

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

Expression of Interest for Selection of Partner from Empanelled Business Associate for Exclusive Teaming Arrangement

For

“Enquiry for

‘Development of an Exclusive End-to-End Online Portal for Goa Labour Welfare Board

EOI No: RCIL/WR/Goa/Mktg/26-27/01 Dt: 15th May 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/Goa/Mktg/26-27/01 Dt: 15th May 2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empanelled Partners for Exclusive Teaming Arrangement For “Enquiry for ‘Development of an Exclusive End-to-End Online Portal for Goa Labour Welfare Board’ **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	19th May 2026 15:00 hrs
2	Opening of Technical Bid of EOIs	19th May 2026 15:30 hrs
4	EOI fees inclusive tax (Non-refundable)	Rs. 10,000/- (INR Ten Thousand Only) (Non-Refundable in the form of Online transfer)
5	EMD for Pre-Bid Arrangement	Rs 20,00,000/- (INR Twenty Lakhs Fisty One Thousand Four Hundred and Sixty Eight only) (Token EMD of INR 5,00,000 to be submitted for bid participation, complete EMD to be submitted on selection)

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. Saish Sankhe

Designation: Deputy Manager/ Marketing

E-Mail Address: saish.sankhe@railtelindia.com

Mobile No: +91- 8999292981

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 or part of a consortium. In case of consortium, the Bidder/s have to be empaneled partners 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 without the prior written approval from RailTel.
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 in enquiry 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.

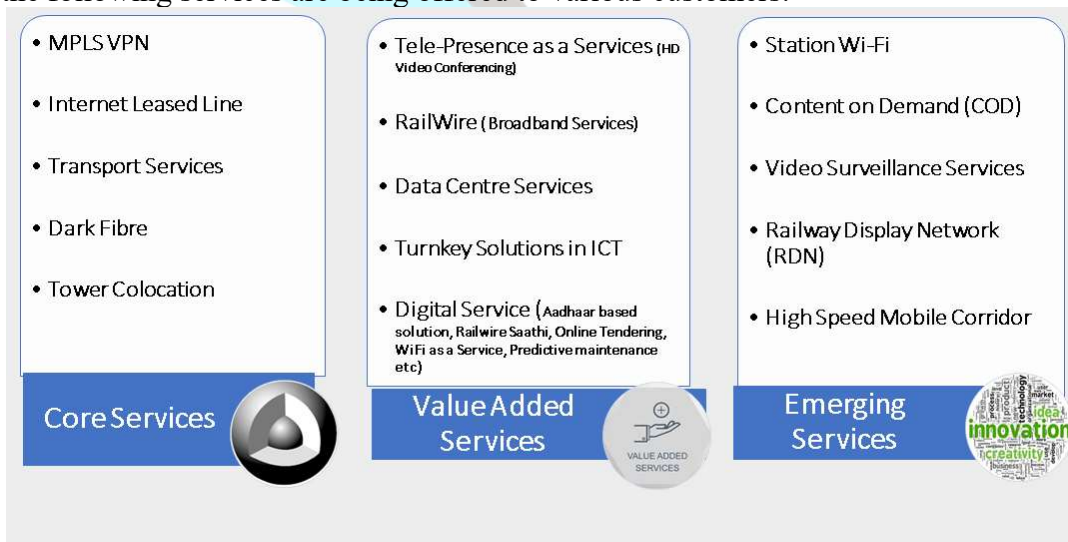
RailTel has approximately 60000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon 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

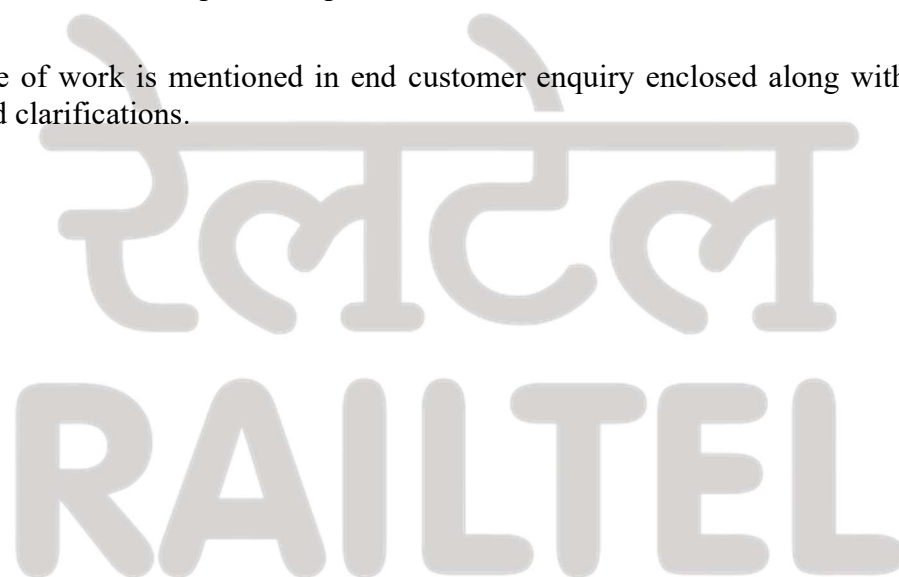
RailTel intends to submit commercial quotation to its end customer organization for 'Development of an Exclusive End-to-End Online Portal for the Goa Labour Welfare Board' as per Scope of Work enclosed.

RailTel invites EOIs from RailTel's Empanelled Partners for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empanelled 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 Enquiry for 'Development of an Exclusive End-to-End Online Portal for the Goa Labour Welfare Board' as per Scope of Work enclosed 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 enquiry enclosed 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.)

Business associate can participate as a sole bidder or part of consortium. Bidder/s must be RailTel's empanelled partner/s and will be responsible for all the conditions mentioned in this and the end customer RFP

Special Note: RailTel has floated the EOI for rate discovery and identifying the BA to support RailTel for timely execution of the work. 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

S No	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
A)	Financial Conditions	
i)	The bidder/all members of consortium should be registered under Companies Act, 1956 or Companies Act 2013 or as amended and should have at least 7 years of operations in India as on bid submission date.	1. Certificate of Incorporation 2. GST Registration 3. PAN Card
ii)	Cumulative turnover of Lead Bidder should have at least 30 Crore INR during last 5 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 average annual turnover during last 3 Financial Years. Only audited financial statements will be considered for evaluation purposes
iii)	The Lead Bidder should also have a positive net worth as of March 31 st 2026 & be profitable in each of 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.
iv)	The Bidder/ any members of the consortium must not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of bid submission.	Declaration from all Bidders/ member of the consortium
v)	The Bidder/ any members of the consortium must have successfully implemented at least one similar IT/ICT/ITeS project Crore for any Central Government, State Government, or Public Sector Undertaking (PSU)/Banks/Private client in India in the last 5 financial years (i.e., contract signed on or after April 1, 2020). One project of Rs 7 Cr Value OR Two Projects of Rs 6 Cr Value OR Three Projects of Rs 5 Cr Value	Work Order/Contract Agreement and/or a client-issued Completion Certificate or Performance Certificate or Go-live confirmation confirming the project value, scope, and successful execution. (In case of partial/ Substantial completion of work, a CA certificate will be required stating the amount received from the on-going project)

vi)	The bidder must have valid ISO 9001 and ISO 27001 certificate on the date of bidding	Copy of Valid certificates to be attached
vii)	The Bidder should be empaneled partners of RailTel	Letter of Empanelment issued by RailTel with valid empanelment

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 technical and 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.

7.6 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
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:

रेलटेल
RAILTEL

Annexure 2: Self-Certificate & Undertaking (To be submitted by Bidder/ in case of Consortium, all Partners need to be submitted)

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

EoI Reference No: _____ Date: _____

To
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/ in case of Consortium, all Partners need to be submitted)

EoI Reference No: _____ Date: _____

To
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:

रेलटेल
RAILTEL

Annexure 4: Format of Affidavit- (to be submitted by Bidder and all Consortium members)

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.

RAILTEL

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.**

रेलटेल
RAILTEL

Annexure 5: Draft Non-Disclosure Agreement – (Is it to be submitted by Lead Bidder and all Consortium Members)

(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 under standings 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. _____

रेलटेल
RAILTEL

Annexure 6: Integrity Pact -(Is it to be submitted by Lead Bidder and all Consortium Members)

(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 biding 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:

रेलटेल
RAILTEL

Annexure 7: Complete EoI Examination & Nil Deviation Certificate-- (Is it to be submitted by Lead Bidder and all Consortium Members)

(To be submitted by Bidder)

To
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--(Is it to be submitted by Lead Bidder and all Consortium Members)

(To be submitted by Bidder)

To
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: _____

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 :

रेलटेल
RAILTEL

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.

RAILTEL

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

रेलटेल
RAILTEL

Annexure 10: Consortium Agreement Draft Format (on 500 Rs Stamp Paper duly Notarized)

THIS CONSORTIUM AGREEMENT is entered into on this the day of <Month>, 2025 AMONGST {<Company Name>, and having its registered office at <Address>} (hereinafter referred to as the “First Part” which expression shall, unless repugnant to the context include its successors and permitted assigns) AND

{<Company Name>, and having its registered office at <Address>} and (hereinafter referred to as the “Second Part” which expression shall, unless repugnant to the context include its successors and permitted assigns).

The above-mentioned parties of the FIRST, SECOND and THIRD} PART are collectively referred to as the “Parties” and each is individually referred to as a “Party” WHEREAS,

A. The PED/WR represented by the RailTel Corporation of India Ltd (hereinafter referred to as the “Authority” which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) (the “Authority”), having its office at “RailTel Corporation of India Ltd, Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai - 400013” is engaged in the “*Name of the work*”, and as part of this endeavor, has invited Bids (the Bids”) by its EoI No _____ dated (the “RFP”) for award of contract for (the “Project”) through Agreement Contract conditions.

B. The Parties are interested in jointly Bidding for the Project as members of a {consortium} and in accordance with the terms and conditions of the RFP document and other Bid documents in respect of the Project, and

C. It is a necessary condition under the RFP document that the members of the {consortium} shall enter into a Consortium Agreement and furnish a copy thereof with the Application.

NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretations

In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

2. Consortium}

a. The Parties do hereby irrevocably constitute a consortium (the “{consortium}”) for the purposes of jointly participating in the Bidding Process for the Project.

b. The Parties hereby undertake to participate in the Bidding Process only through this {consortium} and not individually and/ or through any other {consortium} constituted for this Project, either directly or indirectly.

3. Covenants

The Parties hereby undertake that in the event the {consortium} is declared the Selected bidder and awarded the Project, it shall enter into an Agreement Contract with the Authority for performing all its obligations as the Contractor in terms of the Agreement contract for the Project.

4. Role of the Parties

The Parties hereby undertake to perform the roles and responsibilities as described below:

- a. Party of the First Part shall be the Lead member of the {consortium} and shall have the power of attorney from all Parties for conducting all business for and on behalf of the {consortium} during the Bidding Process and for performing all its obligations as the Contractor in terms of the Agreement Contract for the Project.
- b. Party of the Second Part shall be {the member of the consortium}; and
- c. Party of the Third Part shall be {the member of the consortium}

5. Joint and Several Liability

The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP and the Agreement Contract, till such time as the completion of the Project is achieved under and in accordance with the Agreement Contract.

6. Share of work in the Project

The Parties agree that the proportion of Scope of Work as per the Agreement Contract to be allocated among the members shall be as follows:

First Party:

{Second Party:}

7. Representation of the Parties

Each Party represents to the other Parties as of the date of this Agreement that:

- a. Such Party is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement.
- b. The execution, delivery and performance by such Party of this Agreement has been authorized by all necessary and appropriate corporate or governmental action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the {consortium} Member is annexed to this Agreement, and will not, to the best of its knowledge:
 - i. require any consent or approval not already obtained;
 - ii. violate any Applicable Law presently in effect and having applicability to it;
 - iii. violate the memorandum and articles of association, by-laws or other applicable organizational documents thereof.
 - iv. violate any clearance, permit, concession, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage agreement, indenture, or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
 - v. create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances, or mortgage in or on the property of such Party, except for

encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party to prevent such Party from fulfilling its obligations under this Agreement.

- c. this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and
- d. there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects, or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

8. Termination

This Agreement shall be effective from the date hereof and shall continue in full force and effect until Project completion (the "Defects Liability Period") is achieved under and in accordance with the EPC Contract, in case the Project is awarded to the {consortium} However, in case the {consortium} is either not pre-qualified for the Project or does not get selected for award of the Project, the Agreement will stand terminated in case the Applicant is not pre-qualified or upon return of the Bid Security by the Authority to the bidder, as the case may be.

9. Miscellaneous

- a. This Consortium Agreement shall be governed by laws of {India}.
- b. The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the Authority.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.SIGNED, SEALED AND DELIVERED

For and on behalf of

Lead member by:

(Signature)

(Name)

(Designation)

(Address)

SECOND PART

(Signature)

(Name)

(Designation)

(Address)

In the presence of:

1.....

2.....

ANNEXURE – 11: UNDERTAKING REGARDING CONTRACTOR ALL RISK (CAR) INSURANCE

(To be submitted on the Business Associate/Contractor's Letterhead)

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

Subject: Undertaking for Maintenance of Contractor All Risk (CAR) Insurance Policy.

Ref: EOI No: RCIL/WR/Goa/Mktg/26-27/01 Dt: 15th May 2026

I/We, M/s _____, hereby solemnly undertake and declare the following in respect of the project "Development of an Exclusive End-to-End Online Portal for Goa Labour Welfare Board":

1. **Mandatory Insurance Coverage:** I/We shall obtain and maintain a valid Contractor All Risk (CAR) Insurance Policy for the entire scope of work. We acknowledge that this requirement is mandatory and binding, irrespective of whether such insurance is explicitly stipulated in the specific Customer Agreement or Tender.
2. **Period of Effectiveness:** The said insurance policy shall be obtained prior to the commencement of work and shall remain valid and effective until the project is formally and duly handed over to the end customer.
3. **Beneficiary Clause:** I/We shall ensure that RailTel Corporation of India Ltd. is explicitly mentioned as a Beneficiary in the insurance policy document. A copy of the policy shall be submitted to RailTel's Project Coordinator/Manager before the commencement of work.
4. **Compliance for Payment Release:** I/We understand that the validity of the CAR Insurance Policy is a prerequisite for the release of any payments. I/We agree to provide proof of valid insurance/renewal to the RailTel Project Coordinator/Manager prior to the processing of each invoice/payment milestone.
5. **Additional Insurance Requirements:** In the event that the end Customer Agreement/Tender stipulates any additional insurance requirements—including but not limited to coverage during the Warranty Period or Defect Liability Period (DLP)—I/We hereby undertake to ensure full compliance with all such additional stipulations at our own cost.
6. **Indemnity:** I/We shall keep RailTel indemnified against any claims, losses, or liabilities arising due to our failure to maintain the required insurance coverage or any lapse in the policy during the project lifecycle.

