traffic, and system metrics to identify potential issues and optimize performance.

VI.8.5.7 Integration and Interoperability:

- The cloud hosting service should support seamless integration with other systems and applications within the Information System ecosystem.

- It should provide APIs, protocols, or integration frameworks to facilitate data exchange and interoperability with external systems.

VI.8.5.8 Management and Administration:

- The cloud hosting service should offer a user-friendly management interface or control panel to administer and configure the Information System infrastructure.

- It should provide features for managing user access, permissions, and roles within the cloud environment.

VI.8.5.9 Support and Customer Service:

- The cloud hosting service should provide responsive and knowledgeable customer support to address any technical issues or concerns.

- It should offer 24/7 support, escalation procedures, and a dedicated support team familiar with functionality of department and Information System requirements.

These functional requirements will ensure that the cloud hosting service can effectively meet the needs of hosting and managing an Information System, providing a reliable, scalable, secure, and performant environment for data and applications.

SECTION VII – TECHNICAL AND INTEGRATION REQUIREMENTS

VII.1 Architecture

The system shall be implemented as a **multi-tier web application** with clear separation between presentation, application/business logic, integration and data layers. The architecture shall be modular and scalable so that new modules, services or integrations can be added without significant rework of existing components. The overall design shall support both horizontal and vertical scaling to handle growth in users, data volume and transaction loads over the life of the project.

The application layer shall consist of **stateless application nodes** deployed behind one or more load balancers. Session information (if required) shall be maintained using shared mechanisms such as secure cookies, distributed caches or token-based authentication rather than server-affinity, so that nodes can be added or removed without affecting user sessions. The system shall support **containerisation and orchestration** (e.g. Docker-compatible containers and a standards-compliant orchestrator) to facilitate predictable deployments, rollback, scaling and environment consistency across development, test, staging, DR and production.

The architecture shall be based on **open standards and widely adopted technologies**. Wherever feasible, vendor-neutral components shall be used to avoid lock-in to proprietary platforms or protocols. The system shall expose well-defined interfaces (APIs) for integration, and internal components shall communicate using standard, interoperable protocols. The bidder shall provide high-level and detailed architecture documents (including network topology, component diagrams, deployment diagrams and data flow diagrams) and keep them updated throughout the project lifecycle.

VII.2 Application Layer

The application layer shall provide a **responsive web-based user interface**, accessible through standard web browsers on desktops, laptops, tablets and smartphones. The front-end shall be compatible with current and recently supported versions of major browsers and shall degrade gracefully on older versions, as per the agreed browser support policy. The design shall follow responsive design principles to adapt layouts and components based on device screen size and orientation.

The system shall support a **multilingual user interface**, at minimum in English and Marathi, with a mechanism to add additional languages in future. All UI labels, messages and content

that are not inherently data shall be externalised to allow translation without code changes. The UI shall follow usability and accessibility best practices so that non-technical users can perform their tasks with minimal training.

The application shall implement a clean **separation of concerns** between presentation (UI), business logic and data access layers. Business rules shall be implemented in a way that they can be invoked from multiple channels (e.g. web UI, APIs) without duplication. The UI shall primarily interact with the application layer via APIs or service interfaces, enabling future expansion to other channels (e.g. mobile apps, kiosks) without re-implementing core logic.

VII.3 Data Layer

The system shall use a **Relational Database Management System (RDBMS)** that provides full **ACID (Atomicity, Consistency, Isolation, Durability)** properties for transactional operations. The logical data model shall be carefully designed to support master data (e.g. societies, stakeholders, clusters), transactional data (e.g. proposals, approvals, workflows), configuration data (e.g. masters, workflows, SLAs) and system data (e.g. logs, audit trails, notifications). Proper normalisation or controlled denormalization shall be used to balance data integrity and performance.

The system shall implement appropriate **indexing, partitioning and query optimisation** strategies to ensure responsive performance even as data volumes grow. Referential integrity constraints shall be used to maintain consistency between related entities. The design shall allow for future expansion of schema (e.g. new modules, fields) with minimal impact on existing data.

Robust **backup and restore mechanisms** shall be implemented, including regular full and incremental backups, with retention policies agreed with BMC. The system shall support **point-in-time recovery** within defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) parameters. Database replication and/or clustering shall be set up, in line with the chosen hosting environment, to support high availability and Disaster Recovery (DR). Data at rest shall be encrypted as per security requirements, and sensitive fields shall be protected by additional controls where relevant.

VII.4 Analytics and AI

The overall solution shall be designed to support **analytics, reporting and AI/ML capabilities** as first-class components, not as afterthoughts. The system shall provide a data layer or integration pattern that allows analytical workloads to be handled without negatively

affecting transactional performance (for example, through read replicas, data marts or a separate analytics store, as agreed with BMC).

The technical architecture shall support the **integration of AI/ML models** as APIs or microservices that can be invoked by the main application for specific use cases (e.g. feasibility calculations, risk scoring, anomaly detection, recommendation of scenarios). These models may be deployed within the MRFP environment or on approved external services, subject to data protection and security policies.

Certain AI/ML capabilities of the MRFP (for example, feasibility scoring, risk scoring, summarisation, question-answering) may be powered by external AI services (e.g. Large Language Models) consumed on a usage-based metric such as tokens, API calls or equivalent.

The system shall **log all AI/ML inferences** in a structured manner, including input attributes (or at least key features), model identifier or version, timestamp and output values, to support traceability, audit and model monitoring. The design shall include **hooks for model retraining**, including the ability to capture feedback signals or outcomes (e.g. actual project performance vs predicted) that can be consumed by offline training pipelines. While the detailed ML lifecycle tools may evolve over time, the architecture must not prevent such evolution.

VII.5 Integration

The system shall be built with **API-first integration** in mind. It shall expose secure, well-documented **RESTful APIs** (or equivalent standard) for integration with internal BMC systems and external agencies. These integrations may include, but are not limited to: GIS platforms, payment gateways, SMS and email gateways, identity providers, document management systems, grievance systems, and other state/central systems as notified. APIs shall predominantly use JSON or other widely accepted data formats, and shall be versioned to allow backward-compatible changes.

An **API gateway or equivalent mechanism** shall be used to manage external and internal APIs, including request routing, authentication, authorisation, rate limiting, throttling and monitoring. The integration architecture shall support both synchronous (request-response) and asynchronous patterns (e.g. message queues, events, webhooks) where required, especially for long-running processes or interactions with external agencies.

All APIs shall be protected by industry-standard **authentication and authorisation mechanisms**, such as OAuth2.0 / JWT-based tokens or equivalent, as per security guidelines. Sensitive data exchanged with external systems shall be encrypted in transit. The bidder

shall provide API documentation (e.g. OpenAPI/Swagger) and test environments to facilitate integration by other stakeholders.

VII.6 Hosting and Infrastructure

The MRFP solution shall be deployed on a **MeitY-empanelled cloud** within Indian jurisdiction or on BMC's own Data Centre (DC) and Disaster Recovery (DR) facilities, as specified in the RFP. In either case, data residency requirements must be strictly complied with, and all data shall be stored and processed within India unless explicitly approved otherwise. The infrastructure design shall provide appropriate redundancy across availability zones or equivalent constructs to ensure high availability and resilience.

The infrastructure shall support both **horizontal and vertical scalability**. Horizontal scalability implies the ability to add more instances of application components and services behind load balancers to handle increased load. Vertical scalability implies the ability to increase resource allocation (CPU, memory, storage) to individual nodes, within reasonable bounds, without service disruption. Capacity planning shall be done to meet expected concurrency and throughput, with clear provisions for scaling up as usage grows.

The solution shall include robust **monitoring, logging and alerting** mechanisms across the application, integration and infrastructure layers. This shall cover application health, resource utilisation, response times, error rates, integration failures, database performance and security events. Logs shall be centralised and retained for agreed periods to support troubleshooting, performance tuning and security investigations. Alerts shall be configured for critical thresholds and failures, with clear notification channels and escalation paths.

The bidder shall implement **environment segregation** (at least development, testing/UAT, training, staging/pre-production and production), with controlled promotion of changes between environments and proper configuration management. Use of **Infrastructure as Code** and automated deployment pipelines is desirable to improve consistency, repeatability and auditability of deployments. All infrastructure and hosting arrangements shall be aligned with the security and compliance requirements specified elsewhere in the RFP.

Below Table shows the Indicative Bill of Material of Cloud Hosting:

#	Particulars	OS	SSD(LVM)	RA M(G B)	Core s	Backup required	Replication Required	Public IP required
1	App Server-1	Ubuntu 22.04 LTS	512 GB	32	16	Yes, weekly full backup	Yes	Yes
2	AI/ML Server-1	Ubuntu 22.04 LTS	512 GB	64	32	Yes, weekly full backup	Yes	Yes
3	GIS Server-1	Ubuntu 22.04 LTS	1 TB	32	16	Yes, weekly full backup	Yes	Yes
4	DB Server (Master Node)	Ubuntu 22.04 LTS	1TB	128	64	Yes, Incremental 30 min/ weekly complete backup	Yes	No
5	Object Storage Server	Ubuntu 22.04 LTS	20TB			Yes, Incremental 30 min/ weekly complete backup	Yes	Yes

SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE

This section sets out the minimum security, privacy and compliance requirements for the Mumbai Redevelopment Facilitation Portal (MRFP). The selected bidder shall design, implement and operate the solution in a manner that protects the confidentiality, integrity and availability of information, and complies with applicable laws and policies. These requirements are not exhaustive; wherever there is a conflict between these requirements and applicable law or BMC's security policies, the more stringent requirement shall prevail.

VIII.1 Access Control, Authentication and Session Management

The system shall implement strict **role-based access control (RBAC)** so that users can only view and act upon information and functions required for their official role. Access rights shall be granted on a "least privilege" basis. Every action that can affect project data, documents, workflows, configuration or security shall require authenticated user identity

and appropriate authorisation. The design shall avoid generic or shared user accounts for business functions.

User authentication shall be performed using secure mechanisms such as strong username/password combinations combined with a second factor (for example, OTP or authenticator application), in accordance with BMC's security policy. Passwords shall be stored using strong one-way hashing and salting techniques. The system shall enforce configurable password policies covering complexity, minimum length, expiry, reuse limits and account lockout after a defined number of failed attempts. "Forgot password" flows shall verify user identity using secure channels and shall never disclose existing passwords.

Session management shall be implemented using secure session tokens, with protection against session fixation and hijacking. Sessions shall automatically time out after a configurable period of inactivity, and users shall be required to re-authenticate. The system shall provide users with the ability to view all active sessions (where feasible) and terminate them if needed, for example after suspected compromise. Administrative actions such as role assignments, approval of critical changes and configuration updates may require re-authentication or step-up authentication.

VIII.2 Encryption and Protection of Data in Transit and at Rest

All communication between client devices (browsers, apps) and the MRFP servers, and between MRFP and integrated systems, shall be protected using strong **transport layer encryption** (e.g. TLS 1.2 or higher) configured as per current best practices. Weak protocols and cipher suites shall be disabled. Certificates shall be managed and renewed in a controlled manner, with proper key management procedures.

Sensitive data stored within the system, including but not limited to authentication secrets, personally identifiable information, financial information and critical configuration, shall be protected by appropriate **encryption at rest** mechanisms provided by the underlying database or storage platform. Encryption keys shall be managed securely, with access limited to authorised roles and subject to key rotation policies. Where encryption at field level is required (for example, for particularly sensitive attributes), the bidder shall propose suitable approaches consistent with performance and regulatory requirements.

Backups, archives and logs that contain sensitive data shall be stored with the same level of protection as the primary data, including encryption, access control and physical safeguards in the chosen hosting environment.

VIII.3 Secure Coding Practices and Application Security

The bidder shall follow recognised **secure software development practices** throughout the lifecycle of the project. This includes secure design reviews, threat modelling for key components, code reviews focused on security, and the use of automated tools for static and dynamic analysis where appropriate. The application shall be developed and tested to protect against common web application vulnerabilities including, at a minimum, those covered in the **OWASP Top 10** (such as injection, broken authentication, sensitive data exposure, security misconfiguration, cross-site scripting, access control failures, deserialisation issues and inadequate logging).

Frameworks and libraries used in the solution shall be current and actively supported. The bidder shall maintain an inventory of third-party components and monitor for known vulnerabilities. When security vulnerabilities in the technology stack are disclosed, the bidder shall assess their impact on MRFP and apply patches or mitigations within agreed timelines based on severity. The design shall minimise attack surface exposure (for example by avoiding unnecessary open ports and disabling unused features) and shall ensure that administrative interfaces are not exposed directly to the public internet without appropriate protection.

The bidder shall provide secure configuration baselines for all environments and shall document security controls, including application-level controls such as input validation, output encoding, CSRF protection, file upload validation and rate limiting on sensitive APIs.

VIII.4 Logging, Monitoring and Security Event Management

The system shall implement **comprehensive logging** across application, integration and infrastructure layers to support security monitoring, troubleshooting, audit and forensics. At a minimum, logs shall capture authentication events, authorisation failures, changes to roles and permissions, configuration changes, creation and modification of key records, document uploads and downloads, workflow actions and system errors. Logs shall include timestamps, user identifiers, source IP addresses and relevant context.

Logs shall be aggregated to a centralised logging solution in the hosting environment. Access to logs shall be restricted to authorised personnel and shall itself be logged. Log retention periods shall be defined in consultation with BMC, taking into account audit and legal requirements. Logs shall be protected from unauthorised modification and deletion.

The bidder shall configure **monitoring and alerting** for security-relevant events and thresholds, such as repeated failed login attempts, unusual access patterns, spikes in error rates, integration failures and system resource anomalies. There shall be documented

procedures for triaging, investigating and responding to alerts, including escalation paths and response time commitments. Where BMC has an existing security operations framework, the bidder shall integrate MRFP's logs and alerts with that framework as required.

VIII.5 Vulnerability Assessment, Penetration Testing and Audits

The MRFP solution shall be subject to regular **Vulnerability Assessment and Penetration Testing (VAPT)**. At a minimum, a comprehensive VAPT shall be conducted before go-live, after major releases, and at least once annually during the operations and maintenance phase. Testing shall cover the external and internal application surfaces, APIs, mobile components (if any), and the underlying infrastructure within the agreed scope.

Critical and high-severity findings identified during VAPT or other security assessments shall be addressed within defined timelines agreed with BMC. Medium and low-severity findings shall be addressed on a risk-based basis, with clear justification where they are deferred. The bidder shall provide detailed reports of VAPT activities, remediation actions taken and residual risks, for BMC's review and records.

In addition to VAPT, the project may be subject to **independent security, process and compliance audits** by or on behalf of BMC, State Government or other authorised bodies. The bidder shall cooperate fully, provide necessary access and documentation, and implement agreed corrective actions within specified timeframes.

VIII.6 Data Protection, Retention and Archival

The MRFP will hold significant amounts of personal, project and institutional data. The bidder shall implement **data protection measures** aligned with applicable Indian laws and BMC's policies. Access to personal and sensitive data shall be strictly role-based, and only those users who need such data for legitimate functions shall be able to view or process it. Where possible, reports and dashboards shall use aggregated or anonymised data, especially when accessed by broader audiences.

The system shall support **configurable retention policies** for different categories of data (e.g. transactional records, documents, logs, audit trails). Data that is no longer required for operational purposes but is still needed for legal, audit or historical reasons shall be archived in a manner that is secure but cost-effective, with controlled access and retrieval processes. Data that has exceeded its retention period and is not required under any law or policy shall be securely deleted or anonymised, using methods that prevent reconstruction.

The bidder shall ensure that data in backups and DR environments is subject to the same retention, protection and deletion policies, adapted as necessary for recovery objectives. Any data processing by subcontractors or external services shall be governed by appropriate agreements that impose equivalent data protection obligations.

VIII.7 Legal and Policy Compliance

The design, development, hosting and operation of MRFP shall comply with the **Information Technology Act, 2000**, its associated rules, and any amendments in force during the contract period. The solution shall also adhere to applicable **State Government policies**, Government of India guidelines, data protection norms and cyber security directions issued by competent authorities, as applicable to municipal e-governance systems and cloud deployments.

Where Government of India or Government of Maharashtra has issued specific frameworks or guidelines for cloud services, data localisation, security baselines or citizen-facing digital services, the bidder shall ensure that MRFP is aligned with these requirements. The bidder shall also comply with BMC's internal IT security, data governance and procurement policies as communicated during the project.

If new laws, regulations or policies come into force during the term of the contract that materially affect security or data handling (for example, new data protection regulations), the bidder shall work with BMC to assess the impact and implement necessary changes to the solution and processes within mutually agreed timelines. The cost and approach for such changes shall be handled in accordance with the change management provisions in the contract.

SECTION IX – IMPLEMENTATION APPROACH, TIMELINE AND DELIVERABLES

The selected bidder shall plan and execute the work in clearly defined phases, with agreed activities, deliverables, milestones and dependencies. The exact timelines for each phase shall be finalised in the approved project plan, but the sequencing and minimum outputs described below are mandatory.

IX.1 Inception and Requirement Analysis

In this phase the bidder shall formally mobilise the project team, set up governance mechanisms and refine the understanding of the scope. Key activities include: kick-off meetings with BMC and other key stakeholders; identification of roles and responsibilities; preparation of a detailed project plan and communication plan; and structured requirement gathering through workshops, interviews, document reviews and walkthroughs of existing

processes and systems. The bidder shall map current-state processes and pain points related to redevelopment, self-redevelopment, approvals, GIS usage, grievances and reporting, and then validate the future-state functional and non-functional requirements defined in this RFP.

Key deliverables from this phase shall include the Inception Report, Stakeholder and Governance Plan, Detailed Project Plan with timelines and resource loading, Requirements Traceability Matrix (RTM) initial version and a refined Functional Requirements Specification / Business Requirements Document capturing MRFP-specific clarifications, without diluting the baseline requirements of the RFP. The primary milestone is BMC's formal sign-off on the Inception Report and the agreed requirements baseline, which will govern subsequent design and development.

This phase is dependent on timely availability of BMC's nodal officers and departmental representatives for workshops, access to existing process documents and formats, and decisions on any open scope clarifications. Any delay in providing this information or in approvals may impact downstream phases and must be flagged through the project governance mechanism.

IX.2 Solution Design and Prototyping

In this phase the bidder shall convert the agreed requirements into a detailed solution design. Activities include high-level and detailed application architecture design, database and data model design, integration design (including GIS, payment, messaging and external agencies), security design, and definition of workflows for key MRFP processes such as proposal submission, approvals, feasibility calculations, cluster management and grievance handling. The bidder shall also prepare user experience (UX) and user interface (UI) designs, including wireframes or mock-ups for key pages, and define navigation and multilingual behaviour.

To reduce ambiguity, the bidder shall develop interactive prototypes or clickable mock-ups for critical user journeys such as society registration, proposal initiation, workflow tracking, AI-based feasibility inputs and outputs, map-based cluster views and dashboards. These prototypes shall be reviewed with BMC for usability and alignment with stakeholder expectations.

Deliverables for this phase shall include the Solution Design Document (covering architecture, modules, integrations, security and performance assumptions), Database Design Document, Integration Design Document, UX/UI style guide and screen-level designs, and the prototype package or links. The key milestone is BMC's acceptance of the Solution Design and prototypes, which will serve as the baseline for development.

Dependencies for this phase include finalisation of key architectural choices (e.g. cloud/DC model, preferred technology stack if any), confirmation of integration endpoints or at least interface specifications from external systems, and approvals on UI/UX standards and language handling.

IX.3 Development and Unit Testing

In this phase the bidder shall build MRFP modules in line with the approved design using an agreed development methodology (e.g. iterative or sprint-based). Activities include configuration and development of the public portal, Knowledge Hub, user registration and RBAC, society master data, project lifecycle workflows, AI-enabled feasibility calculator (including integration with AI/ML components), GIS front-end integration, marketplaces, communication and grievance modules, admin and dashboard modules, and supporting services such as notification engine, document repository and API layer.

The bidder shall conduct unit testing for all components, including validation of business rules, field validations, error handling and security checks at module level. Code reviews and static analysis should be performed to enforce secure coding practices and adherence to standards. Configuration for multilingual support, role-based views and basic access control shall be implemented during this phase.

Deliverables include the developed application modules in the agreed environments, unit test cases and unit test reports, updated technical documentation reflecting any design refinements, and updated RTM mapping requirements to developed features. The main milestones are completion of development for each major module as per the project plan and readiness for integrated system testing.

Dependencies include availability of development and test environments (application servers, databases, integration stubs), access to required SDKs and APIs for third-party services, and timely clarification of functional queries raised during development.

IX.4 System Integration Testing

In this phase the bidder shall conduct **System Integration Testing (SIT)** to ensure that all modules work together as a cohesive solution and that MRFP integrates correctly with external systems in scope. Activities include preparing end-to-end test scenarios that cover cross-module flows (e.g. from society registration through proposal submission, workflow approvals, feasibility assessment, GIS visualisation, notifications and reporting), configuring test data, and executing these scenarios in a controlled environment. Integration flows with

GIS services, SMS and email gateways, payment gateways, identity providers and any other BMC or external systems shall be verified.

The bidder shall test non-functional aspects such as performance under expected load (baseline), error handling across interfaces, data integrity across modules, and basic security controls such as authentication flows and access control enforcement. Issues found during SIT shall be logged, tracked, fixed and re-tested with clear severity and priority levels.

Deliverables comprise SIT plan and test cases, SIT execution reports, defect logs with status, and a consolidated System Integration Test Completion Report confirming that all critical defects have been resolved or mitigated to BMC's satisfaction. The milestone is BMC's acceptance of SIT completion and clearance to move to User Acceptance Testing (UAT).

Dependencies for this phase include availability and stability of integration endpoints (or simulated stubs where live systems are not available), realistic test data (sanitised to avoid production PII where required), and adequate infrastructure to mimic expected usage patterns.

IX.5 User Acceptance Testing and Security Audit

In this phase MRFP shall be subjected to **User Acceptance Testing (UAT)** under BMC's lead, along with formal security assessments. Activities include supporting BMC in preparing UAT scenarios that reflect real-world use cases for various stakeholder roles, training UAT users, provisioning access and assisting in test execution. BMC users shall validate that the system meets functional requirements, is usable for target user groups and behaves as expected in typical and edge cases.

Parallely or immediately thereafter, the system shall undergo **Vulnerability Assessment and Penetration Testing (VAPT)** and any other mandated security audit by authorised agencies. The bidder shall provide necessary access, documents and support for these assessments and shall remediate identified vulnerabilities within agreed timelines based on severity. Any changes made to address security findings shall be re-validated both functionally and from a security perspective.

Deliverables include UAT plan and scripts (as agreed with BMC), UAT issue logs and resolution reports, UAT Sign-off from BMC for go-live scope, VAPT and security audit reports, and evidence of remediation of critical and high findings. The milestone is formal UAT and security clearance sign-off, which is a precondition for production go-live.

Dependencies include availability of UAT environment mirroring production configuration, nomination and availability of BMC UAT users across departments, and engagement of an authorised security auditor as per BMC / State norms.

IX.6 Go-Live

In this phase the system is moved into production and made available to real users for live transactions. Activities include final preparation of the production environment, deployment of the approved release, configuration of production parameters (masters, roles, workflows, SLAs, notification templates), migration or initial load of required master data and, where applicable, migration of historical data as per agreed scope and mapping. Cutover planning shall define how and when the switch from existing processes/systems to MRFP will happen, along with fall-back steps in case of unforeseen issues.

The bidder shall support final smoke testing in production after deployment, and shall ensure that all critical services (public portal, login, key workflows, dashboards and integrations) are functioning as expected. Communication to stakeholders about go-live, basic user support channels and initial training refreshers shall also be handled in this phase.

Deliverables include the Production Deployment Plan and its execution record, Cutover Plan and Post-Go-Live checklist, Data Migration Report (if applicable), and confirmation that monitoring, backup and security controls are active in production. The key milestone is the official declaration of MRFP Go-Live by BMC for the defined scope.

Dependencies include readiness of the hosting environment (cloud or DC/DR) with required connectivity, DNS and certificate configurations, availability of approved master data and initial configuration inputs from BMC, and formal approvals to proceed with cutover.

Phase	Duration	Key Milestones
Inception and Requirement Analysis	4 weeks	Project kick off completed, governance set up, requirements baseline and RTM v1 approved
Solution Design and Prototyping	8 weeks	Solution Design Document, Data and Integration Design, UX prototypes approved by BMC
Development and Unit Testing	16 weeks	All core modules developed and unit tested, RTM coverage updated, build ready for SIT
System Integration Testing (SIT)	6 weeks	End to end flows tested, integrations verified, critical defects closed, SIT sign off obtained

User Acceptance Testing and Security Audit	6 weeks	UAT completed with sign off, VAPT and security audit completed, all high findings remediated
Go Live	2 weeks	Production deployment, cutover executed, MRFP formally declared live
Stabilisation	8 weeks	System performance stabilised, incident trend under control, handover to steady state O&M

IX.7 Stabilisation

After go-live, a **Stabilisation** phase shall be undertaken to ensure that the system operates reliably under real-world conditions and that initial issues are addressed quickly. Activities include close monitoring of system performance, error rates, user feedback and support tickets; fine-tuning of configuration (e.g. thresholds, SLAs, notification rules); and incremental fixes or minor enhancements required for operational smoothness, subject to change control.

During this period, the bidder shall provide heightened support, including faster response times and on-site or remote support presence as agreed. Usage analytics and incident patterns shall be analysed to identify any structural issues or training gaps. The system's monitoring and alerting configuration may be refined based on real incidents.

Deliverables include Stabilisation Period Report(s) summarising incidents, resolutions, performance metrics and user feedback; updated documentation reflecting any changes; and a final Stabilisation Sign-off from BMC once the portal is considered steady-state. This sign-off shall mark the formal transition into the long-term Operations and Maintenance phase under standard SLAs.

Dependencies include active engagement from BMC's operations teams, timely classification of incidents, clarity on the boundary between implementation and steady-state change requests, and availability of key users for feedback and validation during this period.

SECTION X – TRAINING, CHANGE MANAGEMENT AND DOCUMENTATION

The selected bidder shall be responsible for planning and delivering structured training to all relevant stakeholder groups, supporting organisational change management, and providing comprehensive documentation for the solution.