Date: _____

Place: _____

(Signature of Authorized Signatory)

Name: _____

Designation: _____

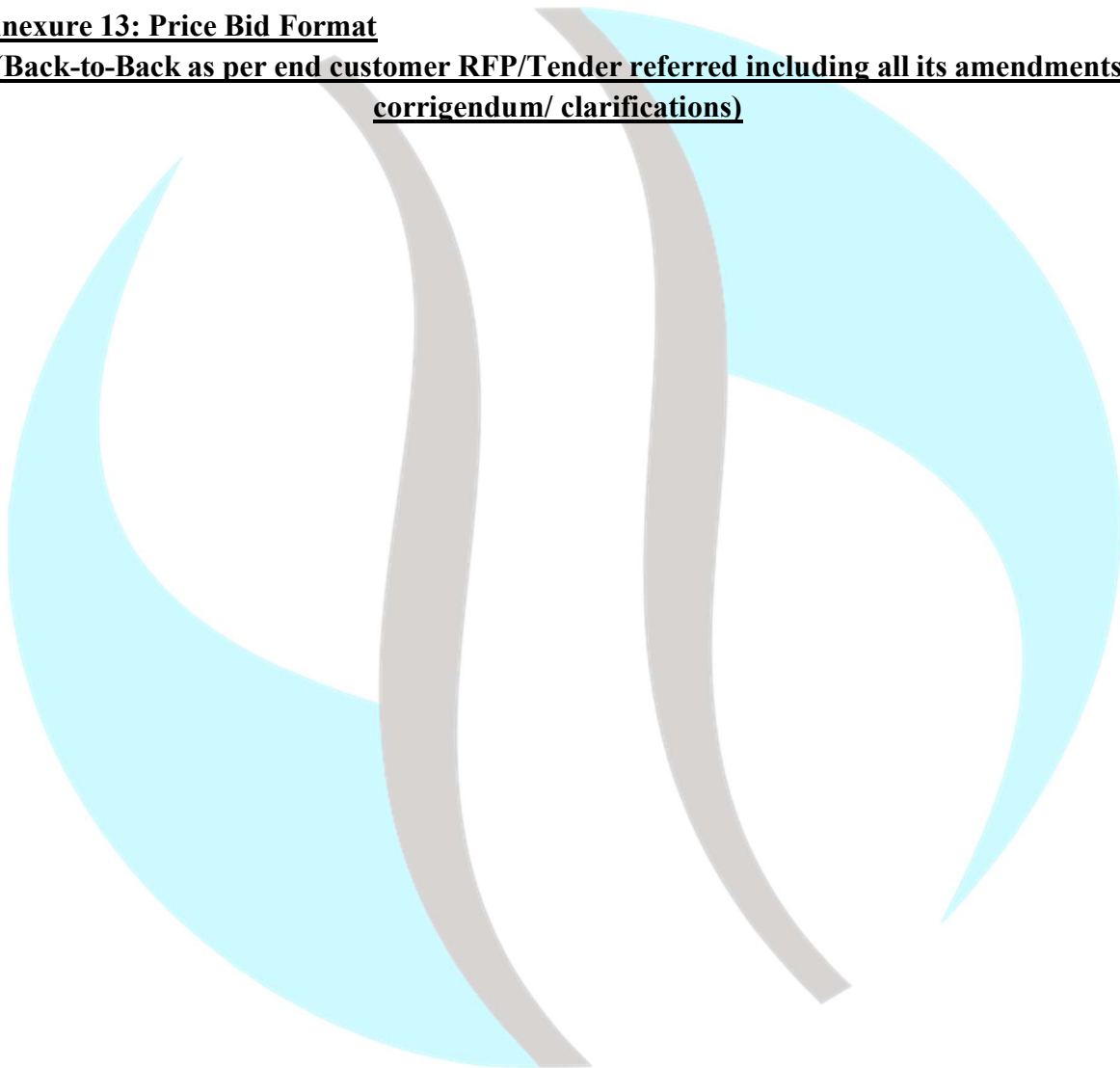
Seal of the Firm/Company:

Annexure 12: 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 13: Price Bid Format

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



रेलटेल
RAILTEL

Annexure 14: BoQ

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

Name of Bidder:

*All the prices are exclusive of taxes

#	Description	Qty	UOM	Base Price
1	Cost of Development of Software and hosting it on GCC as per the details given in the EOI including the following: 1. Setting Up of Servers, Back Up Servers, Disaster Recovery etc. on GCC 2. Creation Of Interactive Web Portal a) Building And Other Construction Workers Membership Registration, Renewal & Amendments. b) Cess Collection Workflow – Application, Validation & Collection. c) Worker Welfare Scheme Application And Financial Assistance Amount Disbursement d) Legacy Data Management e) Migration f) Financial Integration (DBT Framework) g) Dash Boards & Reporting h) AI / ML Based Document & Database Intelligence Module i) Multiple Multilingual Mobile Applications 3. Setup of Help Desk at Client Location for citizens. 4. Training to Department, Trade Union Representative and workers. 5. On Site Technical & Software Support at Client Location 6. Social Media Promotion and Monitoring.	1	Lump Sum	
2	Add on cost for GCC Cloud			
	Add On vCPU	1	Per 2vCPU	
	Add on Cost of RAM	1	Per 2 GB Ram	

	Add on cost of HDD	1	Per one GB	
3	Digitisation And Migration of Old Records to Portal			
	3.1 Cost of Document Preparation and Scanning			
	Scanning of a office document for A2 Size document	1	Per Image	
	Scanning of a office document for up to A3 Size document	1	Per Image	
	Scanning of a office document for up to A2/ Legal Size document	1	Per Image	
	3.2 Cost of Web Enabled Low Resolution File			
	Web Enabled low resolution file 96-150 dpi	1	Per Image	
	3.3 Cost of Digitization and Indexing			
	Indexing –Meta Data Entry Manual Data Entry parameter to be captured for each record for English	1	Per Character	
	Indexing –Meta Data Entry Manual Data Entry parameter to be captured for each record for Vernacular images Portuguese, Marathi, Moodi, Hindi etc.	1	Per Character	
	Indexing –Meta Data Entry AI/ML based Automated data entry	1	Per Parameter	
	Forms Processing and OCR OCR of printed pages with 100% accuracy (of any size)	1	Per Image	
	Bookmark in PDF File	1	Per Image	
	Cost of Lossless Compression Technique 50% to 70% Page Range 1 - 200	1	Per Image	
	Compression 71% & above Page Range 200 & above	1	Per Image	
	3.4 Packing and Binding of Files			
	Packing and Binding of file for Document Upto 200	1	Per Piece	
	Packing and Binding of file for Document above 200	1	Per Piece	
	3.5 Enterprise-wide license Unlimited License for Archival and Search Application	1	Lump Sum	
	GRAND TOTAL			

GLWB Scope of Work

Established under the Goa Labour Welfare Fund Act, 1986 (and corresponding rules). This is a state-specific law. The primary objective is to promote the welfare of "workers" as defined under the Act, which typically includes workers employed in shops, commercial establishments, factories, and other specified employments across various industries, but specifically excludes workers already covered by the BOCW Act.

The Goa Labour Welfare Board (GLWB) seeks to transform its current manual, paper-based operations into a digital-first ecosystem. The primary objective is to automate the lifecycle of 16 welfare schemes, ensuring that industrial workers in Goa receive benefits through a transparent, efficient, and Aadhaar-linked Direct Benefit Transfer (DBT) mechanism.

The system, titled Labour Welfare Management System (LWMS), will serve as a single-window portal for Workers, Employers, and Educational/Medical Institutions. Accordingly, GLWB intends to complete the following Broad scope of work:

The following key components collectively define the broader scope of work for the Goa Labour Welfare Management System (LWMS):

- 1. Setting Up of Servers and Related Paraphernalia**

This involves establishing a robust server infrastructure and associated hardware to support the deployment and operation of the LWMS portal, ensuring high availability, security, and scalability.

- 2. Software Development – Interactive Web Portal**

The portal will be developed to facilitate seamless interaction for workers, employers, and other stakeholders. It will incorporate the following modules:

- 3. Worker Auto Registration** Enables industrial workers to register automatically when applying for welfare schemes, streamlining the onboarding process.
- 4. Worker Welfare Scheme Application & Financial Assistance Amount Disbursement** Facilitates the application process for welfare schemes and the direct disbursement of financial assistance amounts to eligible workers.
- 5. System Administration Module** Provides administrative controls for managing users, schemes, and portal configurations.
- 6. Legacy Data Management** Ensures that historical records are organised and maintained within the new system.
- 7. Legacy Data Migration** Handles the transfer of old records into the portal to ensure continuity and accessibility.
- 8. Financial Integration (DBT Framework)** Integrates the portal with Aadhaar-linked Direct Benefit Transfer mechanisms for transparent and efficient payment processing.
- 9. Reporting and Dashboards** Provides real-time analytics, reporting, and dashboard capabilities for monitoring scheme performance and portal usage.

10. **AI / ML Based Document & Database Intelligence Module** Utilises Artificial Intelligence and Machine Learning to analyse documents and databases for enhanced decision-making and automation.
11. **Mobile Applications / Progressive Web Apps (PWA)** Develops mobile and PWA solutions to ensure accessibility and convenience for users across devices.
12. **Ticketing System** Implements a ticketing mechanism for tracking and resolving user issues and queries.
13. **Organizational Contribution Management Module** Manages contributions from organisations, ensuring accurate accounting and reporting.

14. **Help Desk at Board Location for Industrial Workers**

A dedicated help desk will be established at the Board's office to assist industrial workers with queries and support needs.

15. **Training for Departments and Workers**

Comprehensive training programmes will be conducted for departmental staff and industrial workers to ensure effective use of the new portal and modules.

16. **On-site Technical and Software Support in Goa**

Technical and software support will be provided on-site in Goa to address operational issues and maintain system performance.

17. **Digitising and Migrating Old Records to Portal**

Existing physical records will be digitised and migrated into the portal, enhancing accessibility and reducing reliance on paper-based processes.

18. **Social Media Promotion and Monitoring**

The Board will undertake social media promotion and monitoring activities to raise awareness, engage stakeholders, and track outreach effectiveness.

The modules specified above constitute the baseline requirements for this project; however, it is anticipated that additional modules may be required as development progresses. Comprehensive specifications for such modules will be provided either during or following the implementation of the initial modules. The selected bidder will be obligated to deliver these supplementary modules, enhancements, or feature upgrades without incurring extra charges.

The system may integrate advanced technologies, including Robotic Process Automation (RPA), Artificial Intelligence/Machine Learning, blockchain, or other innovative solutions, and must uphold high standards of robustness and reliability.

As this portal supports Aadhaar authentication, payment processing, and other vital State Government transactions, it is imperative that hosting be confined to a MeitY-empanelled Government Community Cloud (GCC) provider authorised for public sector entities.

Detailed Scope of Software Development / Web Portal (SoW)

The Selected Bidder shall design and develop the following modules, ensuring seamless integration between the front-end portal and the back-end approval engine.

Module I: Industrial Worker Auto Registration Workflow (Multilingual)

This Module is the entry point for construction worker to Interactive Portal. The module functionality is triggered when the industrial worker comes to the portal for the first time for applying the welfare scheme. This module is expected to have the following mandatory features and during the deployment seeing the business scenario at that time, Board may request the bidder to develop some more features free of charge:

1. Blockchain Implementation

The Worker Profile—including reservation details such as SC, ST, OBC, and General—and its updates throughout the lifecycle should be secured using blockchain technology.

Blockchain will facilitate the secure sharing of authorized copies of worker profiles across various e-governance portals within the state of Goa, as well as with external entities. Additionally, blockchain will enable secure transmission of worker profile data to central government platforms such as e-Shram.

Implementing blockchain technology will help prevent fraudulent activities and unauthorized modifications by ensuring data integrity across all blocks in the chain.

2. Integration of Portal with UID Data vault

The system is required to not only accept data but also perform validation. This includes real-time integration with UIDAI for e-KYC, verifying the applicant's authenticity and existence.

Additionally, the system must refrain from storing raw Aadhaar numbers within the transactional database. An "Aadhaar Data Vault" or alternative mechanism should be implemented in accordance with UIDAI circulars, with further details available on the UIDAI website.

3. Employment Data

The system must capture the employment related information for the industrial worker. This information is needed for every welfare scheme applied by the worker. Basic information about the worker is captured when the worker is applying for any welfare scheme for the first time. The same information may be prompted for when the worker applies for another welfare scheme.

4. Family Mapping and validations

The portal must allow adding multiple nominees/dependents with their relation (Spouse, Child, Parent). The portal must support multiple validation rules for example if "Child" is selected, Date of Birth is mandatory to determine if they are a minor. There would be many such validations which will be shared with selected bidder by the board during project execution. This is optional information and can be captured at the time of first application and may be used in subsequent applications as required.

5. Development of Duplicate Check Algorithm:

Before a new worker profile is created, the system must run a smart search on combination of PII fields to flag potential duplicate registrations from legacy data and report it. Aadhar based authentication may be the preferred and foolproof way to avoid duplicity.

6. Legacy Data Migration:

- a. The Successful Bidder acts as the "Data Custodian." They must cleanse, format, and import existing manual/Excel records into the new database. This will also involve the Digitisation of already available paper registration and/or scheme application document into new portal along with data extraction through AI and ML Technology. Migrated records must be flagged as "Pending Re-verification" until the worker performs a KYC update.
- b. The responsibility of ReKYC and or completing the missing data is of successful bidder.

7. Integration with Digital Signature

- a. The GLWB issues the registration card to the worker, on successful completion of the registration process. The registration card will be issued with the digital signature of the corresponding issuing authority. The card will be issued as digitally signed Pdf document. This number will be unique Universal Account Number (UAN) i.e., Upon registration, workers receive a UAN which is acceptable across the state, allowing for the portability of welfare benefits and eliminating the need for multiple registrations
- b. The GLWB issues the registration card with renewal dates to the worker, on successful completion of the renewal process. The registration card will be issued with the digital signature of the corresponding issuing authority. The card will be issued as digitally signed Pdf document.
- c. The GLWB issues the Claim Benefit approval document to the worker and account department, on successful completion of the claim application process. The Claim Benefit approval document will be issued with the digital signature of the corresponding issuing authority. The card will be issued as digitally signed Pdf document.

8. Integration with Digi locker

- a. The GLWB issues the digitally signed registration card to the worker, on successful completion of the registration process. This registration card contains membership specific information of the worker which becomes a digital record for the lifetime. The GLWB portal is expected to provide a feature to securely store this membership card along with QR code and worker membership information on the personal digilocker of the worker.
- b. The GLWB portal will provide a comprehensive step by step guide – supported by video – to enable the worker to open a digilocker account if required and further explain how the the digilocker can be useful to the worker using various possible use cases.
- c. Integration with Digi locker will also be used to fetch various documents like adhar etc from Digi locker to the portal for verification.

9. Development with Bank API for database check for name and account number correctness

- a. The GLWB registered workers are eligible to get benefit from the various welfare schemes offered by the state government and central government. On approval of the claim application, the worker is entitled to get the financial benefit as prescribed by the rule book. Such benefits are given under DBT (Direct Benefit Transfer) and credited directly to the worker's bank account. Hence, it is important for GLWB portal to have a validated bank account detail of the worker.
- b. The bank account detail is entered by the worker while submitting the registration application. The GLWB portal will validate this bank account information using Bank API, to ensure the DBT works as expected and the worker gets the dues in time.
- c. The GLWB portal is to allow the amendment in the entered bank detail as per the need of the worker. The bank detail entered at the time of amendment will also get validated using Bank API, to ensure the DBT works as expected and the worker gets the dues in time.
- d. **PFMS (Public Financial Management System)** integration for DBT.
- e. Bidder must integrate with the **Aadhaar Enabled Payment System (AePS)** for workers who may not have traditional bank account access but have Aadhaar-linked accounts.

10. Generating Application Preview

- a. The GLWB issues the registration card to the worker, on successful completion of the registration process. The required information for the registration is captured when the worker applies for the welfare scheme for the first time. The worker is to be empowered with the preview function where all the information entered are shown in a structured format for verification. The worker verified application can be submitted for further processing. The worker has an option to edit the application before submitting, if the need is identified while previewing the application.
- b. The GLWB registered workers are eligible to get benefit from the various welfare schemes offered by the state government. The registered worker is required to submit an online claim application using GLWB portal, by providing a set of information. As the claim application information differs from claim to claim (state and central government schemes) the preview format and content would also be unique for each of the welfare schemes on offer. The worker verified application can be submitted for further processing. The worker has an option to edit the application before submitting, if the need is identified while previewing the application.

11. Integrated messaging engine for sending SMS/whatsapp

The GLWB portal is expected to communicate with the workers on various situations. The integrated messaging engine is expected to take care of this specific requirement. The messages are expected to go in the preferred language of the worker. Some of the possible situations / events when such messages are sent is listed below.

- a) OTP based login – send OTP for confirmation

- b) Intimation of successful submission of claim application
- c) Intimation of deficiency marked on claim application
- d) Intimation on approval of amendment application
- e) Intimation on rejection of claim application
- f) Intimation on rejection of claim application
- g) Intimation on introduction of new scheme
- h) Intimation on amendment of existing scheme

12. Validation of Adhar of Family member.

The GLWB portal allows the worker to provide family detail – along with the nomination details while applying for the registration. The family member information is to be validated against UID / Aadhar data using API. The Aadhar validation process is also applicable when the registered worker opts for amendment service to add family member detail as needed.

13. Associating correct Vidhan Sabha (legislative Assembly) with Worker Profile

The GLWB portal allows the worker to provide the locality where the worker is residing. This locality information is expected to drive two decisions for filling up related information. Based on the locality, the worker is assigned to a specific office (may be by district) of the board so that all the applications from the worker will get directed to that office for further processing. Based on the resident locality, the worker is also assigned to a specific vidhan sabha (legislative assembly) as applicable.

The overall workflow for registration process is described below. The worker initiates the registration process by providing Aadhar detail. The workflow goes through the following steps.

1. **Application Filed:** Worker registers and/or apply via Web Portal/Mobile App using Aadhaar OTP.
2. **Verification:** Automated check against Employer database; Employer logs in to the "Employer Portal" to verify service duration.
3. **Departmental Check:** Board Clerk reviews data and uploaded documents (e.g., salary slips).
4. **Deficiency Management:** If data is missing, Clerk marks specific fields as "Deficient."
5. **Forwarding:** Checked application moves to the Approving Authority (Secretary).
6. **Approval/Rejection:** Approving Authority verifies and approves or marks as deficient.
7. **Rectification:** Deficient applications are pushed back to the Worker's dashboard for re-submission.
8. **Certification:** Upon final approval, the system generates a Digitally Signed Membership Certificate sent to the Worker's profile/Digi Locker.
9. The department and/or registered member has option to update / amend the basic information as required – subject to approval from the authority specifically for sensitive information.

14. Integration with email

- a. The GLWB portal is expected to communicate with various stakeholders like workers, designated officers and other application users over email as one of the channels.
- b. Government prescribed / authorized mail server is to be integrated with the portal for addressing this requirement.
- c. The portal is expected to send the mail using preferred language of the worker.

Completion Signoff SOP for the Worker Registration

The selected bidder shall be required to formally document and execute fifty (50) test cases for each key functionality within this module. Comprehensive documentation of all test cases, along with detailed execution reports, shall constitute a **mandatory deliverable and will be a prerequisite for the module sign-off process**. The bidder must obtain completion sign-off for each module separately by successfully conducting User Acceptance Testing (UAT) for every functionality of this module.

Module II: Welfare Schemes Management Module

The GLWB runs several welfare schemes for registered construction workers, the Functional Requirements for all Claim Modules are as follows:

Dynamic Benefit Administration (The "Rule Engine")

1. **Zero-Code Configuration:** The core requirement is a "Rule Engine" that allows the System Administrator to configure schemes **without writing code**.

For Example: If the Board wishes to revise the eligibility criteria for the "Maternity Benefit" scheme from "minimum 6 months of continuous membership" to "minimum 1 year of continuous membership," the Admin should be able to update the relevant parameter directly in the user interface. This change should take effect immediately for all new claims, while ensuring that the previous eligibility rule remains applicable for any claims already in progress (Temporal Validity).

2. **Claim Logic:** The system must auto-calculate potential payout. If a worker applies for a scholarship, the system should auto-fetch the "Education Allowance" limit based on the child's class/grade entered, reducing human error by the Claim Manager.

3. Intelligent Workflow Automation & RBAC (Role based Access Control)

1. **Checker-Approver Protocol:** The system must strictly enforce separation of duties.
 - a. *Checker (DA):* Can only view and verify registration / renewal application documents while marking deficiency but Cannot approve.
 - b. *Checker (CM):* Can verify scheme-specific application and rules while marking deficiency but Cannot approve.
 - c. *Approver (DS):* The only authority with "Write" access to the Approval Status. This must be cryptographically secured using a Class-3 Digital Signature Certificate (DSC).

2. **SLA Tracking:** The workflow must have an internal clock. If a file sits with the DA for more than 7 days, the system must auto-escalate the notification to a higher designation for example Deputy Secretary (This may change in real life scenario).

4. Dynamic Welfare Scheme Engine – for claim application processing

The AI based dynamic scheme engine for claim application processing is to be developed by the successful bidder to enable the system to calculate the correct eligibility of the schemes automatically.

5. Eligibility Filters

1. The registered worker applies for the welfare scheme based on eligibility criteria
 2. The claim application is validated and forwarded to the Claim Manager (CM)
 3. The CM either approves the claim application as valid or marks the observed deficiency.
 4. The validated or deficient marked application goes to District Secretary for next step in the claim processing workflow
 5. Deficient marked application is forwarded to the applicant worker for rectification and resubmit
 6. Approved claim application is forwarded to account for financial validation and disbursement
 7. Rejected application is available for the worker to optionally go for appeal
 8. The system must automatically hide schemes a worker is *not* eligible for. *For Example:*
 - *An unmarried worker should not see child related schemes like 'Textbook and Notebook Assistance'*
 - A worker with 6 months membership should not see a scheme requiring "1 Year Maturity."
6. **Cooling Period Logic**
The system must enforce frequency limits. *For Example:* "Spectacle Assistance" can only be claimed once every 3 years. The system must check the last claim date before allowing a new application.
7. **Blockchain Implementation**
- a) Claim application and updates throughout the claim application lifecycle is secured by blockchain
 - b) Blockchain to allow secure sharing of authorized copy of applied and/or approved claim application across other e-governance portal within as well as outside the state of Goa.
 - c) Blockchain implementation for restricting any fraudulent activity / unauthorized changes throughout the blocks of the blockchain
 - d) Blockchain implementation for restricting any fraudulent activity / unauthorized changes throughout the blocks of the blockchain
8. **Verification & Approval Workflow**
1. **Query Management System (QMS)**
 - a) When a DA marks a "Deficiency," they must select from a pre-defined dropdown (e.g., "Wrong Document," "Blurry Image") to ensure standard communication.
 - b) Optionally, the DA should be able to select 'Other' as deficiency and type in the detail about observed deficiency
 - c) The worker must receive an SMS/WhatsApp notification immediately upon a query being raised.
9. **PDF Generation**
- Upon final approval by the DS, the system must auto-generate a **QR-Code enabled Identity Card**. Scanning the QR code should verify the worker's current status (Active / Inactive) via a public link.

10. **Digital Sanction Order**

- The system must generate a "Sanction Order" in PDF format for every approved claim, containing the specific amount and the DS's digital signature, to be stored for audit purposes.

11. **Payment Batching**

- The Accounts team should be able to group 50+ approved claims into a single "Batch" for processing, rather than processing transactions one by one.

Following modules are expected to be developed for welfare schedules by the successful bidder. However, this list is illustrative and not exhaustive.

- Module III- Textbooks and Notebooks Assistance (Class 1-4)

Description: This scheme provides financial assistance to industrial workers to cover the cost of textbooks and notebooks for their children studying in primary school (Classes 1 to 4). It aims to reduce the educational financial burden on low-income workers.

Business Rules & Eligibility: The assistance is provided as a graded amount ranging from Rs. 1,500 to Rs. 2,000 per child. To be eligible, the worker must have completed at least 6 months of continuous service in an industrial establishment. This benefit is not applicable if the student is already receiving free books from any Government school or department.

Information & Documents Requirement: Applicants must provide student details and school Enrolment information. Mandatory documents include a School Certificate verifying the student's class and a Part-II Employer Verification form confirming the worker's continuous service duration.

This is a brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended.

-Module IV- School Uniform Assistance (Class 1-4)

- Description:** This scheme offers financial aid specifically for the procurement of school uniforms for children of industrial workers enrolled in Classes 1 through 4.
- Business Rules & Eligibility:** A fixed grant of Rs. 1,600 per annum is provided per eligible student. This scheme is strictly for students enrolled in private or aided schools. Students studying in Government schools are ineligible as uniforms are provided free of cost by the State Government.
- Information & Documents Requirement:** The application requires school details and student enrolment IDs. The primary document required is the Proof of Study (Bonafide Certificate) from a private or aided school.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended.

- Module V - Scholarships (Class 5 Onwards)

1. Description: A merit-based scholarship program designed to encourage higher education among the children of industrial workers from Class 5 up to professional degrees.
2. Business Rules & Eligibility: The scholarship is structured into 5 Tiers with grant amounts ranging from Rs. 2,400 to Rs. 25,000 depending on the level of education. Applicants must have secured a minimum of 45% marks in their previous academic year.
3. Information & Documents Requirement: Applicants must input detailed academic scores and family income data. Required documents include Marksheets of the previous year and Income Certificates/details.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended.

- Module VI- Spectacles Assistance

1. Description: This healthcare scheme provides financial reimbursement for the purchase of corrective spectacles for industrial workers and their dependents.
2. Business Rules & Eligibility: The maximum reimbursement allowed is Rs. 2,000, available once every 5 years. However, if there is a significant change in eye power within that period, an interim claim (max Rs. 1,000) is allowed after at least 1 year from the last claim.
3. Information & Documents Requirement: Application must include the prescription details. Mandatory uploads include a Certificate from a registered Ophthalmologist and the original purchase bills for the spectacles.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module VII- Child Care (Maternity Benefit)

Description: A welfare grant designed to support female industrial workers or the wives of industrial workers during the post-natal period.

Business Rules & Eligibility: A lump-sum benefit of Rs. 7,500 is provided per delivery. This benefit is restricted to a maximum of two deliveries in a lifetime. The application must be filed within 6 months of the delivery date.

Information & Documents Requirement: The worker must provide the date of delivery and child details. Mandatory documents include the Birth Certificate issued by the Municipality/Panchayat and a Medical Officer's Certificate confirming the delivery.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module VIII- Sports and Cultural Grants

1. Description: This scheme encourages organized sports and cultural activities within industrial establishments to promote the well-being of the workforce.
2. Business Rules & Eligibility: The Board provides a 50% reimbursement of the total expenses incurred, subject to a maximum cap of Rs. 5,000 per event. This scheme specifically targets larger industrial units that employ 1,000 or more workers.

3. Information & Documents Requirement: The establishment must provide a detailed event summary. Required documents include the Participant List, Original Expenditure Bills, and a comprehensive Event Report with photographs

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module IX- Excursion-cum-Study Tours

1. Description: This module manages grants for educational and recreational tours organized by industrial units for their workers.
2. Business Rules & Eligibility: The Board subsidizes 50% of the bus hire charges plus a Daily Allowance (DA) of Rs. 50 per worker. The maximum total grant per tour is capped at Rs. 30,000. Group sizes must be between 7 and 25 workers. Establishments cannot repeat this benefit for a period of 4 years.
3. Information & Documents Requirement: The application must include the travel route and list of participants. Mandatory documents include the Tour Itinerary, Vehicle Registration (RC) book copy, and Insurance papers for the hired vehicle.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module X- Creche Reimbursement

Description: To support working parents, this scheme provides financial assistance for the childcare expenses of toddlers.

Business Rules & Eligibility: A maximum reimbursement of Rs. 2,000 per month is provided for children aged between 1 and 3 years. The scheme operates on a matching/reimbursement basis where the worker first pays the crèche fees and then claims the amount from the Board.

Information & Documents Requirement: Details of the child and the crèche facility must be provided. Required documents include original Crèche Fee Receipts and a "Part-III" Institution Certificate from the childcare facility.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XI- Differently Abled Assistance

Description: A monthly social security pension/subsistence allowance for industrial workers or their dependents who suffer from permanent disabilities.

Business Rules & Eligibility: The scheme provides a monthly subsistence of Rs. 5,000 (reduced to Rs. 3,000 for Autistic individuals). The benefit is subject to annual renewal based on the continued status of the disability.

Information & Documents Requirement: The applicant must provide disability percentage and category details. The primary mandatory document is a valid Certificate from the Medical Board or Hospicio Hospital.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XII- Academic Incentives

Description: A reward-based scheme for children of workers who show exceptional academic performance in Class 10 and above.

Business Rules & Eligibility: Cash incentives are provided for students securing 1st or 2nd Division marks in Class 10, Class 12, or Degree courses. The incentive amounts range from Rs. 1,000 to Rs. 5,000 based on the academic level and percentage achieved.

Information & Documents Requirement: Details of the examination board and seat number are required. Mandatory uploads include the Final Board Results and the official Marksheet

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XIII- Sterilization Compensation

Description: An incentive scheme to promote family planning and population control among the industrial workforce.

Business Rules & Eligibility: A one-time compensation of Rs. 4,000 is provided to workers who undergo sterilization. To be eligible, the worker must have two or fewer children at the time of the procedure.

Information & Documents Requirement: Personal and family details must be entered. Required documents include a Doctor's Certificate (as per Annexure A) which must be countersigned by a Sarpanch or a Gazetted Officer.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XIV- T.B. Domiciliary Treatment

Description: A medical welfare scheme providing financial support to workers undergoing home-based treatment for Tuberculosis (T.B.).

Business Rules & Eligibility: A monthly subsistence allowance of Rs. 2,000 is provided to the worker for the entire duration of the T.B. treatment as prescribed by a medical authority.

Information & Documents Requirement: Application requires the diagnosis date and clinic details. Mandatory documents include the Medical Officer's Diagnosis Report and valid Treatment Proof (e.g., DOTS Enrollment or prescription logs).

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XV- Female Student Attendance

Description: An incentive program aimed at reducing the dropout rate of female students by providing a daily attendance-linked allowance.

Business Rules & Eligibility: An allowance of Rs. 12.50 is paid per day of school attendance, with a maximum yearly cap of Rs. 3,000. This is available to the daughters of workers who have completed at least 6 months of continuous service.

Information & Documents Requirement: The application must specify the school and class. The primary document required is the Attendance Certificate issued and signed by the Head of the Educational Institution

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XVI- Retrenched Workers Scheme

Description: A critical social safety net providing monthly financial relief to workers who have lost their jobs due to the permanent closure or retrenchment of an industrial unit.

Business Rules & Eligibility: An age-based monthly benefit ranging from Rs. 3,000 to Rs. 5,000 is provided for a period of 12 to 30 months. To qualify, the worker must have completed a minimum of 4 years of continuous service prior to the date of retrenchment.

Information & Documents Requirement: Details regarding previous employment and retrenchment date are required. Mandatory documents include the official Notice of Retrenchment, Age Proof, and a Self-Declaration of Non-employment.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XVII- Laid-off Workers Scheme

Description: Provides short-term financial assistance to workers who are temporarily "laid-off" by their employers due to power shortages, raw material scarcity, or other temporary factory issues.

Business Rules & Eligibility: A wage-linked benefit ranging from Rs. 3,000 to Rs. 7,000 per month is provided. The benefit is limited to a maximum duration of 90 days.

Information & Documents Requirement: Application must state the reason and duration of the layoff. Mandatory documents include the Lay-off Notice, previous Wage Slips, and Employer Verification of the layoff status.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

- Module XVIII- Stri Sakhi Scheme

Description: A health and hygiene initiative focusing on female industrial workers by facilitating the installation of sanitary napkin vending machines at workplaces and schools.

Business Rules & Eligibility: The project involves the installation of coin-operated vending machines (operating at Re. 1 per napkin). The Board enters into MOUs with industrial units for the installation and maintenance of these machines.

Information & Documents Requirement: The industrial unit or school must provide a Factory/School Profile. Mandatory data include the total female worker count and an MOU signed between the unit and the Board.

This is brief requirement, and it may get amended subject to the direction of the management. The bidder is expected to complete the amended requirement at no further cost to the board. The time for the same will not be extended

Standard Approval Workflow from Module III to Module XVIII:

1. Scheme Application Submission: The worker selects an appropriate scheme and submits all required documentation.
2. Clerk Verification: A departmental user reviews the application for eligibility in accordance with business rules.
3. Deficiency Identification: Any detected discrepancies are communicated back to the worker for correction.
4. Application Forwarding: Once verified, the application is forwarded to the Secretary or Board Committee.
5. Final Approval: The designated Approving Authority completes the digital approval process.
6. Disbursement Process: Upon approval, the application is automatically transferred to the Accounts Module.
7. Payment (DBT): The system initiates an XML/Bank-format file to enable automated ECS/DBT payment. The worker is notified of successful credit via SMS.

Module IXX: System Administration Module

1. Dynamic Master Data Management

Administrators are responsible for overseeing cross-application master data. They must maintain locale translations across all supported languages, create and approve application users, and manage worker profiles for sensitive modifications and updates.

2. Application Configuration, Blockchain Authorization, API whitelisting

Authorization for external entities to access the blockchain-based ledger is implemented. The System Administrator oversees the dynamic configuration of applications and portals. Additionally, the System Administrator manages API access through whitelisting to ensure robust security measures.

3. Audit Trails & Non-Repudiation

The database is required to record both the "Before" and "After" states for all modifications to records. *Log Example:* User: DA_Magaon | Action: Name Modified | Previous Value: Harris | Updated Value: haresh | Timestamp: 02-03-2005 11:00 AM.