X.1 Training Needs by Stakeholder Group

The MRFP will be used by a wide range of stakeholders with different roles, technical comfort levels and responsibilities. The bidder shall carry out a training needs assessment, in consultation with BMC, to identify the depth and type of training required for each group. At a minimum, the following stakeholder categories shall be covered:

- **BMC officials and staff** across departments (e.g. Building Proposals, Town Planning, Estate, Legal, Finance, IT): require detailed training on their role-specific workflows, dashboards, approvals, query handling, reports and administrative functions.
- **Other authorities and agencies** such as SRA, MHADA and any state departments integrated with MRFP: require training on accessing relevant project data, providing NOCs or comments, and using their role-based dashboards.
- **Society representatives and office bearers:** require practical training on registering societies, initiating and tracking redevelopment proposals, uploading documents, responding to queries, viewing feasibility outputs and using grievance/communication modules.
- **Developers, consultants and service providers** (architects, PMCs, legal, financial): require training on onboarding, managing multiple projects, working on workflows, using marketplaces, and collaborating with societies and authorities within the portal.
- **Financial institutions and investors:** require training focused on reviewing project information, expressing funding interest (where applicable), and viewing relevant dashboards/reports.
- **System administrators and IT support staff:** require deeper technical training on configuration, user and role management, workflow and master configuration, monitoring, backup/restore, and basic troubleshooting.

The bidder shall ensure that training content, pace and examples are tailored to each stakeholder group's context and typical tasks, and that sessions are structured to accommodate varying digital literacy levels, especially for society representatives.

X.2 Training Approach and Types

The bidder shall adopt a blended training approach, combining different modes to maximise reach and effectiveness. At a minimum, the following types of training shall be provided:

- **A minimum of 2 Instructor-led classroom training** (physical or virtual) for core user groups such as BMC departments, key external authorities, and system administrators. These sessions shall include live demonstrations, guided exercises and question-and-answer segments.
- **Once in 6 months at least 1 Online / virtual training sessions** (webinars) for broader stakeholder groups such as societies, developers and consultants, which can be repeated periodically and recorded for later access for all user across all wards
- A structured **train-the-trainer** programme to build internal capacity within BMC and other key institutions. Selected “master trainers” shall be trained in greater depth on system features and training techniques so that they can independently conduct refresher sessions and onboarding for new staff over time.

Training shall be conducted in batches aligned with the rollout plan (e.g. pilots, phased deployment by ward/zone). The bidder shall propose a training calendar, including the number of sessions, target participants, duration and format of each session. Post-training evaluation (e.g. short assessments or feedback forms) shall be used to measure effectiveness and to refine subsequent sessions. For critical roles (e.g. administrators, departmental approvers), the bidder may be required to conduct more focused, small-group sessions to ensure competency.

X.3 Training Material and Formats

The bidder shall develop comprehensive, user-friendly training materials to support both initial rollout and ongoing learning. These materials shall be aligned with the final version of the system and updated whenever significant changes are deployed. At a minimum, the bidder shall provide:

- **Presentation decks** for each stakeholder group, covering key concepts, workflows and responsibilities.
- **Step-by-step user guides** with annotated screenshots and “how-to” instructions for common tasks such as registering, submitting proposals, responding to queries, viewing dashboards and raising grievances.
- **Short video tutorials or screen-recordings** demonstrating frequently used functions and end-to-end journeys, suitable for self-paced learning.
- **Quick reference cards / checklists** - summarising key steps and best practices for high-frequency operations.

Training material shall be provided in **English**, and where relevant for end users (e.g. society representatives and citizens), key materials and video voice-overs or subtitles shall also be provided in **Marathi**, as agreed with BMC. All training materials shall be delivered in editable digital formats (e.g. PPTX, DOCX, MP4, PDF) so that BMC can adapt and reuse them. The

bidder shall grant BMC full rights to use, modify and distribute the training materials for official purposes.

X.4 Change Management and Adoption

Beyond functional training, the bidder shall support **change management** to ensure successful adoption of MRFP by all stakeholders. This includes explaining not only “how” to use the system but also “why” the change is being made and what benefits it brings to each group. Activities shall include assisting BMC in preparing communication content (e.g. FAQs, circular text, notices, portal announcements) about the rollout and expected changes in processes.

The bidder shall identify potential adoption risks (for example, resistance from users used to manual processes, limited digital literacy in some societies, or concerns about transparency) and propose mitigations such as targeted orientation sessions, additional hand-holding support during the early weeks after go-live, and simple self-help tools embedded in the portal (guided tours, contextual help, in-portal FAQs).

A **change management plan** shall be prepared, describing key messages, target audiences, communication channels, timelines and responsibilities (what the bidder will do vs what BMC will do). The bidder shall assist BMC in monitoring adoption metrics such as number of active users, number of proposals submitted via MRFP vs legacy channels, helpdesk call patterns and user feedback. Based on these insights, the bidder and BMC shall jointly decide on any additional support or process adjustments needed to improve adoption.

X.5 Documentation Requirements

The bidder shall produce and maintain a complete set of **technical and functional documentation** for MRFP. This documentation is critical for ongoing operations, maintenance, onboarding of new team members and future enhancements. At a minimum, the following documents shall be prepared and kept up to date:

- **Business Requirements Document (BRD)** or equivalent, capturing business processes, stakeholder needs and scope as refined during Inception.
- **Software Requirements Specification (SRS)**, detailing functional and non-functional requirements at system and module level, aligned with this RFP and any approved clarifications.
- **High Level Design (HLD)**, including system architecture, module decomposition, integration patterns, security architecture, deployment topology and major data flows.

- **Low Level Design (LLD)**, covering detailed component-level designs, interface contracts, database schema details, configuration parameters and key business rule implementations.
- **Configuration and Installation Guides**, describing environment setup, deployment steps, configuration options, and dependencies for all environments (dev, test, UAT, production, DR).
- **System Administration and Operations Manuals**, covering user and role management, workflow and master data configuration, monitoring and logging, backup and restore procedures, incident handling, performance tuning and routine maintenance tasks.
- **End-User Manuals** for each major user group (BMC officials, other authorities, societies, developers, etc.), structured around role-based tasks and written in non-technical language.
- **API Documentation**, including specifications for all exposed and consumed APIs (e.g. OpenAPI/Swagger definitions), authentication and authorisation flows, request/response formats, sample payloads and error codes.
- **Test Documentation**, including test strategies, test plans, key test cases and summary reports for SIT, UAT and performance tests.
- **Security and Compliance Documentation**, such as security configuration guides, VAPT reports and remediation details, and any compliance checklists required by BMC.

All documentation shall be delivered in commonly used electronic formats and stored in a structured repository (e.g. a document management system or version-controlled repository) accessible to authorised BMC personnel. Documentation shall be updated to reflect changes introduced through patches, upgrades and major configuration changes, ensuring that it remains an accurate reference throughout the contract period.

SECTION XI – OPERATIONS AND MAINTENANCE

This section defines the obligations of the selected bidder during the Operations and Maintenance (O&M) phase of the Mumbai Redevelopment Facilitation Portal (MRFP). The objective is to ensure that the system remains stable, secure, performant and functionally up to date throughout the contract period.

XI.1 Scope of Operations and Maintenance

The bidder shall be responsible for end-to-end technical upkeep of the MRFP solution as deployed in production and DR environments. At a minimum, the O&M scope shall include: correction of defects and bugs identified post go-live; performance monitoring and tuning of the application, database and integrations; implementation of minor enhancements and configuration changes approved through the change management process (for example, new reports, minor UI improvements, additional masters, workflow tweaks); routine database administration activities such as index optimisation, statistics updates, archiving and housekeeping; monitoring of infrastructure components including servers, containers, load balancers, storage, network connectivity and security devices in coordination with BMC or the cloud service provider; regular execution and verification of backup jobs and restore drills; and timely application of security patches and updates for operating systems, databases, application servers, frameworks and third-party components, subject to change control and in line with agreed maintenance windows.

The bidder shall proactively identify potential issues (for example, recurring errors, slow queries, capacity constraints) and propose corrective actions before they result in incidents or outages. O&M shall also cover support for integrations with external systems within the agreed scope, including handling changes in external endpoints or formats, coordinating with external agencies for troubleshooting, and updating MRFP configurations accordingly. Any work classified as major change or significant new feature (beyond minor enhancements) shall follow the formal change control and commercial mechanism defined in the contract, but the bidder remains responsible for keeping the baseline system healthy and compliant.

XI.2 Onsite and Offsite Support Model

The bidder shall provide a hybrid support model combining onsite presence at BMC (or another designated location) with offsite / remote support capabilities. Onsite resources shall primarily handle coordination with BMC stakeholders, participation in review meetings, first-level analysis of functional and performance issues, and support for key events such as major deployments, audits and heavy usage periods. Offsite resources may be utilised for deeper technical analysis, development of fixes and enhancements, and handling of incidents outside normal office hours, as long as SLA commitments are met.

The bidder shall clearly define which roles will be deployed onsite and which offsite, along with the number of resources, their working hours and escalation channels. Any change to the agreed support model (for example, reducing onsite presence) shall require prior approval from BMC. The bidder shall ensure that remote access to production and DR

environments, where permitted, follows strict security controls, including secure VPN, strong authentication and logging of administrative activities.

XI.3 Helpdesk, Support Hours and Channels

The bidder shall establish and operate a Helpdesk to act as the single point of contact for all MRFP-related incidents, service requests and queries from authorised BMC users and other stakeholder groups as defined by BMC. The Helpdesk shall be reachable through multiple channels at minimum: a dedicated email address and a telephone or VoIP number; an in-portal ticketing interface or integration with BMC's existing service desk tool shall be provided where required. All incoming calls, emails and tickets shall be recorded in a central incident management system with unique ticket IDs, timestamps, category, severity, current status and resolution details.

As a baseline, support shall be provided during defined business hours (for example, 9:00 to 18:00 IST on all working days), with provision for extended or 24x7 support for critical incidents as per SLA requirements agreed in the contract. The bidder shall classify issues into severity levels (for example, Sev-1: system down; Sev-2: major functionality impaired; Sev-3: minor issues; Sev-4: service requests) and shall meet response and resolution time commitments for each level. Regular reports on Helpdesk performance, including number of tickets by severity, average response and resolution times, and open vs closed tickets, shall be submitted to BMC and reviewed in O&M governance meetings.

XI.4 O&M Team Composition and Minimum Deployment

The bidder shall deploy an adequately skilled and sized team to support MRFP during the O&M phase. At a minimum, the team shall include: an O&M Project / Service Manager responsible for overall service delivery, SLA compliance, reporting and coordination with BMC; one or more Application Support Engineers with strong knowledge of MRFP modules, configurations and workflows; one or more Technical Specialists for backend services, integrations and APIs; a Database Administrator (DBA) responsible for database health, performance and backup/restore; a System / Infrastructure Administrator (or coordination role, where infra is managed by a CSP or BMC) for server, OS and cloud/DC monitoring; and a Helpdesk / Support Executive responsible for ticket logging, first-level triage and communication with users.

The bidder shall propose the exact team size, role mix and onsite/offsite distribution in the technical proposal, keeping in view the expected transaction volumes and criticality of MRFP. Any reduction below the agreed minimum deployment shall require prior written approval from BMC. The bidder shall ensure continuity of key personnel and shall maintain updated

knowledge transfer and handover documentation so that staff changes do not impact service quality. The O&M team shall participate in periodic review meetings with BMC to discuss incidents, trends, planned maintenance, upcoming changes and continuous improvement measures.

SECTION XII – SERVICE LEVEL AGREEMENT (SLA)

This section defines the minimum service levels that the selected bidder must meet during the operations and maintenance period of the Mumbai Redevelopment Facilitation Portal (MRFP). The SLAs cover availability, incident management, performance, backup and recovery, and security patching.

The final values can be tuned during contract negotiation, but the structure and type of commitments below should remain as-is.

XII.1 General Principles

- All SLAs apply to the **production environment** of MRFP.
- Service levels are measured **per calendar month**, unless otherwise specified.
- Non-compliance will trigger **service credits / penalties** deducted from the O&M payment for the relevant period, subject to caps defined in the Contract.
- Chronic non-compliance (for example 3 or more consecutive months below minimum thresholds) will be treated as a **material breach** and may trigger escalated contractual remedies.

XII.2 SLA Matrix

Sr. No.	Service Category	SLA No.	Service Level Agreement	Breach Threshold	Liquidated Damages
12.1	Application Service Availability	12.1.1	Application Service Availability: Measures the expected uptime and availability of the MRFP application (web, APIs and core services)	Monthly availability of MRFP (measured at DC boundary) falls below 99.5% in any calendar month, after excluding approved	1% of monthly O&M contract value for every 0.1% (or part thereof) shortfall below 99.5% in that month, capped at 5%

Sr. No.	Service Category	SLA No.	Service Level Agreement	Breach Threshold	Liquidated Damages
			excluding approved planned maintenance.	planned downtime notified in advance.	of monthly O&M value.
12.2	Performance Metrics	12.2.1	System Response Time: Measures average response time for key online operations such as login, dashboard load, record creation, retrieval, search and uploads under normal load conditions.	Average response time for key operations exceeds 5 seconds for more than 5% of sampled transactions in a given month, as measured through logs / monitoring tools or random tests in presence of BMC representative.	0.5 % of monthly O&M contract value per month in which this SLA is breached. capped at 5% of monthly O&M value.
12.3	Security and Data Protection	12.3.1	Data Security Incident Resolution: Measures time taken to detect, contain and resolve security incidents (e.g. malware, intrusion, DoS, zero-day attacks) up to server / application level.	Resolution time for security incidents exceeds the time specified by CERT-In / BMC policy (illustrative: Critical – immediate containment, High – 24 hours, Medium – 7 days, Low – 30 days). Any compromise or leakage of MRFP data attributable to the Supplier's negligence or non-compliance.	1 % of monthly O&M contract value per incident not remediated within the prescribed timeframe. In case of confirmed data compromise attributable to the Supplier, double penalty (2% of monthly O&M value) for that month. capped at 5% of monthly O&M value.

Sr. No.	Service Category	SLA No.	Service Level Agreement	Breach Threshold	Liquidated Damages
		12.3.2	Data Backup and Recovery: Measures adherence to backup schedule and ability to successfully restore data within agreed RPO/RTO.	Failure to perform scheduled backups as per backup policy, or inability to restore data from backups during DR / recovery drill / actual incident within agreed RPO/RTO.	1% of monthly O&M contract value per missed backup or failed restore attempt in that month. capped at 5% of monthly O&M value.
		12.3.3	Security Certification and Audit: Measures timely completion of periodic security / VAPT (if applicable) assessments and submission of compliance reports.	Failure to submit required security / VAPT (if applicable) audit reports and closure plans within the timelines specified in the contract / CERT-In guidelines.	0.5 % of monthly O&M contract value per week of delay in submitting the audit report / certificate or mandated closure plan. capped at 5% of monthly O&M value.
12.4	System Maintenance and Updates	12.4.1	Maintenance Updates & Patching: Verifies that operating system, database, application server, security tools and MRFP application components are patched to at most one version earlier than latest vendor-released stable version, as per agreed patching schedule (typically	Failure to apply mandatory security patches / critical updates for OS, DB, middleware or MRFP application within the agreed patch window (e.g. within the quarter or within CERT-In mandated timelines).	1% of monthly O&M contract value per week of delay in applying required security patches / critical updates, counted from the end of the agreed patch window, capped at 5% for that month.

Sr. No.	Service Category	SLA No.	Service Level Agreement	Breach Threshold	Liquidated Damages
			quarterly or as per CERT-In advisories).		
12.5	Support and Escalation	12.5.1	Incident Resolution Time – Severity 3 (Low / Medium): Measures time to resolve non-critical issues / service requests that do not impact core business operations.	Severity 3 issue not resolved within 4 working days from the time it is logged / allocated for resolution.	INR 100 per ticket per day of delay beyond 4 working days, for each Severity 3 ticket. capped at 5% of monthly O&M value.
		12.5.2	Incident Resolution Time – Severity 2 (High): Measures time to resolve issues that impact important functions but have workarounds.	Severity 2 issue not resolved within 2 working days from the time it is logged / allocated for resolution.	INR 250 per ticket per day of delay beyond 2 working days, for each Severity 2 ticket. capped at 5% of monthly O&M value.
		12.5.3	Incident Resolution Time – Severity 1 (Critical): Measures time to resolve issues causing complete or near-complete outage of MRFP core services or critical modules.	Severity 1 issue not resolved (service not restored to acceptable level) within 1 working day from the time it is logged / allocated for resolution.	INR 500 per ticket per day of delay beyond 1 working day, for each Severity 1 ticket. capped at 5% of monthly O&M value.

Sr. No.	Service Category	SLA No.	Service Level Agreement	Breach Threshold	Liquidated Damages
12.6	Reporting and Communication	12.6.1	Performance & SLA Reports: Measures timely submission of monthly performance and SLA reports covering availability, incidents, response times, security events, backups, changes and O&M activities.	Non-submission of consolidated monthly SLA / performance report for all SLAs listed in this section by 10th of the following month.	1% of monthly O&M contract value per missed or delayed report. capped at 5% of monthly O&M value.

XII.3 Measurement Methodology

1. Tools & Sources

- a. Availability and performance will be measured using **monitoring tools** (application performance monitoring, infrastructure monitoring, API gateway logs).
- b. Backup, DR, and patching metrics will use **backup software logs, DR drill reports, change tickets** and security logs.

2. Data Ownership & Verification

- a. Raw data will be produced by the bidder's tools, but **BMC has the right to verify** them at any time, including access to dashboards and log exports.
- b. In case of dispute, BMC's independent measurements (if any) will be compared and a joint verification will be done; the more conservative reading can be applied by default unless clearly disproved.

3. Maintenance Windows

- a. SLAs exclude **pre-approved maintenance windows** agreed in writing at least 48 hours in advance, during low-usage periods, with defined start and end times.
- b. Unplanned or emergency maintenance counts as downtime unless separately agreed with BMC and justified (e.g. critical security patch).

4. Force Majeure

- a. Events classified as force majeure under the Contract (large-scale power/fibre failure outside DC control, natural disaster, etc.) are excluded, but **evidence and documentation** must be provided.

XII.4 Reporting Frequency

- **Monthly reports** (mandatory):
 - Uptime and downtime summary.
 - Incident statistics by severity (count, average response and resolution times, open vs closed).
 - Performance summary (page/API response metrics).
 - Backup success rates.
 - Security patch status (critical/high vulnerabilities pending and closed).
 - Summary of SLA compliance and any penalties due.
- **Quarterly reports** (in addition to monthly content):
 - Trend analysis over the quarter.
 - Root cause analysis of major incidents.
 - DR / restore drills (if conducted).

- Capacity and performance review with recommendations.
- Reports must be shared in **editable format** (e.g. Excel/Word/PPT) along with any tool exports or dashboards on request.

XII.5 Penalties and Service Credits

- Penalties apply **per metric**, but the **total penalty per month** shall be capped at a defined percentage (for example **20% of that month's O&M payment**), to be specified in the commercial section.
- Penalties are applied as **deductions from the O&M invoice** for the relevant period after BMC validates the SLA reports.
- Repeated breaches (e.g. same SLA missed in 3 out of 6 months) shall trigger:
 - Mandatory **Corrective Action Plan** from the bidder.
 - **Management-level review meeting**.
 - If still unresolved, the breach may be treated as grounds for additional contractual remedies (e.g. LD beyond cap, non-renewal, or termination as per contract).

SECTION XIII – COMMERCIAL AND PAYMENT TERMS

All bidders shall quote prices strictly as per the formats prescribed in the RFP and shall ensure that their commercial proposals are complete and unambiguous.

XIII.1 Price Structure

The total quoted price shall be clearly broken down into the following distinct components:

1. Implementation Cost

This includes all costs related to:

- a. Inception and requirement analysis
- b. Solution design and prototyping
- c. Development, configuration and customisation of MRFP modules
- d. Integration with external systems (e.g. GIS, SMS/email gateways, payment gateways, other BMC/State systems)
- e. Testing (unit, SIT, performance), support for UAT, and go-live activities
- f. Initial data migration (if in scope)
- g. Training, change management support and documentation

No separate or hidden charges shall be levied for standard tools, utilities, frameworks or accelerators used by the bidder as part of implementation.

2. Software Licenses (if applicable)

- a. Any **proprietary software licenses** required for the solution (application server, database, middleware, monitoring tools, etc.) shall be clearly itemised, indicating licence type (perpetual / subscription), quantity, metric (user, core, instance, etc.) and term.
- b. If the solution is based primarily on **open-source** components, this shall be clearly stated, and any associated subscription or support costs shall be included under appropriate line items.
- c. The bidder shall clearly indicate whether licenses are in BMC's name or in the bidder's name, and any renewal obligations during the contract period.

3. Infrastructure / Cloud Costs (where in bidder's scope)

- a. If hosting is proposed on a **MeitY-empanelled cloud** or other infrastructure arranged by the bidder, the commercial proposal shall separately indicate the recurring infrastructure costs (compute, storage, bandwidth, security services, backup, DR, etc.), based on the capacity and SLA requirements specified in the RFP.
- b. If BMC provides DC/DR or separate cloud contracts, the bidder shall clearly exclude such costs and limit pricing to implementation and O&M, while stating assumptions on environment responsibilities.

4. Operations and Maintenance (O&M) Cost

- a. This covers ongoing application and technical support, bug fixes, minor enhancements (as per defined scope), database administration, infrastructure monitoring (where in scope), backups and restore drills, security patching, SLA management, and support to audits.
- b. O&M costs shall be quoted as **recurring charges per year** (or per quarter, as specified), for the defined O&M period (for example, 3 years post go-live).
- c. Any limits on minor enhancement effort included in O&M (for example, X person-days per year) shall be explicitly stated in the commercial proposal.

5. AI Service Usage / Token-based Charges

- a. Bidders shall explicitly quote charges related to consumption-based AI services (for example, Large Language Model tokens or equivalent units) as a separate component of the Total Cost of Ownership (TCO).
- b. Bidders shall clearly specify:
 - the metric used (e.g. input tokens, input + output tokens, per API call);
 - the AI model family or equivalent service (e.g. LLM class, embedding model); and
 - any bundled quota of AI usage included in the Implementation and/or O&M charges per year.

All components together shall constitute the **Total Cost of Ownership (TCO)** over the entire project and O&M period as defined in the RFP. Bidders shall not claim any additional amounts beyond the quoted TCO for items necessary to meet the RFP requirements, except where BMC explicitly approves changes through the change control mechanism.

XIII.2 Payment Terms and Milestones

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
Phase 1 – Project Inception	Pre-Implementation Stage	1	Inception Report: Project Implementation Plan for MRFP, overall solution approach, governance structure, high-level project plan and risk register.	1	Lump Sum	T + 2 Weeks	Submission of Inception Report in acceptable quality and format, and acknowledgment by BMC / Nodal Department.	5% of total Implementation on BOQ line items
		2	Requirement Gathering and Analysis Report: As-Is study of existing processes and systems, analysis of existing applications & data records (if any), detailed process flows for each type of redevelopment / self-redevelopment work, end-to-end process flows for each project type, Requirement Traceability Matrix (RTM).	1	Lump Sum	T + 2 Weeks	Submission of Requirement Gathering & Analysis Report (including RTM) and acknowledgment by BMC / Nodal Department.	5% of total Implementation on BOQ line items

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
		3	System Design Report: BRD & SRS for MRFP, high-level and detailed design, data migration strategy, integration plan with identified internal and external systems (GIS, payment, SMS/e-mail, etc.), conceptual module breakdown, proposed business process flows, detailed project & testing plan.	1	Lump Sum	T + 2 Weeks	Submission of System Design Report (BRD, SRS, HLD overview, data migration & integration plan, detailed project & test plan) and acknowledgement by BMC.	5% of total Implementation on BOQ line items
		4	Consolidated Approval of Inception, Requirements and Design: Approval of Inception Report, Requirement Gathering & Analysis Report and System Design Report, including data migration and integration approach.	1	Lump Sum	T + 4 Weeks	Formal written approval / sign-off on all three reports (Inception, Requirements & Analysis, System Design) by the competent authority.	5% of total Implementation on BOQ line items
Phase 2 – Cloud / DC & DR Setup	Infra & Environment Setup	5	Cloud / DC & DR Environment Setup: Designing, provisioning, configuration, security hardening, testing and commissioning of MRFP environments (Dev, Test, UAT, Training, Production), including load balancers, app servers, DB, storage, monitoring and backup configuration.	1	Lump Sum	T + 8 Weeks	Submission and approval of Environment Setup & Configuration Report; successful demonstration of all environments up and running with basic MRFP build deployed; security hardening checklist signed off.	10% of total Implementation on BOQ line items

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
Phase 2 – Application Setup	Design, Development, Integration & Data	6	Design, Development, Installation of MRFP Web Application and Public Portal: Development/configuration of all approved MRFP modules, public portal, administrator console and internal user interfaces; deployment of baseline version in UAT / Staging environment.	1	Lump Sum	T + 12 Weeks	Submission and approval of “Supply & Installation Report” for MRFP web application and public portal; build deployed and accessible in UAT / staging for functional testing.	10% of total Implementation on BOQ line items
		7	Mobile / Responsive Experience: Development and deployment of MRFP responsive UI and/or progressive web app / mobile app (as per RFP), integrated with core MRFP services and public portal.	1	Lump Sum	T + 16 Weeks	Submission and approval of “Supply & Installation Report” for MRFP mobile / PWA, accessible from UAT with core flows working end-to-end.	5% of total Implementation on BOQ line items
		8	Data Conversion and Migration (if applicable): Extraction, cleansing, transformation and migration of agreed legacy data (society, project, stakeholder data, etc.) from existing systems to MRFP, with reconciliation and data quality certification.	1	Lump Sum	T + 20 Weeks	Submission and approval of Data Migration Report and data quality certification by user department / IT department; sign-off of migrated data volume and error thresholds.	5% of total Implementation on BOQ line items
		9	System Integration with Existing / Third-Party Applications: Completion of integrations with identified BMC systems, GIS, payment	As per BOQ	Item wise	T + 20 Weeks	Submission and approval of System Integration Report (API specs, test logs, error handling),	5% of total Implementation on BOQ line items

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
			gateway(s), SMS/e-mail gateway(s) and any other external systems defined in the SRS; all interfaces tested in SIT.				plus successful SIT sign-off for all agreed integrations.	
Phase 3 – UAT & Go-Live	UAT Sign-Off & Security Audit	10	UAT Completion, RTM & Go-Live: Demonstration of developed MRFP (web, portal, mobile/PWA) against approved requirements and RTM, completion of UAT, closure of all critical/high issues, and Go-Live in production with all core modules operational.	1	Lump Sum	T + 22 Weeks	1. Approved RTM Report mapping requirements to implementation . 2. UAT Sign-Off Report from department with testing documents and test cases. 3. Go-Live Certificate / Operational Acceptance of MRFP (core modules) issued by competent authority.	20% of total Implementation on BOQ line items
Phase 4 – Security & Stabilisation	Production, Go-Live & Stabilisation	11	Security Audit Compliance & Stabilisation: Successful completion of CERT-In empanelled VAPT / security audit and closure of findings; system stabilisation period; submission of initial Exit Management Plan for MRFP.	1	Lump Sum	T + 24 Weeks	1. Final Security / VAPT Compliance Report (all critical/high issues closed or formally accepted by BMC). 2. System Stabilisation Report (defect trend, performance	25% of total Implementation on BOQ line items

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
							metrics). 3. Approved Exit Management Plan (initial version) from bidder.	
Phase 5 – Training & Capacity Building	Training, Manuals & Knowledge Transfer	12	Training & Capacity Building: Conducting trainings for different stakeholder groups (BMC officials, ward staff, helpdesk, societies, etc.), including training manuals, user guides, e-learning videos and admin/technical handover sessions.	1	Lump Sum	T + 24 Weeks	Verification of: 1. Training schedule and attendance records; 2. Submission of training materials, manuals and videos; 3. Training completion report signed by nodal officer.	100% of Training BOQ line item, payable on pro-rata basis for sessions conducted during Implementation / early O&M (e.g. quarterly).
Phase 6 – Operations & Maintenance	3-Year O&M with SLA Compliance & Cloud Charges	13	AI services and Operations & Maintenance for MRFP (3 Years / 36 Months): Quarterly O&M services for a period of 3 years (36 months) from Go-Live, including application & infra support, SLA compliance, performance monitoring, periodic security / VAPT audits, yearly patch / upgrade reports, yearly updated Exit Management Plan, updated system specifications and module inventory, and on-site/off-site	12	Per Quarter	From Go-Live date (≈ T + 24 Weeks) for 12 consecutive quarters (covering 36 months)	Submission and verification of: 1. Quarterly SLA Reports as per Section XII; 2. Security / audit reports (e.g. annual VAPT/); 3. Yearly patch / upgrade reports; 4. Annual updated Exit Management Plan; 5. Any other O&M reports specified in the RFP.	Quarterly payments released pro-rata against the AI services and O&M BOQ line item(s) over 12 quarters (36 months), subject to SLA compliance and acceptance of reports.