Implementing blockchain technology is recommended to prevent fraudulent activities within the audit log.

4. Development of Ticketing System for Application wide enhancement, change request and bug fixing coordination

The System Administrator is authorised to employ a bespoke Support Ticket System for effective coordination with the application provider (bidder). This system enables the System Administrator to monitor requests and ensure compliance with SLA requirements. For any enhancements, change requests, or bug reports, the System Administrator should submit a support ticket so that the application provider (bidder) can address them appropriately.

Module XX: Legacy Data Management – Digitization

The functional requirements for this module are as follows:

1. Digital conversion of current worker cards and relevant documentation

All legacy manually issued worker cards will be digitized. Digitization will involve high-resolution scanning and AI-powered metadata extraction as an initial step, followed by manual validation through a double-blind data entry and quality control workflow. The digitized worker membership card will be integrated into the blockchain and serve as valid source data for migration to the GLWB portal.

2. Digital conversion of existing claim applications

All manually processed claim applications (legacy data) are to be digitized. The digitization process will include high-resolution scanning and metadata extraction. Initial metadata extraction is expected to be powered by AI, followed by manual verification through double-blind data entry and a comprehensive data quality check workflow.

The digitized claim applications will be recorded on the blockchain and serve as the authoritative reference source for validating new claims submitted via the GLWB portal. All relevant business rules—including those governing cooling period applicability—will be applied with consideration of these legacy data records.

Development of Digitisation Management Software:

The successful bidder will be responsible for developing a range of modules to support the digitization process workflow. The required modules are enumerated below. The modules and associated scope to be delivered by the selected bidder are detailed in the following sections. Please note that these requirements serve as illustrative examples and may not represent the full extent of work. GLWB reserves the right to request additional developments from the appointed bidder in response to evolving business needs.

A. User Role Allocation Module

All users of the Digitization Platform including GLWB, service providers, citizens, administrators, and reporting users self-register. After approval, they gain access based on their roles.

Feature	Description
User Registration	User Registration Process Registration requests for access to the Digitisation Platform may be initiated by individuals representing departmental users, service providers, or citizens. As part of the registration process, applicants are required to submit supporting documents, such as PDF files or image formats, to validate their eligibility and credentials. This ensures that only authorised users gain access to the platform based on their designated roles.
Registration Approval	Registration Approval Process Once a user submits a registration request—whether as a departmental user, service provider, citizen, or any other stakeholder within the Digitisation Platform—the approval of this request is subject to authorisation by designated users. These authorised individuals are responsible for reviewing the submitted information, including supporting documents such as PDFs and images, to ensure compliance with the platform’s requirements. The approval process is role-specific, meaning each registration request is evaluated and sanctioned according to the applicant’s intended role within the system. Only after this approval is granted, the applicant is permitted access to the platform, with the scope and permissions defined by their respective role. This mechanism ensures a controlled and secure onboarding process, aligning user access with organisational needs and responsibilities.
Login Options	User ID & password, OTP (Aadhaar, mobile, email), OAuth 2.0
Login Features	The platform offers robust login features tailored to departmental requirements and operational security. Deputed employees are assigned specific, time-bound login periods, ensuring that access to the platform is strictly controlled according to their tenure or assignment. For department users, working hours are restricted and can be customised by the administrator, allowing flexibility and adherence to departmental policies. The platform also accommodates weekend work permissions, enabling designated officials to access the system outside standard working days as

	per departmental needs. In addition, it supports administrative actions such as transfers, designations or promotions, retirements, and assignment of multiple departmental charges to officials. These features collectively ensure that user access is managed with precision, reflecting dynamic organisational structures and operational requirements.
Authentication	Multi-Factor Authentication The platform supports robust multi-factor authentication mechanisms to ensure secure user access. Integration is provided with several authentication methods, including Aadhaar, SMS-based verification, email verification, and dedicated authentication applications. Additionally, the system is capable of interfacing with government authentication providers such as NIC Parichay or similar agencies, thereby enhancing flexibility and compliance with government standards. Administrators have the ability to assign specific authentication types to individual users, tailoring security protocols according to the user's designated system role. This role-based configuration ensures that authentication measures are aligned with the level of access and responsibility associated with each user, thereby maintaining the integrity and security of the platform.
Account Management	The account management functionality of the platform is designed to enhance user convenience and security. It provides essential features such as "Forgot Password" and "Forgot Username," allowing users to securely recover their login credentials in the event they are forgotten or misplaced. Additionally, the "Remember Me" option is available, enabling users to remain logged in on trusted devices, thereby streamlining subsequent access to the system. These features collectively contribute to a seamless and user-friendly account management experience.

B. Document Bar Code / QR Generation Module

Each digitization initiative must process substantial volumes of physical documents, as well as integrate scanned or Born Digital Documents from multiple departments. This requires the transfer of physical files from departmental storage to dedicated scanning locations.

To facilitate accurate document return post-digitization, meticulous tracking is imperative. The platform assigns a unique Barcode or QR Code to every physical document or file, which is affixed accordingly.

Regardless of whether the item is a file, register, collection, or individual document, it receives a distinct code. Serving as an identification marker—akin to an SKU—this code ensures efficient management and monitoring of document inventory.

Throughout all modules of the digitization platform, the barcode or QR code functions as the document's identifier during transit. Only files and documents equipped with this system-generated code are acknowledged as valid artifacts for processing within the platform.

C. Document Handover Module for GLWB:

Throughout the digitization project, physical documents and files are routinely transferred, primarily between Government Departments and Service Providers. This module is specifically developed to oversee and document the handover process when materials are delivered to the Service Provider. Key functionalities of this module include:

- a) Capturing comprehensive details regarding documents handed over to the service provider.
- b) Supporting both barcode and QR code scanning, utilizing codes generated by the Document Tag Generation Module.
- c) Automatically initiating the physical File Movement Workflow upon entry of handover data into the system.
- d) Providing a formal mechanism for the service provider to acknowledge receipt of files from the department.
- e) Enabling real-time file tracking using QR codes to identify the current processing stage of each document or file.
- f) Facilitating barcode scanning and recognition through mobile devices.

D. Document Handover Module for Service Provider

In digitization initiatives, physical documents and files are routinely transferred between government departments and service providers. This module enables efficient facilitation and documentation when service providers receive and acknowledge these materials. Its principal features include:

- a) An electronic process for acknowledging receipt of files and documents utilizing barcode scanning technology.
- b) Automated capture of acknowledgment details through the use of barcodes or QR codes affixed to each file.
- c) A tracking mechanism based on QR codes, permitting users to monitor the status and progress of individual files or documents.
- d) Compatibility with mobile devices for barcode scanning and recognition functionality.

E. Document Preparation Module

Physical documents and files are required to undergo a series of operational steps prior to the scanning process. It is essential to monitor their movement and progress throughout these document preparation procedures. This module is specifically designed to manage and supervise the pre-scanning workflow, utilising Barcodes or QR Codes affixed to each file.

Key Features of the Document Preparation Module

- Each physical file must complete multiple processes before scanning can take place.
- The module allows users to define and configure all necessary preparation steps for files—whether processed individually or in batches—including activities such as removing bindings, un-stapling pages, page numbering, and dust removal.
- The service provider is responsible for recording information related to each file and tracking its progress through every stage of the pre-scanning process.
- The current status of each file's preparation is made available to the relevant department, ensuring transparency regarding the service provider's operations.
- An intuitive Drag-and-Drop User Interface will be implemented for tracking file movement across various stages or processes, accessible via both a Progressive Web App and a Mobile App.

F. Image Improvement Module

High-quality images play a critical role in effective digitization projects. This module provides an extensive range of tools designed for the correction and enhancement of scanned documents.

The Key features include:

Key Feature	Description
Importing scanned images	The system facilitates the efficient importation of scanned images in bulk by utilising barcode technology. This approach enables the automatic identification and grouping of documents, thereby streamlining the batch processing workflow. By scanning barcodes, users can ensure that large volumes of files are accurately categorised and transferred into the system, significantly reducing manual effort and minimising errors. Such a method not only expedites the digitisation process but also enhances operational reliability and traceability.
Organizing images	The organisation and categorisation of images are carried out using inventory tags. These tags serve as unique identifiers, allowing for systematic classification and efficient retrieval of scanned documents. By implementing inventory tags, the module ensures that each image is matched to its corresponding physical or digital record, thereby facilitating seamless tracking, improved workflow management, and enhanced traceability within the digitisation process.
Image improvement options	The available image enhancement functionalities encompass a comprehensive range of options, including deskewing to correct image alignment, cropping to remove unnecessary margins or sections, and binarization for converting images to high-contrast black and white formats. Furthermore, the module supports text correction to improve the clarity and accuracy of textual content within scanned images. Additional features such as background adjustment enable the refinement of image backgrounds for enhanced legibility, while border or line removal assists in eliminating extraneous lines or borders that may interfere with the quality or readability of digitised documents. These advanced

	capabilities collectively ensure that scanned documents are optimised for clarity, accuracy, and professional presentation within the digitisation workflow.
Correction support	The correction support functionality encompasses both individual manual corrections and batch processing based on predefined parameters. Manual corrections enable operators to review and amend images one at a time, ensuring accuracy and addressing specific issues that may arise in unique cases. Conversely, batch processing allows for the application of standardised correction criteria to multiple images simultaneously, streamlining the workflow and enhancing efficiency. This dual approach ensures that both detailed, case-specific amendments and large-scale, automated corrections are handled effectively, thereby maintaining high standards of quality and consistency throughout the digitisation process.
Batch/file allocation	The batch or file is assigned to designated image correction operators, who are responsible for reviewing, identifying, and rectifying any issues or inconsistencies in the scanned images. This allocation ensures that each batch undergoes thorough scrutiny and necessary corrective actions are undertaken to maintain the required standards of image quality as stipulated by the user department. The process promotes accountability and enhances the overall efficiency of the digitisation workflow.
Background processing	The system carries out background processing of scanned images by applying a set of predefined parameters, which may include Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR), among other advanced data extraction techniques. These parameters are configured according to the specific requirements and preferences of the user department, thereby ensuring that the extracted information aligns with departmental standards and operational objectives. This approach

	enables efficient and consistent digitisation of documents while maintaining flexibility to accommodate diverse departmental needs.
--	---

G. Image Quality Check Module

Scanned images of physical documents play an essential role in the digitization process, granting the user department ultimate authority regarding image quality. This module enables departmental validation of scanned image quality and incorporates rejection workflows should required standards not be satisfied.

Key Feature	Description
Organization	The scanned images are systematically categorised and managed through the assignment of batch and file codes, complemented by inventory tags. This organisational structure facilitates efficient tracking, retrieval, and auditing of digitised documents within the system. By adhering to a formal tagging and coding protocol, each image can be easily identified and referenced, thereby ensuring transparency, accountability, and compliance with established standards of document management. This approach not only streamlines workflow processes but also upholds the integrity and accuracy of the digitisation initiative.
Image Quality Checks	The module facilitates comprehensive image quality checks by allowing authorised personnel to systematically review scanned images for compliance with predefined quality standards. It ensures that each image undergoes a thorough assessment to identify and address any deficiencies, such as blurriness, incorrect orientation, incomplete scans, or other inconsistencies. By providing a structured mechanism for quality assurance, the module upholds the integrity of the digitisation process and supports the user department in maintaining high

	standards of document accuracy and legibility.
Department Review	The department possesses the authority to conduct a formal review of a specified proportion (n%) of batches that have attained final-quality status. This process enables departmental representatives to systematically evaluate selected batches, ensuring that they adhere to established standards of accuracy, completeness, and image quality. By exercising this oversight, the department reinforces quality assurance protocols and maintains rigorous control over the digitisation workflow, thereby safeguarding the integrity and reliability of document management practices.
Random Sampling	The module offers the capability to implement random sampling of a specified proportion (n%) of images within selected batches. This feature enables authorised personnel to systematically select and review a random subset of images from each batch, ensuring that the quality and compliance standards are consistently upheld across the digitisation process. By utilising random sampling, departments can efficiently monitor the integrity of scanned documents without the need for exhaustive checks on every image, thereby optimising resource utilisation while maintaining rigorous quality assurance protocols. The value of n is configurable, allowing the department to adjust the sampling rate as per operational requirements and established standards.
Batch Search & Check	The system allows users to search for specific batches efficiently. Furthermore, users have the capability to inspect a configurable percentage (denoted as 'n%') of the images contained within each batch. This feature facilitates targeted quality checks and ensures that a representative sample of

	images can be reviewed as per the requirements or quality control guidelines.
--	---

H. Image Rejection Workflow Module

If a department rejects any scanned image, the entire batch is also rejected. This module manages the workflow for such cases, requiring the service provider to correct the rejected images.

Key steps include:

- a) The department may reject multiple images from a batch.
- b) Any rejection triggers a batch-wide rejection.
- c) The service provider is notified to rework the batch.
- d) The provider's nodal officer receives the rejected batch for action.
- e) The nodal officer can either:

- Justify the image quality and request approval, or
- Correct issues and resubmit the batch for review.

The system must automatically generate and email a customizable Stage Work Acceptance certificate to stakeholders. Upon certification, blockchain technology will secure accepted batches against unauthorized changes, and the module must support this feature.

I. Image Assisted Double Blind Metadata Entry / Indexing

Image Assisted Double-Blind Metadata Entry Module

In digitization projects, physical documents are scanned to create searchable files using associated metadata. Efficient and accurate metadata assignment is crucial for project success.

Double-Blind Metadata Entry Approach

The Double-Blind Metadata Entry method involves two independent operators keying in data, with discrepancies highlighted by the system to ensure accuracy. This module leverages best practices and advanced AI/ML technologies to support operators.

AI/ML Features in Image Assisted Data Entry (IADE)

- For unstructured documents, operators draw fields on images for automated metadata population.
- For predefined regions, metadata fields populate based on shortcut keys.
- Automatic batch processing of metadata with AI/ML.

Key Module Details

1. Document type and ROI (Region of Interest) definitions guide dynamic data entry forms.

2. Batches are assigned to two operators for double-blind entry.
3. Operators work only on their assigned batches.
4. Data forms display validation rules and dropdowns; images appear alongside them.
5. ROI areas highlight as operators move through fields; all field rules apply before saving.
6. Operator activity logs are maintained.
7. Editing is allowed before finalizing batches.
8. AI/ML boosts efficiency and accuracy through document recognition, multilingual OCR, and speech-to-text from audio/video files.
9. No limitations exist on page or field recognition for data entry.

Checker Function

1. Quality Controller reviews completed batches, comparing entries for agreement or discrepancies.
2. The checker can view both operators' records side by side, easily navigate, and correct differences as needed.
3. Shortcut keys streamline correcting records.
4. Final corrected records are saved, and batches are marked as completed for departmental quality checks.

J. Automated Bulk Meta Data Entry Using AI/ML

This module advances the Double-Blind Data Entry methodology by integrating artificial intelligence (AI) and machine learning (ML) for efficient data extraction. In this enhanced workflow, AI/ML technology replaces one of the manual data entry operators, thereby streamlining the process and enabling bulk capture of values from scanned document images. The extracted values comprise the first set of data entries, while a separate operator manually completes the second set according to the double-blind protocol. The remaining workflow continues as per the established procedures outlined in the existing module.

Module Functionalities

1. The Template Designer can create templates by defining Regions of Interest (RoI) for each document type targeted for AI/ML-based data capture or metadata extraction.
2. Templates designed by the Template Designer are validated against a sample set of scanned documents belonging to the same document type.
3. Test accuracy is evaluated, and recalibration is performed as needed to optimise extraction results.
4. Once validation is successful, the template design is finalised and deployed in the production environment.
5. Batch processing schedules are assigned to groups of documents that require AI/ML-driven data extraction.
6. Scheduled batches are executed automatically in the background at predefined times.
7. Metadata captured from the OCR output constitutes one of the two sets of metadata used in the double-blind data entry process.

k. Metadata Quality Module Check for Department

I. Metadata Quality Module Check for Department

Accurate metadata attached to scanned document images is fundamental to the success of digitisation projects. The responsibility for approving metadata accuracy rests with the user department, ensuring that all digitised records meet the required standards. The Metadata Quality Module is designed to facilitate this process by providing comprehensive tools for both validation and quality assurance of images and associated metadata. If issues are identified, the module also offers mechanisms for initiating rejection workflows.