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
			support staff as per this RFP.					

Payments for the project shall be linked to **objective, verifiable milestones** aligned with the implementation phases and O&M period. An indicative structure (to be finalised by BMC) may be as follows:

- **Inception and Requirement Analysis**
A defined percentage of the implementation cost payable upon submission and approval of the Inception Report, detailed project plan and requirements baseline / RTM.
- **Solution Design and Prototyping**
A further percentage of the implementation cost payable upon approval of the Solution Design Document, data and integration design, security and architecture documents, and acceptance of key prototypes / mock-ups.
- **Development and System Integration Testing**
A cumulative percentage payable upon completion of development of agreed modules, successful completion of SIT and submission of related test reports, with all critical defects resolved.
- **User Acceptance Testing and Security Clearance**
A percentage payable upon successful completion of UAT, remediation of critical and high security findings from VAPT/security audit, and receipt of formal UAT sign-off.
- **Go-Live and Cutover**
A percentage payable after successful production deployment, cutover to MRFP, completion of go-live checklist and confirmation by BMC that core services are functioning as expected.

- **Stabilisation**

Completion

The remaining balance of the implementation cost payable upon completion of the stabilisation period and BMC's confirmation that the system has stabilised as per defined criteria.

O&M payments shall be made **periodically** (for example, quarterly in arrears) based on:

- Availability and performance as per SLA
- Submission and acceptance of SLA and O&M reports for the period
- Adjustment for any SLA-linked penalties or service credits

The exact percentage allocation across milestones and the periodicity of O&M payments shall be specified in the **Commercial Bid Format** and finalised at contract stage.

XIII.3 Taxes and Duties

All prices quoted by the bidder shall be **exclusive of applicable taxes and duties**, which shall be shown separately in the commercial proposal. The bidder shall clearly specify the applicable **GST** and any other statutory levies as per prevailing laws at the time of bid submission.

Any **change in tax rates** or introduction of new taxes by Government of India or Government of Maharashtra, after bid submission and during the contract period, shall be dealt with as per applicable law and the terms of the contract. The bidder shall be responsible for timely payment of all taxes, duties and levies attributable to them and for compliance with related statutory requirements (registrations, filings, etc.).

BMC shall have the right to deduct **tax at source (TDS)** and any other statutory deductions from payments as per law, and to obtain necessary documentation (tax invoices, certificates) from the bidder to enable its own compliance.

XIII.4 Price Validity and Indexation

The **prices quoted in the commercial proposal** shall remain **firm and fixed** for a minimum period (for example, **180 days**) from the date of bid submission for evaluation and award purposes. Bidders shall confirm this validity in their proposals.

Once the contract is awarded, the agreed implementation and O&M prices shall remain firm for the duration specified in the contract. Any indexation or escalation, if allowed at all, shall be clearly defined in the RFP/Contract (for example, permitted only for the O&M component beyond a base period, linked to a recognised index). In the absence of such explicit provisions, **no price escalation** shall be entertained on any ground, including exchange rate fluctuations or wage revisions.

If the contract provides for **indexation** of O&M prices (for example, after the initial 3 years), the formula, base year, index and frequency of adjustment shall be precisely defined, and bidders shall factor this into their commercial proposal and risk assessments.

XIII.5 Invoicing and Payment Process

The bidder shall submit **invoices** to BMC aligned with the approved milestones and O&M periods. Each invoice shall:

- Clearly reference the **contract number**, milestone / period, and corresponding deliverables.
- Attach evidence of milestone completion, such as approval / sign-off letters, acceptance certificates, test completion reports or other documents agreed during the project.
- Separate the basic amount and applicable taxes, with tax registration details and any other information required for BMC's financial and audit processes.

BMC shall verify the invoice and supporting documents. Subject to correctness and availability of necessary approvals and budget, payments shall be released within the timeframe specified in the contract (for example, **30 days from receipt of complete invoice**), after deduction of applicable taxes and SLA-related penalties/service credits, if any.

In case of any **discrepancy or dispute** in an invoice, BMC shall inform the bidder of the reasons and hold the disputed portion, while processing the undisputed portion as per timelines. Both parties shall make reasonable efforts to resolve such disputes promptly through the project governance mechanism. No interest shall be payable for delays attributable to incomplete or incorrect invoices or pending clarifications from the bidder.

The bidder shall ensure that banking details, authorised signatories and billing contacts are kept up to date with BMC throughout the contract period. Any change in these details shall be communicated formally and accompanied by necessary supporting documentation.

SECTION XIV – GENERAL AND SPECIAL CONDITIONS OF CONTRACT (GCC / SCC)

This section sets out the general and special conditions that will govern the contract between the Client (e.g. BMC or its designated authority) and the Selected Bidder for the implementation and operation of the Mumbai Redevelopment Facilitation Portal (MRFP). These conditions are in addition to the terms elsewhere in the RFP and shall prevail over any conflicting bid terms proposed by the Selected Bidder, unless expressly agreed in writing by the Client.

XIV.1 Definitions

For the purposes of this Contract, the following terms shall have the meanings assigned below, unless the context requires otherwise:

- **“Client”** means the Brihanmumbai Municipal Corporation (BMC) or any other entity authorised by BMC to enter into and manage this Contract.
- **“Bidder”** means the entity that submits a proposal in response to this RFP.
- **“Selected Bidder” / “Implementing Agency” / “System Integrator (SI)”** means the Bidder whose proposal is accepted and with whom the Contract is signed.
- **“Contract”** means the formal agreement signed between the Client and the Selected Bidder, including all annexures, schedules, amendments and documents incorporated by reference.
- **“Project”** means the design, development, implementation, operation and maintenance of MRFP as described in this RFP and the Selected Bidder’s accepted proposal.
- **“MRFP” / “System”** means the Mumbai Redevelopment Facilitation Portal solution as a whole, including application, integrations, configurations, documentation and related services.
- **“Confidential Information”** means all information disclosed by one party to the other, whether oral, written or in any other form, that is designated as confidential or that reasonably should be understood as confidential, including data, designs, code, documents and business information.
- **“Force Majeure”** means an event beyond the reasonable control of the affected party, such as natural disasters, war, acts of terrorism, widespread network outages, or government actions, as further defined in this Section.

Additional definitions may be included in the Contract, and in case of inconsistency, definitions in the Contract shall prevail over those in the RFP.

XIV.2 Relationship of the Parties

The relationship between the Client and the Selected Bidder is that of **principal and independent contractor**. Nothing in this RFP or the Contract shall be construed to create a partnership, joint venture, employer–employee relationship or agency, except to the limited extent that the Selected Bidder may act as an agent solely for the purpose of performing specific activities explicitly authorised by the Client.

The Selected Bidder shall not assume or create any obligation on behalf of the Client, nor represent to any third party that it has authority to bind the Client, except as expressly provided in the Contract. All personnel engaged by the Selected Bidder for the Project shall remain under its sole employment, responsibility and control, and no claim shall lie against the Client for their salaries, benefits or any other liabilities.

XIV.3 Governing Law and Jurisdiction

The Contract shall be governed by and construed in accordance with the **laws of India**, without regard to conflict-of-law principles.

Subject to the dispute resolution and arbitration provisions set out in this Section, the courts having jurisdiction over **Mumbai**, Maharashtra, shall have exclusive jurisdiction with respect to all disputes and matters arising out of or in connection with this Contract that are not referred to arbitration or that fall outside the scope of arbitration.

The Selected Bidder shall be responsible for ensuring compliance with all applicable central, state and local laws, rules, regulations and guidelines relevant to the performance of the Project.

XIV.4 Confidentiality and Intellectual Property Rights (IPR)

The Selected Bidder shall treat all information received from the Client, including but not limited to project data, citizen/society data, designs, configurations, security details and internal documents, as **Confidential Information** and shall use such information solely for the purposes of performing its obligations under the Contract. The Selected Bidder shall implement appropriate technical and organisational measures to protect Confidential Information from unauthorised access, disclosure or misuse.

The Selected Bidder shall ensure that its employees, subcontractors and agents are bound by written confidentiality obligations no less stringent than those in the Contract. Confidentiality obligations shall survive the expiry or termination of the Contract for the period specified in the Contract (e.g. 3 years) or as required by law, whichever is longer.

Unless otherwise specified in the Contract, **all Intellectual Property Rights** in:

- MRFP-specific software components, configurations, customisations, interfaces, scripts, reports and documentation developed under this Contract for the Client; and
- any derivative works based on Client-owned materials

shall vest in and be owned by the Client from the time of creation, subject to full payment of the corresponding fees. The Selected Bidder shall grant to the Client a perpetual, worldwide, royalty-free licence to use any of the Selected Bidder's pre-existing tools, frameworks or components embedded in the solution, to the extent necessary for use, operation and maintenance of MRFP, including by third parties engaged by the Client in future.

The Selected Bidder shall indemnify the Client against any third-party claims of intellectual property infringement arising out of use of the MRFP solution as delivered, subject to the conditions and limitations defined in the Contract.

XIV.5 Subcontracting

The Selected Bidder shall not subcontract the whole of the Project. Subcontracting of specific parts or services (for example, specialised security testing, cloud hosting, GIS integration) may be permitted **only with the prior written approval** of the Client.

The Selected Bidder shall be fully responsible for the acts, omissions, performance and obligations of any approved subcontractors, as if they were the Selected Bidder's own. No subcontracting arrangement shall relieve the Selected Bidder of its obligations, liabilities or responsibilities under the Contract, including SLA compliance and data protection.

The Selected Bidder shall ensure that all subcontractors sign back-to-back agreements that include confidentiality, data protection, security and compliance obligations consistent with those in the Contract. The Client reserves the right to require replacement of any subcontractor or its personnel if their performance, conduct or security posture is found unsatisfactory.

XIV.6 Force Majeure

Neither party shall be liable for any failure or delay in performing its obligations under the Contract (other than payment obligations) if such failure or delay is directly due to a Force Majeure event. Force Majeure events may include, but are not limited to: natural disasters (floods, earthquakes, cyclones), war, acts of terrorism, widespread civil unrest, nationwide or regional internet outages, large-scale power failures, or acts of government that make performance impossible.

The affected party shall:

- promptly notify the other party in writing of the Force Majeure event, its expected duration and impact on performance; and
- use reasonable efforts to mitigate the effects and resume performance as soon as practicable.

If a Force Majeure event continues for a period exceeding a specified duration (e.g. 60 or 90 days), the parties shall consult to determine appropriate next steps, which may include modification of timelines, suspension of certain obligations, or termination of the Contract without fault, as mutually agreed.

XIV.7 Change Control

Any change to the scope, deliverables, timelines, technology stack, service levels or other material aspects of the Project after contract signing shall follow a **formal change control process**. Either party may raise a Change Request (CR) describing the proposed change, rationale, impact on cost and schedule, and any associated risks.

The Selected Bidder shall analyse the CR and submit an impact assessment, including:

- changes to functional or technical scope;
- additional effort and cost, if any;
- effects on the implementation plan and O&M; and
- impact on existing SLAs and dependencies.

No change shall be effective until it is approved in writing by the Client's authorised representative. Approved changes shall be documented and appended to the Contract as Change Orders. The Selected Bidder shall not proceed with any additional work that has cost or schedule implications without a duly approved Change Order; if it does so, it shall do so at its own risk and cost.

XIV.8 Termination and Consequences

The Contract may be terminated in whole or in part under the following circumstances, subject to notice and cure provisions specified in the Contract:

1. **Termination** **for** **Convenience**
 The Client may, at its sole discretion, terminate the Contract, in whole or in part, for convenience by giving prior written notice (e.g. 60 or 90 days) to the Selected Bidder. In such case, the Client shall pay the Selected Bidder for services satisfactorily

performed and deliverables accepted up to the effective date of termination, subject to contractual limits. No compensation shall be payable for loss of profit on the unperformed portion.

2. **Termination** **for** **Default**

The Client may terminate the Contract if the Selected Bidder:

- a. persistently fails to meet its obligations, including repeated SLA breaches, non-performance or serious quality issues;
- b. fails to remedy a material breach within a specified cure period after receiving written notice; or
- c. becomes insolvent, is subject to winding-up proceedings, or suffers any similar event affecting its ability to perform.

In case of termination for default, the Client may invoke performance/security guarantees, withhold further payments and engage another agency to complete the work at the risk and cost of the Selected Bidder, as per contractual provisions.

3. **Termination** **for** **Force** **Majeure**

If a Force Majeure event substantially prevents performance for an extended period (as defined in the Contract), either party may terminate the Contract without fault, following consultation and written notice.

Upon termination for any reason, the Selected Bidder shall immediately cease further work (except as directed for transition) and shall hand over all project artefacts, documentation, source code, configurations and data as per exit management provisions. Any outstanding disputes regarding amounts payable shall be handled as per the dispute resolution mechanism but shall not delay the handover.

XIV.9 Exit Management and Data Handover

The Contract shall include a detailed **Exit Management Plan** to ensure that, upon expiry or termination of the Contract, MRFP operations can continue with minimal disruption, either under BMC or a replacement agency. The Selected Bidder shall:

- Prepare and maintain up-to-date documentation, configuration details, source code, database schemas and operational procedures required to operate and maintain MRFP.
- Provide, at the time of exit, a complete and validated copy of all MRFP data, including historical data, logs and configurations, in formats agreed with the Client (e.g. standard database dumps, CSV/JSON exports, document repository archives).
- Assist the Client or incoming agency in knowledge transfer via workshops, walkthroughs and clarification sessions for a defined transition period.

- Cooperate in migration of hosting environments (if under bidder's scope) or re-configuration of systems, without undue obstruction.

All Client data, including backups and derived datasets, shall remain the **exclusive property of the Client**. After successful handover and upon written confirmation from the Client, the Selected Bidder shall securely delete or render irrecoverable all copies of Client data in its possession, except where retention is required by law and such retention is acknowledged by the Client.

Exit management activities shall be considered part of the Contract scope. If exit occurs before the natural end of the contract due to default by the Selected Bidder, the Client may require additional exit support at no extra cost, as specified in the Contract.

XIV.10 Dispute Resolution and Arbitration

In the event of any dispute, difference or claim arising out of or in connection with the Contract, including its interpretation, performance, breach or termination, the parties shall first seek to resolve the matter through **good-faith negotiations** at the operational level. If the dispute is not resolved within a defined period (e.g. 30 days), it shall be escalated to senior management of both parties for further discussion.

If the dispute remains unresolved after escalation, it may be referred to **arbitration** in accordance with the provisions of the applicable arbitration law in India (e.g. the Arbitration and Conciliation Act, 1996, as amended). Unless otherwise agreed:

- the **seat and venue of arbitration** shall be Mumbai, Maharashtra;
- the arbitration shall be conducted by a **sole arbitrator** jointly appointed by both parties, or, failing agreement, appointed in accordance with the applicable rules;
- the arbitration proceedings shall be conducted in **English**.

The arbitrator's award shall be **final and binding** on both parties, subject to any rights of challenge available under applicable law.

During the pendency of any dispute or arbitration, the parties shall continue to perform their respective obligations under the Contract to the extent possible, so that essential services (including MRFP operations) are not disrupted, except where performance is itself the subject of the dispute or is impossible due to the nature of the dispute.

*****END OF DOCUMENT*****

BRIHANMUMBAI MUNICIPAL CORPORATION
Development Plan Department
No. CHE/Dp/24596/ Dated
Corrigendum – I

Subject: Design, Development, Implementation, Integration, Hosting, Operations
and Maintenance of the Mumbai Redevelopment Facilitation Portal (MRFP)

Reference: 1. RFP No.: BMC/CE/DP/24596/2025 dated 15.12.2025

(Bid:- 2025_MCGM_1261034_1.)

2. Pre-Bid Meeting Dated 26.12.2025

With reference to the above, bidders are requested to note the following changes in the RFP. Other details in the RFP document remain unchanged

1. Recovery Point Objective (RPO) and Recovery Time Objective (RTO):

Recovery Point Objective (RPO): RPO refers to the maximum amount of data loss that is deemed acceptable during the recovery process. It defines the point in time to which data must be recovered in order to resume normal operations. The RPO determines how frequently data backups or replication should be performed. A smaller RPO indicates a lower tolerance for data loss, meaning that more frequent backups or real-time replication may be required to minimize data loss in case of a failure. RPO required to be maintained is **15 minutes**.

Recovery Time Objective (RTO): RTO is the maximum tolerable duration of time which must be recovered and made operational after a system failure or disaster. It represents the target time for system recovery and resumption of normal operations. The RTO includes the time required for system diagnosis, data restoration, system repair, and any necessary testing or validation. Achieving a shorter RTO typically involves implementing robust backup and recovery processes, efficient system monitoring, and automated failover mechanisms. RTO required to be maintained is **4 hours**.

2. VII.6 Hosting and Infrastructure

Below Table shows the Revised Indicative Bill of Material of Cloud Hosting:

S. No.	Particulars	OS	SSD(LVM)	RAM(GB)	Cores	Backup required	Replication Required	Public IP required	Remark
1	App Server-1	Ubuntu 22.04 LTS	512GB	32	16	Yes, weekly full backup	Yes	Yes	
2	App Server-2	Ubuntu 22.04 LTS	512GB	32	16	Yes, weekly full backup	Yes	Yes	
3	App Server-3	Ubuntu	512GB	32	16	Yes, weekly	Yes	Yes	

S. No.	Particulars	OS	SSD(LVM)	RAM(GB)	Cores	Backup required	Replication Required	Public IP required	Remark
		22.04 LTS				full backup			
4	App Server-4	Ubuntu 22.04 LTS	512GB	32	16	Yes, weekly full backup	Yes	Yes	
5	Load Balancer for app server	-	-	-	-	-	-	-	Managed service
6	AI/ML Server-1	Ubuntu 22.04 LTS	512GB	64	32	Yes, weekly full backup	Yes	Yes	16gb GPU
7	AI/ML Server-2	Ubuntu 22.04 LTS	512GB	64	32	Yes, weekly full backup	Yes	Yes	16gb GPU
8	Load Balancer for AI/ML server	-	-	-	-	-	-	-	Managed service
9	GIS Server-1	Ubuntu 22.04 LTS	1 TB	32	16	Yes, weekly full backup	Yes	Yes	
10	GIS Server-2	Ubuntu 22.04 LTS	1 TB	32	16	Yes, weekly full backup	Yes	Yes	
11	Load Balancer for GIS Server	-	-	-	-	-	-	-	Managed service
12	DB Server (Master Node)	Ubuntu 22.04 LTS	1TB	128	64	Yes, Incremental 30 min/ weekly complete backup	Yes	No	PostgreSQL Managed service
13	DB Server (Read Replica)	Ubuntu 22.04 LTS	1TB	64	32	Yes, Incremental 30 min/ weekly complete backup	Yes	No	PostgreSQL Managed service
14	DB Server (Read Replica)	Ubuntu 22.04 LTS	1TB	64	32	Yes, Incremental 30 min/ weekly complete backup	Yes	No	PostgreSQL Managed service
15	DB Server (Read Replica)	Ubuntu 22.04 LTS	1TB	64	32	Yes, Incremental 30 min/ weekly complete	Yes	No	PostgreSQL Managed service

S. No.	Particulars	OS	SSD(LVM)	RAM(GB)	Cores	Backup required	Replication Required	Public IP required	Remark
						backup			
16	Load Balancer for DB	Ubuntu 22.04 LTS	512GB	16	8	Yes, weekly full backup	yes	yes	
17	Object Storage Server	Ubuntu 22.04 LTS	20TB			Yes, Incremental 30 min/ weekly complete backup	Yes	Yes	
18	Antivirus + HIPS								
19	Internet Bandwidth (Unlimited Data)								
20	Unmetered Internet Bandwidth (DR)								
21	Replication Link (P2P link from DC to DR)								
22	DR Drill								
23	DRM Tool								
24	Public IP								
25	DNS Entry								
26	SSL VPN								
27	Virtual Firewall along with 25 SSL VPN for Desktop/Laptop								
28	Virtual Web Application Firewall								
29	Domain SSL Certificate								
30	Alpha SSL Certificate								
31	Domain Wildcard SSL Certificate								
32	Alpha Wildcard SSL Certificate								
33	Backup Agent								
34	Backup Management &								

S. No.	Particulars	OS	SSD(LVM)	RAM(GB)	Cores	Backup required	Replication Required	Public IP required	Remark
	Monitoring								
35	Backup Storage								
36	SIEM								

The Above is the indicative cloud sizing, bidder need to propose DC-DR Cloud services including all the OS, database as per there propose Solution without any extra cost to BMC. All the security components should be as per the MEITY guidelines.

3. Limitation of Liability

a. Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

i. the Supplier shall not be liable to BMC, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to BMC; and

ii. the aggregate liability of the Supplier to BMC, whether under the Contract, in tort or otherwise, shall not exceed the 10% of the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify BMC with respect to intellectual property rights infringement.

4. Declaration-Cum Indemnity Bond needs to be submitted with the bid at the time of bid submission in the following format.

Format for Declaration by the Bidder for not being Blacklisted/Debarred

(On Stamp Paper of Rs- 500)

DECLARATION CUM- INDEMNITY BOND

Date:dd/mm/yyyy

I, _____ of _____,
do here by declared and undertake as under.

1) I declared that I have submitted certificates as required to Executive Engineer (Monitoring) at the time of registration of my firm / company _____ and there is no change in the contents of the certificates that are submitted at the time of registration.

2) I declared that I _____
in capacity as Manager / Director / Partners / Proprietors of _____

has not been charged with any prohibitory and /or penal actions such as demotion, suspension, black listing / de-registration or any other action under the law by any Government and / or Semi Government and/ or Government Undertaking.

3) I declared that, I have perused and examined the bid document including addendum, condition of contract, specification, drawings, bill of quantity etc. forming part of bid and accordingly, I submit my offer to execute the work as per bid documents at the rates quoted by me in capacity as of _____

4) I further declared that if, I am allotted the work and I failed to carry out the allotted work in accordance with the terms and conditions and within the time prescribed and specified, BMC is entitled to carry out the work allotted to me by any other means at my risk and cost, at any stage of the contract.

5) I also declared that I will not claim any charge / damages / compensation for non-availability of site for the contract work at any time.

6) I Indemnify Municipal Commissioner and the other officers of BMC or their agents for any Damages, Loss, or Injury, any legal suit, proceeding or legal action whatsoever that may be caused at any time by me or any other staff of _____ company, for the work undertaken and all such damage, damages, injury or loss, legal suit, legal action, I shall be solely responsible in individual as well as official capacity and such loss, damages, injury shall be made good and/ or as the case may be shall be paid immediately by me / Company to the satisfaction of the BMC.

Dated _____ day of _____, 20__

Advocate

Identified by me

Before me

Advocate

5. SECTION I – BID DATA SHEET (BDS)

**Sr. No. 29: Last Date & Time for Online Bid Submission 20/01/2025 up to 15:00 hrs (IST).
Late bids will not be accepted by the e-tender system. Date of Tender opening (Technical)
Dt. 21/01/2025 up to 16.00 Hrs.(IST)**

Sr.No. 36: Consortium / JV Allowed – Yes- Allowed. Maximum two consortium members including Lead bidder.

6. SECTION III – EVALUATION AND QUALIFICATION CRITERIA

1. Pre-Qualification Criteria

Factor	1. Eligibility			
Sub-Factor	Criteria	Lead Bidder (Single Entity)	Consortium Member	Documentation Required
	Requirement			
1.1 Registered Legal Entity	The following entities will be allowed to participate in the bid process: 1. Companies registered under the Indian Companies Act, 2013	Must Meet requirement	Must Meet requirement	Bidder Information Form, with attachments of a Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder/ certified deed of partnership
	2. Partnership firms registered under the Limited Liability Partnerships (registered under LLP Act, 2008)			
	3. Partnership firms registered under the Indian Partnership Act, 1932			
1.2 Conflict of Interest	No- conflicts of interests as described in ITB - Eligible Bidders.	Must Meet requirement	Must Meet requirement	Letter of Bid
1.3 BMC	Not having been declared ineligible by the BMC as	Must Meet requirement	Must Meet requirement	Letter of Bid
Ineligibility	described in ITB - Eligible Bidders.	Must Meet requirement	Must Meet requirement	
1.4 Debarment	The Bidder should not have been blacklisted by any Central/State Government Organization or Department in India at the time of submission of the bid.	Must Meet requirement	Must Meet requirement	Declaration by the Bidder as per format given in the section bidding forms
1.5 State owned Entity of the Borrower country	Compliance with conditions of ITB – Qualification of the Bidder	Must Meet requirement	Must Meet requirement	Form – Bidder Information Form, with attachments

Factor	2. Financial Situation			
2.1 Historical Financial Performance	Submission of audited balance sheets, other financial statements acceptable to the BMC, for the last Three [3]financial year FY 2022-23, FY2023-24, FY2024-25. [Net worth is required to be positive]	Must Meet requirement	Must Meet requirement	Form – Historical Financial Performance, with attachments of Certificate from the Chartered Accountant clearly stating the net worth
2.2 Average	The bidder must demonstrate a minimum average annual turnover of INR 180 Crore from last three financial year FY 2022-23, FY2023-24, FY2024-25. - The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	Must Meet requirement	Must Meet requirement	Form – Average Annual Turnover from System Integration Projects, along with details of Extracts from the audited balance sheet and profit & loss. OR Certificate from the statutory auditor or Chartered Accountant in practice.
Factor	3. Experience			
3.1 Project Experience	Any Member must have experience of successful Go-Live / Ongoing / completed project(s) during last Sevenyears (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies of below mentioned project value in India: Project shall include Design, Development, Implementation, Operations & Maintenance of Any Information Systems/ERP System 1. At least one project with a total project value not less than 21.6 Crore OR 2. At least two projects with a total project value not less than 14.40 Crore OR 3. At least three projects with a total project value not less than 10.80 Crore	Any Member	Any Member	Form Specific Experience along with Completion certificates certified by the client. OR Work Order/Agreement + Go-live Certificate/Phase completion from the client OR Work order/Agreement + Self certificate of Phase completion (Certified by the statutory auditor certifying paymenthas been received as mentioned in project experience) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The Work Order/Agreement s should have been issued in the last Seven years from the date of the submission of the bid. [Purchase orders/Agreement issued after January 2019 shall be considered for eligibility and compliance evaluation].

				3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.
3.2 Specific Experience	Information System Experience Any member must have experience of successful Go-Live / Ongoing / completed project(s) during last seven years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 800 Users. Note:Users are defined as distinct, registered individuals actively utilizing the system with valid credentials, such as email or OTP or password.	Any Member	Any Member	Form Specific Experience along with Completion certificates certified by the client. OR Work Order/Agreement + Go-live Certificate/Phase completion from the client OR Work order/Agreement + Self certificate of Phase completion (Certified by the statutory auditor certifying payment has been received as mentioned in project experience) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The Work Order/Agreement s should have been issued in the last Seven years from the date of the submission of the bid. [Purchase orders/Agreement issued after January 2019 shall be considered for eligibility and compliance evaluation]. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.
4. Certifications & Registrations				
4.1	The Bidder to have following certifications– Any two certifications among - o ISO 9001 - o ISO 27001 - o ISO 20000 - o ISO 22301 - o SEI CMMI 3 or above	Must Meet		Copy of the Valid Certificate signed and stamped by the Authorized Signatory of the Bidder.
4.2	The Bidder should have or shall be ready to set up a project office in Mumbai Metropolitan Region (MMR).	Must meet requirement		Copy of the Partnership Agreement /Certificate / Authorization Letter or Declaration that the office will be

				set-up within a period of 30 calendar days from the date of issuance of Letter of Intent (LoI).
4.3	Valid GST Registration and Income Tax Permanent Account Number (PAN)	Must meet requirement	Must meet requirement	Copy of GST registration number and PAN card
4.4	The bidder shall not have been blacklisted, debarred, or banned from doing business by the Government of India, any State Government, any Central or State PSU, or any autonomous/local body on the date of bid submission for reasons of fraud, corruption, non-performance or non-delivery.	Must meet requirement	Must meet requirement	Undertaking on bidder's letterhead signed by the authorised signatory declaring that the bidder is not blacklisted / debarred by any Government organisation / PSU / local body as on bid submission date.
4.5	Cloud MAF	Must meet requirement		The CSP must issue a MAF in the name of the Lead bidder
5. CSP Criteria's				
5.1	The bidder shall propose a CSP that is empanelled with MeitY, Government of India, at the time of bid submission for providing cloud services to government clients. The proposed CSP must operate MeitY empanelled data centres in India with DC and DR located in physically different seismic zones and at least 100 km apart. If the bidder itself is the CSP, it must meet this requirement directly; otherwise, the bidder shall provide MAF as undertaking from CSP.	Must meet requirement	meet	a) CSP Undertaking on the letter head confirming the MeitY empanelment, DC/DR locations in India with 100KM distance, different seismic zones b) CSP Manufacturing Authorisation Form (MAF) to Bidder
5.2	The CSP shall provide native security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centres (e.g., OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution.	Must meet requirement	meet	Undertaking from CSP on its letterhead, with reference links to public documentation of the listed native security and platform services available in India region.
5.3	The CSP shall commit minimum uptime SLAs for the cloud infrastructure as follows (or better, as per your final SLA): a) $\geq 99.5\%$ uptime for a single VM instance; and b) $\geq 99.9\%$ uptime for 2 or more VM instances configured in high	Must meet requirement	meet	Undertaking on CSP letterhead confirming uptime commitments for single and HA instances, along with reference to CSP's standard SLA documentation / URL.

	availability (HA) across different availability zones / fault domains. These should be supported by standard CSP SLA documentation.		
5.4	The CSP must comply with the IT Act and its amendments and shall possess, at a minimum, the following certifications valid on the bid submission date: ISO/IEC 27001 (information security); ISO/IEC 27018 (protection of personally identifiable information in public clouds); PCI DSS and SOC 1 / SOC 2 / SOC 3 reports for relevant services.	Must requirement	meet Copies of relevant certificates / reports or official attestations, valid as on bid submission date, issued in the name of the CSP (or CSP parent entity where acceptable). For IT Act and amendments- Undertaking from CSP
5.5	The CSP should have native Unified End-to-End AI/ML Platform as Managed Service: i. Managed services for Model training ii. Build, orchestrate, and automate reproducible ML workflows, easing the transition from experimentation to production iii. Centralized repository for managing, versioning, and tracking trained ML models iv. Flexible model serving options (online/ batch prediction) at scale with optimized infra v. Manage and deploy multiple models or model versions behind a single API endpoint for simplified model serving	Must requirement	meet Undertaking from CSP

2. Technical Evaluation

2. Evaluation of Technical Bid

2.1. The Technical Bids of only those Bidders, who qualify in the Pre-Qualification (and/or Technical Qualification) stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The Bid Evaluation Committee (BEC) shall invite each Bidder to make a presentation cum- demonstration as part of the technical evaluation.

2.2. The BEC may require written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents (to be stated precisely as it should be in BMC's interest). For more details, please refer ITB - Clarification of Bids.

2.3. In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

2.4. BMC reserves the right to lower the minimum required marks if none of the Bidders achieves 70% of the total marks.

2.5. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.

2.6. Technical Evaluation of the bids would be carried as follows:

2.6.1. BMC shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the pre-qualification, technical and commercial bids received.

2.6.2. The BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. BMC may waive any informality or non-conformity in a bid which does not constitute a material deviation according to BMC.

2.6.3. The bid prices should not be mentioned in any part of the bid other than the Commercial Bid.

2.6.4. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid.

#	Parameter	Evaluation Points	Max Marks	Documents required
1.	Financial Experience: The bidder must demonstrate a minimum average annual turnover of INR 180 Crore from last three financial year FY 2022-23, FY2023-24, FY2024-25. - The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. - If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	₹ >= 180 Crore and <= 210 Crore – 10 marks ₹ >210 Crore and <= 240 Crore – 15 marks ₹ >240 Crore – 20 marks	20 marks	Form – Average Annual Turnover from System Integration Projects, along with details of Extracts from the audited balance sheet and profit & loss. OR Certificate from the statutory auditor or Chartered Accountant in practice.

#	Parameter	Evaluation Points	Max Marks	Documents required
2.	Project Experience: - Any Member must have experience of successful Go-Live / Ongoing / completed project(s) during last Sevenyears (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies of below mentioned project value in India: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems/ERP System 1. At least one project with a total project value not less than 21.6 Crore OR 2. At least two projects with a total project value not less than 14.40 Crore OR 3. At least three projects with a total project value not less than 10.80 Crore	Single Project with value > 21.6 Crores -15 marks OR For Two Projects with value > 14.40 Crores – 10 Marks OR For Three Projects with value > 10.8 Crores – 5 marks	15 marks	Form Specific Experience along with Completion certificates certified by the client. OR Work Order/Agreement + Go-live Certificate/Phase completion from the client OR Work order/Agreement + Self certificate of Phase completion (Certified by the statutory auditor certifying paymenthas been received as mentioned in project experience) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The Work Order/Agreement s should have been issued in the last Seven years from the date of the submission of the bid. [Purchase orders/Agreement issued after January 2019 shall be considered for eligibility and compliance evaluation]. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.

#	Parameter	Evaluation Points	Max Marks	Documents required
3	Information System Experience Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publication of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 800 Users. Note: Users are defined as distinct, registered individuals actively utilizing the system with valid credentials, such as email or OTP or password.	Project with 800 users -5 marks OR Project with 800 > but <=1200 users – 10 Marks OR Project with > 1200 users -15 marks	15	Form Specific Experience along with Completion certificates certified by the client. OR Work Order/Agreement + Go-live Certificate/Phase completion from the client OR Work order/Agreement + Self certificate of Phase completion (Certified by the statutory auditor certifying payment has been received as mentioned in project experience) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The Work Order/Agreement s should have been issued in the last Seven years from the date of the submission of the bid. [Purchase orders/Agreement issued after January 2019 shall be considered for eligibility and compliance evaluation]. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria.
4	Bidder's Quality certifications: ○ ISO 9001 ○ ISO 27001 ○ ISO 20000-1 ○ ISO 22301 ○ CMMI: Level 3 or above	Any two certificates: 3 Marks Any three certificates: 5 Marks Any four certificates: 7 Marks All five certificates: 10 Marks	10 Marks	Bidders should submit certificates. These certificates should be valid as of date of this Bid submission
5	Technical Proposal: Bidders to submit detailed technical proposal with High Level Solution Architecture, Approach and Methodology, Project Management Methodology etc.	Solution Approach & Methodology Solution Architecture- Project Plan, Project Management Methodology	15 Marks	Technical Proposal to be accompanied with Technical Bid.

#	Parameter	Evaluation Points	Max Marks	Documents required
6	Presentation & Demonstration: Every bidder will be given a timeslot of 30 minutes to demonstrate the proposed Information system implementation including design, development, operations and maintenance of applications on such platform.	Overall understanding of project scope Web portal and mobile application features Detailed solution coverage Technology Stack and Tools being Proposed Demonstration of Information system	25 Marks	Presentation and Demonstration Covering the aspects of Solution as mentioned in Evaluation Points. Qualified bidder should be informed the date and time of presentation and demonstration at later stage.

Note: The Bidder shall be required to secure a minimum of seventy percent (70%) of the marks under the Presentation and Demonstration evaluation criteria in order to be considered for further Technical and Commercial evaluation. Additionally, the Bidder must obtain an overall minimum Technical Score of seventy (70) out of one hundred (100) marks to qualify for opening of the Financial Proposal.

3. Commercial / Financial Evaluation

3.1 Evaluation Stages

The evaluation of bids will be carried out in stages:

- **Stage 1 – Eligibility & Technical Evaluation**
 - Check compliance with **Pre-Qualification Criteria**.
 - Evaluate **Technical Proposals** and assign a technical score out of 100, as per the Technical Evaluation matrix.
- **Stage 2 – Financial Evaluation**
 - Open and evaluate the **Financial Bids** of only those bidders who are technically qualified (i.e., meet all Pre-Qualification criteria and obtain at least the minimum technical score, i.e., 70 out of 100).

Bidders who do not clear any stage will not be considered for subsequent stages.

3.2 Opening of Financial Bids

1. Only technically qualified bidders' financial bids will be opened.
2. The date, time and mode of opening the financial bids will be communicated to technically qualified bidders.
3. Financial bids must be submitted strictly in the prescribed format and in **Indian Rupees (INR)**.
4. For comparison, the Purchaser will consider the **total evaluated cost** as defined in the Financial Bid format. This will include all costs for design, development, implementation, licenses (if any), integrations, data migration, training, support, maintenance, and any other charges mentioned as part of the scope.
5. The RFP should clearly specify whether evaluation is done on prices **exclusive of GST** and financial bids must be prepared accordingly.

3.3 Quality and Cost Based Selection (QCBS)

This RFP follows a **Quality and Cost Based Selection** method with the following weights:

- **Technical:** 70%
- **Financial:** 30%

Evaluation of Bid:

1. Weighted Technical mark (WT) will be given based on the evaluation of the Technical Bid and based on the presentation delivered by the eligible bidder as per the Evaluation Criteria mentioned in the RFP. The presentation will be held as per the date mentioned in the data Sheet.
2. Bidder with minimum of **70** marks as per the technical evaluation sheet shall be eligible for weighted Technical Marking

3.3.1 Technical Score for QCBS

- Each technically qualified bidder will have a **raw technical score** out of 100, based on the Technical Evaluation criteria.
- The bidder with the **highest technical score** will be treated as the technical benchmark and will receive the **full technical weight of 70 marks** for QCBS purposes.
- All other technically qualified bidders will receive a **proportionately lower technical score out of 70%**, in line with how their raw technical score compares to the highest technical score.

Technical Evaluation of Bid:

- 1.. Weighted Technical score of Bidder (Ts) = (Bidder's actual Technical Marks /Highest Technical Marks) * 100.

3.3.2 Financial Score for QCBS

Commercial Bid Evaluation

1. Commercial envelope of only those bidders who are qualified in All Pre-Qualification Criteria as per Section and secured minimum 70 marks in Technical Evaluation.
2. Commercial Evaluation shall be decided on the basis of "Total Cost." quoted.
3. This is a Quality & Cost Based Selection (QCBS),
4. The Financial Score (Fs) carries 30% of the weightage, while Technical Score (Ts) is given 70% weightage.
5. The Commercial Bids of Technically Qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
6. The Financial Score (Fs) of the bidder for the Commercial Bid Component as calculated below
7. The Financial Score of another qualifying bidder shall be computed as below.
8. Weighted Financial Score of the Bidder (Fs) = (Lowest Commercial Bid (CL)/Commercial Bid of the respective Bidder) X 100 (Adjusted to two decimal places).

3.3.3 Composite Score and Ranking

Final Composite Score

1. The Technical Score (Ts) and Financial Score (Fs) secured by each bidder will be considered for computing the Final Composite Bid Score.

2. The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project.

3. The overall score will be calculated as follows: -

$$4. \text{CBs} = 0.70 * \text{Ts} + 0.30 * \text{Fs}$$

Where,

CBS= Final Composite Score

TS= Total Technical Score of the bidder

Fs= Financial Score of the Bidder

The bidder with the highest composite score will be declared the successful bidder and awarded the contract.

- The bidder with the **highest composite score** will be ranked first and will be considered the **Preferred Bidder** for award of contract, subject to all other conditions (e.g., approvals, negotiations if any, performance security, signing of contract).

In case two or more bidders end up with exactly the same composite score:

- The bidder with the **higher underlying technical score (out of 100)** will be placed higher.
- If the technical score is also the same, the Purchaser may apply additional tie-breakers (for example, more relevant experience, larger project value delivered, higher turnover, or any method defined in the RFP), or may call for a limited re-bid of the financials between the tied bidders.

7 SECTION XIII – COMMERCIAL AND PAYMENT TERMS

XIII.2 Payment Terms and Milestones

Phase	Item	Item No.	Item Description / Deliverables	Quantity	Unit of Measurement	Target Date from T*	Pre-requisites to be fulfilled for Payment	Payment Release percentage
Phase 1 – Pre-Project Inception	Pre-Implementation Stage	1	Inception Report: Project Implementation Plan for MRFP, overall solution approach, governance structure, high-level project plan and risk register.	1	Lump Sum	T + 2 Weeks	Submission of Inception Report in acceptable quality and format, and acknowledgement by BMC / Nodal Department.	5% of total Implementation Phase BOQ line items
		2	Requirement Gathering and Analysis Report: As-Is study of existing processes and systems, analysis of existing applications & data records (if any), detailed	1	Lump Sum	T + 2 Weeks	Submission of Requirement Gathering & Analysis Report (including RTM) and acknowledgement	5% of total Implementation Phase BOQ line items

			process flows for each type of redevelopment / self-redevelopment work, end-to-end process flows for each project type, Requirement Traceability Matrix (RTM).				nt by BMC / Nodal Department.	
		3	System Design Report: BRD & SRS for MRFP, high-level and detailed design, data migration strategy, integration plan with identified internal and external systems (GIS, payment, SMS/e-mail, etc.), conceptual module breakdown, proposed business process flows, detailed project & testing plan.	1	Lump Sum	T + 2 Weeks	Submission of System Design Report (BRD, SRS, HLD overview, data migration & integration plan, detailed project & test plan) and acknowledgment by BMC.	5% of total Implementation Phase BOQ line items
		4	Consolidated Approval of Inception, Requirements and Design: Approval of Inception Report, Requirement Gathering & Analysis Report and System Design Report, including data migration and integration approach.	1	Lump Sum	T + 4 Weeks	Formal written approval / sign-off on all three reports (Inception, Requirements & Analysis, System Design) by the competent authority.	5% of total Implementation Phase BOQ line items
Phase 2 – Infra & Cloud / DC & DR Setup	Environment Setup	5	Cloud / DC & DR Environment Setup: Designing, provisioning, configuration, security hardening, testing and commissioning of MRFP environments (Dev, Test, UAT, Training, Production), including load balancers, app servers, DB, storage, monitoring and backup configuration.	1	Lump Sum	T + 8 Weeks	Submission and approval of Environment Setup & Configuration Report; successful demonstration of all environments up and running with basic MRFP build deployed; security hardening checklist signed off.	10% of total Implementation Phase BOQ line items
Phase 2 – Application Setup	Design, Development, Integration &	6	Design, Development, Installation of MRFP Web Application and	1	Lump Sum	T + 12 Weeks	Submission and approval of "Supply &	10% of total Implementation Phase BOQ

	Data		Public Portal: Development/configuration of all approved MRFP modules, public portal, administrator console and internal user interfaces; deployment of baseline version in UAT / Staging environment.				Installation Report” for MRFP web application and public portal; build deployed and accessible in UAT / staging for functional testing.	line items
		7	Mobile / Responsive Experience: Development and deployment of MRFP responsive UI and/or progressive web app / mobile app (as per RFP), integrated with core MRFP services and public portal.	1	Lump Sum	T + 16 Weeks	Submission and approval of “Supply & Installation Report” for MRFP mobile / PWA, accessible from UAT with core flows working end-to-end.	5% of total Implementation on Phase BOQ line items
		8	Data Conversion and Migration (if applicable): Extraction, cleansing, transformation and migration of agreed legacy data (society, project, stakeholder data, etc.) from existing systems to MRFP, with reconciliation and data quality certification.	1	Lump Sum	T + 20 Weeks	Submission and approval of Data Migration Report and data quality certification by user department / IT department; sign-off of migrated data volume and error thresholds.	5% of total Implementation on Phase BOQ line items
		9	System Integration with Existing / Third-Party Applications: Completion of integrations with identified BMC systems, GIS, payment gateway(s), SMS/e-mail gateway(s) and any other external systems defined in the SRS; all interfaces tested in SIT.	As per BOQ	Item wise	T + 20 Weeks	Submission and approval of System Integration Report (API specs, test logs, error handling), plus successful SIT sign-off for all agreed integrations.	5% of total Implementation on Phase BOQ line items
Phase 3 – UAT Sign-Off, UAT & Go-Live	UAT Sign-Off & Security Audit	10	UAT Completion, RTM & Go-Live: Demonstration of developed MRFP (web, portal, mobile/PWA) against approved requirements and RTM, completion of	1	Lump Sum	T + 22 Weeks	1. Approved RTM Report mapping requirements to implementation 2. UAT Sign-Off Report from	20% of total Implementation on Phase BOQ line items

			UAT, closure of all critical/high issues, and Go-Live in production with all core modules operational.				department with testing documents and test cases. 3. Go-Live Certificate / Operational Acceptance of MRFP (core modules) issued by competent authority.	
Phase 4 – Security & Stabilisation	Production, Go-Live & Stabilisation	11	Security Audit Compliance & Stabilisation: Successful completion of CERT-In empanelled VAPT / security audit and closure of findings; system stabilisation period; submission of initial Exit Management Plan for MRFP.		Lump Sum	T + 24 Weeks	1. Final Security / VAPT Compliance Report (all critical/high issues closed or formally accepted by BMC). 2. System Stabilisation Report (defect trend, performance metrics). 3. Approved Exit Management Plan (initial version) from bidder.	20% of total Implementation Phase BOQ line items
Phase 5 – Training & Capacity Building	Training, Manuals & Knowledge Transfer	12	Training & Capacity Building: Conducting trainings for different stakeholder groups (BMC officials, ward staff, helpdesk, societies, etc.), including training manuals, user guides, e-learning videos and admin/technical handover sessions.		Lump Sum	T + 24 Weeks	Verification of: 1. Training schedule and attendance records; 2. Submission of training materials, manuals and videos; 3. Training completion report signed by nodal officer.	5% of total Implementation Phase BOQ line items

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Phase 6 - Operations & Maintenance	3-Year O&M with SLA Compliance & Cloud Charges	13	All services and Operations & Maintenance for MRFP (3 Years / 36 Months); Quarterly O&M services for a period of 3 years (36 months) from Go-Live, including application & infra support, SLA compliance, performance monitoring, periodic security / VAPT audits, yearly patch / upgrade reports, yearly updated Exit Management Plan, updated system specifications and module inventory, and on-site/off-site support staff as per this RFP.	12	Per Quarter	From Go-Live date ($\approx T + 24$ Weeks) for 12 consecutive quarters (covering 36 months)	Submission and verification of: 1. Quarterly SLA Reports as per payments of Section XII; 2. total Security / audit reports (e.g., annual VAPT/); Phase BOQ 3. Yearly patch / upgrade reports; 4. Annual updated BOQ (36 months), subject to SLA compliance and acceptance of reports. 5. Any other O&M reports specified in the RFP.
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[Signature]
A.E (DP) EODB

Vacant
Ex. Engineer (DP) EODB

[Signature]
Dy. Chief Eng. (DP)I

[Signature]
Chief .Eng. (DP)

REQUEST FOR PROPOSAL (RFP)
For
Design, Development, Implementation, Integration, Hosting, Operations and Maintenance
of the Mumbai Redevelopment Facilitation Portal (MRFP)
RFP No.: BMC/CE/DP/24596/2025 (Bid No.2025_MCGM_1261034_1.)

Pre-bid Queries Response						
Sr. No.	Page No.	Section No.	Point No.	Existing Clause	Clarification/Query of Bidder	MCGM Response to prebid queries
1	11	Table of Content		VI.3.6 Audit Trail and Activity Log 91 VI.4.3 AI/ML Components 92	•Section VI.4.1 and 4.2 are missing ?	Tender conditions prevail
2	20	Section I – Bid Data Sheet	20	20. Performance Security (PBG): 5% of Total Contract Value in the form of an unconditional, irrevocable Performance Bank Guarantee from a scheduled commercial bank, valid for the contract period plus 6 months claim period.	The bidder requests the following modifications: 1) Please consider the validity period and claim period as 30 days beyond the end of the contract period. 2) Please provide the format of the PBG.	Tender conditions prevail. Format will be shared with selected bidder.
3	20	Section I – Bid Data Sheet	20	20. Performance Security (PBG): 5% of Total Contract Value in the form of an unconditional, irrevocable Performance Bank Guarantee from a scheduled commercial bank, valid for the contract period plus 6 months claim period.	The bidder requests the following modifications: The PBG to be given in two parts as separate bank guarantees for two stages i.e., Implementation stage, and Operation and Maintenance stage as below: 1) The first PBG will be equivalent to five (5) % of the cost of implementation phase. This shall be returned to the successful bidder on declaration of Go Live and upon submission of PBG for the O&M phase. 2) The second PBG equivalent to three (3) % of the Operation and Maintenance cost and shall have an extended validity of a hundred and thirty (30) days after end of the Operation and Maintenance (O&M) phase.	Tender conditions prevail.
4	23	SECTION II – INSTRUCTIONS TO BIDDERS (ITB)	1.1.2	1.1.2 The scope of work includes, but is not limited to: requirements study and finalization, solution design, development / configuration, integration with identified systems, data migration (where applicable), testing, security audit, deployment on designated infrastructure, training, handholding support, and operations & maintenance (O&M) for the duration specified in this RFP.	What is the size of data which is required to be migrated	Tentative size of the data is 20GB. Detail sizing will be shared with the successful bidder.