Key Features

1. Scanned images and their corresponding metadata are systematically organised by batch and file code, utilising inventory tags to maintain an efficient and traceable structure throughout the digitisation process.
2. The module empowers the department to conduct thorough metadata quality checks, enabling them to assess whether the information extracted from scanned documents aligns with organisational requirements.
3. The department may select a defined percentage (n%) of completed batches submitted by the service provider for review. This approach ensures that quality control is maintained without the need to examine every batch in its entirety.
4. Random checks can be performed on metadata records from selected batches, supporting unbiased evaluation and helping to detect inconsistencies or errors that may occur during data extraction.
5. The module allows for targeted searches of specific batches. Within these batches, a predetermined percentage of images can be reviewed to verify both image clarity and metadata accuracy, further strengthening the quality assurance framework.

L. Metadata Rejection Workflow Module for Department

Metadata Rejection Workflow Process

In the event that a department identifies and rejects any metadata record within a batch, the entire batch is deemed rejected. Subsequently, the service provider is required to address the identified issues, correct the metadata, and resubmit the batch for further processing.

1. Any individual metadata record in a batch is eligible for rejection by the department if found to be inaccurate or incomplete.
2. The rejection of a metadata record initiates a dedicated workflow for the entire batch, ensuring that the issues are formally tracked and addressed.
3. Upon rejection, the service provider receives a notification to review the batch, make the necessary corrections, and resubmit the batch for departmental review.
4. The nodal officer is responsible for reviewing the rejected batch to ensure all concerns are adequately addressed.
5. The checker assigned to the batch has the following options:

6. Provide a justification for the identified issue and submit a request for departmental approval through the software platform.
7. Correct the problematic records and return the batch for re-evaluation by the department.

The system is required to automatically generate a Stage Work Acceptance certificate, which is customisable to suit departmental requirements. This certificate, along with relevant notifications, must be emailed to all stakeholders involved in the workflow.

Once the images within a batch are certified as accurate and complete, blockchain technology will be utilised to secure the approved batches. This ensures that no unauthorised modifications can be made to the accepted records, preserving the integrity of the digitised data.

M. Document Handover Module

The Document Handover Module is specifically designed to streamline the process of returning physical documents and files to the department. This module enables efficient and accurate capture of information regarding the returned items by leveraging barcode or QR code technology. Additionally, the module supports the use of mobile devices for scanning barcodes or QR codes, thereby facilitating flexible and convenient data capture across locations.

Key Features

- The module records comprehensive information about all documents transferred to the department, ensuring traceability and accountability for each item.
- Document details are automatically captured by scanning the barcode or QR code present on batches or individual files, reducing manual entry and improving data accuracy.
- Once the handover data is recorded in the system, the workflow for physical file movement is initiated, enabling seamless tracking throughout the process.
- The department is required to confirm the receipt of files handed over by the service provider, ensuring that the transfer is acknowledged and documented.
- Both the department and the service provider reconcile the movement of all physical files using barcode or QR code tracking, thereby maintaining clarity and transparency in the handover process.

N. Document Receiving Module for Department

The Document Receiving Module is designed to facilitate the acknowledgment of physical files and documents returned by the service provider. Through this module, departmental users are empowered to confirm the receipt of all items delivered to them. Acknowledgment may be performed using Barcode or QR code scanning, ensuring a streamlined and verifiable process for tracking document movements.

Key Functionalities

1. The department utilises this module to acknowledge the receipt of physical files returned by the service provider.
2. Acknowledgment information is automatically captured by scanning the barcode or QR code associated with each file, reducing manual entry and enhancing accuracy.
3. Both the department and the service provider reconcile the overall movement of physical files using barcode or QR code tracking, ensuring transparency and traceability throughout the handover process.

Work Acceptance Certificate Generation

The system is required to automatically generate a comprehensive Work Acceptance Certificate in a customisable format. This certificate is then emailed to all stakeholders involved in the process. GLWB will furnish a version of Annexure-II to serve as a reference for the certificate format.

At its discretion, GLWB may modify the acceptance certificate following proper approvals. In such cases, manual generation of the Acceptance Certificate for Annexure-II is permitted.

Module XXI: Migration

Migration of Manually Registered Worker to GLWB Portal

- a. The digitized and validated membership card becomes single version of truth for the worker to migrate to the GLWB portal.
- b. The worker's complete profile is to be digitally migrated to GLWB as autonomous process, while linking and validating it with worker's Aadhar card.
- c. The migrated worker is empowered to use the GLWB portal and fill in the missing and/or amended information.
- d. On completing the migration process, the worker is eligible to take all eligible benefits.

Migration of Manually Processed Claim Application to GLWB Portal

- a. Apart from the worker's profile, the GLWB portal is expected to hold all the manually applied and processed claim applications – in digital format.
- b. The digitized claim applications (legacy data) is expected to get fully migrated – along with its approval status - to the GLWB portal.
- c. While on successful migration, the digitized claim application is expected to get linked with the digitized membership data (legacy data) of the worker based on the new identity generated for the worker

Module XXII: Financial Integration (DBT Framework)

- a. **Direct Benefit Transfer (DBT):** The solution must support generating payment files compatible with the Board's Bank (e.g., SBI/Canara Bank) or integration with PFMS (Public Financial Management System).
- b. **Reconciliation:** The system must handle "Reverse Feedback." Once payment is initiated, the system must consume the Bank's response file (Success/Failure). If a transaction fails (e.g., "Account Closed"), the system must auto-trigger a task for the Account Assistant to contact the worker for updated bank details.
- c. **PFMS (Public Financial Management System)** integration for DBT Framework.
- d. Bidder must integrate with the **Aadhaar Enabled Payment System (AePS)** for workers who may not have traditional bank account access but have Aadhaar-linked accounts.

Module XXIII: Reporting and Dashboard Module

The GLWB Board requires that the proposed software solution include a comprehensive reporting and analysis module capable of performing advanced assessments and forecasting potential project risks. The selected vendor is expected to leverage artificial intelligence, machine learning, deep learning, and predictive analytics in the design and development of system modules.

Key functionalities must include automated SMS and email notifications, customizable dashboards tailored for the GLWB Board, and Self-Service BI as an integral component. The Board also mandates intuitive and standardized reporting and dashboard tools—such as Power BI or equivalent—that require minimal coding and are available as either on-premise or cost-effective cloud deployments. The system should facilitate both automated and custom report generation.

Additionally, the solution must be able to aggregate data from multiple sources into unified datasets, enabling efficient data visualization, evaluation, and analysis through shareable reports, dashboards, and applications.

Natural Language Q & A Question Box

The Q&A box enables users to query the system using natural language to locate relevant data and information. Cognitive engines will search for necessary data, visualisations, or report segments requested by the user, and provide accurate results. Advanced cognitive technologies should implement rephrasing, autofill, suggestions, and other techniques to meet users' search requirements efficiently.

The successful bidder is required to design and implement a robust Natural Language Q&A system that seamlessly integrates with the overall reporting and dashboard module. This Q&A functionality must empower users—including Board members and stakeholders with varying technical expertise—to interact with the data repository using plain English or Hindi queries, without the need for complex commands or manual navigation. The system should not only interpret and process straightforward questions (e.g., "Show cess collection trends for the last financial year") but also handle more nuanced or context-driven queries (e.g., "Which districts have the highest registration density this quarter?").

To ensure a user-friendly and intuitive experience, the Q&A box must include **Rephrasing and Interpretation:** The system should intelligently rephrase user queries to improve accuracy and relevance of results and suggest alternative phrasings when the original query is ambiguous or incomplete. **Auto-completion and Suggestions:** As users type, the Q&A box should offer predictive suggestions and autofill options based on frequently asked questions, available data fields, and historical queries. **Contextual Recognition:** The engine should understand the context of ongoing conversations or recent queries, allowing users to ask follow-up questions without restating all parameters. **Visualisation and Reporting Integration:** On retrieving the relevant data, the system should automatically generate appropriate visualisations (such as

charts, graphs, or tables) or highlight relevant sections within existing reports, as per the user's request. **Multi-lingual Support:** Where feasible, incorporate support for Hindi and other regional languages, in line with the Board's operational requirements.

The bidder must ensure that the Q&A feature is scalable, secure, and compatible with the underlying data architecture, whether on-premise or cloud-based. It should be designed for minimal maintenance and maximum adaptability to accommodate evolving Board requirements and new data sources. The solution should also allow for future enhancements, such as integration with voice-based assistants or mobile applications, to further improve accessibility and ease of use.

Costs associated with commercial off-the-shelf (COTS) or customised software must be included in the commercial bid.

No-Code Data Visualisation Capabilities

The Board must have the ability to generate data visualisations without the need for manual coding. This functionality should allow users to create comprehensive charts, graphs, and dashboards by leveraging intuitive, user-friendly interfaces rather than relying on technical expertise. Such tools will empower Board members and stakeholders to interpret data and trends efficiently, supporting informed decision-making processes.

Illustrative List of reports is detailed in the table below:

<i>Detail Report For Registration</i>	Detailed Registration Report Structure The detailed registration report comprises the following essential fields for each worker's application. The board may ask to include any additional information if required: • <i>Application Number</i> • <i>Date of Application</i> • <i>Allocated Registration Number</i> • <i>Name of Worker</i> • <i>Gender</i> • <i>Date of Birth</i> • <i>Mobile Number</i> • <i>Occupation</i> • <i>Aadhar Number</i> • <i>Application</i> <i>Current</i> <i>Status...</i>
<i>Detail Report for claim (Total 8 variants)</i>	Registration Number
Total Applications Received	Plus, additional worker and/or application related fields Validity Period of Registration

Awaiting Processing by Operator Pending at Departmental Supervisor Level Dispatched to Applicant / Query Raised Response to Query Received Digitally Issued (Approved) Application Rejected Certificate Cancelled	District Name Type of Claim Date of Claim Application Worker's Name Gender Spouse's Name Mobile Number Current Address Date of Physical Verification Date of Claim Sanction Bank Account Number Bank Name IFSC Code Amount Sanctioned
<i>Daily Claim Disposal Report Detail (Total 4 variants)</i> Scrutiny By DA Approved by DS Objection by DS/SO Rejected/Cancelled	Application Number Date of Application District Name Registration Number Name of Worker Gender Date of Birth Present Address Permanent Address Mobile Number Occupation Old Registration Valid Up to Aadhar Number Application Current Status
<i>Worker completed / Completing 60 years as on date Report Summary (Count)</i>	District Name, Total Number Worker, Total Male, Total Female, Total Number of Worker Completed 3 Year of Membership
<i>Worker completed / Completing 60 years as on date Report (Total 3 variant)</i> Total Number of Worker Total Male Total Female	Registration Number Name of Worker Gender Date of Birth Mobile Number Occupation Old Registration Valid Up to Aadhar Number

The above details are illustrative and at the time of implementing there could be enhancements / alterations for which no further payment will be made.

Module XXIV: AI / ML based Document & Data Intelligence Module

GLWB has accumulated a large volume of physical and digital documents over time, including operational records, rulebooks, and gazettes in various formats stored in separate silos. The board cannot currently use this information effectively to improve operations or public service efficiency. To resolve this, it proposes developing an AI/ML-powered Document and Data Intelligence module. The initial features are listed below and may be expanded as needed; bidders should be prepared to develop these features in the first phase.

1. Empower the board to build an intelligent document repository.

Feature	Description
Upload scanned documents / PDF	Allow Upload of scanned documents / PDF to the repository.
Upload born digital documents	Allow Upload of born digital documents to the repository
Auto document type identification	Auto identify the document type being uploaded and tag the document.
Automatic OCR and Translation	Automatic OCR and Translation (if needed) for uploaded documents
Key information extraction	Extract the key information from the documents using AI/ML Technology.
Persist extracted information	Persist the extracted key information in structured format as metadata
Intelligent searchable repository	Build the intelligent searchable repository using document content and metadata
Ongoing process	This should be an ongoing process while considering past, current and future documents to become part of the intelligent document repository

2. Empower the board to ask questions to the searchable document repository

Module	Functionality
Natural Language query module	Allows board users to ask question
Query engine	Intelligently understands the intent behind the question
Query engine	Decides on the source of information – Document Content and/or Extracted Metadata
Query engine	Performs intelligent search (similarity search) based on vector indexed document repository if required
Query engine	Performs intelligent search (graph data search) from extracted metadata if required
Query engine	Processes both the above outcome for building the final answer
Query engine	Builds and provides the final answer in natural language

3. Empower the citizen to ask questions to the searchable document repository

Feature	Description
Registered citizen users	Allowed to ask questions
Inbuilt mechanism	Restricts citizen users to get only publicly available information
Natural Language query module	Allows citizen users to ask question
Query engine	Intelligently understands the intent behind the question
Query engine	Implements business rules to restrict repository access
Query engine	Decides on source of information – Document Content and/or Extracted Metadata
Query engine	Performs intelligent search (similarity search) based on vector indexed document repository if required
Query engine	Performs intelligent search (graph data search) from extracted metadata if required
Query engine	Processes both outcomes for building final answer
Query engine	Builds final answer in natural language and provides it

4. Empower the board to build an intelligent data repository

Admin User Capability
Identify existing structured data sets (database tables, CSV, Excel) as part of data intelligence repository
Build intelligent data repository from the identified datasets
Refresh existing datasets periodically
Add new datasets in the existing data repository
Build an intelligent data repository, enabling the board to ask any question to this data repository using natural language

5. Empower the board to ask questions to the searchable data repository

Module/Engine	Functionality
Natural Language query module	Allows the board users to ask question
Query engine	Intelligently understands the intent behind the question
Query engine	Builds an equivalent SQL query based on the interpreted intent derived from the question (No Code approach)
Query engine	Validates and executes the SQL query to get the result
Query engine	Expected to be intelligent enough to understand the gist of the outcome and decides how to render the result – Tabular, Graphical or both
Query engine	Intelligently renders the result by even deciding on the type of graph suitable for the outcome – Bar Graph, Line Graph, Pie Graph, Stacked Bar Graph etc

Module XXVIII: Development, Migration, Update, and Maintenance of a Multilingual Website Incorporating all Features from the Existing Platform

This module addresses a strategic business requirement for GLWB. Currently, the board operates static web pages online that communicate its activities and services. While the existing web presence fulfils basic needs, it does not comprehensively meet all business requirements. To address this gap, the board proposes upgrading its website with a modern design and enhanced functionalities, positioning it as the primary landing page for the GLWB portal. The new site will serve as the entry point to the portal.

The selected contractor is expected to deliver these functionalities and ensure seamless integration with GLWB portal business processes. Outlined below are key requirements and features to be included in the development of the website:

1. The website must support multilingual functionality, enabling users to select local and other Indian languages directly from the home page.
2. It should provide both dark mode and light mode options according to user preference.
3. Responsive design is mandatory, ensuring compatibility across all device form factors.
4. Progressive Web App (PWA) capabilities must be implemented, allowing users to download and create app shortcuts on their mobile devices' home screens.
5. The website must guarantee optimal performance across all modern browsers.
6. Existing card workers should be able to onboard the GLWB portal, including transfer of available worker profiles.
7. Users must have the ability to check the status of various applications (Registration, Renewal, Amendment, Claim) submitted by workers without requiring login credentials.
8. An AI-powered chatbot should be incorporated to address inquiries related to GLWB operations and activities.
9. The website should function as an access point for both Workers and Departmental Users.

Module XXV: Mobile Applications

The Board will launch web apps for essential business processes and create mobile apps to enhance access at worker level as well as department level for selected modules / functions.

The selected bidder will be tasked with the design, development, testing, and deployment of mobile applications for both Android and iOS platforms. These applications are required to incorporate all pertinent features from the Board's web applications that are suitable for mobile use. The scope of work encompasses, but is not limited to, the following requirements:

1. Conduct a thorough evaluation of all web application modules to determine features appropriate for mobile deployment. Engage with Board stakeholders through structured consultations to accurately gather requirements.
2. Develop mobile applications that replicate and enhance web functionalities, ensuring seamless integration and reliable data synchronisation between platforms.
3. Prioritise user experience by incorporating intuitive navigation, comprehensive multilingual support (including local and Indian languages), and robust accessibility features to accommodate varied user demographics.
4. Implement stringent security measures to safeguard user information and assure compliance with applicable data protection regulations and Board policies.
5. Design applications using responsive layouts to support multiple device screen sizes and resolutions, optimising performance for Android and iOS environments.
6. Build for future scalability and extensibility, enabling the incorporation of additional features as requested by the Board during and following project delivery.