5	23	SECTION II – INSTRUCTIONS TO BIDDERS (ITB)	1.1.2	1.1.2 The scope of work includes, but is not limited to: requirements study and finalization, solution design, development / configuration, integration with identified systems, data migration (where applicable), testing, security audit, deployment on designated infrastructure, training, handholding support, and operations & maintenance (O&M) for the duration specified in this RFP.	i) At which location these services are currently hosted. ii) Are these services running from inhouse data center or third part data center. If third party data center , please confirm the location. iii) Are these services running from Cloud , if yes please share the CSP name.	Tender conditions prevail.
6	31	SECTION II – INSTRUCTIONS TO BIDDERS (ITB)	3.5	3.5 Earnest Money Deposit (EMD) 3.5.1 The bidder shall furnish an Earnest Money Deposit (EMD) in the amount and form specified in the BDS, to be paid online through the e-tender portal.	The bidder requests the following modifications: Please accept EMD in the form of a Bank Guarantee also. Please provide a EMD BG format for the bidder to furnish the EMD BG. Also, please specify the validity period of the EMD. Also provide the number of days within which, EMD BG will be returned to the unsuccessful bidder.	Tender conditions prevail.
7	39	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		1. Pre-Qualification Criteria 2. Financial Situation 2.1 Historical Financial Performance	The bidder requests the following modifications: 1) Please accept Certificate from Company Secretary also. 2) Section III refers to “Form – Average Annual Turnover” and CA certificate for net worth, but the actual format is not included in the RFP. Could BMC provide the prescribed format for these financial details?	Tender conditions prevail.
8	40	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		3. Experience - 3.1 & 3.2 Documentary evidence required - 2.The work orders should have been issued in the last five years from the date of the submission of the bid.	Bidder requests to please accept the projects/ work orders which have been issued or implemented in last 5 years	Please refer Corrigendum
9	40	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		3. Experience - 3.1 & 3.2 Documentary evidence required - Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received)	Bidder requests to please accept the self-certificate from Company Secretary/ Authorised Signatory. And also reduce the payment percentage to 50% or the payment of implementation phase only. Modified clause - Work order + Self certificate of Phase completion (Certified by the Company Secretary/ Authorised Signatory certifying 50% payment of the total contract value/ Payment of implementation phase has been received)	Please refer Corrigendum

10	40	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		1. Pre-Qualification Criteria 3. Experience 3.1 Project Experience 3.2 Specific Experience	As some of the projects are under NDA, it is not feasible to share the customer artifacts (Work order or completion certificate from client). Hence the bidder requests to accept self-certificate signed by authorized signatory / Company Secretary stating the relevant experience details as a documentary evidence. Bidder also requests BMC to remove the clause that ~~requires certificate from SA~~	Tender conditions prevail.
11	41	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		4. Certifications & Registrations (SEI) CMMI 3 or above	Incase the CMMI certificate validity has expired in recent past, Bidder requests to please accept the letter from appraiser verifying that the CMMI appraisal process is going on. Copy of certificate can be submitted once the appraisal process completes. Old certificate copies can be shared along with the letter.	Tender conditions prevail.
12	42	SECTION III – EVALUATION AND QUALIFICATION CRITERIA	5.2	The CSP shall provide native security and platform services from India region data centers, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centers (e.g. OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution. Undertaking from CSP on its letterhead, with reference links to public documentation of the listed native security and platform services available in India region.	As CSP , we have and shall provide native security and platform services from India region data centers as required in the existing clause. It is Meity empanelled cloud for GCC, VPC. Undertaking can be provided by CSP on its letterhead with documentation on the listed native security and platform services from TCS internal documentation . Please exclude the required reference to public documentation as our cloud is Meity empanelled cloud and audited by STQC as part of empanelment . The reference to Internal documentation and Meity empanelment certificate can be provided.	Please refer Corrigendum

13	42	SECTION III – EVALUATION AND QUALIFICATION CRITERIA	5.4	The CSP shall possess, at minimum, the following certifications valid on the bid submission date : ISO/IEC 27001 (information security); ISO/IEC 27018 (protection of personally identifiable information in public clouds); and SOC 1 / SOC 2 / SOC 3 reports for relevant services. Copies of relevant certificates / reports or official attestations, valid as on bid submission date, issued in the name of the CSP (or CSP parent entity where acceptable).	1. As per requirement, bidder can provide any one of the required SOC 1/ SOC 2/SOC3. reports for relevant services . Please confirm if our understanding is correct . If all certificates are expected to be submitted, the bidder would like exemption for SOC 3 as it is a summary of SOC 2 report itself. 2. SOC report is audited by Auditor either for the period or as on date for the relevant services and does not have validity date. Please confirm if we can provide the recent SOC report as required.	Please refer Corrigendum
14	43	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 1. Financial Experience:	The bidder requests the following modifications: 1) Please accept Certificate from Company Secretary also. 2) Section III refers to “Form – Average Annual Turnover” and CA certificate for net worth, but the actual format is not included in the RFP. Could BMC provide the prescribed format for these financial details?	Please refer Corrigendum
15	44	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 2. Project Experience Documentary evidence required - 2.The work orders should have been issued in the last five years from the date of the submission of the bid.	Bidder requests to please accept the projects/ work orders which have been issued or implemented in last 5 years	Please refer Corrigendum
16	44	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 2. Project Experience Documentary evidence required - Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received)	Bidder requests to please accept the self-certificate from Company Secretary/ Authorised Signatory. And also reduce the payment percentage to 50% or the payment of implementation phase only. Modified clause - Work order + Self certificate of Phase completion (Certified by the Company Secretary/ Authorised Signatory certifying 50% payment of the total contract value/ Payment of implementation phase has been received)	Please refer Corrigendum

17	44	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 2. Project Experience	As some of the projects are under NDA, it is not feasible to share the customer artifacts (Work order or completion certificate from client). Hence the bidder requests to accept self-certificate signed by authorized signatory / Company Secretary stating the relevant experience details as a documentary evidence. Bidder also requests BMC to remove the clause that <u>requires certificate from SA</u>	Please refer Corrigendum
18	45	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 3. Information System Experience Documentary evidence required - 2.The work orders should have been issued in the last five years from the date of the submission of the bid.	Bidder requests to please accept the projects/ work orders which have been issued or implemented in last 5 years	Please refer Corrigendum
19	45	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 2. Project Experience Documentary evidence required - Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received)	Bidder requests to please accept the self-certificate from Company Secretary/ Authorised Signatory. And also reduce the payment percentage to 50% or the payment of implementation phase only. Modified clause - Work order + Self certificate of Phase completion (Certified by the Company Secretary/ Authorised Signatory certifying 50% payment of the total contract value/ Payment of implementation phase has been received)	Please refer Corrigendum
20	45	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		2. Technical Evaluation 3. Information System Experience	As some of the projects are under NDA, it is not feasible to share the customer artifacts (Work order or completion certificate from client). Hence the bidder requests to accept self-certificate signed by authorized signatory / Company Secretary stating the relevant experience details as a documentary evidence. Bidder also requests BMC to remove the clause that <u>requires certificate from SA</u>	Please refer Corrigendum
21	47	SECTION III – EVALUATION AND QUALIFICATION CRITERIA		3. Commercial / Financial Evaluation 3.3 Quality and Cost Based Selection (QCBS) This RFP follows a Quality and Cost Based Selection method with the following weights: ☐ Technical: 70% ☐ Financial: 30%	The bidder requests the following modifications: This RFP follows a Quality and Cost Based Selection method with the following weights: ☐ Technical: 80% ☐ Financial: 20%	Please refer Corrigendum

22	55	SECTION IV – BIDDING AND CONTRACT FORMS		Form 3 – Power of Attorney	The bidder requests the following modifications: Please accept POA in the bidder's own format. As a standard business practice, Generic Power of Attorneys are pre-issued to Business Heads. Hence, Bidder requests to please remove this clause of submitting the Power of Attorney in the specific format and allow submission of standard pre-issued Power of Attorney	Tender conditions prevail.
23	60	Form 7 – Project Experience Format		2. Client Name: 3. Client Type (Central Govt / State Govt / ULB / PSU / Private): 4. Client Address and Contact Details: a. Contact Person Name b. Designation c. Phone / E mail	As some of the projects are under NDA, it is not feasible to share the customer artifacts (Client Name, Address, Contact person Name, Phone, E-mail). Bidder requests to accept anonymised Project Citations in such cases.	Tender conditions prevail.
24	61	Form 8 – CV Format for Key Personnel		We certify that the above CV is accurate, that the individual is employed with us (or will be engaged as per applicable norms), and that we shall deploy the individual on the MRFP project as proposed.	The bidder requests to please accept the indicative CVs during proposal submission stage. Confirmed CVs (Having equivalent/ better qualification and experience) of the resources can be shared at the time of actual deployment.	Tender conditions prevail.
25	65	SECTION IV – BIDDING AND CONTRACT FORMS		Form 10 – Price Schedule B. Operations and Maintenance Phase 4 AI Service cost	The bidder requests the following clarifications: 1) The RFP mentions AI service usage charges (token-based) under Section XIII.1 but does not specify the evaluation methodology for these charges. Will these charges be considered in the financial evaluation, or should they be quoted for reference only? 2) How will these be billing and paid? Will they be included in 12 EQI O&M Payments to be made to the bidder?	Tender conditions prevail.
26	65	Form 10 – Price Schedule		Legacy Data migration into new application (if applicable)	Pricing is expected to provide separately as part of price schedule for Data migration. Is there any scope of existing data migration ? If yes, request you to share the size of structured and unstructured data, details of Systems involved, <u>Databases to migrate data.</u>	Tentative size of the data is 20GB. Detail sizing will be shared with the successful bidder.
27	68	PROJECT BACKGROUND AND OBJECTIVES	-	-	Please confirm whether MRFP replaces or integrates with existing department portals. Please share whole details.	Details will be shared with the successful bidder.

28	68	Objectives of MRFP	-	-	Please confirm for any type of building construction permits or use permits will be generates from MRFP ?	No
29	71	V.4 Expected Outcomes	V.4	AI models	What historical data (ex. Past approval timeline, feasibility report) will be made available to train the AI powered feasibility assessment and trend analysis models?	Details will be shared with the successful bidder.
30	72	V.5– Scope of work		including at a minimum: the public portal and knowledge hub; user registration, authentication and RBAC; society and project lifecycle management; AI-enabled feasibility calculator; AI-enabled feasibility calculator;	•How many projects will be submitted in a month with needs this feasibility Calculation ? •Are there any regulations that are to be encoded for feasibility check ? (e.g., BMC circulars, department-specific SOPs)? How frequently do these change and how will updates be provided / validated?	Tender conditions prevail.
31	75	VI.1.1 Public Landing Page	H. Cloud Hosting Services	Cloud hosting services must be availed from MEITY empanelled Cloud Service Provider (CSP). Data Center and Disaster Recovery must be hosted on MEITY empanelled Cloud only.	Compute at DR should be 50% of DC Production environment OR you required 100% of DC Production environment? kindly Confirm.	Tender conditions prevail.
32	87	Task Assignment and Processing	-	-	While Any Society approved for re-development will there a Tender system and that Tender system will be part of MRFP ? Please clarify.	No.
33	92	Section VI.4.3 AI/ML Components	VI.4.3	VI.4.3 AI/ML Components * These services shall define the required input parameters, the structure of outputs and the error handling behaviour, so that they can be tested, monitored and updated independently. For every AI/ML prediction performed by the system, the platform shall log the full set of input parameters supplied to the model, the identifier and version of the model used and the output values returned, including any confidence scores or probability estimates where the model provides them.	* Are there any AIML use cases in the current RFP scope, please confirm. * Please clarify if relevant historical datasets are available to build the AIML use case solution that are in the current scope of RFP. * Please clarify on the different data sources that are in RFP scope and the total db size. Also please clarify on the yearly incremental db size.	Details will be shared with the successful bidder.
34	92	VI.4.3 AI/ML Components		artificial intelligence or machine learning models are used as part of the feasibility calculator, the system shall implement them as discrete services or components with clear and well-documented interfaces,	•What are all the feasibility scenarios that needs to be calculated ? Will the feasibility calculation steps be shared during the requirement gathering phase.	Details will be shared with the successful bidder. Yes.
35	94	VI.5 Cluster Redevelopment and GIS	VI.5.1	Existing GIS systems	Please provide details of the existing GIS system at BMC. Is there any particular GIS technology BMC is preferring/ proposing?	Details will be shared with the successful bidder.
36	94	VI.5 Cluster Redevelopment and GIS	VI.5.1	Data integration	Please provide details of the existing data available with departments, list of layers and their formats etc.	Details will be shared with the successful bidder.

37	94	VI.5 Cluster Redevelopment and GIS	VI.5.1	Data integration	Is it correct to assume that only data existing in digital formats will be used? Does the vendor scope exclude the creation of fresh data sets, digitization, hard copy vectorisation or updating missing data? Please confirm.	Yes.
38	94	VI.5 Cluster Redevelopment and GIS	VI.5.1	Data integration	Does the vendor scope involve collection of existing data from various departments, or BMC will facilitate the existing data to the vendor for integration?	Collection of data is in the bidder's scope.
39	94	VI.5 Cluster Redevelopment and GIS	VI.5.1	Number of concurrent users	Please indicate the expected number of concurrent users and total users of GIS system?	Details will be shared with the successful bidder.
40	95	VI.5.3 Cluster Definition and Management	VI.5.3	Conflicting clusters	If a property is flagged for belonging to conflicting clusters, what is the specific "override process" required? Does this require a specific administrative role or committee approval?	Details will be shared with the successful bidder.
41	95	VI.5.3 Cluster Definition and Management	VI.5.3	Land parcels	Since the system must map societies to underlying cadastral units, what is the expected spatial accuracy or source of truth for parcel boundaries if discrepancies exist between departments?	Details will be shared with the successful bidder.
42	95	VI.5.3 Cluster Definition and Management	VI.5.3	FSI utilization	For attributes like "projected built-up area" and "FSI utilization" will these be calculated automatically by the system based on the GIS geometry or must they be manually entered by the officials?	Tender conditions prevail.
43	100	VI.8.1 Administration Console		The system shall provide a secure administration console that is accessible only to designated BMC officials with appropriate privileges. This console shall serve as the central control panel for configuring and managing the core parameters of the MRFP platform. Through this interface, administrators shall be able to maintain master data such as lists of wards and zones, project types, project and proposal statuses, cluster categories and any other controlled vocabularies used throughout the system. Changes to master data shall be versioned and applied in a controlled way so that references in existing records remain consistent.	As per our understanding, BMC intends to develop a single portal for both Citizen (societies, developers, consultants, financial institution) and Govt. users and no separate instances are required for citizen and govt users.	Single instance, multiple user access.
44	102	Reporting and Data Export	-	-	Please clarify Approach and Methodology of Data migration	Bidders need to provide

45	107	SECTION VI – FUNCTIONAL REQUIREMENTS AND MODULES	8.4 Reporting and Data Export	FR-3.2-010 .Perform basic file type validation and virus scanning integrated with security tools.	1.Is supplier expected to leverage existing antivirus solution and provide managed services in target state, if so is AV solution limited to servers or is it configured on end point devices (Laptop & Desktops) as well? What is the count of servers and Endpoints implemented with AV solution? 2.What is the existing anti-virus solution ? does the existing solution includes features like EDR, HIPS,FIM, Host Based Firewall etc.? (or) 3.Is supplier expected to propose a new AV solution?	Tender conditions prevail.
46	109	VI.8.4 Reporting and Data Export	FR-4.2-001	Implement calculation engine(s) (rule-based/AI/hybrid) to estimate viability indicators, costs, revenues, surplus/deficit, duration.	- What are the features / data points that are needed for the above calculation ? - Will the data for the Calculation be available in structured format or is there a need to read from unstructured documents?	Bidders need to provide
47	113	SECTION VI – FUNCTIONAL REQUIREMENTS AND MODULES	8.4 Reporting and Data Export	FR-8.4-004 Provide mechanisms to protect sensitive data in exports, including masking of confidential fields where necessary.	For the Data Masking whether supplier is expected to leverage the existing tools in the current environment and provide monitoring support (or) do we need to propose a new solution? If so, Please provide the count of applications for the data masking solution in the existing environment?	Details will be shared with the successful bidder.
48	114	SECTION VI – FUNCTIONAL REQUIREMENTS AND MODULES	VI.8.5.3	VI.8.5.3 Data Backup and Recovery: The cloud hosting service should offer robust data backup mechanisms to protect against data loss.	Does the supplier needs to migrate any backup data to the cloud. If yes, then what is the size and type of backup data. What is the tool used for backup.	No.
49	116	SECTION VII – TECHNICAL AND INTEGRATION REQUIREMENTS	VII.1 Architectu re	The system shall be implemented as a multi-tier web application with clear separation between presentation, application/business logic, integration and data layers. The architecture shall be modular and scalable so that new modules, services or integrations can be added without significant rework of existing components. The overall design shall support both horizontal and vertical scaling to handle growth in users, data volume and transaction loads over the life of the project.	For sizing, Request you to provide count of Total Number of Users, YoY user Growth and Expected Concurrent users on portal.	Bidder may decide the sizing based on their solution proposed. To run the application smoothly, bidder has to provide the adequate infrastructure required without any additional cost to BMC.

50	117	SECTION VII – TECHNICAL AND INTEGRATION REQUIREMENTS	VII.3 Data Layer	The system shall support point-in-time recovery within defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) parameters. Database replication and/or clustering shall be set up, in line with the chosen hosting environment, to support high availability and Disaster Recovery (DR).	What is the Expected RTO & RPO ?	Please refer Corrigendum
51	117	VII.3 Data Layer		Robust backup and restore mechanisms shall be implemented, including regular full and incremental backups, with retention policies agreed with BMC. The system shall support point-in-time recovery within defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) parameters. Database replication and/or clustering shall be set up, in line with the chosen hosting environment, to support high availability and Disaster Recovery (DR). Data at rest shall be encrypted as per security requirements, and sensitive fields shall be protected by additional controls where relevant.	What is the Expected RTO & RPO ?We would suggest RTO 4 Hrs & RPO 1 Hrs. Kindly check	Please refer Corrigendum
52	117	SECTION VII – TECHNICAL AND INTEGRATION REQUIREMENTS	VII.3 Data Layer	Robust backup and restore mechanisms shall be implemented, including regular full and incremental backups, with retention policies agreed with BMC. The system shall support point-in-time recovery within defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) parameters.	Please share the RPO and RTO requirements	Please refer Corrigendum
53	117	SECTION VII – TECHNICAL AND INTEGRATION REQUIREMENTS	VII.3 Data Layer	Robust backup and restore mechanisms shall be implemented, including regular full and incremental backups, with retention policies agreed with BMC.	What is the BMC backup retention policy	Will be shared with the successful bidder
54	118	VII.5 Integration		The system shall be built with API-first integration in mind. It shall expose secure, well documented RESTful APIs (or equivalent standard) for integration with internal BMC systems and external agencies. These integrations may include, but are not limited to: GIS platforms, payment gateways, SMS and email gateways, identity providers, document management systems, grievance systems, and other state/central systems as notified. APIs shall predominantly use JSON or other widely accepted data formats, and shall be versioned to allow backward-compatible changes.	Please provide Integrations scope with state/central systems as this is very open requirement, does it mean system should have capabilities to integrate with other systems, and once integrations comes with other system it would be handled with change management process? We understand integrations to be done with GIS platforms, payment gateways, SMS and email gateways	Yes, understanding is correct.

55	118	VII.5 Integration		The system shall be built with API-first integration in mind. It shall expose secure, well documented RESTful APIs (or equivalent standard) for integration with internal BMC systems and external agencies. These integrations may include, but are not limited to: GIS platforms, payment gateways, SMS and email gateways, identity providers, document management systems, grievance systems, and other state/central systems as notified. APIs shall predominantly use JSON or other widely accepted data formats, and shall be versioned to allow backward-compatible changes.	Please clarify if BMC will provide GIS platforms, payment gateways, SMS and email gateways also all cost related to these gateways will be born by department And bidder is expected to only integrate with these gateways	Tender conditions prevail.
56	118	VII.5 Integration		The system shall be built with API-first integration in mind. It shall expose secure, well documented RESTful APIs (or equivalent standard) for integration with internal BMC systems and external agencies. These integrations may include, but are not limited to: GIS platforms, payment gateways, SMS and email gateways, identity providers, document management systems, grievance systems, and other state/central systems as notified. APIs shall predominantly use JSON or other widely accepted data formats, and shall be versioned to allow backward-compatible changes.	If bidder needs to provision SMS than what would be volumetric of SMS per year?	Tender conditions prevail.
57	119	VII.6 Hosting and Infrastructure		The MRFP solution shall be deployed on a MeitY-empanelled cloud within Indian jurisdiction or on BMC's own Data Centre (DC) and Disaster Recovery (DR) facilities, as specified in the RFP. In either case, data residency requirements must be strictly complied with, and all data shall be stored and processed within India unless explicitly approved otherwise. The infrastructure design shall provide appropriate redundancy across availability zones or equivalent constructs to ensure high availability and resilience.	Compute at DR should be 50% of DC Production environment OR you required 100% of DC Production environment? kindly Confirm. Our recommendation would be 50% of DC Production environment	Please refer Corrigendum
58	119	SECTION VII – TECHNICAL AND INTEGRATION REQUIREMENTS	VII.6	Use of Infrastructure as Code and automated deployment pipelines is desirable to improve consistency, repeatability and auditability of deployments	Supplier understand that all platform/ Kubernetes level configurations must be managed through pipeline. Please clarify	Tender conditions prevail.
59	120	VII.6 Hosting and Infrastructure	VII.6	BOM	The BOM specifies a single app server and single GIS server. How many concurrent (internal and external) users must this configuration support while maintaining the mandated 5 sec response time?	Will be shared with the successful bidder

60	120	VII.6 Hosting and Infrastructure	VII.6	BOM	The BOM includes an AI/ML server, and the design must support "Hooks for model retaining". Does the provided AI/ML server (32 core, 64 GB RAM) need to support actual training of models, or is it strictly for inference? For high performance training, the current RAM may be insufficient for large data sets.	This is an indicative sizing. Bidder may propose as per the solution proposed. To run the application smoothly, bidder has to provide the adequate infrastructure required without any additional cost to BMC.
61	120	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	1	Access Control, Authentication and Session Management	How is user Account Provisioning/ De-Provisioning currently implemented? Is it performed Manually or is there tool is in place today? If an IAM tool is in place today please provide the Tool name and Version? Please provide Number of users (BMC / 3rd party) using the existing IAM solution? (or) Is Supplier expected to propose new IAM/RBAC with MFA solution?	Tender conditions prevail.
62	121	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	2	Encryption and Protection of Data in Transit and at Rest	Is there HSM requirement to secure keys ? If so What keys are stored in HSM? Please provide details about existing HSM, number of keys stored and high level deployment information along with below information for KMS: 1)TPS requirement for KMS 2)Use case for, KMS: E.g. Encryption, data masking, etc., 3)Is DC-DR-HA environments needed 4)Count and type of Applications to be integrated with the KMS solution 5)Count of VMs 6)Count and type of logical database instances for KMS	Bidder need to provide the solution as per the industry best practises.
63	121	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	2	Encryption and Protection of Data in Transit and at Rest	Is Supplier expected to manage the existing External and Internal Certificates. If so, please provide us the count of external and internal certificates. Is there a requirement to propose Certificate Lifecycle Management Solution for the existing internal and external certificates? Please confirm.	Bidder need to provide the solution as per the industry best practises.

64	122	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	4	Logging, Monitoring and Security Event Management	Does supplier need to propose new SIEM solution and SOC services as part of this opportunity or Is supplier expected to leverage existing SIEM tool for in scope devices integration. If so what is the tool in use and what level of Security monitoring support is expected from supplier (L1,L2, L3). what is the EPS count or GB/day log volume in use for existing SIEM Solution?	Bidder need to provide the solution as per the industry best practises.
65	122	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	3	Secure Coding Practices and Application Security	Is supplier is expected to leverage the existing SAST and DAST Solution and provide manage services support (or) Is supplier expected to propose new SAST and DAST solutions. If so, could you please provide the number of applications and websites to be considered?	Tender conditions prevail.
66	123	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	5	Vulnerability Assessment, Penetration Testing and Audits	Is Supplier expected to leverage existing VA tool and provide managed services in target state? If so, please provide the VA tool in use. (or) Is Supplier expected to propose new VA Solution. If so, please provide us the count of IPs and frequency of VA scans to be considered in the solution?	Tender conditions prevail.
67	123	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	5	Vulnerability Assessment, Penetration Testing and Audits	Is Supplier expected to provide the penetration testing Solution (or) engage a third party agency to perform pentest on target environment. Please provide us the count of internal and external IPs to be considered for penetration testing.	Tender conditions prevail.
68	124	SECTION VIII – SECURITY, PRIVACY AND COMPLIANCE	7	Legal and Policy Compliance	As per RFP, Supplier need to carried out the Cert-In Audits, and please confirm if so, what is the coverage and frequency? Also confirm what are the regulations (DPDP etc.,) which we need to comply as part of Cert-In Audit?	Tender conditions prevail.
69	128	IX.6	6	Timelines - Table on Page 128 of the Proposal	Kindly confirm that the timelines stated in the table at in sequential order and there is no overlap considered, for example, Go Live will be in 42 weeks (4+8+16+6+6+2)	Tender conditions prevail.
70	130	X.1 Training Needs by Stakeholder Group	X.1	Training	Please indicate the expected numbers of users (including core team) who need to be trained on the GIS system. What is the expected duration of these trainings?	Will be shared with the successful bidder.

71	131	X.2 Training Approach and Types		☑ A minimum of 2 Instructor-led classroom training (physical or virtual) for core user groups such as BMC departments, key external authorities, and system administrators. These sessions shall include live demonstrations, guided exercises and question-and-answer segments. ☑ Once in 6 months at least 1 Online / virtual training sessions (webinars) for broader stakeholder groups such as societies, developers and consultants, which can be repeated periodically and recorded for later access for all user across all wards ☑ A structured train-the-trainer programme to build internal capacity within BMC and other key institutions. Selected “master trainers” shall be trained in greater depth on system features and training techniques so that they can independently conduct refresher sessions and onboarding for new staff over time.	Please provide the duration of training, batch size and do we need to consider sessions to be conducted for entire tenure of the project including support?	Will be shared with the successful bidder.
72	134	SECTION XI – OPERATIONS AND MAINTENANCE	XI.2 Onsite and Offsite Support Model	The bidder shall provide a hybrid support model combining onsite presence at BMC (or another designated location) with offsite / remote support capabilities.	We believe that, Infrastructure (Laptop, Desktop, Network Switch, Printer, UPS etc.) for Project Onsite team will be provided by Department along with Seating space. Pls confirm.	Only seating space will be provided by BMC. Rest is in the bidder's scope.
73	135	XI.3 Helpdesk, Support Hours and Channels		As a baseline, support shall be provided during defined business hours (for example, 9:00 to 18:00 IST on all working days), with provision for extended or 24x7 support for critical incidents as per SLA requirements agreed in the contract. The bidder shall classify issues into severity levels (for example, Sev-1: system down; Sev-2: major functionality impaired; Sev-3: minor issues; Sev-4: service requests) and shall meet response and resolution time commitments for each level. Regular reports on Helpdesk performance, including number of tickets by severity, average response and resolution times, and open vs closed tickets, shall be submitted to BMC and reviewed in O&M governance meetings.	We believe that, Infrastructure (Laptop, Desktop, Network Switch, Printer, UPS etc.) for helpdesk team will be provided by Department along with Furniture & Seating space. Pls confirm.	Only seating space will be provided by BMC. Rest is in the bidder's scope.

74	136	Section XII – Service Level Agreement (SLA)		This section defines the minimum service levels that the selected bidder must meet during the operations and maintenance period of the Mumbai Redevelopment Facilitation Portal (MRFP).	The bidder requests the following clarifications: What are the associated penalties during the Implementation phase for delay in achieving milestones? It is not clear from the RFP. Please elaborate.	Tender conditions prevail.
75	137	XII.2 SLA Matrix	12.2	System Response Time: Measures average response time for key online operations such as login, dashboard load, record creation, retrieval, search and uploads under normal load conditions.	1. What is the total number of expected users of the system? 2. Please specify the number of concurrent users of the system?	Will be shared with the successful bidder.
76	141	SECTION XII – SERVICE LEVEL AGREEMENT (SLA)	XII.3 Measurement Methodology	1. Tools & Sources a. Availability and performance will be measured using monitoring tools (application performance monitoring, infrastructure monitoring, API gateway logs). b. Backup, DR, and patching metrics will use backup software logs, DR drill reports, change tickets and security logs.	What is the frequency of DR drills	Once a year for 3 years.
77	142	Section XII – Service Level Agreement (SLA)		XII.5 Penalties and Service Credits Penalties apply per metric, but the total penalty per month shall be capped at a defined percentage (for example 20% of that month's O&M payment), to be specified in the commercial section.	The bidder requests the following clarifications: The clause is not clear. What is the "Defined percentage"? Does it mean that cumulative penalty in a quarter during the O&M phase is capped to 20% of that month's O&M payment? Please clarify.	Tender conditions prevail.
78	142	Section XII – Service Level Agreement (SLA)		XII.5 Penalties and Service Credits Penalties apply per metric, but the total penalty per month shall be capped at a defined percentage (for example 20% of that month's O&M payment), to be specified in the commercial section.	The bidder requests the following modifications: The bidder requests that the total penalty per month shall be capped at 5% of that month's O&M payment. Please consider.	Tender conditions prevail.

79	142	SECTION XIII – COMMERCIAL AND PAYMENT TERMS		XIII.4 Price Validity and Indexation Once the contract is awarded, the agreed implementation and O&M prices shall remain firm for the duration specified in the contract. XIII.5 Invoicing and Payment Process BMC shall verify the invoice and supporting documents. Subject to correctness and availability of necessary approvals and budget, payments shall be released within the timeframe specified in the contract (for example, 30 days from receipt of complete invoice), after deduction of applicable taxes and SLA-related penalties/service credits, if any. In case of any discrepancy or dispute in an invoice, BMC shall inform the bidder of the reasons and hold the disputed portion, while processing the undisputed portion as per timelines. Both parties shall make reasonable efforts to resolve such disputes promptly through the project governance mechanism. No interest shall be payable for delays attributable to incomplete or incorrect invoices or pending clarifications from the bidder.	Bidder proposes following modification - XIII.4 Price Validity and Indexation Once the contract is awarded, the agreed implementation and O&M prices shall remain firm for the duration specified in the contract subject to increase in taxes, duties, levies, increase in minimum wages, increase in price due to failure by the client in performing its obligations on time etc. XIII.5 Invoicing and Payment Process BMC shall verify the invoice and supporting documents. Subject to correctness, and availability of necessary approvals and budget, payments shall be released within the timeframe specified in the contract (for example, 30 days from receipt of an complete invoice), after deduction of applicable taxes and SLA-related penalties/service credits, if any. Any invoice remaining unpaid after the aforesaid period of 30 days shall be treated as a debt owed by the Client to the Bidder and the Bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it with a monthly interest of one percent (1%) calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Client and any such withholding by the	Tender conditions prevail.
80	143	SECTION XIII – COMMERCIAL AND PAYMENT TERMS	5. AI Service Usage / Token- based Charges	a. Bidders shall explicitly quote charges related to consumption-based AI services (for example, Large Language Model tokens or equivalent units) as a separate component of the Total Cost of Ownership (TCO).	•Is there a need to perform OCR from scanned document to extract data for feasibility calculation? •Any preference on usage of Cloud based LLM for text processing. Are you looking at provisioning GPU servers for LLM Processing or looking at Cloud based (Token) LLM API	Tender conditions prevail

81	144	Section XIII – Commercial and Payment Terms		XIII.2 Payment Terms and Milestones	The bidder requests the following modifications: The bidder requests for separate payment terms during Implementation phase for services and supply of hardware / software. These should not be bundled and paid as a percentage of Implementation phase value. The bidder proposed the following payment terms: For Hardware & Software Supply - 90% on the submission of invoice within 30 days and balance 10% on completion of I&C. For Hardware AMC & Software AMC - 100% Annually in Advance within 30 days of submission of invoice. For Implementation Services - 100% value of the milestones achieved. For O&M - Monthly in Arrears within 30 days from the date of submission of invoice.	Tender conditions prevail
82	144	Section XIII – Commercial and Payment Terms		XIII.2 Payment Terms and Milestones	The bidder requests the following modifications: As per applicable laws, the hardware and software shall be billed by the bidder at the time of delivery to the Client. However, the bidder shall be paid as per the contractual milestones achieved by the bidder post deduction of penalties, if any, as per the provision of the RFP.	Tender conditions prevail
83	144	Section XIII – Commercial and Payment Terms		XIII.2 Payment Terms and Milestones Infra & Environment Setup	The bidder requests the following modifications: Only 10% of the total Implementation cost is payable on Infra & Environment Setup which is very less. The bidder requests that the percentage of Implementation phase cost payable on Infra & Environment Setup should be at least 30% - 40% of the total Implementation cost.	Tender conditions prevail

84	148	Section XIII – Commercial and Payment Terms		XIII.2 Payment Terms and Milestones Training & Capacity Building: 100% of Training BOQ line item, payable on pro-rata basis for sessions conducted during Implementation / early O&M (e.g. quarterly).	The bidder requests the following modifications: As per Section XIII – Commercial and Payment Terms, training and capacity-building activities are part of the scope and linked to milestone payments. However, the prescribed Price Schedule (Form 10) does not have a separate line item for quoting training-related charges. Could you please confirm: Should the cost of training (including preparation of training materials, conducting sessions, and related activities) be included within the overall implementation cost line items? Or will BMC provide a separate provision or line item for training charges in the financial bid format?	Tender conditions prevail
85	150	Section XIII – Commercial and Payment Terms		XIII.3 Taxes and Duties Any change in tax rates or introduction of new taxes by Government of India or Government of Maharashtra, after bid submission and during the contract period, shall be dealt with as per applicable law and the terms of the contract.	The bidder requests the following clarifications: The bidder understands that the GST amount quoted shall be as per the prevalent tax rates as on date of submission of bid. In the event of any Statutory variation in the rate of GST or any new levy including CESS made applicable on direct transaction between Bidder and Buyer, taking place between the price bid submission date and the contract end period, then it shall be to the Buyer's account. An equitable adjustment shall be made to the contract value. Please confirm if the understanding is correct.	Tender conditions prevail
86	151	Section XIII – Commercial and Payment Terms		Section XIII.5 – Invoicing and Payment Process BMC shall verify the invoice and supporting documents. Subject to correctness and availability of necessary approvals and budget, payments shall be released within the timeframe specified in the contract (for example, 30 days from receipt of complete invoice), after deduction of applicable taxes and SLA-related penalties, if any.	The bidder requests the following clarifications: It seems that the indicative credit period is 30 days from receipt of a complete and correct invoice, but the final timeline will be confirmed in the signed contract. Please confirm.	Tender conditions prevail

87	151	Section XIII – Commercial and Payment Terms		Section XIII.5 – Invoicing and Payment Process BMC shall verify the invoice and supporting documents. Subject to correctness and availability of necessary approvals and budget, payments shall be released within the timeframe specified in the contract (for example, 30 days from receipt of complete invoice), after deduction of applicable taxes and SLA-related penalties, if any.	The bidder requests the following addition of the following clause: Any invoice remaining unpaid after the period of thirty days shall be treated as a debt owed by the Purchaser to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement.	Tender conditions prevail
88	152	XIV.1 Definitions		“Confidential Information” means all information disclosed by one party to the other, whether oral, written or in any other form, that is designated as confidential or that reasonably should be understood as confidential, including data, designs, code, documents and business information	Bidder proposes following modification - “Confidential Information” means all information disclosed by one party to the other, whether oral, written or in any other form, that is designated as confidential ~~or that reasonably should be understood as confidential~~, including data, designs, code, documents and business information.	Tender conditions prevail
89	152	XIV.2 Relationship of the Parties		The relationship between the Client and the Selected Bidder is that of principal and independent contractor. Nothing in this RFP or the Contract shall be construed to create a partnership, joint venture, employer–employee relationship or agency, except to the limited extent that the Selected Bidder may act as an agent solely for the purpose of performing specific activities explicitly authorised by the Client.	Bidder proposes following modification - The relationship between the Client and the Selected Bidder is that of principal and independent contractor. Nothing in this RFP or the Contract shall be construed to create a partnership, joint venture, employer–employee relationship or agency, ~~except to the limited extent that the Selected Bidder may act as an agent solely for the purpose of performing specific activities explicitly authorised by the Client.~~	Tender conditions prevail

90	153	Section XIV – General and Special Conditions of Contract (GCC/SCC)	XIV.4 Confidentiality and Intellectual Property Rights (IPR)	The bidder requests the addition of the following clause: i) Products and fixes All products and related solutions and fixes provided pursuant to this Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product, the ownership of which shall continue to vest with the Purchaser even after termination of this Agreement. Bidder would be responsible for arranging any licenses associated with the products. ii) Bespoke development The IPR rights for any bespoke development done during the term of the project will vest exclusively with the Purchaser. iii) Pre-existing work All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party or its sub-contractors under this Agreement ("pre-existing work") including any enhancement or modification thereto may remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the bidder shall grant Purchaser a non-exclusive, perpetual, fully paid-	Tender conditions prevail
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91	153	XIV.4 Confidentiality and Intellectual Property Rights (IPR)	Unless otherwise specified in the Contract, all Intellectual Property Rights in: ☐ MRFP-specific software components, configurations, customisations, interfaces, scripts, reports and documentation developed under this Contract for the Client; and ☐ any derivative works based on Client-owned materials shall vest in and be owned by the Client from the time of creation, subject to full payment of the corresponding fees. The Selected Bidder shall grant to the Client a perpetual, worldwide, royalty-free licence to use any of the Selected Bidder's pre-existing tools, frameworks or components embedded in the solution, to the extent necessary for use, operation and maintenance of MRFP, including by third parties engaged by the Client in future.	The Pre existing IPR of the bidder will continue to lie with bidder. IPR of the functionality/services specifically developed for BMC will lie with BMC. Kindly confirm on our understanding.	Tender conditions prevail
92	153	XIV.3 Governing Law and Jurisdiction	Subject to the dispute resolution and arbitration provisions set out in this Section, the courts having jurisdiction over Mumbai, Maharashtra, shall have exclusive jurisdiction with respect to all disputes and matters arising out of or in connection with this Contract that are not referred to arbitration or that fall outside the scope of arbitration.	Bidder proposes following modification - Subject to the dispute resolution and arbitration provisions set out in this Section, the courts having jurisdiction over Mumbai, Maharashtra, shall have exclusive jurisdiction with respect to all disputes and matters arising out of or in connection with this Contract ~~that are not referred to arbitration or that fall outside the scope of arbitration.~~	Tender conditions prevail
93	154	XIV.5 Subcontracting	The Selected Bidder shall not subcontract the whole of the Project. Subcontracting of specific parts or services (for example, specialised security testing, cloud hosting, GIS integration) may be permitted only with the prior written approval of the Client.	Please allow Helpdesk staff also for subcontracting	Tender conditions prevail

94	154	XIV.4 Confidentiality and Intellectual Property Rights (IPR)	The Selected Bidder shall treat all information received from the Client, including but not limited to project data, citizen/society data, designs, configurations, security details and internal documents, as Confidential Information and shall use such information solely for the purposes of performing its obligations under the Contract. The Selected Bidder shall implement appropriate technical and organisational measures to protect Confidential Information from unauthorised access, disclosure or misuse. The Selected Bidder shall ensure that its employees, subcontractors and agents are bound by written confidentiality obligations no less stringent than those in the Contract. Confidentiality obligations shall survive the expiry or termination of the Contract for the period specified in the Contract (e.g. 3 years) or as required by law, whichever is longer. Unless otherwise specified in the Contract, all Intellectual Property Rights in: • MRFP-specific software components, configurations, customisations, interfaces, scripts, reports and documentation developed under this Contract for the Client; and • any derivative works based on Client-owned materials shall vest in and be owned by the Client from the time of creation, subject to full payment of the corresponding fees. The Selected Bidder shall grant to the Client a perpetual, worldwide, royalty-free licence to use any of the Selected	Bidder proposes following modification - The Selected Bidder shall treat all information received from the Client, including but not limited to project data, citizen/society data, designs, configurations, security details and internal documents, as Confidential Information and shall use such information solely for the purposes of performing its obligations under the Contract. The Selected Bidder shall implement appropriate technical and organisational measures to protect Confidential Information from unauthorised access, disclosure or misuse. The Selected Bidder shall ensure that its employees, subcontractors and agents are bound by written confidentiality obligations no less stringent than those in the Contract. Confidentiality obligations shall survive the expiry or termination of the Contract for the period specified in the Contract (e.g. 3 years) or as required by law, whichever is longer. In the event of the Client receiving or being given access to the Bidder's Confidential Information the Client shall have the same obligations with respect to such information as does the Bidder with respect to Client's Confidential Information under Clause and Bidder shall have the same rights as are available to the Client under this Clause. This restriction does not limit the right to use Confidential Information if it:	Tender conditions prevail
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95	154	XIV.6 Force Majeure		If a Force Majeure event continues for a period exceeding a specified duration (e.g. 60 or 90 days), the parties shall consult to determine appropriate next steps, which may include modification of timelines, suspension of certain obligations, or termination of the Contract without fault, as mutually agreed.	Bidder proposes following modification - If a Force Majeure event continues for a period exceeding a specified duration (~~eg-60 or 90 days~~), the parties shall consult to determine appropriate next steps, which may include modification of timelines, ~~suspension of certain obligations~~ or termination of the Contract without fault, as mutually agreed. In case of termination, Bidder shall be entitled to receive payments for all services rendered by it under the Contract. Any delay or hinderance in delivery by Bidder as a result of the occurrence of any Force Majeure Event to its suppliers or subcontractors shall be deemed as a Force Majeure Event occurring to Bidder.	Tender conditions prevail
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96	155	Section XIV – General and Special Conditions of Contract (GCC/SCC)	Clause XIV.8 – Termination and Consequences	The bidder requests the following addition of the following clauses: 1) Either party may terminate this Agreement for cause if either party materially breaches this Agreement, provided that either party gives the other notice of such breach and it remains uncured after 60 days following notice or such other period as mutually agreed. 2) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement. 3) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred up to the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services. 4) If any amount due and payable by Purchaser under the Agreement is more than 30 days overdue; and there is no dispute between Purchaser and the bidder in relation to that amount, the bidder may issue to Purchaser a notice that payment is overdue. If	Tender conditions prevail
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97	155	Section XIII – Commercial and Payment Terms		XIV.7 Change Control No change shall be effective until it is approved in writing by the Client’s authorised representative. Approved changes shall be documented and appended to the Contract as Change Orders. The Selected Bidder shall not proceed with any additional work that has cost or schedule implications without a duly approved Change Order; if it does so, it shall do so at its own risk and cost.	The bidder requests the following addition to the clauses: In case, mutual agreement, i.e. whether new requirement constitutes change order or not, is not reached, successful bidder in interest of works, shall take up enforcement of change order, if advised in writing to do so by CLIENT pending settlement between two parties to effect whether such requirement constitutes a change order or not as per terms and conditions of Contract. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that said work constitutes a change order, same shall be compensated considering records kept in accordance with contract.	Tender conditions prevail
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98	155	XIV.8 Termination and Consequences	The Contract may be terminated in whole or in part under the following circumstances, subject to notice and cure provisions specified in the Contract: 1. Termination for Convenience The Client may, at its sole discretion, terminate the Contract, in whole or in part, for convenience by giving prior written notice (e.g. 60 or 90 days) to the Selected Bidder. In such case, the Client shall pay the Selected Bidder for services satisfactorily performed and deliverables accepted up to the effective date of termination, subject to contractual limits. No compensation shall be payable for loss of profit on the unperformed portion. 2. Termination for Default The Client may terminate the Contract if the Selected Bidder: Default a. persistently fails to meet its obligations, including repeated SLA breaches, non-performance or serious quality issues; b. fails to remedy a material breach within a specified cure period after receiving written notice; or c. becomes insolvent, is subject to winding-up proceedings, or suffers any similar event affecting its ability to perform. In case of termination for default, the Client may invoke performance/security guarantees, withhold further payments	Bidder proposes following modification - The Contract may be terminated in whole or in part under the following circumstances, subject to notice and cure provisions specified in the Contract: 1. Termination for Convenience The Client may, at its sole discretion, terminate the Contract, in whole or in part, for convenience by giving prior written notice of ~~(60 or)~~ 90 days to the Selected Bidder. In such case, the Client shall pay the Selected Bidder for services ~~satisfactorily~~ performed and deliverables accepted up to the effective date of termination, subject to contractual limits. No compensation shall be payable for loss of profit on the unperformed portion. The Client shall also pay the following amounts: a) The cost of satisfying all other obligations, commitments and claims that the Bidder may in good faith have undertaken with third parties in connection with the contract. c) The cost of all the material, hardware, equipments, and manpower etc, purchased and/or employed by the Bidder for performing its obligations under the Contract. 2. Termination for Default The Client may terminate the Contract if the Selected	Tender conditions prevail
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99	156	Section XIV – General and Special Conditions of Contract (GCC/SCC)		Clause XIV.8 – Termination and Consequences In case of termination for default, the Client may invoke performance/security guarantees, withhold further payments and engage another agency to complete the work at the risk and cost of the Selected Bidder, as per contractual provisions.	The bidder requests the following modifications: In the event the Purchaser terminates the contract in whole or in part, Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods or services like those undelivered, and the Vendor shall be liable to the Purchaser for any excess costs for such similar goods or services. Vendor shall be required to bear only the Excess Cost for procurement of goods and/or services similar to those undelivered. The Term “Excess Cost” as referred herein shall mean cost at which alternative arrangements shall be providing the undelivered goods and/ or services of equivalent specification to the Purchaser under this project minus the cost on which the Vendor agreed to provide the undelivered goods and/or services under this project. Provided further that the Vendor shall not be liable to Excess Cost in excess of five (5) percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.	Tender conditions prevail
100	156	Section XIV – General and Special Conditions of Contract (GCC/SCC)		Clause XIV.9 – Exit Management and Data Handover	The bidder requests the following modification / clarifications: 1) There is no fixed duration mentioned for Exit Management phase in the RFP. During the normal expiry of the contract, please specify when does the Exit Management period start and end as well as the duration. 2) Also, the Exit management phase should be completed within the contract duration before the expiry of the contract. If Exit Management support / KT / HOTO to a new agency has to be provided after the completion of the contract period, then the bidder shall be paid for these support services by the Department at mutually agreeable rates, terms and conditions. Please confirm.	Tender conditions prevail
101	156	XIV.9 Exit Management and Data Handover		Exit management activities shall be considered part of the Contract scope. If exit occurs before the natural end of the contract due to default by the Selected Bidder, the Client may require additional exit support at no extra cost, as specified in the Contract.	Bidder requests following clarification - For what period?	Tender conditions prevail

102	117, 46, 146	VII.2 Application Layer 2. Technical Evaluation XIII.2 Payment Terms and Milestones	Page 117 VII.2 Application Layer The application shall implement a clean separation of concerns between presentation (UI), business logic and data access layers. Business rules shall be implemented in a way that they can be invoked from multiple channels (e.g. web UI, APIs) without duplication. The UI shall primarily interact with the application layer via APIs or service interfaces, enabling future expansion to other channels (e.g. mobile apps, kiosks) without re-implementing core logic. Page 46 2. Technical Evaluation Overall understanding of project scope- 5 Marks Web portal and mobile application features- 5 Marks Page 146 XIII.2 Payment Terms and Milestones Mobile / Responsive Experience: Development and deployment of MRFP responsive UI and/or progressive web app / mobile app (as per RFP), integrated with core MRFP services and public portal.	We understand that portal should be designed with mobile responsive so that same portal is accessed from mobile as well. Page 117 VII.2 Application Layer talks about having capabilities for future channels of Mobile app while "Page 46 2. Technical Evaluation" and "Page 146 XIII.2 Payment Terms and Milestones" specifies evaluation and milestone for mobile app so please clarify Does mobile app to be developed as part of this bid? If yes what all functionality to be developed Does PWA functionality to be developed as part of this bid? If yes what all functionality to be developed	Tender conditions prevail
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103	119, 75	VII.6 Hosting and Infrastructure D. Search and Discovery		The infrastructure shall support both horizontal and vertical scalability. Horizontal scalability implies the ability to add more instances of application components and services behind load balancers to handle increased load. Vertical scalability implies the ability to increase resource allocation (CPU, memory, storage) to individual nodes, within reasonable bounds, without service disruption. Capacity planning shall be done to meet expected concurrency and throughput, with clear provisions for scaling up as usage grows. To help users find information quickly, the Landing Page shall provide a prominent global search bar. This search facility shall be able to retrieve results from multiple public content sources within MRFP, including but not limited to Knowledge Hub articles, frequently asked questions, public segments of policy documents and circulars, and public project or scheme information where disclosure is permitted by BMC. The search functionality shall support keyword-based queries and shall provide filters such as category, date range, issuing authority and document type so that users can refine results. Search results shall be presented in a ranked, relevance-based order with clear titles, snippets and links to the underlying content. The system shall be designed to handle a	Request BMC to share a projected Volumetric as the Cloud Subscription/ Infra & SW product licensing shall depend on that. 1. Total number of External Users/Stakeholders and expected year on year growth 2. Concurrent users 3. Volume of Transactions per years and expected year on year growth 4. Expected document volumes	Tender conditions prevail
104	136-140	XII.2 SLA Matrix	XII.2	12.2 Performance Metrics	For the 5 sec response time limit, how will sampled transactions be selected? Will BMC use an automated third party monitoring tool or will these be manual tests conducted in the presence of BMC representative?	Tender conditions prevail
105	136-140	XII.2 SLA Matrix	XII.2	12.3 Security and Data Protection	The resolution time for security incidents refers to "time specified by CERT-IN/ BMC policies". Can BMC share these specific policy timelines now so the vendor can assess their incident response capabilities?	Tender conditions prevail

106	136-140	XII.2 SLA Matrix	XII.2	12.3 Security and Data Protection	The SLA applies to MRFP application (web/ APIs/ core services). Does the 5 sec response time requirement also apply to the mobile applications when loading high density GIS layers?	Tender conditions prevail
107	94, 110	VI.5.1 GIS Data Integration and Layers VI.5.2 Spatial Visualisation Requirement Description		Page 94 VI.5.1 GIS Data Integration and Layers To support interoperability and future extensibility, the system shall work with common GIS formats and services, such as Web Map Services (WMS), Web Feature Services (WFS) and vector tiles, as agreed during implementation with BMC's GIS teams. Wherever feasible, the system shall store references or links to authoritative GIS layers instead of physically duplicating base geospatial data into MRFP, so that updates in the primary GIS systems are reflected without repeated manual synchronisation. Only derived or project specific spatial data that is unique to MRFP will be stored within the MRFP database. Page 94 VI.5.2 Spatial Visualisation The system shall provide rich, map-based visualisation capabilities to display redevelopment related entities in their geographic setting. It shall allow users to view the locations of societies and buildings that are associated with redevelopment proposals, see existing and proposed clusters and visualise the footprints of approved and ongoing projects. These visualisations shall help officials quickly understand where projects are concentrated, whether certain areas are underserved and how proposed clusters interact with surrounding infrastructure. Page 110 Requirement Description FR-5.1-001 Integrate with GIS data sources for base maps, land parcels, zoning and encumbrance data where available. FR-5.1-002 Support multiple GIS layers (society locations, project boundaries, infrastructure) that can be toggled on or off	Please confirm GIS system is already available and will be provided by BMC and bidder need to integrate the existing GIS system for visualization of MRFP data on maps and GPS coordinates to support location-based analysis and mapping. Does bidder need to provide GIS visualization layer or need to customize BMC's GIS visualization layer as per MRFP requirements. Does bidder need to provide enterprise grade GIS system like ArcGIS?	Tender conditions prevail
108	94, 95	VI.5 Cluster Redevelopment and GIS	VI.5	Access	Will developers or the general public have view only access to certain GIS layers, or is this spatial portal strictly for internal BMC and other department officials?	Will be shared with the successful bidder

109	94, 95	VI.5.2 Spatial Visualisation	VI.5.2	Map overlays	The requirements mentions handling a "reasonable numbers" of overlays without "unacceptable performance degradation". Can BMC define the specific performance thresholds (ex. Map load time under 3 sec, with 10 layers active)	Tender conditions prevail
110	94, 95	VI.5.2 Spatial Visualisation	VI.5.2	Data sync	Does the requirement for a responsive map interface includes offline data synchronisation for field officials using mobile devices?	No
111	94. 95	VI.5.1 GIS Data Integration and Layers	VI.5.1	Authoritative layers	The requirements states that system shall store links to authoritative layers rather than duplicating data. Are these external systems currently equipped to provide stable WMS/ WFS/ Vector tile end points with the necessary uptime for the MRFP portal.	Will be shared with the successful bidders
112	General	General		Limitation of Liability	The bidder requests the following addition to the clauses: i) The aggregate liability of bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount, paid to bidder by the Purchaser in the preceding twelve months under this Agreement that gives rise to such liability (as of the date the liability arose). ii) In no event shall bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (i) above) even if it has been advised of their possible existence.	Tender conditions prevail

113	General	General		Acceptance of deliverables	The bidder requests the following addition of the following clause: The Purchaser shall provide response or feedback on deliverables within 7 working days. Purchaser shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the purchaser fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the purchaser confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 1 (one) time for the respective deliverable.	Tender conditions prevail
114	General	General		No deviation	The bidder requests the following modifications: No deviation clause / unconditional bids should be applicable only for the technical features and commercial clauses. Legal deviations on MSA / General Condition of Contract should be allowed which may be negotiated between the Customer and the successful Bidder at the time of MSA/Contract signing. If there is no mutual agreement on the clauses, the bidder can be disqualified and their EMD be returned. Hence bidder would request to kindly consider the deviations which can be discussed and mutually agreed upon.	Tender conditions prevail
115	General	General	General	Data Migration	Is there any scope of existing data migration ? If yes, request you to share the size of structured and unstructured data.	Tentative size of the data is 20GB. Detail sizing will be shared with the successful bidder.
116	General	General			Is there any requirement of digital signing of documents by department users or Aadhar based eSign If yes please provide volumetric and who will provision these components and who bill bear the cost?	Tender conditions prevail
117	General	General			Limitation of Liability and Liquidated damages (LDs) of clauses should be added as Meity guideline And needs to have capping of maximum 10%	Please refer Corrigendum

118	General	Liability			Bidder Requests following addition - Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Client or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Client, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Client. Such failures or delays shall be brought to the notice of the Client and subject to mutual agreement with the Client, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the Client for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the	Please refer Corrigendum
119	General	General Indemnity			Bidder Requests following addition - The Client will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the Client by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.	Please refer Corrigendum

120	General	Non-solicitation			Bidder Requests following addition - Bidder and Client each agree that during the term a Client personnel or Client employee is associated with the Services hereunder and for a period of two years after such person ceases to be so associated, neither Bidder nor Client shall, directly or indirectly, solicit for hire or knowingly hire or retain such personnel of the other party as an employee or independent contractor, except with prior written consent of the other party.	Tender conditions prevail
121	General	Non exclusively			Bidder Requests following addition - Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Contract.	Tender conditions prevail
122	General				Is there any other security solution which Supplier is expected to leverage and provide managed services support in target state? (or) Do we need to propose any specific security solutions.	Tender conditions prevail
123	20	SECTION I – BID DATA SHEET (BDS)	12	INR Rs. 72,00,000 (Indian Rupees Seventy Two Lakh only), payable online through the e-tender portal as per instructions.	As per Rule 170 of General Financial Rules (GFR) 2017, Micro and Small Enterprises (MSEs) registered under MSME are exempted from submission of Earnest Money Deposit (EMD). We request confirmation of the same and amendment of the relevant tender clause accordingly.	Tender Conditions Prevail
124	20	SECTION I – BID DATA SHEET (BDS)	13	Exemption from EMD / Tender Fee Exemptions for MSME / Start-ups / other categories shall be as per applicable Government / BMC policies and will be specified in the NIT.		
125	20	SECTION I – BID DATA SHEET (BDS)	13	EMD Online payment / electronic mode as specified on the e-tender portal. No other form (cash, cheque, DD) will be accepted unless expressly mentioned in the NIT.	In case the exemption is not applicable, kindly permit submission of EMD in the form of Bank Guarantee (BG) or Insurance Surety Bond, as permitted under GFR 2017 and CVC guidelines.	Tender Conditions Prevail
126	20	SECTION I – BID DATA SHEET (BDS)	20	Performance Security (PBG) 5 % of Total Contract Value in the form of an unconditional, irrevocable Performance Bank Guarantee from a scheduled commercial bank, valid for the contract period plus 6 months claim period .	In line with the provisions of GFR 2017 and MSME-friendly procurement norms aimed at encouraging wider participation and reducing the financial burden on bidders, we request you to kindly reduce the Performance Security (PBG) from 5% to 3% of the contract value (excluding GST) and amend the relevant clause accordingly.	Tender Conditions Prevail