7. Support onboarding and migration of existing users by facilitating the transfer of worker profiles and pertinent data from the web portal to the mobile platform.
8. Allow users to monitor current claim application status within the mobile app without login credentials, aligning with web portal capabilities.
9. Integrate AI-driven chatbot functionality to address user enquiries related to Board operations and activities, providing a consistent experience across platforms.
10. Ensure compatibility and peak performance across modern mobile operating systems and devices through rigorous pre-deployment testing.
11. Deliver comprehensive documentation, user guides, and training materials for all developed functionalities.
12. Provide ongoing maintenance and technical support post-launch in accordance with the Board's requirements and established Service Level Agreements (SLAs).

These features are examples, not an exhaustive list. Comprehensive functional specifications for each feature will be presented alongside the respective module definitions referenced earlier in this document. The selected bidder is expected to maintain adaptability in order to address any additional requirements that may emerge throughout the project lifecycle, thereby ensuring all deliverables uphold the Board's standards for quality, usability, and performance.

Module XXVI: Ticketing System

The ticketing system serves as a digital interface connecting GLWB IT staff, construction personnel, and the selected bidder. This module enables GLWB staff to submit support tickets in various scenarios, such as reporting technical issues or requesting modifications and enhancements to existing applications. The system will facilitate comprehensive tracking of the development and support lifecycle, encompassing all relevant stages.

The successful bidder is required to develop a web application that encompasses all necessary functions of the ticketing system, thereby supporting GLWB in implementing Service Level Agreements (SLAs). Essential features to be included are outlined below.

Module	Feature	Stakeholders
Department definition	Define organization wide departments	IT, Account, Operations
User Management	Departmental User Registration (Self-Initiated)	Departmental Users
User Management	Service Provider User Registration (Self-Initiated)	Service Provider Users
User Management	Departmental Role Approval by Authorized User	Authorized User
User Management	Service Provider Role Approval by Authorized User	Authorized User
IT Admin / Moderator workflow	KPI dashboard to monitor support tickets	IT Admin/Moderators
IT Admin / Moderator workflow	Create support tickets with attachments	IT Admin/Moderators
IT Admin / Moderator workflow	Moderate tickets submitted by others	IT Admin/Moderators
IT Admin / Moderator workflow	Forward tickets to service providers or internal departments	IT Admin/Moderators

Module	Feature	Stakeholders
IT Admin / Moderator workflow	Respond to tickets with attachments	IT Admin/Moderators
IT Admin / Moderator workflow	Close support tickets	IT Admin/Moderators
Departmental user workflow	Support Ticket Overview	Departmental Users
Departmental user workflow	Submit support tickets with attachments	Departmental Users
Departmental user workflow	Respond to support tickets with attachments	Departmental Users
Departmental user workflow	Close support tickets	Departmental Users
Service Provider workflow	Support Ticket Overview	Service Provider Users
Service Provider workflow	Raise support tickets with attachments	Service Provider Users
Service Provider workflow	Reply to tickets with attachments	Service Provider Users
Service Provider workflow	Close support tickets	Service Provider Users

Completion Signoff SOP for all of modules

The successful bidder will be required to obtain individual signoff for each module as outlined above. For completion signoff, the bidder must adhere to the standard operating procedure (SOP) described below.

The selected bidder is expected to formally document and execute at least fifty (50) test cases addressing each key functionality within every module. "Key functionality" encompasses all distinct business processes, features, and user interactions defined under the scope of the respective module. Test cases should be thorough, incorporating all relevant input scenarios—including positive, negative, boundary, and exceptional conditions—to ensure comprehensive system robustness.

Comprehensive documentation of all test cases is required as part of the deliverables. The bidder is responsible for preparing a detailed and structured test case execution report for every function within each module. Each report must contain, at minimum, the following information for every test case:

- Test Case ID and Description
- Reference to the specific requirement or functionality under test
- Pre-conditions and setup instructions
- Detailed execution steps
- Test data applied
- Anticipated outcome
- Actual result (supported by evidence such as screenshots or logs where relevant)
- Status (Pass/Fail/Blocked/Not Applicable)
- Comments or observations
- Date and time of execution
- Tester identity

Execution reports are to be organised by function and module, maintaining clear traceability among requirements, test cases, and results. Reports must be reviewed and signed off by the bidder's designated Quality Assurance lead and submitted as part of the official documentation package.

This structured test case documentation and execution report is a prerequisite for module sign-off. The bidder shall obtain completion sign-off for each module separately by successfully conducting User Acceptance Testing (UAT) for every functionality. UAT must be performed in the presence of authorised client representatives, and the signed execution reports (including all supporting evidence) shall be submitted as proof of compliance.

The documentation must be maintained in both editable (e.g., Word/Excel) and non-editable (e.g., PDF) formats for audit and future reference. The client reserves the right to review, request clarifications, or demand additional test case coverage if gaps are identified during the sign-off process. The same level of rigour is expected for all 26 modules included in the project.

Failure to adhere to these documentation and reporting requirements may result in the rejection of the module sign-off request and consequent delays in project acceptance and payment.

Detailed Stakeholders Analysis

The responsibilities are detailed to define the user access matrix.

Role	Expanded Responsibility & System Privileges
Industrial Worker	Access: Users may log in via the Web Portal, Mobile Application, or Common Service Centre (CSC). Capabilities: The system offers self-registration, application status tracking through a visual progress bar, downloading digitally signed identification cards, submitting grievances, and updating bank and family information via amendment requests.
District Assistant (DA)	Access: District-Level Dashboard (Queue Management) Responsibilities: Acts as the gatekeeper, performing preliminary review of uploaded documents to assess visibility, validity, and authenticity. Responsible for issuing targeted deficiency queries, such as requesting a re-upload when a passbook image is unclear.
Claim Manager (CM)	Access: Claims Dashboard Role: Scheme Specialist Responsibilities: - Review relevant criteria, including verification of School Marksheets for educational claims and Hospital Discharge Summaries for medical claims. - Ensure that the claim amount generated by the system accurately corresponds with the supporting physical documents.
Deputy Secretary (DS)	Access: Executive Dashboard and Signing Tool. Responsibilities: The Legal Authority is responsible for reviewing recommendations submitted by DA/CM and utilizing a digital signature device (dongle/eSign) to legally authorize orders. Additionally, this role manages override cases in which an employee appeals a rejected request.

Account Assistant (AA)	Access: Financial Queue. Responsibilities: Verify budgets to ensure that sanctioned amounts do not exceed the available fund limits for the financial year. Prepare the "Batch Payment File."
Account Manager (AM)	Access: Payment Gateway / Disbursement Module. Responsibilities: The "Releaser" is tasked with authorizing the Batch Payment File for submission to the Bank or Gateway and is also responsible for uploading Utilization Certificates (UC).
System Administrator	Access: Backend Configuration Panel. Responsibilities: - Facilitating user onboarding, including the creation of staff accounts - Defining scheme parameters - Managing master data, such as adding new bank branches and Talukas - Monitoring audit logs

Module XXVII: Organizational Contribution Management Module

Goa industries must contribute to the Labour Welfare Fund for employed workers under the Goa, Daman & Diu Labour Welfare Fund Act, 1986, and its 1990 Rules. This IT solution will automate compliance tracking, deductions, payments, and reporting for employers.

Applicability

The fund applies to all establishments employing one or more workers, excluding managerial, administrative, or supervisory staff earning over ₹1,600 monthly (supervisory workers below this threshold qualify).

Employers handle deductions and payments on behalf of eligible employees across industries.

Contribution Rates

Contributions occur half-yearly: ₹60 per employee and ₹180 per employer per half-year (total ₹240), equating to ₹480 annually per worker.

Period	Employee (₹)	Employer (₹)	Total (₹)	Deduction Deadline
Jan–Jun	60	180	240	30 Jun
Jul–Dec	60	180	240	31 Dec

Registration and Records

Employers must register with the Goa Labour Welfare Board and maintain employee details, contributions, and periodic reports for audits. The board (per Rule 3) oversees fund management, with Rules 15–16 mandating accounting and audits.

Compliance and Penalties

Non-payment or delays trigger penalties under Rule 21; a 2022 amendment allows 75% compounded payment for minor issues. IT solution must enforce deadlines, generate alerts, and support annual returns filing.

Module XXVIII Goa Labour Welfare Fund Portal – Scope of Work

Goa Labour Welfare Board (GLWB) requires a comprehensive portal to manage end-to-end Labour Welfare Fund (LWF) workflows, ensuring compliance with the Goa Labour Welfare Fund Act, 1986, and 1990 Rules. The bidder is expected to build the portal covering end-to-end workflow as documented below. The below content outlines personas and functional requirements for registration, notifications, contributions, follow-ups, and penalty calculations.

Personas

Employer Persona

Profile: Factory/establishment owner or HR manager in Goa industries employing 1+ eligible workers (non-supervisory staff earning $\leq ₹1,600/\text{month}$).

Goals: Easy registration, automated contribution calculations, timely reminders, payment tracking.

Pain Points: Manual Form A/B filing, deadline misses, penalty risks.

Key Interactions: Register establishment, submit half-yearly contributions (₹60 employee + ₹180 employer per worker), view receipts.

Employee Persona

Profile: Factory worker eligible for LWF benefits (e.g., education, medical aid).

Goals: View contribution status, claim benefits.

Pain Points: Lack of transparency on deductions.

Key Interactions: Dashboard for fund status (read-only), benefit applications.

GLWB Admin Persona

Profile: Government officer managing LWF operations.

Goals: Onboard employers, monitor compliance, enforce penalties.

Pain Points: Paper-based tracking, delayed audits.

Key Interactions: Dashboard oversight, follow-up assignments, penalty approvals.

Functional Requirements

1. User Registration

- Employers self-register via goaonline.gov.in integration or standalone GLWB portal using PAN, establishment details, employee count, and proofs (address, bank details).
- System auto-validates eligibility (1+ workers) and assigns unique Employer ID with acknowledgment.
- Admins approve/reject registrations within 7 days; notify via email/SMS.
- Employees link to employer via unique ID post-registration.

2. Notification System

- Automated half-yearly reminders: Jan-Jun due 31-Jul, Jul-Dec due 31-Jan (or 15th per some rules).
- Alerts for registration expiry, pending contributions, penalty thresholds via email, SMS, portal dashboard.
- Configurable templates for admins (e.g., "Your ₹240/worker contribution due in 5 days").
- Audit trail of all notifications with delivery status.

3. Contribution Management

- Employers upload employee list (name, wages, ID); system calculates totals (₹240 half-yearly/worker).
- Online payment gateway integration (net banking, UPI) with auto-receipt generation (Form A).

- Form B for half-yearly returns with employee-wise breakdown.
- Real-time dashboard: Contribution status, pending amounts, historical data.

Module	Inputs Required	Outputs Generated
Employee Upload	CSV: ID, Name, Wages	Validation Report
Calculation	Period, Employee Count	Total: Employee + Employer
Payment	Bank Details	Receipt + Acknowledgment

4. Follow-Up Workflow

- Auto-flag overdue contributions (>15 days); assign to admin queues.
- Escalation tiers: Reminder 1 (email), Reminder 2 (SMS), Admin callout.
- Workflow states: Pending, In Review, Paid, Overdue.
- Admins log follow-up actions (calls, visits) with timelines.

5. Penalty Calculation

- Auto-compute penalties per Rule 21: Interest on delays + fines (e.g., 2022 amendment allows 75% compounding).
- Formula: Base Penalty = (Due Amount × Delay Days × Rate) + Fixed Fine.
- Admins review/waive penalties; notify employers with payment links.
- Dashboard: Penalty summary, recovery rates.

Non-Functional Requirements

- **Security:** Role-based access (RBAC), data encryption, audit logs for compliance.
- **Integration:** API with goaonline.gov.in, payroll systems, SMS/Email gateways.
- **Scalability:** Handle 10,000+ employers; mobile-responsive UI.
- **Reporting:** MIS dashboards (collection trends, defaulters list), exportable to PDF/Excel.
- **Usability:** Multilingual (English/Konkani), intuitive forms with auto-save.

Essential Requirements Applicable to All Modules

Technical Architecture and Non-Functional Requirements

Technical Architecture:

1. **Security Architecture**
 - **Encryption:** All data transmitted must be encrypted using SSL/TLS version 1.2 or above. Data stored, including personally identifiable information (PII) such as bank account numbers, shall be secured with AES-256 encryption.
 - **Session Management:** The system will automatically log out users after 15 minutes of inactivity. Concurrent login attempts with identical credentials are strictly prohibited.
2. **Performance & Scalability**
 - The solution must accommodate at least 5,000 concurrent worker users and 50 simultaneous officials across departments in Goa. Infrastructure should adhere to an n-tier architecture, configured for automatic scaling as needed.
 - Dashboard load times must not exceed 3 seconds on a standard 4G mobile connection.
3. **Localization (Goa Specific)**
 - The Worker Portal UI shall be available in English, Konkani (Devanagari script), and Marathi.
 - All automated SMS and email notifications must be delivered in all three languages.
4. **Temporal Database Design (Time-Travel)**
 - The database schema must incorporate effective dating to support historical queries.
 - The system should enable queries such as, “What was the status of Worker X on 01/01/2024?” regardless of current status.
5. **Security:** Compliance with Government of India IT security guidelines is mandatory, including encryption of data at rest and in transit.
6. **Scalability:** The system must reliably support high concurrency, particularly during peak construction application submission periods.
7. **Compatibility:** The web portal must be browser-independent. The mobile application must support Android and iOS platforms. Progressive Web App (PWA) options are acceptable if they provide full compatibility across platforms.
8. **Support:** An integrated ticketing system for bug tracking and change request management between the Board and the successful bidder is required.
9. The portal must maximize user-friendliness and comply with WCAG 2.0 Levels A & AA and Guidelines for Indian Government Websites (GIGW).
10. The solution must offer comprehensive multi-language and localization support as a standard feature.
11. High availability and disaster recovery must be ensured via cloud technologies for continuous business operations.
12. **Web Modules:** All modules must be developed as responsive web applications supporting multiple form factors. Desktop modules, if necessary, should be deployable on Windows, Linux, and Mac.
13. **Mobile Modules:** Selected modules must be delivered as Native Mobile App or PWAs while providing native app experiences without reliance on app marketplaces for updates.
14. The successful bidder shall meet all prerequisites required to secure the web portal from potential threats.
15. Software architecture must be designed for enterprise scalability, utilizing a multi-tier, service-oriented, microservices-based approach.
16. User-facing UI must be implemented as a web-based, zero-footprint solution deployable on any platform.

17. The software must enable two-factor authentication and digital signatures to guarantee legal validity of system logs, uploaded documents, and variables. Timestamping, encryption, and digital signature functionality are essential.
18. The portal must support real-time reporting and analytics.
19. **Unlimited Users:** No module shall limit user capacity; server sizing must reflect unlimited user support.
20. **Backend Database Platform Capabilities:**
 - Support for in-memory OLTP to facilitate real-time analytics.
 - Ability to transparently distribute records from a single table across enterprise and cloud storage environments.
 - Seamless access to warm and cold data via unified queries.
 - SQL-based query support for both relational and NoSQL databases.
 - Provision for in-database machine learning services.

Non-Functional Requirement

The successful bidder shall be responsible for comprehensively addressing the non-functional requirements outlined herein as an integral part of the project deliverables. These requirements have been meticulously defined to ensure the robust delivery, seamless operation, and sustained reliability of the proposed solution. Each non-functional requirement is presented in detail to facilitate clarity and alignment with the project objectives. The bidder is required to submit recommendations and supporting documentation in a structured format, wherever applicable, demonstrating how each requirement will be met and maintained throughout the solution lifecycle. This approach is intended to promote transparency, accountability, and adherence to best practices, thereby safeguarding the performance, security, scalability, and availability of the system in accordance with organisational standards and expectations.