127	21	SECTION I – BID DATA SHEET (BDS)	29	Last Date & Time for Online Bid Submission 07/01/2025 up to 16 :00 hrs (IST). Late bids will not be accepted by the e-tender system.	The project is complex and involves coordination with multiple stakeholders, including engagement of Cloud Service Provider and other technology vendors. Additional time is required to finalize technical architecture, secure commitments from partners, and ensure compliance with all requirements. We request to kindly extend the bid submission date by 4 weeks from the date of publishing the pre-bid responses or corrigendum. This extension will help bidders submit comprehensive and high-quality proposals, ensuring successful project execution.	Tender Conditions Prevail
128	21	SECTION I – BID DATA SHEET (BDS)	36	Consortium / JV Allowed Yes, allowed, detailed consortium / JV conditions are given in Section II – Instructions to Bidders.	As the RFP does not specify the number of consortium members allowed, we request you to kindly clarify the maximum number of consortium members permitted, including the Lead Member, for participation in the tender as a consortium	Please refer corrigendum
129	21	SECTION I – BID DATA SHEET (BDS)	39	Method of Technical Evaluation Minimum qualifying technical score: 80 / 100.	We request you to kindly clarify the minimum qualifying marks for the Technical Evaluation, as the RFP mentions 70% at one place and 80 marks at another place. Kindly confirm the exact qualifying marks applicable.	Please refer corrigendum
130	43	Technical Evaluation	2. Evaluation of Technical Bid	In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation	Further, we request clarification on the QCBS weightage to be adopted for Technical and Commercial Evaluation, i.e., whether it is 70:30 or 80:20, respectively.	Please refer corrigendum
131	47	Commercial / Financial Evaluation	3.1 Evaluation Stages	Stage 2 – Financial Evaluation Open and evaluate the Financial Bids of only those bidders who are technically qualified (i.e. meet all Pre-Qualification criteria and obtain at least the minimum technical score, i.e. 80 out of 100).	Additionally, as the QCBS evaluation formula is not specified in the RFP, we request you to kindly provide the same for clarity.	Please refer corrigendum
132	20	Contract Period – Operations & Maintenance (O&M)	SECTION I – BID DATA SHEET (BDS)	3 years of O&M support after Go-Live of MRFP, including warranty / defect liability, application & infra support, as specified in the RFP.	We request you to kindly clarify whether the 3 years O&M period is inclusive of the warranty/defect liability period of 12 months. Kindly Confirm.	Tender Conditions Prevail
133	22	Defect Liability / Warranty Period	SECTION I – BID DATA SHEET (BDS)	Typically overlaps with the initial part of O&M or as separately defined by BMC (e.g. 12 months from Go-Live). To be specified explicitly in the contract conditions.		Tender Conditions Prevail

134	22	Taxes and Duties	SECTION I – BID DATA SHEET (BDS)	All prices shall be quoted inclusive of all applicable taxes, duties, levies and charges, except where specified otherwise. Any change in taxes shall be treated as per prevailing Gol / GoM / BMC policies.	Kindly clarify whether the price bid should be quoted inclusive of GST or exclusive of GST.	Please refer corrigendum
135	47	Opening of Financial Bids	3.1 Evaluation Stages	The RFP should clearly specify whether evaluation is done on prices exclusive of GST or inclusive of all applicable taxes and duties, and financial bids must be prepared accordingly.		Please refer corrigendum
136	40	1. Pre-Qualification Criteria	2.2 Average Annual Turnover	The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. ☐ The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. ☐ If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	The tender does not specify the number of years for which the minimum average annual turnover is required for qualification. We request you to kindly specify the same.	Please refer corrigendum
137	39	1. Pre-Qualification Criteria	2.2 Average Annual Turnover	The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. ☐ The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. ☐ If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	The minimum average annual turnover requirement of ₹180 crore is extremely high and will debar many competent IT companies from participating in this tender. Since the EMD of this tender is ₹72 Lakhs we assume that the budget for this project is around ₹36 Crores. We request you to lower the annual turnover requirement to ₹72 crores which is twice the project value and complies with CVC guidelines.	Please refer corrigendum

138	40	1. Pre-Qualification Criteria	3.1 Project Experience	Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government / Urban Local Bodies / Public Sector Companies of below mentioned project value in India: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems 1. At least one project with a value not less than 21.6 Crore OR 2. At least two projects with a value not less than 14.40 Crore OR 3. At least three projects with a value not less than 10.80 Crore The work orders should have been issued in the last five years from the date of the submission of the bid.	Since as per this criteria the project should have been completed or gone live during last 5 years, it is evident that the date of work order for such projects can be earlier than 5 years before the bid submission date. Because such projects are of longer durations. Therefore we request you to consider following 1) If the project is ongoing then the bidder can submit client certificate mentioning the same and specifying the value of work completed so as to comply with this criteria. 2) if the project is go-live or completed then the date of go-live or completion of project should fall within 5 years before the bid submission date. We request you to remove the criteria of the work order being issued in the last five years from the date of the submission of the bid.	Please refer corrigendum
139	40	1. Pre-Qualification Criteria	3.2 Specific Experience	Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users. The work orders should have been issued in the last five years from the date of the submission of the bid	Since as per this criteria the project should have been completed or gone live during last 5 years, it is evident that the date of work order for such projects can be earlier than 5 years before the bid submission date. Because such projects are of longer durations. Therefore we request you to consider following 1) If the project is ongoing then the bidder can submit client certificate mentioning the same and specifying the value of work completed so as to comply with this criteria. 2) if the project is go-live or completed then the date of go-live or completion of project should fall within 5 years before the bid submission date. We request you to remove the criteria of the work order being issued in the last five years from the date of the submission of the bid.	Tender Conditions Prevail

140	40	1. Pre-Qualification Criteria	3.2 Specific Experience	Work Order + Phase Completion Certificate from the client	The clause is silent on which phase to be considered as documentary evidence. Our understanding is that Project Go-Live Certificate will be considered for Phase completion as Go-Live is a critical milestone that signifies successful implementation and readiness for use, making it the most appropriate indicator of phase completion. Kindly confirm the same.	Please refer corrigendum
141	40	1. Pre-Qualification Criteria	3.2 Specific Experience	The minimum userbase of the system should be 10000 Users.	In order to encourage participation of Micro and Small Enterprises (MSEs) and to ensure fair and wider competition, we request you to kindly consider reducing the minimum user base requirement to 2,500 and amend the relevant clause accordingly.	Please refer corrigendum
142	43	Technical Evaluation	1	Financial Experience: The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. ☐ The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. ☐ If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore. ₹ >= 180 Crore and <= 210 Crore – 10 marks ₹ > 210 Crore and <= 240 Crore – 15 marks ₹ > 240 Crore – 20 marks	The tender includes marking for turnover under the Technical Evaluation Criteria. We request the Authority to kindly remove turnover from technical scoring, as turnover is a financial parameter and not a measure of technical capability. Technical evaluation should focus on solution quality, compliance, innovation, similar past project experience and bidder expertise. Turnover criteria is already assessed under eligibility criteria and does not reflect technical merit. Retaining turnover in technical scoring may unfairly disadvantage capable MSMEs and innovative firms, reducing competition and quality. Removing this criterion will ensure a fair, merit-based technical evaluation aligned with best practices.	Please refer corrigendum

143	44	Technical Evaluation	2	Project Experience: - The bidder shall have implemented at least One project in the last 5 years in citizen centric services/ delivery portals for any state/central government bodies, PSU in India. Each such project shall involve workflowbased approvals with multiple departments. Single Project with value > 21.6 Crores -15 marks OR For Two Projects with value > 14.40 Crores – 10 Marks OR For Three Projects with value < 10.8 Crores – 5 marks The work orders should have been issued in the last five years from the date of the submission of the bid.	Since as per this criteria the project should have been completed or gone live during last 5 years, it is evident that the date of work order for such projects can be earlier than 5 years before the bid submission date. Because such projects are of longer durations. Therefore we request you to consider following 1) If the project is ongoing then the bidder can submit client certificate mentioning the same and specifying the value of work completed so as to comply with this criteria. 2) if the project is go-live or completed then the date of go-live or completion of project should fall within 5 years before the bid submission date. We request you to remove the criteria of the work order being issued in the last five years from the date of the submission of the bid..	Please refer corrigendum
144	45	Technical Evaluation	3	Information System Experience Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users. Single Project -5 marks OR Two Project– 10 Marks OR Three Projects -15 marks The work orders should have been issued in the last five years from the date of the submission of the bid.	Since as per this criteria the project should have been completed or gone live during last 5 years, it is evident that the date of work order for such projects can be earlier than 5 years before the bid submission date. Because such projects are of longer durations. Therefore we request you to consider following 1) If the project is ongoing then the bidder can submit client certificate mentioning the same and specifying the value of work completed so as to comply with this criteria. 2) if the project is go-live or completed then the date of go-live or completion of project should fall within 5 years before the bid submission date. We request you to remove the criteria of the work order being issued in the last five years from the date of the submission of the bid..	Please refer corrigendum

145	46	Technical Evaluation	4	Bidder's Quality certifications: ISO 9001: 2.5 Marks ISO 27001/ ISO 20000: 2.5 Marks (SEI) CMMi Certification CMMi: Level 3- 5 Marks CMMi: Level 4 – 7.5 Marks CMMi: Level 5 - 10 Marks	In the Pre-Qualification (PQ) criteria, CMMI Level 3 certification is specified as the minimum requirement for qualification. However, in the Technical Evaluation criteria, there is a gap of 5 marks between CMMI Level 3 and CMMI Level 5 certifications. Since the tender is being evaluated under the QCBS method, this difference of 5 marks may significantly impact the technical score of bidders holding CMMI Level 3 certification and may disproportionately favor bidders with CMMI Level 5 certification. In the interest of fair competition and a level playing field, we request that full marks be allocated to bidders holding CMMI Level 3 certification, as it already meets the qualifying requirement. Accordingly, we request you to kindly amend the clause as under: Bidder's Quality certifications: ISO 9001: 2.5 Marks ISO 27001/ ISO 20000: 2.5 Marks (SEI) CMMi Certification CMMi: Level 3 and Above- 10 Marks	Please refer corrigendum
146	46	Technical Evaluation	4	Bidder's Quality certifications: ISO 9001: 2.5 Marks ISO 27001/ ISO 20000: 2.5 Marks (SEI) CMMi Certification CMMi: Level 3- 5 Marks CMMi: Level 4 – 7.5 Marks CMMi: Level 5 - 10 Marks	We wish to bring to your notice that the Software Engineering Institute (SEI) is no longer issuing CMMI certifications. Currently, ISACA is the licensed partner authorized to issue CMMI certifications. Hence, we request you to kindly remove the reference to SEI from the CMMI certification requirement and amend the clause to specify CMMI certification issued by a licensed CMMI partner, verifiable on the CMMI Institute portal (https://pars.cmmiinstitute.com/)	Please refer corrigendum

147	61	SECTION IV – BIDDING AND CONTRACT FORMS	Form 8 – CV Format for Key Personnel	CV Format for Key Personnel	The tender document provides a CV format but does not specify which resource designations require CV submission. As per the scope, the following onsite resources are mentioned: 1. Project / Service Manager 2. Application Support Engineers 3. Technical Specialists 4. Database Administrator 5. System / Infrastructure Administrator 6. Helpdesk / Support Executive We request you to kindly confirm whether CVs of these resources need to be submitted along with the bid and if yes what will be minimum qualification and experience required.	CVs need to be submitted by the successful bidder before deployment.
148	63	SECTION IV – BIDDING AND CONTRACT FORMS	Form 9 – Financial Proposal Submission Form	Financial Proposal Submission Form	Our understanding is that the Price Bid is to be submitted strictly in the BOQ (Excel) provided in the tender portal. The tender also prescribes a “Covering Letter of Financial Bid”; however, no corresponding field or template is provided within the BOQ or the e-procurement submission workflow. We request the authority to kindly clarify: 1. Whether the Covering Letter of Financial Bid is mandatory in addition to the BOQ (Excel). 2. If mandatory, in which section of the e-procurement portal should bidders upload this Covering Letter (e.g., “Financial Attachments,”	Tender Conditions Prevail

149	65	Form 10 – Price Schedule	5	Legacy Data migration into new application (if applicable)	The scope mentions “Legacy Data migration into the new application (if applicable)” as part of the bidder’s responsibility. To ensure clarity, we request the authority to kindly provide the following details related to data migration: 1. The type and format of data to be migrated in the new application. 2. Confirmation that the bidder’s scope is limited to data migration only, and that data accuracy and validation will be the responsibility of the existing vendor or BMC. 3. Confirmation that there is no scope for data entry or data digitization under this tender. 4. Total size of data to be migrated This will help bidders accurately estimate effort, avoid ambiguity, and prevent cost overruns.	Tentative size of the data is 20GB. Detail sizing will be shared with the successful bidder.
150	94	SECTION VI – FUNCTIONAL REQUIREMENTS AND MODULES	VI.5 Cluster Redevelopment and GIS	GIS Data Integration and Layers	Our understanding is that the GIS COTS licenses required for the GIS platform is the responsibility of the BMC. The bidder’s scope is limited to the integration of the GIS platform with the proposed MRFP system. Please confirm the same. Additionally, we request the authority to clarify that all required GIS licenses, base maps, and tools will be provided by BMC, and the bidder is not expected to procure or manage GIS platforms.	Already clarified above.
151	96	SECTION VI – FUNCTIONAL REQUIREMENTS AND MODULES	VI.7.2 Notifications and Alerts	Notifications and Alerts	Our understanding is that the scope of bidder is to integrate the application with SMS gateway, Email gateway and payment gateway only. The required SMS gateway, Email gateway and Payment gateway shall be provided by BMC. Please confirm the same	Already clarified above.
152	127	SECTION IX – IMPLEMENTATION APPROACH, TIMELINE AND DELIVERABLES	IX.5 User Acceptance Testing and Security Audit	User Acceptance Testing and Security Audit	Our understanding is that the security audit of the MRFP system is to be conducted only once by the bidder at the time of system Go-Live. Thereafter, the responsibility for all subsequent security audits will rest with the BMC. We request you to kindly confirm the same.	Tender Conditions Prevail

153	156	SECTION XIII – COMMERCIAL AND PAYMENT TERMS	2. Software Licenses (if applicable)	Exit Management and Data Handover: Prepare and maintain up-to-date documentation, configuration details, source code, database schemas and operational procedures required to operate and maintain MRFP.	There are COTS products and proprietary software platforms available in the market that bidders may use for implementing the MRFP solution to ensure project success and effective delivery. We request the Authority to kindly consider that the IPR and source code of such COTS products and proprietary software platforms shall remain with the bidder or the respective OEMs.	Tender Conditions Prevail
154	148	XIII.2 Payment Terms and Milestones	Phase 5 – Training & Capacity Building	100% of Training BOQ line item, payable on pro-rata basis for sessions conducted during Implementation / early O&M (e.g. quarterly).	It appears that there is no separate line item for Training & Capacity Building in the provided BOQ. However, the payment terms mention that 100% of the Training BOQ line item is payable on a pro-rata basis for sessions conducted during Implementation / early O&M (e.g., quarterly). We request you to kindly clarify where the Training & Capacity Building costs should be included in the BOQ.	Please refer corrigendum
155	153	Confidentiality and Intellectual Property Rights (IPR)	XIV.4	MRFP-specific software components, configurations, customisations, interfaces, scripts, reports and documentation developed under this Contract for the Client; and any derivative works based on Client-owned materials shall vest in and be owned by the Client from the time of creation, subject to full payment of the corresponding fees. The Selected Bidder shall grant to the Client a perpetual, worldwide, royalty-free licence to use any of the Selected Bidder's pre-existing tools, frameworks or components embedded in the solution, to the extent necessary for use, operation and maintenance of MRFP, including by third parties engaged by the Client in future.	Our understanding is that the bidder shall grant usage rights for these pre-existing tools, frameworks, or components only to the extent necessary for internal use during the O&M phase of MRFP. The Authority will not use these components for any commercial purpose or for deployment of solution in other departments/authorities. We request you to kindly confirm the same.	Tender Conditions Prevail
156	20	Contract Period – Implementation Phase		6 months from the date of issue of Letter of Acceptance (LoA) for completion of design, development, integration, testing, security audit and Go-Live of MRFP.	There appears to be a discrepancy in the total implementation period and stabilization period mentioned in the tender. Our understanding is that the combined implementation and stabilization period is 6 months, and the O&M period is 3 years from the date of Go-Live. Please confirm the same	Please refer corrigendum
157	128	Project Timeline	IX.6 Go- Live	Total 54 weeks timeline		Please refer corrigendum
158	144	Payment Terms and Milestones	XIII.2	Production, Go-Live & Stabilisation= T + 24 Weeks		Please refer corrigendum

159	144	Payment Terms and Milestones	XIII.3	Design, Development, Integration & Data= T + 12 Weeks	We request the Authority to consider that all phases after the Pre-Implementation Stage should commence only after approval of the SRS by the Authority, instead of counting from the Contract Effective Date ("T"). Any administrative delay in SRS approval will impact subsequent deliveries and may attract penalties beyond the bidder's control. Therefore, we request that all phases after Pre-Implementation Stage start post SRS approval, or if the SRS is not approved within 15 days of submission, it should be treated as deemed approval	Please refer corrigendum
160	41	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 5.1 CSP Criterias		The bidder shall propose a Cloud Service Provider that is empanelled with MeitY, Government of India, for providing cloud services to government clients. The offered CSP must provide Hyperscaler both DC and DR from its own infrastructure, with data centres located in India and separated by at least 100 km in different seismic zones. If the bidder itself is the CSP, it must meet this requirement directly; otherwise, it shall provide a valid back-to-back arrangement / MoU with the CSP.	We request you to kindly remove the word "HYPERSCALER" from the requirement and allow CSPs who are already confirming compliance with the required technical scope of work. The inclusion of the word "HYPERSCALER" may act as a barrier to Indian CSPs from participation.	Please refer corrigendum

161	42	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 5.2 CSP Criterias		The CSP shall provide native security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centres (e.g. OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution.	As per the mentioned requirement, the CSP shall provide native security and platform services. However, it is observed that not all CSPs offer all the specified services as fully native offerings, and some capabilities may be delivered through integrated third party OEM or managed add-on services while still meeting the required security, compliance, and functional objectives. Kindly amend the clause as below: The CSP shall provide native and/or third-party OEM security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centres (e.g. OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution.	Please refer corrigendum
162	41	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 4.5		Cloud MAF	Request you to provide MAF format.	Please refer corrigendum
163	23	1.1 Scope of Bid		1.1.2 The scope of work includes, but is not limited to: requirements study and finalization, solution design, development / configuration, integration with identified systems, data migration (where applicable), testing, security audit, deployment on designated infrastructure, training,	Kindly confirm the exact data size to be migrated (in MB/GB/TB).	Tender Conditions Prevail
164					Kindly share the existing hypervisor details.	Tender Conditions Prevail
165					Please provide detailed specifications of the existing IT setup — including architecture, network design, and hardware components — for proper assessment and planning.	Tender Conditions Prevail
166					Kindly confirm the applications and databases for both DC and DR that need to be migrated wave-wise, including application version, database size, and number of instances.	Tender Conditions Prevail
167					Please confirm the existing data center location.	Tender Conditions Prevail

168				handholding support, and operations & maintenance (O&M) for the duration specified in this RFP.	Kindly clarify if there is any additional or future data expected to be migrated apart from the current environment.	Tender Conditions Prevail
169					Kindly share details of the current software stack (OS versions, databases, middleware, etc.).	Tender Conditions Prevail
170					Please provide current storage capacities and configurations, and expected storage requirements post-migration.	Tender Conditions Prevail
171	113	VI.8.5 Cloud hosting services for Information System		VI.8.5.3 Data Backup and Recovery: • The cloud hosting service should offer robust data backup mechanisms to protect against data loss. • It should provide regular and automated backups of	Kindly specify the amount of backup space needed at the DC site (in GB or TB).	Tender Conditions Prevail
172					Please provide details of the backup policy (e.g., daily incremental, monthly full) and retention policy (daily, weekly, monthly, quarterly).	Tender Conditions Prevail
173	113	VI.8.5 Cloud hosting services for Information System		VI.8.5.4 Security and Compliance: • The cloud hosting service should implement strong security measures to protect sensitive transaction data and ensure compliance with relevant regulations or data privacy / protection laws applicable in India. It should offer features like encryption, access controls, intrusion detection, and prevention systems, and regular security audits.	In accordance with the security requirements specified in the RFP, kindly confirm the security services to be implemented at both the Data Center (DC) and Disaster Recovery (DR) sites. The scope may include, but is not limited to, Virtual Firewall / vUTM, Web Application Firewall (WAF), SSL VPN, Antivirus with HIPS, SIEM, DDoS Protection, and IDS/IPS, as applicable.	Tender Conditions Prevail
174					Additionally, kindly confirm the required throughput capacity for the vFirewall and vWAF (e.g., 500 Mbps, 1 Gbps)	Tender Conditions Prevail
175	117	VII.3 Data Layer		The system shall support point-in-time recovery within defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO) parameters.	Kindly confirm the applicable Recovery Time Objective (RTO) and Recovery Point Objective (RPO), and whether the same shall be defined and implemented in accordance with the guidelines issued by MeitY.	Tender Conditions Prevail
176	118	VII.6 Hosting and Infrastructure		The bidder shall implement environment segregation (at least development, testing/UAT, training, staging/pre-production and production), with controlled promotion of changes between environments and proper configuration management.	As per the Bill of Material (BoM) and the listed Virtual Machines (VMs), kindly confirm which VMs are intended for Development, Testing/UAT, Training, and Staging/Pre-Production environments.	Tender Conditions Prevail
177				Bill of Material of Cloud Hosting:	Kindly confirm whether the requirement is for Physical Servers or Virtual Machines.	Tender Conditions Prevail
178				DB Server (Master Node)	As per the mentioned Database Server requirements, kindly confirm the database platform and the required edition. This may include Microsoft SQL Server, MySQL, or PostgreSQL, along with the applicable edition (Community, Standard, or Enterprise).	Tender Conditions Prevail

179	118	VII.6 Hosting and Infrastructure		Object Storage Server -Ubuntu 22.04 LTS 20TB Yes, Incremental 30 min/ weekly complete backup Yes Yes	The RFP mentions an Object Storage component. Kindly confirm whether the requirement is limited to Object Storage as a service or includes a dedicated Object Storage Server. If a server is required, please specify the corresponding resource requirements, including vCPU (vCores) and RAM.	Tender Conditions Prevail
180				Bill of Material of Cloud Hosting:	As per the load balancing and high availability (HA) requirements, kindly confirm which Virtual Machines (VMs), as listed in the Bill of Material (BoM) on RFP Page No. 120, are required to be configured in HA mode. Additionally, please specify the required throughput capacity (e.g., 1 Gbps).	Tender Conditions Prevail
181	134	XI.1 Scope of Operations and Maintenance		The bidder shall be responsible for end-to-end technical upkeep of the MRFP solution as deployed in production and DR environments.	Kindly confirm whether the Bill of Material (BoM) specified in the RFP is also applicable to the Disaster Recovery (DR) site with the same configuration and specifications as detailed in the BoM.	Tender Conditions Prevail
182					Kindly confirm whether the DR (Disaster Recovery) drill is required to be conducted once or twice a year.	Already clarified above.
183					Please confirm the required replication link bandwidth between DC and DR for data replication (e.g., 10 Mbps, 20 Mbps, 50 Mbps).	Tender Conditions Prevail
184	143	3. Infrastructure / Cloud Costs (where in bidder's scope)		If hosting is proposed on a MeitY-empanelled cloud or other infrastructure arranged by the bidder, the commercial proposal shall separately indicate the recurring infrastructure costs (compute, storage, bandwidth, security services, backup, DR, etc.), based on the capacity and SLA requirements specified in the RFP.	Kindly clarify the required internet bandwidth for accessing the proposed setup, specifying the capacity (e.g., 10 Mbps, 50 Mbps, or higher), as applicable.	Tender Conditions Prevail
185	-	-		Genereal Queries	Kindly confirm the user requirements for Identity and Access Management (IAM), Privileged Identity/Access Management (PIM/PAM), and Multi-Factor Authentication (MFA), including the number of users and applicable roles.	Tender Conditions Prevail
186	-	-		Genereal Queries	Kindly specify the required IOPS for the storage, along with block size (e.g., 3 IOPS/GB or 5 IOPS/GB).	Tender Conditions Prevail
187	-	-		Genereal Queries	Kindly confirm peak hours and daily log/Flat files size that need the replicated (For Eg. 2 GB Daily)	Tender Conditions Prevail

188	-	-		General Queries	Kindly confirm which SSL certificates are required. (Alpha, Domain, Organization, Wildcard, or Extended Validation SSL).	Tender Conditions Prevail
189	-	-		General Queries	Kindly confirm the total number of concurrent users expected to access the system.	Tender Conditions Prevail
190	-	-		General Queries	As per the requirement, kindly confirm the frequency of vulnerability assessment and penetration testing (VAPT) (e.g., quarterly or yearly).	Tender Conditions Prevail
191	-	-		General Queries	Kindly confirm the average daily data generation (e.g., 10 GB / 20 GB).	Tender Conditions Prevail
192	39	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 1. Pre-Qualification Criteria	3.1 Project Experience	Any Member must have experience of successful Go-Live / completed project(s) duringast five years (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies of below mentioned project value inIndia: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems 1. At least one project with a value not less than 21.6 Crore OR 2. At least two projects with a value not less than 14.40 Crore OR 3. At least three projects with a value not less than 10.80 Crore	We request you to ammend the clause as "Any Member must have experience of successful Go-Live / completed project(s) duringast ~~five~~ Seven years (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies of below mentioned project value inIndia: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems 1. At least one project with ~~₹~~ Total Project value not less than 21.6 Crore OR 2. At least two projects with ~~₹~~ Total Project value not less than 14.40 Crore OR 3. At least three projects with ~~₹~~ Total Project value not less than 10.80 Crore. Also we request your clarification on our understanding i.e The projects which will be considered under this criteria has to be completed between the duration mentioned under the criteria	Please refer corrigendum
193	39	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 1. Pre-Qualification Criteria	2.2 Average	The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. • The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. • If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore.	requesting you to ammend the clause as "The bidder must demonstrate a minimum average annual turnover of INR 100 Crore. During the last 3 year Financial Year	Please refer corrigendum

194	40	SECTION III – EVALUATION AND QUALIFICATION CRITERIA	3.2 Specific Experience	Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users.	Requesting you to ammend the clause as "Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last ~~five~~ Seven years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application/ workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be ~~10000~~ 1000 Users. We request your clarification on the how the user base will be considered. for eg the number users using the submitted application or the users visting the web application. Considering the user base requirement of the project we are requesting this change.	Please refer corrigendum
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195		SECTION III – EVALUATION AND QUALIFICATION CRITERIA	3.2 Project Experience	Form Specific Experience along with Completion certificates certified by th client. OR Work order + Self certificate of completion (Certified by the statutory auditor OR Work Order + Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The work orders should have been issued in the last five years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria	Requesting you kindly ammend the clause as-“ Form Specific Experience along with Completion certificates certified by th client. OR Work order/LOI/Contract Agreement + Self certificate of completion (Certified by the statutory auditor / Chattered Accountant OR Incase of Ongoing Project Work Order + Go-Live/Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (~~Certified by the statutory auditor certifying 75% payment of the total contract value has been received~~) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The work orders should have been issued in the last Seven ~~five~~ years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to	Please refer corrigendum
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196		SECTION III – EVALUATION AND QUALIFICATION CRITERIA	3.2 Specific Experience	Form Specific Experience along with Completion certificates certified by th client. OR Work order + Self certificate of completion (Certified by the statutory auditor OR Work Order + Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (Certified by the statutory auditor certifying 75% payment of the total contract value has been received) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The work orders should have been issued in the last five years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to justify the fulfilment of criteria	Requesting you kindly ammend the clause as-“ Form Specific Experience along with Completion certificates certified by th client. OR Work order/LOI/Contract Agreement + Self certificate of completion (Certified by the statutory auditor / Chattered Accountant OR Incase of Ongoing Project Work Order + Go-Live/Phase Completion Certificate from the client OR Work order + Self certificate of Phase completion (~~Certified by the statutory auditor certifying 75% payment of the total contract value has been received~~) Note: 1.The certificates should be issued by the competent authority clearly stating the scope, status and the contact details of the reference person. 2.The work orders should have been issued in the last Seven ~~five~~ years from the date of the submission of the bid. 3. Relevant excerpts from the RFP or project document shall be attached wherever required to	Please refer corrigendum
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197	43	2. Technical Evaluation	1	Financial Experience: The bidder must demonstrate a minimum average annual turnover of INR 180 Crore. ☐ The sole bidder must independently meet the minimum average annual turnover requirement of INR 180 Crore. ☐ If bidding as a consortium: the combined average annual turnover of all consortium members must be at least INR 180 Crore. ₹ >= 180 Crore and <= 210 Crore – 10marks ₹ > 210 Crore and <= 240 Crore – 15marks ₹ > 240 Crore – 20marks	Requesting you to ammend the clause as "The bidder must demonstrate a minimum average annual turnover of INR 100 Crore. During the last 3 year Financial Year for wider Participation and ₹ >= 100 Crore and <= 110 Crore – 10marks ₹ > 110 Crore and <= 120 Crore – 15marks ₹ > 120 Crore – 20marks	Please refer corrigendum
198	44	2. Technical Evaluation	2	Project Experience: - The bidder shall have implemented at least One project in the last 5 years in citizen centric services/ delivery portals for any state/central government bodies, PSU in India. Each such project shall involve workflowbased approvals with multiple departments.	We request you to ammend the clause as "Any Member must have experience of successful Go-Live / completed project(s) duringast ~~five~~ Seven years (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies of below mentioned project value inIndia: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems 1. At least one project with ~~₹~~ Total Project value not less than 21.6 Crore - 15 Marks OR 2. At least two projects with ~~₹~~ Total Project value not less than 14.40 Crore - 10 Marks OR 3. At least three projects with ~~₹~~ Total Project value not less than 10.80 Crore- 5 Marks Also we request your clarification on our understanding i.e The projects which will be considered under this criteria has to be completed between the duration mentioned under the criteria	Please refer corrigendum

199	45	2. Technical Evaluation	3	Information System Experience Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publication of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users.	Requesting you to ammend the clause as "Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last five Seven years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be ~~10000~~ 1000 Users. We request your clarification on the how the user base will be considered. for eg the number users using the submitted application or the users visting the web application. We would also like to request you ammend the clauase " instead of Project please ask for no. of User Base i.e. for 1000 userbase -5 Marks 1001 to 2000 userbase- 10Marks more than 2000 userbase - 15Marks	Please refer corrigendum
200	46	2. Technical Evaluation	4	Bidder's Quality certifications: ISO 9001: 2.5 Marks ISO 27001/ ISO 20000: 2.5 Marks (SEI) CMMi Certification CMMi: Level 3- 5 Marks CMMi: Level 4 – 7.5 Marks CMMi: Level 5 - 10 Marks	requesting you ammend the clasue ase per below : Bidder should have Valid Certificate- ISO 9001, 20001, 27001 , 22301, CMMI 3 or Higher Any 2 ISO Cerificate & CMMi3 and above :5 Marks Any 3 ISO Certificate & CMMI3 and above:7.5 Marks All 5 certfcate: 10 Marks	Please refer corrigendum

201	44	2. Technical Evaluation	2. Evaluation of Technical Bid	2.3. In order to qualify technically, a Bid must secure a minimum of 70% of total marks in technical evaluation after summing up. Only those Bids which have a minimum score of 70% of total marks in technical evaluation will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.	please confirm the Minimum passing Criteria since the same is contradicting with point No. 3.1 page no.47-minimum passing mark mentioned is 80	Please refer corrigendum
202	113	Section VI.	8.5 Cloud hosting services for Information System	When considering cloud hosting services for Information System, there are several functional requirements that should be considered. These requirements focus on the capabilities and features needed to effectively host and manage the Information System in the cloud. The Supplier shall fulfill following common functional requirements of cloud hosting services for Information System:	Please confirm the Mode of Cloud Hosting Services i.e. it should be active- active or active Passive. Also confirm 1. whether network connectivity Services are required from DC -MCGM 2. do we need to provide separate application performance monitoring tool 3. Please confirm RTO/RPO required for the same 4. Also provide the Proper Sizing , if any 5. please confirm can we we Propose GPU based Solution for AI/ ML	Please refer corrigendum
203	129	IX.7	Stabilisation	After go-live, a Stabilisation phase shall be undertaken to ensure that the system operates reliably under real-world conditions and that initial issues are addressed quickly. Activities include close monitoring of system performance, error rates, user feedback and support tickets; fine-tuning of configuration (e.g. thresholds, SLAs, notification rules); and incremental fixes or minor enhancements required for operational smoothness, subject to change control.	Please confirm the timeline for Stabilization period	Please refer corrigendum
204	135	XI.	3 Helpdesk, Support Hours and Channels	The bidder shall establish and operate a Helpdesk to act as the single point of contact for all MRFP-related incidents, service requests and queries from authorised BMC users and other stakeholder groups as defined by BMC. The Helpdesk shall be reachable through multiple channels at minimum: a dedicated email address and a telephone or VoIP number; an inportal ticketing interface or integration with BMC's existing service desk tool shall be provided where required. All incoming calls, emails and tickets shall be recorded in a central incident management system with unique ticket IDs, timestamps, category, severity, current status and resolution details.	Please clarify on points:- 1. Helpdesk team will placed at MCGM premises i.e. onsite or Offsite 2. the scope for toll free and required infra will the in MCGM Scope or Bidder need to factor while quoting 3. total no. of helpdesk & shift details	Please refer corrigendum

205	21	ITB Section 1.4	BDS	Consortium/JV is allowed but maximum number of consortium members is NOT specified.	Kindly clarify max consortium size. Request limiting to 2 members, aligned with typical BMC practice, to avoid very large coalitions and ensure accountability.	Please refer corrigendum
206	94	Section 6.5	GIS Scope	GIS layer availability, licensing, up-to-date maps, DP sheets availability unclear.	Request clarity on GIS data provision – Will BMC provide licensed GIS layers? If not, bidders must procure, which changes pricing.	Already clarified above
207	35	1. Evaluation of Prequalification	5.1 Manpower	The MSP must have strength of at least 50 IT Professionals (data center/networking/system administration/cloud services / cloud security, maintenance of cloud solution/ virtual server administration/system administration, database etc) on their payroll as on date of submission of this bid. At least 10 of these professionals must have certification(s) in Cloud expertise areas.	The MSP/JV Partner must have strength of at least 10 IT Professionals (data center/networking/system administration/cloud services / cloud security, maintenance of cloud solution/ virtual server administration/system administration, database etc) on their payroll as on date of submission of this bid.	Please refer corrigendum
208	35	1. Evaluation of Prequalification	5.2	The MSP/ OEM's must have atleast 10 Certified Engineers in the proposed Vulnerability Management and Cloud Security tools	The MSP/ OEM's/JV Partner must have atleast 5 Certified Engineers in the proposed Vulnerability Management and Cloud Security tools	Please refer corrigendum
209	105	Category of Requirement	DSPM (Data Security Posture Management)	The solution should support for cloud managed SQL databases (e.g. Azure SQL, AWS RDS, GCP Cloud SQL). The solution should support for NoSQL managed databases (e.g. AWS DynamoDB) The solution should provide visibility of AI services (e.g. Azure AI Foundry, AWS Bedrock) - what data can they access	Please Remove this clause	Tender Conditions Prevail
210	140	3. Service Level Agreements for Information System during Operations & Maintenance (O&M) Phase		Availability for Compute and Storage Services >= 99.9%	Availability for Compute and Storage Services >= 99.5%	Tender Conditions Prevail
211	35	1. Evaluation of Prequalification	4.3 CSP Authorization	The MSP must be authorized by the proposed Cloud Service Provider and should be affiliated with the proposed CSP's cloud platform for at least Five years in India.	Please Remove this clause	Tender Conditions Prevail

212	35	Experience	3.2.1 Specific Experience	The MSP/CSP must have experience of successful migration and / or management of Cloud project(s) during last five years (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies / Banking Financial Services & Insurance (BFSI)/ Private Sector of below mentioned project value in India: Project shall include setting up & hosting of IT infrastructure & systems at Cloud/ Private cloud or Infrastructure as a Service (IaaS) or Platform as a Service (PaaS) for contracts involving provisioning, testing, and operations & maintenance of Cloud Services 1. At least one project with a value not less than 69 Crore OR 2. At least two projects with a value not less than 50 Crore OR 3. At least three projects with a value not less than 33 Crore	The MSP/CSP must have experience of successful migration and / or management of Cloud or IT project(s) during last five years (as on the last date of bid submission) in Central / State Government/Urban Local Bodies / Public Sector Companies / Banking Financial Services & Insurance (BFSI)/ Private Sector of below mentioned project value in India: Project shall include setting up & hosting of IT infrastructure & systems at Cloud/ Private cloud or Infrastructure as a Service (IaaS) or Platform as a Service (PaaS) or IT projects involving continuous Data Centre Operations like hosting and Transactional service for contracts involving provisioning, testing, and operations. 1. At least one project with a value not less than 69 Crore OR 2. At least two projects with a value not less than 50 Crore OR 3. At least three projects with a value not less than 33 Crore	Please refer corrigendum
213	35	4 Certifications & Registrations	4.1 Certifications	MSP must have following certifications: - ISO 9001, ISO 27001, ISO 27017, ISO 27018, ISO 22301, ISO 42001:2023 ISO/IEC 20000, CMMI Level 3 or more	MSP must have following certifications: - ISO 9001, ISO 27001, ISO 27017, ISO 27018, ISO 22301, ISO/IEC 20000, CMMI Level 3 or more	Please refer corrigendum
214	20	SECTION I – BID DATA SHEET (BDS)	14 Exemption from EMD / Tender	Fee Exemptions for MSME / Start-ups / other categories shall be as per applicable Government / BMC policies and will be specified in the NIT.	We request MSE be given exemption in published rfp in Mahatenders . For emd and tender fees. upon submission of valid Udyam Registration Certificate, as per GoI MSME Procurement Policy.	Tender Conditions Prevail
215	47	Section III – Technical Evaluation	Minimum Qualifying Score	“Minimum qualifying technical score shall be 80 out of 100. Bidders scoring below the minimum threshold shall not be considered for financial evaluation.”	Request relaxation of minimum technical score to 70/100 for MSME bidders to promote wider participation without compromising quality.	Please refer corrigendum
216	74	C. Dynamic Content Management		The system shall include a browser-based content management capability that allows authorised administrative users from BMC to create, update, schedule and unpublish content blocks on the Landing Page without developer intervention and without direct database changes.	We understand the requirement is of an enterprise grade Content Management System (CMS). Please confirm?	Tender Conditions Prevail

217	76	VI.1.2 Knowledge Hub and Help Center		The system shall support upload of documents in common formats such as PDF, DOCX, XLSX, PPTX and images, with configurable size limits that can be adjusted by BMC as needed.	As part of the requirements for the Knowledge Hub and Document & Legal Repository, we believe the proposed solution should include a native Document Management System (DMS). Accordingly, we recommend explicitly stating the requirement for a Document Management System for the storage and management of these documents. Justification: This will enable efficient management of knowledge and legal documents with proper logical segregation, access control, and lifecycle management. This will ensure that bidders propose a proven, industry-leading DMS solution, rather than developing a bespoke, tightly coupled, or locked-in system from scratch.	Tender Conditions Prevail
218	97	VI.7.3 Feedback and Grievance Management		The system shall provide a structured and user friendly interface through which societies, citizens and other stakeholders can submit feedback and grievances related to both the MRFP portal and the underlying redevelopment processes.	As multiple self-services and applications, including approval workflows, are required to be developed, we recommend the incorporation of modern and emerging technologies to ensure the department benefits from ongoing technological advancements. Accordingly, we suggest that the solution proposed by bidders should include a proven Low-Code Application Development platform, enabling faster creation and maintenance of applications and workflows with minimal custom coding and reduced dependency on specialized technical resources.	Tender Conditions Prevail
219	116	VII.1 Architecture		The application layer shall consist of stateless application nodes deployed behind one or more load balancers	We request to allow Bidders propose an architecture that could be stateless or stateful based on the solution requirements as well as the tools proposed. It is suggested that the architecture should also allow for stateful application components where required. Certain enterprise-grade and COTS solutions—such as workflow engines, document management systems, and reporting or integration services—may require stateful processing to support session management, long-running workflows, caching, or background jobs.	Tender Conditions Prevail

220	119	VII.6 Hosting and Infrastructure		The bidder shall implement environment segregation (at least development, testing/UAT, training, staging/pre-production and production),	Based on the referenced clause, we understand that Development, Testing/UAT, Training, and Staging/Pre-Production are to be considered non-production environments. Please confirm if this understanding is correct. Further, to ensure judicious and efficient utilization of infrastructure resources, please clarify whether these non-production environments may be implemented as logically isolated environments at the infrastructure level, or if they are required to be physically segregated from one another.	Tender Conditions Prevail
221	119	VII.6 Hosting and Infrastructure		The bidder shall implement environment segregation (at least development, testing/UAT, training, staging/pre-production and production),	Please specify if a desiccated DR environment is required. Should DR be an identical replica of DC or a trimmed down version?	Tender Conditions Prevail
222	119	VII.6 Hosting and Infrastructure		The bidder shall implement environment segregation (at least development, testing/UAT, training, staging/pre-production and production),	For the portals and applications, please provide details on the expected concurrent users at peak usage (per min). This is essential in order to provide adequate sizing.	Tender Conditions Prevail
223		SECTION I – BID DATA SHEET (BDS) 20		Exemption from EMD / Tender Fee Exemptions for MSME / Start-ups / other categories shall be as per applicable Government / BMC policies and will be specified in the NIT.	As per our understanding the MSE companies are exempted from submission of EMD. Please confirm	Tender Conditions Prevail
224		SECTION I – BID DATA SHEET (BDS) 21		Consortium / JV Allowed, Yes, allowed, detailed consortium / JV conditions are given in Section II – Instructions to Bidders.	Request you to clarify the count of consortium member as it is not mentioned in the RFP	Please refer corrigendum
225		SECTION I – BID DATA SHEET (BDS) 21		Last Date & Time for Online Bid Submission 07/01/2025 up to 16:00 hrs (IST). Late bids will not be accepted by the e-tender system.	We request you to kindly extend the bid submission date by 15 working days, considering the continuous holidays during the bid preparation period, to enable bidders to prepare and submit responsive bids.	Tender Conditions Prevail
226		SECTION I – BID DATA SHEET (BDS) 21		Method of Technical Evaluation Minimum qualifying technical score: 80 / 100.	We observe a contradiction in the RFP wherein, at one place, it specifies that 80 marks out of 100 are required to qualify in the Technical Evaluation criteria, while at another place it mentions 70% marks. We therefore request you to kindly clarify the exact qualifying marks required for passing the Technical Evaluation criteria.	Please refer corrigendum

227		1. Pre- Qualification Criteria		Any Member must have experience of successful Go-Live / completed project(s) during last five years (as on the last date of bid submission) in Central / State Government / Urban Local Bodies / Public Sector Companies of below mentioned project value in India: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems 1. At least one project with a value not less than 21.6 Crore OR 2. At least two projects with a value not less than 14.40 Crore OR 3. At least three projects with a value not less than 10.80 Crore The work orders should have been issued in the last five years from the date of the submission of the bid.	The software projects mainly e-governance projects are complex in nature and typically have a long-term duration of 5 to 10 years. Hence, we request you to kindly consider the experience of successfully completed or Go-Live projects executed during the last 10 (ten) years (as on the last date of bid submission). Accordingly, we request you to amend the clause as mentioned below: Any Member must have experience of successful Go-Live / completed project(s) during last Ten years (as on the last date of bid submission) in Central / State Government / Urban Local Bodies / Public Sector Companies of below mentioned project value in India: Project shall include Design, Development, Implementation, Operations & Maintenance of Information Systems 1. At least one project with a value not less than 21.6 Crore OR 2. At least two projects with a value not less than 14.40 Crore OR 3. At least three projects with a value not less than 10.80 Crore The work orders should have been issued in the last ten years from the date of the submission of the bid.	Please refer corrigendum
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228		1. Pre- Qualification Criteria		Information System Experience Any member must have experience of successful Go-Live/ completed project(s) during last five years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users. The work orders should have been issued in the last five years from the date of the submission of the bid	The software projects mainly e-governance projects are complex in nature and typically have a long-term duration of 5 to 10 years. Hence, we request you to kindly consider the experience of successfully completed or Go-Live projects executed during the last 10 (ten) years (as on the last date of bid submission). Accordingly, we request you to amend the clause as mentioned below: Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last Ten years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The work orders should have been issued in the last Ten years from the date of the submission of	Please refer corrigendum
229		1. Pre- Qualification Criteria		Information System Experience Any member must have experience of successful Go-Live / completed project(s) during last five years (as on date of publishment of the RFB). Each implementation must include the following: Supply Installation of IT/ ITES including Design, development, operations, and maintenance of multi-role web application, workflow / business process automation, and operations & maintenance / hosting support. The minimum userbase of the system should be 10000 Users The work orders should have been issued in the last five years from the date of the submission of the bid	In line with the provisions of GFR 2017 and MSME-friendly procurement guidelines aimed at promoting wider participation and ensuring fair competition, we request you to kindly remove the minimum user base eligibility clause from the tender. The said requirement may restrict participation of capable Micro and Small Enterprises (MSEs) despite their technical competence.	Please refer corrigendum
230	65	Form 10	"Training BOQ Line Item" – Payment Terms (MOST IMPORTANT)	Clause states: "100% of Training BOQ line item, payable on pro-rata basis for sessions during Implementation / early O&M" BUT Training does NOT appear as a separate BOQ line item in Price Schedule (Form 10, Page 65).	Request clarification: a) Should Training be added as a separate BOQ line item? b) If included under another head, please specify which head & its cost break-up. c) Pro-rata training payment mechanism requires milestone mapping—request detailed milestones.	Please refer corrigendum

231	41	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 1. Pre-Qualification Criteria	5. CSP Criterias	The bidder shall propose a Cloud Service Provider that is empanelled with MeitY, Government of India, for providing cloud services to government clients. The offered CSP must provide Hyperscaler both DC and DR from its own infrastructure, with data centres located in India and separated by at least 100 km in different seismic zones. If the bidder itself is the CSP, it must meet this requirement directly; otherwise, it shall provide a valid back-to-back arrangement / MoU with the CSP.	we would like to request you ammend the clasue The bidder shall propose a Cloud Service Provider that is empanelled with MeitY, Government of India, for providing cloud services to government clients. The offered CSP must provide ~~Hyperscaler~~ both DC and DR from its own infrastructure, with data centres located in India and separated by at least 100 km in different seismic zones. If the bidder itself is the CSP, it must meet this requirement directly; otherwise, it shall provide a valid back-to-back arrangement / MoU with the CSP. for wider participation	Please refer corrigendum
232	42	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 1. Pre-Qualification Criteria	5. CSP Criterias	The CSP shall provide native security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centres (e.g. OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution.	Requesting you to please relax this clause for wider competition.	Please refer corrigendum
233	42	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 1. Pre-Qualification Criteria	5. CSP Criterias	The CSP shall commit minimum uptime SLAs for the cloud infrastructure as follows (or better, as per your final SLA): a) $\geq 99.5\%$ uptime for a single VM instance; and b) $\geq 99.9\%$ uptime for 2 or more VM instances configured in high availability (HA) across different availability zones / fault domains. These should be supported by <u>standard CSP SLA documentation</u> .	Requesting you to please relax this clause for wider competition.	Please refer corrigendum
234	42	SECTION III – EVALUATION AND QUALIFICATION CRITERIA 1. Pre-Qualification Criteria	5. CSP Criterias	The CSP shall possess, at minimum, the following certifications valid on the bid submission date : ISO/IEC 27001 (information security); ISO/IEC 27018 (protection of personally identifiable information in public clouds); and SOC 1 / SOC 2 / SOC 3 reports for relevant services.	Requesting you to please relax this clause for wider competition.	Please refer corrigendum

235	144	XIII.2 Payment Terms and Milestones	XIII.2 Payment Terms and Milestones	General Query	Requesting you to please provide clarity on the payment terms for our understanding since it is cotradicting . Request you make it simple. Also clarify if we can quote AI Service Charges based on GPU VM Infrastructure	Please refer corrigendum
236	20	SECTION I – BID DATA SHEET (BDS)	14 Exemption from EMD / Tender	Fee Exemptions for MSME / Start-ups / other categories shall be as per applicable Government / BMC policies and will be specified in the NIT.	We request MSE be given exemption in published rfp in Mahatenders . For emd and tender fees. upon submission of valid Udyam Registration Certificate, as per Gol MSME Procurement Policy.	Tender conditions prevail
237	47	Section III – Technical Evaluation	Minimum Qualifying Score	“Minimum qualifying technical score shall be 80 out of 100. Bidders scoring below the minimum threshold shall not be considered for financial evaluation.”	Request relaxation of minimum technical score to 70/100 for MSME bidders to promote wider participation without compromising quality.	Please refer corrigendum
238	41	5. CSP Criterias	5.1	The bidder shall propose a Cloud Service Provider that is empanelled with MeitY, Government of India, for providing cloud services to government clients. The offered CSP must provide Hyperscaler both DC and DR from its own infrastructure, with data centres located in India and separated by at least 100 km in different seismic zones. If the bidder itself is the CSP, it must meet this requirement directly; otherwise, it shall provide a valid back-to-back arrangement / MoU with the CSP.	The bidder shall propose a Cloud Service Provider that is empanelled with MeitY, Government of India, for providing cloud services to government clients. The offered CSP must provide Cloud Serbvices from DC and DR from its own infrastructure, with data centres located in India and separated by at least 100 km in different seismic zones. The Cloud Platform should be Made in India with Complete Orchestartion layer should be developed by the CSP.If the bidder itself is the CSP, it must meet this requirement directly; otherwise, it shall provide a valid back-to-back arrangement / MoU with the CSP.	Please refer corrigendum

239	42	5. CSP Criterias	5.2	The CSP shall provide native security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest with HSM, automated security assessments, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL, PostgreSQL, NoSQL / search, etc.) with in-built scaling, HA and backup. CSP should also offer managed AI services from Indian data centres (e.g. OCR, chatbot, language translation, extraction, and hosting of open-source models), to the extent required by the solution.	The CSP shall provide native security and platform services from India region data centres, including at minimum: next-generation firewall with IPS/IDS, web application firewall, L3/L4 and L7 DDoS protection, data encryption at rest as per Customer requirement, container orchestration (e.g. Kubernetes), identity and access management with fine-grained controls and full audit logs, and managed database services (MySQL and PostgreSQL, etc.) with in-built scaling, HA and backup.	Please refer corrigendum
240	42	5. CSP Criterias	5.3	The CSP shall commit minimum uptime SLAs for the cloud infrastructure as follows (or better, as per your final SLA): a) $\geq 99.5\%$ uptime for a single VM instance; and b) $\geq 99.9\%$ uptime for 2 or more VM instances configured in high availability (HA) across different availability zones / fault domains. These should be supported by standard CSP SLA documentation.	The CSP shall commit minimum uptime SLAs for the cloud infrastructure as follows (or better, as per your final SLA): a) $\geq 99.5\%$ uptime for a single VM instance; and b) $\geq 99.9\%$ uptime for 2 or more VM instances configured in high availability (HA) with the same zones / fault domains. These should be supported by standard CSP SLA documentation.	Please refer corrigendum
241	69	Section - V V.2 Objectives of RFP		The system should provide indicative estimates of cost, timelines, benefits, and potential risks for different scenarios, enabling better-informed decisions well before detailed approvals	Will department provide us with data that can be used to train predictive models?	Will be shared with the successful bidder
242	92	Section - VI VI.4.3 AI/ML Components		The system shall strictly control who can modify, deploy or retire AI/ML models. Only authorised roles, as defined by BMC, shall be permitted to introduce new model versions, change configuration or switch traffic between models, and such actions shall be captured in the audit trail	Will the department use its own models as well? These will be otherwise controlled only by the solutions provider	Will be shared with the successful bidder
243	94	Section - VI VI.5.1 GIS Data Integration and Layers		VI.5.1 GIS Data Integration and Layers	Does department has its own GIS database that can be referenced to building the interface?	Already clarified above
244	119	Section - VII VII.6 Hosting and Infrastructure		VII.6 Hosting and Infrastructure	Will solutions provider be responsible for procuring and financing the cloud or the responsibilities are limited to cloud management and procurement will be handled by the department?	Tender conditions prevail

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A.E. (DP) EODB

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Ch. E. (D.A.)

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