A. Performance Targets

1. **Transactions Per Second (TPS):** Define the minimum required TPS for critical operations, ensuring the system can handle both typical and peak transaction volumes. Expecting 1000 TPS for payment processing.
2. **Load Testing Criteria:** Mandate comprehensive load testing, including the test scenarios, success criteria (response time thresholds, error rates), and reporting requirements. Bidder must submit load test plans and results as part of acceptance.
3. **Autoscaling Policy Documentation**
 - a. **Scaling Thresholds:** Clearly define resource utilisation thresholds (CPU, memory, network) that trigger automatic scale-out and scale-in actions for all tiers (web, app, database).
 - b. **Cooldown Intervals:** Specify cooldown periods to prevent excessive scaling events and ensure system stability.
 - c. **Cost Controls:** Implement maximum limits on the number of instances to control cloud costs, with alerts for threshold breaches.
 - d. **Autoscaling Test Plan:** Require validation of autoscaling policies through simulated load tests, with documentation of observed scaling actions and recovery times.
4. **Disaster Recovery (DR): RTO & RPO, Backup and Failover Documentation**
 - a. **Recovery Time Objective (RTO):** Define the maximum allowable downtime (e.g., RTO of 30 minutes) in the event of a disaster.
 - b. **Recovery Point Objective (RPO):** Specify the maximum data loss window (e.g., RPO of 15 minutes) to guide backup and replication strategies.
 - c. **Backup Frequency & Retention:** Mandate backup schedules (e.g., hourly incremental, daily full backups), minimum retention periods (e.g., 30 days), and off-site backup requirements.
 - d. **Failover Test Schedule:** Require bi-annual or quarterly DR drills with documented results and remediation of any gaps identified during testing.

5. Monitoring and Observability Documentation

- a. **Key Metrics:** Define the minimum set of metrics to be monitored (e.g., uptime, latency, error rates, CPU/memory usage, transaction success/failure rates).
- b. **Alert Thresholds:** Set clear thresholds for alerts (e.g., CPU usage above 80% for 5 minutes, payment failure rate above 1%) and escalation procedures.
- c. **Dashboard Ownership:** Assign responsibility for dashboard maintenance and alert response (e.g., Support Team Lead, NOC).
- d. **Log Retention and Aggregation:** Specify minimum log retention periods (e.g., 90 days online, 1 year archived), secure aggregation methods, and audit access controls.

6. Server Sizing Justification

- a. **User-Volume Assumptions:** Require vendors to document the user-volume and transaction assumptions underlying their server sizing proposals.
- b. **Growth Projections:** Include a 3-5 year user growth forecast with corresponding infrastructure scaling plans to ensure future readiness.
- c. **Validation:** Server sizing must be validated through performance tests and revised as per actual observed loads during initial operations.

7. Mobile App Distribution and Update Policy

- a. **App Publishing Responsibility:** Clearly state which party (the Board or the successful bidder) is responsible for publishing mobile apps (PWAs or native, if any) and managing relevant developer accounts.
- b. **Rollout Strategy:** Detail the process for phased or full rollout of app updates, including beta testing, user communication, and rollback procedures.
- c. **Update Policy:** Specify whether updates are forced (mandatory) or optional, and the mechanisms for enforcing critical updates (e.g., security patches).
- d. **App Store/Marketplace Accounts:** If native apps are required, clarify the use of organisational vs. vendor app store accounts, and handover requirements on project completion.

Incorporating these detailed non-functional requirements will help ensure the solution meets operational, security, scalability, and user experience expectations for all stakeholders.

B. Technical Documentation Requirements for Integrations and Interfaces

In order to guarantee the thoroughness, transparency, and effectiveness of solution delivery, it is imperative that the tender document comprehensively outlines the technical documentation requirements. The inclusion of these requirements is essential to ensure that all aspects of integration, operational procedures, and compliance with both regulatory and business mandates are adequately addressed. The following sections detail each requirement, thereby facilitating a structured approach towards robust system integration, operational clarity, and adherence to all pertinent legal and organisational standards. Prospective bidders are expected to provide documentation that is precise, up-to-date, and sufficiently detailed to support seamless implementation, future maintenance, and auditability of the solution. This will not only streamline project execution but also foster confidence among stakeholders regarding the reliability and compliance of the proposed solution.

1. API Specifications

- a. **Aadhaar/eKYC, Payment Gateway, SMS, Email/SMTP, WhatsApp/Telegram, and BOT Integrations:** For each external or internal integration, the successful bidder must provide comprehensive API documentation. This should include:
 - i. **Endpoints:** Detailed listing of all API endpoints, including base URLs, supported HTTP methods (GET, POST, etc.), and versioning information.

- ii. **Authentication:** Description of authentication schemes (e.g., OAuth 2.0, API keys, mutual TLS) used for securing each endpoint.
 - iii. **Error Handling:** Standardised error codes, response formats, and guidance for handling common and edge-case errors.
 - iv. **Rate Limits:** Document the maximum allowed requests per minute/hour and the system's behaviour when limits are exceeded.
 - v. **Sample Payloads:** Example request and response payloads (in JSON, XML, etc.), including success and error scenarios.
- 2. **Payment Design Documentation**
 - a. **Escrow Legality:** Clearly state the legal framework governing escrow accounts, compliance requirements, and authorisations.
 - b. **Settlement Timelines:** Define the timelines for fund settlements (T+1, T+2, etc.), including weekends and public holidays.
 - c. **Supported Payment Methods:** List all payment options (e.g., UPI, net banking, debit/credit card, wallets) and their respective integration details.
 - d. **Fee/Commission Model:** Specify the fee structure, commission percentages, and who bears transaction costs.
 - e. **Reconciliation Process:** Provide step-by-step procedures for daily/periodic reconciliation of transactions, including exception and dispute management.
 - f. **Chargeback Handling:** Outline the chargeback workflow, timelines, and roles/responsibilities of each party.
 - g. **Tax and Invoicing Rules:** Document applicable GST, TDS, and other tax rules, invoice formats, and reporting requirements as per Indian regulations.
- 3. **Aadhaar Integration Details**
 - a. **eKYC Mode:** Specify whether authentication will use OTP, biometric, or both, and corresponding technical flows.
 - b. **Consent Capture:** Document the process, UI/UX, and storage of user consent as per UIDAI guidelines.
 - c. **Masking Rules:** Define how Aadhaar numbers and related identifiers are masked in logs, reports, and databases to prevent unauthorised access.
 - d. **Storage Policy:** Outline where and how Aadhaar identifiers are stored, retention periods, encryption methods, and compliance with data privacy laws.
 - e. **Biometric Data:** Clearly state whether biometric data is stored, proxied, or only used transiently, with architectural diagrams and security controls.
- 4. **Notification Templates and Fallbacks**
 - a. **Approved Templates:** Provide a repository of pre-approved SMS and email templates, including their message IDs and content.
 - b. **Sender IDs:** Document the sender IDs to be used for each channel, ensuring alignment with regulatory requirements (e.g., TRAI for SMS).
 - c. **Multilingual Support:** List all supported languages for notifications, and provide translated templates where required.
 - d. **Fallback Channels:** Define the logic and workflow for fallback delivery (e.g., if SMS fails, send email or WhatsApp), including monitoring and reporting on delivery status.
- 5. **Bot Scope and Handover**
 - a. **Query Coverage:** Enumerate the types of user queries and intents the bot is expected to handle, with example scripts and flows.

- b. **Training Data:** Provide the methodology for training the bot, including data sources, regular update cycles, and quality assurance processes.
- c. **Escalation to Human:** Document the criteria and workflow for escalation from bot to human agent, including transfer of conversation context.
- d. **Monitoring Metrics:** Specify the metrics to be tracked (e.g., response time, resolution rate, user satisfaction), and reporting mechanisms for continuous improvement.

The technical documentation requirements will ensure that the department gets structured documentation covering all critical aspects of system integration, operational compliance, and end-user experience, thereby reducing the risk of ambiguity and post-award clarifications.

C. User Focused Security, Privacy and Compliance requirement

This section outlines the mandatory security, privacy, and compliance requirements for the design, development, hosting, and ongoing support of the Labour Department website as well as the Portal. The objective is to ensure robust protection of sensitive data, adherence to regulatory frameworks, and the establishment of trustworthy digital services for all stakeholders. These requirements apply to all bidders and must be addressed in detail in the submitted proposals.

1. Aadhaar Data Vault Technical Controls

1.1. Encryption Key Management

- 1. All Aadhaar numbers and related sensitive data must be stored exclusively within an Aadhaar Data Vault, secured with strong encryption (AES-256 or higher).
- 2. Encryption keys must be generated, stored, and managed using a Hardware Security Module (HSM) compliant with industry standards (e.g., FIPS 140-2 Level 3 or above).
- 3. Key lifecycle management procedures must include key generation, distribution, storage, rotation, archival, and destruction, with detailed audit trails

1.2. Access Controls

- 1. Access to the Data Vault must be based on strict role-based access control (RBAC), ensuring only authorised personnel can access or manage Aadhaar data.
- 2. All access privileges must be reviewed quarterly and revoked immediately upon personnel transfer or exit.

1.3. Audit Requirements

- 1. Comprehensive audit logging must capture all access and administrative actions on the Data Vault, including key usage, data retrieval, and configuration changes.
- 2. Audit logs must be immutable and protected from unauthorised modification or deletion.

2. Data Protection Policy

a. Consent Model

- i. Explicit and informed user consent must be obtained prior to the collection, processing, or sharing of personal data, in accordance with the Aadhaar Act and other applicable laws.
- ii. Consent records shall be maintained and made available for audit purposes.

b. Data Retention and Disposal

- i. Personal data retention periods must be clearly defined and limited to the minimum necessary for legitimate business or legal purposes.
- ii. Secure deletion and destruction procedures must be implemented for data no longer required, with auditable records of disposal.

- c. *Anonymization and Pseudonymization*
 - i. Where possible, data must be anonymised or pseudonymised to minimise privacy risks, especially when used for analytics, reporting, or testing.
 - ii. Procedures for de-identification and re-identification must be documented and strictly controlled.
- d. *User Rights*
 - i. Users must be provided mechanisms to access, correct, or delete their personal data, subject to applicable statutory and regulatory constraints.
 - ii. Processes for handling user requests must be transparent, timely, and auditable.
- e. *Encryption and Key Management*
 - i. All sensitive data must be encrypted both at rest and during transmission using industry-standard protocols (e.g., TLS 1.2 or higher for data in transit).
 - ii. Encryption keys must be stored and managed using an HSM; direct access to keys by application or personnel is strictly prohibited.
 - iii. Key rotation policies must ensure periodic (at least annual) and event-driven (e.g., suspected compromise) rotation of all cryptographic keys.
- 3. *Authentication and Authorization*
 - 1. Clear role definitions must be established for all system users, with the principle of least privilege enforced throughout the environment.
 - 2. Administrative access must require Multi-Factor Authentication (MFA) and be limited to authorised personnel only.
 - 3. User sessions must time out after 15 minutes of inactivity; technical enforcement mechanisms (e.g., automatic logout) must be documented and implemented.
 - 4. Privileged access controls must include granular authorisation, segregation of duties, and real-time monitoring of critical actions.
- 4. *Penetration Testing and Security Audits*
 - 1. Comprehensive penetration testing and vulnerability assessments must be conducted at least annually, and after any major system change.
 - 2. The scope of testing must include web applications, infrastructure, APIs, and third-party integrations.
 - 3. Security audits must be performed by certified professionals and in accordance with ISO 27001 or equivalent standards.
 - 4. All identified vulnerabilities must be remediated within defined Service Level Agreements (e.g., critical issues within 7 days, high within 15 days).
 - 5. Reports and evidence of remediation must be submitted to the Department for review and record.
- 5. *Legal Compliance*
 - 1. All systems and processes must be fully compliant with the Aadhaar Act, IT Act, and all applicable regulations issued by the Government of India and the State of Goa.
 - 2. Data localisation requirements must be strictly adhered to; all Aadhaar and sensitive personal data must be stored and processed within Indian territory.
 - 3. Approvals for eKYC operations, data escrow arrangements, and related regulatory clearances must be obtained and documented prior to go-live.
 - 4. Mapping of technical and organisational controls to statutory requirements must be provided as part of the compliance documentation.
- 6. *Audit Logging*
 - 1. All critical system actions, including authentication attempts, data access, administrative changes, and key management operations, must be logged in detail.

2. Audit logs must be retained for a minimum of seven years, in line with regulatory mandates.
3. Logs must be tamper-evident; the use of blockchain or similar technologies for ensuring immutability is encouraged, with the design and scope clearly documented and subject to Department approval.
4. Access to audit logs must be tightly controlled, with access restricted to authorised personnel, and all accesses themselves logged and reviewed periodically.

7. *Review and Update Mechanisms*

1. Security, privacy, and compliance measures must be reviewed at least annually, and after any significant regulatory or technical change.
2. Documented procedures for regular review, risk assessment, and update of all relevant controls and policies must be maintained and shared with the Department upon request.
3. Continuous improvement practices should be adopted, incorporating lessons learned from incidents, audits, and technological advancements.

Bidders are required to provide detailed responses, and implementation plans for each of the above requirements, demonstrating technical capability, compliance readiness, and commitment to safeguarding the interests of the Labour Department and its stakeholders.

Annexure: Detailed Acceptance Test Cases for System Modules

Comprehensive Acceptance Criteria and Test Procedures

The objective is to establish clear, structured, and auditable criteria for assessing the technical compliance and operational readiness of the solution. Each test case is categorized by module and details the test objective, a step-by-step procedure, the expected outcome, and explicit pass/fail criteria. This document serves as a reference for tender evaluators and technical reviewers to support rigorous and transparent validation of tender submissions.

It is important to note that the listed test cases are indicative and provided for reference only. The successful bidder will be required to execute all specified test cases in addition to any other functional test cases necessary for each module and its respective functionality. All documented test cases adhere to industry standard formats, which bidders are expected to maintain throughout the testing and documentation process.

1. *Registration Module Acceptance Test*

1.1. Field Validation

- **Objective:** To verify that all registration fields enforce specified validation rules and handle invalid inputs correctly.
- **Test Steps:**
 - Prepare 100 test registration datasets covering all field rules (valid and invalid data for each field: name, mobile, Aadhaar, addresses, trade category, education, bank account, IFSC, portfolio media).
 - Attempt registration submissions for each dataset via the client interface.
 - Repeat submissions via API (server-side).
- **Expected Outcome:** Valid inputs are accepted and stored; invalid inputs are rejected with clear error messages indicating the specific field and rule violated.
- **Pass/Fail Criteria:** 100% of invalid entries are rejected with appropriate messages; 100% of valid entries pass. Both client and server-side validations must be consistent.

1.2. Media Limits

- **Objective:** To confirm that the system enforces portfolio media file size and format restrictions.
- **Test Steps:**

- Attempt to upload images (JPG/PNG) and videos (MP4) at, below, and above the specified limits (images up to 5 MB, videos up to 50 MB).
 - Attempt uploads unsupported formats and with corrupted files.
 - **Expected Outcome:** Files within limits and correct formats upload successfully; oversized or unsupported files are rejected with clear error messages.
 - **Pass/Fail Criteria:** All invalid uploads are blocked and produce the correct error; all valid uploads succeed.
- 1.3. Localization
- **Objective:** To ensure validation and error messages are properly localised into English, Konkani (Devanagari), and Marathi.
 - **Test Steps:**
 - Trigger validation errors for each field in all three language settings.
 - Verify message content and script for correctness and clarity.
 - **Expected Outcome:** All error and validation messages appear in the selected language and script, without truncation or encoding errors.
 - **Pass/Fail Criteria:** 100% correct localisation for all tested messages in all supported languages.
2. *Worker Mobile App Module Acceptance Tests*
- 2.1. Push Delivery
- **Objective:** To confirm timely delivery of push notifications under normal network conditions.
 - **Test Steps:**
 - Send 100 push notifications to registered test devices under standard network conditions.
 - Log time to delivery for each notification.
 - **Expected Outcome:** At least 95% of notifications are received within 10 seconds of sending.
 - **Pass/Fail Criteria:** ≥ 95 notifications delivered within 10 seconds; failures are logged for analysis.
3. *Dashboards and Reporting Acceptance Tests*
- 3.1 Report Completeness
- **Objective:** To verify that all illustrative reports display correct data and fields for seeded datasets.
 - **Test Steps:**
 - Seed system with representative data.
 - Generate each report and compare fields and values to specification.
 - **Expected Outcome:** All reports are complete, accurate, and field-aligned to the RFP specification.
 - **Pass/Fail Criteria:** 100% report accuracy and completeness.
- 3.2 NLQ Test
- **Objective:** To confirm that natural language queries yield relevant data and visualizations.
 - **Test Steps:**
 - Pose 20 sample questions to the NLQ box.
 - Review returned visualisations for relevance and accuracy.
 - **Expected Outcome:** All queries return appropriate, accurate visualisations or data.
 - **Pass/Fail Criteria:** 100% relevance and correctness for tested queries.
- 3.3 Export and Alerts
- **Objective:** To test data export and scheduled alert functions.
 - **Test Steps:**

- Export reports to CSV and PDF; compare with on-screen data.
- Configure scheduled alerts via SMS/email and trigger threshold events.
- **Expected Outcome:** Exported files match on-screen content; alerts delivered
- **Pass/Fail Criteria:** 100% accuracy in exports and alert delivery.

4. *System Administration and Audit Acceptance Tests*

4.1 Admin Functions

- **Objective:** To verify master data management, role-based access, API whitelisting, and localisation in the admin console.
- **Test Steps:**
 - Create, modify, and delete master data entries, user roles, and locale translations.
 - Attempt API access from whitelisted and non-whitelisted clients.
- **Expected Outcome:** All changes reflect immediately; non-whitelisted clients are denied access.
- **Pass/Fail Criteria:** 100% correct admin behaviour and access controls.

4.2 Audit Trail

- **Objective:** To ensure record modifications are logged with before/after states and tamper-evident hashes.
- **Test Steps:**
 - Modify records and review audit logs for completeness.
 - Verify hash anchoring (if blockchain is used) and audit log immutability.
- **Expected Outcome:** All changes have complete, tamper-evident audit trails.
- **Pass/Fail Criteria:** 100% of changes are logged and verifiable.

4.3 API Whitelist

- **Objective:** To confirm only whitelisted clients can access APIs.
- **Test Steps:**
 - Attempt API access from both authorised and unauthorised clients.
- **Expected Outcome:** Access is denied for all non-whitelisted clients.
- **Pass/Fail Criteria:** 100% correct enforcement of API whitelisting.

5. Integrations and API Acceptance Tests

5.1 API Docs

- **Objective:** To verify the completeness and accuracy of REST API documentation.
- **Test Steps:**
 - Review OpenAPI/Swagger specs for all integrations (Aadhaar/eKYC, payment, SMS, email, WhatsApp, BOT).
 - Check endpoints, request/response schemas, error codes, rate limits, and sample payloads.
- **Expected Outcome:** All APIs are fully documented as per requirements.
- **Pass/Fail Criteria:** 100% documentation compliance.

5.2 Sandbox Integration

- **Objective:** To demonstrate successful integration with department-provided sandbox credentials.

- **Test Steps:**
 - Perform e-KYC and payment gateway calls using sandbox credentials.
 - Capture and review responses for correctness.
- **Expected Outcome:** All calls succeed and return valid responses.
- **Pass/Fail Criteria:** 100% success rate for sandbox tests.

5.3 Failure Handling

- **Objective:** To validate error handling, retries, and circuit-breaker logic for external API failures.
- **Test Steps:**
 - Simulate timeouts and failures from integrated gateways.
 - Verify that system retries per policy and logs all failures.
- **Expected Outcome:** Policy-compliant retries; failures are logged and circuit-breaker prevents cascading issues.
- **Pass/Fail Criteria:** 100% correct error handling and logging.

6. Non-Functional Requirements and Hosting Acceptance Tests

6.1 Load Test

- **Objective:** To validate system performance under baseline and peak concurrent user loads.
- **Test Steps:**
 - Simulate 5,000 concurrent worker sessions and 50 concurrent officials (baseline).
 - Scale load to 20,000 concurrent sessions (peak, autoscale scenario).
 - Monitor response times and data integrity.
- **Expected Outcome:** System meets performance targets without data loss at all load levels.
- **Pass/Fail Criteria:** 100% compliance with response time and data integrity metrics.

6.2 Auto scale Test

- **Objective:** To ensure autoscale triggers and provisions additional nodes within defined cooldown periods.
- **Test Steps:**
 - Trigger a scale-out scenario by increasing load above baseline.
 - Observe time taken for additional nodes to come online and handle load.
- **Expected Outcome:** Autoscaling provisions resources automatically within the defined period.
- **Pass/Fail Criteria:** 100% of scale events meet provisioning timelines.

6.3 DR Test

- **Objective:** To confirm disaster recovery (DR) readiness and data restoration within RTO and RPO.
- **Test Steps:**
 - Simulate a primary site failure.
 - Trigger failover to the DR site.
 - Verify restoration of services and data within Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
- **Expected Outcome:** Critical services and data are restored within agreed timelines.
- **Pass/Fail Criteria:** 100% DR tests meet RTO and RPO commitments.

7. Data Migration and Handover Acceptance Tests

7.1 Migration Dry-Run

- **Objective:** To validate the migration plan, data mapping, cleansing, and sample migration of records.
- **Test Steps:**
 - Execute sample migration of 1,000 records using proposed scripts and procedures.
 - Run validation scripts to check data integrity and mapping accuracy.
- **Expected Outcome:** All migrated records map accurately and pass validation checks.
- **Pass/Fail Criteria:** 100% of sample data migrates and validates successfully.

7.2 Handover Checklist

- **Objective:** To ensure all project artifacts are delivered and can be used for independent build and deployment.
- **Test Steps:**
 - Provide source code, scripts, documentation, database dumps, runbooks, API docs, and admin credentials to the Department.
 - Department executes build and deploy in a staging environment using delivered scripts.
- **Expected Outcome:** All artifacts are complete; Department can build and deploy without vendor assistance.
- **Pass/Fail Criteria:** 100% completeness and usability of provided artifacts.

7.3 IP Evidence

- **Objective:** To confirm transfer of intellectual property and disclosure of third-party components.
- **Test Steps:**
 - Provide list of all third-party components and their licences.
 - Submit written confirmation of code ownership transfer to the Department.
- **Expected Outcome:** Full compliance with IP and licensing terms.
- **Pass/Fail Criteria:** 100% documentation of IP transfer and compliance.

Deliverables of the Bidder

A. Server Administration and Hosting

The virtual server will be employed to host the application, with the successful bidder tasked with ongoing management and monitoring of the server infrastructure. As the Portal handles Aadhaar authentication, payment transactions, and other essential State Government activities, it is vital that hosting is carried out exclusively by a MeitY-empanelled Government Community Cloud (GCC) provider dedicated to public sector entities.

All key personnel, including the solution architect, server administrator, and cyber security professionals, must be physically stationed at the Board's office for the entire contract period, starting from the submission date of the Functional Requirement Specification (FRS). No additional payments will be provided to the successful bidder for server administration and hosting services. Auto scale-out and scale-up functionalities are required, with these operations running entirely autonomously and without manual intervention.

Minimum indicative server sizing, including the Disaster Recovery site:

Infrastructure Tier	Purpose	Primary Site	DR Site
Web Tier	Load Balancer	2 Nodes (HA Active-Passive)	1 Node
App Tier	Web/App Servers	4 Nodes (16 vCPU, 32GB RAM each)	2 Nodes (16 vCPU, 32GB RAM each)
DB Tier	Database Server	2 Nodes 16 Core SQL	1 Node 16 Core SQL
Specialized	AI/ML & Blockchain	2 Nodes (GPU Enabled)	1 Node (GPU Enabled)
Security	Aadhaar Data Vault	2 Nodes (HA)	1 Node
Storage	Object/Block Storage	5TB+ (Scalable)	5TB+ (Mirrored)

B. Software Implementation

1. Upon conclusion of the contract period, or at any time upon request by the GLWB Board, the Successful Bidder shall deliver the complete source code and all relevant data to the GLWB Board. Furthermore, the Successful Bidder is required to provide detailed instructions for implementing modifications or updates to the software, including clear guidance on compiling the code into an executable or installable product. For Commercial Off-The-Shelf (COTS) software, the perpetual license must be registered under the GLWB Board, and the CD, DVD, or virtual machine containing both the license and setup files should be provided to the Board. Only the customizations developed specifically for the GLWB Board—including associated source code—are required to be submitted. Furthermore, complete API documentation must accompany the software as part of the deliverables.
2. Licenses for third-party development and deployment, as outlined in the above scope of work, shall be issued in the name of the GLWB Board.
 1. Web-Based Zero Footprint Viewer and Scanning Capabilities
 2. Image Processing and Compression Solutions
 3. Comprehensive Full Text OCR Functionality
 4. Bar Code and QR Code Integration

The integration of an Interactive Web Portal with the Management and Monitoring System for the Digitization of Old and Ongoing Records of the GLWB Board may include the following components (note that this list is illustrative, not exhaustive):

1. Payment Gateway
2. SMS Gateway
3. SMTP/Email Integration
4. Aadhaar Integration
5. Digital Signature Functionality
6. Integration with WhatsApp, Telegram, or similar platforms

7. Automated BOT Services

C. Helpdesk Establishment and Operations

The Selected Bidder shall be responsible for establishing a centralised helpdesk to efficiently address user queries, requests, and complaints pertaining to the GLWB Board's services. The helpdesk must provide both telephone and email support, ensuring prompt and effective resolution of issues.

Operating Hours: The helpdesk shall function from 10:00 AM to 5:30 PM, Monday to Friday (excluding public holidays), thereby guaranteeing consistent support during official working hours.

Location and Infrastructure: The helpdesk operations will be conducted from within the GLWB Office premises. The GLWB Board will provide the necessary seating arrangements, electrical infrastructure, and telephone connectivity required for seamless functioning.

Escalation Plan: Prior to the commencement of helpdesk services, the Selected Bidder must submit a comprehensive escalation matrix and response plan, detailing the procedures for addressing unresolved or critical issues within defined timelines. This plan must clearly specify roles, responsibilities, and escalation hierarchies to ensure accountability and timely resolution.

Staffing and Service Levels

The Selected Bidder is required to deploy adequately qualified and experienced personnel to the helpdesk, ensuring all staff members possess the requisite skills and expertise aligned with their designated roles. The team size must be sufficient to consistently meet the Service Level Agreements (SLAs) stipulated in the contract, including response and resolution timelines for various categories of user requests. The Selected Bidder shall proactively monitor helpdesk performance to maintain high standards of service delivery.

Team Composition

The helpdesk team must comprise a suitable number of professionals, including but not limited to a Helpdesk Manager/Supervisor and support executives, to ensure prompt handling and timely closure of user requests. The bidder shall propose an optimal team structure in their technical proposal, justifying the adequacy of staffing in relation to expected workload and SLA compliance. This will be mutually decided between the board and the agency.

Qualifications and Experience Requirements

All helpdesk personnel must hold relevant educational qualifications and demonstrate prior experience in roles of a similar nature. The Selected Bidder shall clearly outline the minimum qualifications, skillsets, and years of experience required for each helpdesk role within their proposal. This ensures that all assigned personnel are competent to handle user queries effectively and maintain the quality of service expected by the GLWB Board.

Training and Capacity Building

Prior to the commencement of helpdesk operations, the Selected Bidder shall ensure that all team members undergo comprehensive training. This includes detailed orientation on the implemented IT solutions, familiarisation with departmental processes and workflows, and guidance on customer service best practices. The aim is to equip the helpdesk team with the necessary knowledge to deliver high-quality support and maintain user satisfaction.

Commercial Considerations

The Selected Bidder must factor in all expenses associated with the helpdesk—including setup, recruitment, salaries, equipment procurement, training, and ongoing operational costs—when preparing their commercial bid for the contract

period. No additional payments or reimbursements will be entertained for helpdesk establishment or its ongoing operations beyond the financial bid submitted and agreed upon in the contract.

Payment Terms

Under no circumstances shall the GLWB Board make additional payments for helpdesk-related activities outside the scope of the agreed financial bid. The Selected Bidder is expected to deliver all helpdesk services within the budgetary provisions specified in their commercial proposal.

D. Set up of Training Center at Board's Premises in Goa.

As this initiative involves organisational change—transitioning from physical to digital processes—the successful bidder must:

1. Organise in-person training workshops for GLWB Board officials (DA, CM, DS) at the Head Office in Panaji, Madgaon, or any other mutually agreed location.
2. Develop comprehensive video tutorials (in Konkani, Hindi, and English) for Construction Workers covering topics such as "How to Register," "How to Claim Benefits," and other relevant subjects.

The scope outlined above is indicative and may be expanded based on requirements at the relevant time; however, no additional payment will be made to the successful bidder for any such increase in scope.

E. On Site Technical Support at Goa

Technical support is dedicated to assisting users with troubleshooting and resolving issues related to hardware, software, or systems, whereas software support exclusively addresses the maintenance, updating, and rectification of problems pertaining to software applications. Both types of support will be delivered on-site at the GLWB location by the selected bidder.

The selected bidder's team will also be required to participate in registration camps, if organised by the Board, at the Board's cost and expense.

All expenses associated with providing on-site technical and software support—including staffing, training, travel, equipment, and consumables—must be incorporated into the commercial bid. No additional payments will be considered beyond the submitted financial bid for these services.

The Department reserves the right to evaluate and amend the scope and scale of support activities as needed throughout the contract period in response to evolving requirements. The Selected Bidder shall not be entitled to claim extra compensation for such modifications.

F. Digitisation And Migration of Old Records to Portal

All old records created prior to the commencement of this project, as well as any records generated between project completion and the portal's official go-live date, must be comprehensively migrated and digitised by the successful bidder. To ensure the highest quality and efficiency, the following requirements must be strictly adhered to:

- The bidder shall undertake the physical scanning of all documents using overhead scanners. Overhead scanners are preferred for their ability to handle fragile, bound, or large-format documents without causing any damage, ensuring accurate image capture and preservation of records.

- Post scanning, the bidder is required to extract all relevant data from the digitised images utilising advanced Artificial Intelligence (AI) and Machine Learning (ML) technologies. This process must ensure that data is accurately captured, classified, and mapped to the appropriate fields and modules within the portal, minimising manual intervention and errors.
- The scope includes meticulous indexing and categorisation of digitised records, enabling easy retrieval, searchability, and integration with the portal's functionalities. The bidder must ensure that the migrated data is fully compatible with the portal's architecture and adheres to all security and privacy standards as prescribed by the Department.
- Quality assurance checks must be conducted at every stage—scanning, data extraction, and migration—to guarantee completeness, accuracy, and integrity of the digitised records. Any discrepancies or errors discovered during the process must be promptly rectified by the bidder, with documented evidence of corrective actions taken.
- The bidder is responsible for providing detailed progress reports and documentation throughout the digitisation and migration process, including inventories of records scanned, data extracted, and successfully migrated to the portal.
- All necessary resources—including equipment, software, manpower, and consumables—required for digitisation and migration must be provisioned by the bidder and included in the commercial bid. No additional payments will be entertained for these activities beyond the submitted financial proposal.
- The Department reserves the right to review, audit, and request modifications in the digitisation and migration process as per evolving requirements during the contract period. The bidder shall comply with such directions without claiming extra compensation.

G. Web Site Development

The migration of existing information pages to the portal, inclusive of all pertinent details, falls within the scope of work for the selected bidder. The successful bidder is required to provide a modern, professional, and responsive website that guarantees accessibility, usability, and accommodates multiple languages relevant to Goa, alongside English. The website should function as an integrated platform for information dissemination, user engagement, and support of departmental objectives.

Category	Requirement
Design Requirements	Contemporary, professional, visually appealing interface; aligns with Department's branding and ethos
Design Requirements	User experience (UX) central; intuitive navigation, clear calls-to-action, consistent layout
Design Requirements	Accommodate officials, workers, citizens
Technical Specifications	Fully responsive layout for desktops, laptops, tablets, mobile devices
Technical Specifications	Compatibility with Chrome, Firefox, Edge, Safari, Opera
Technical Specifications	Interactive elements, forms, downloadable resources function across devices and browsers
Multilingual Support	Support English, Konkani, Marathi, Hindi
Multilingual Support	Language selection accessible from every page; users switch languages without losing context

Category	Requirement
Multilingual Support	All content (menus, notifications, help resources) in all supported languages
Accessibility and Usability	Adhere to web accessibility standards (WCAG 2.1)
Accessibility and Usability	Clear navigation structures, breadcrumb trails, search functionality
Accessibility and Usability	Scalable text, high-contrast modes, screen reader compatibility
Content Management	Robust CMS for authorised personnel to update, add, manage content without technical assistance
Content Management	CMS supports multilingual content, scalable for future growth and features
Security and Compliance	Industry-standard security: SSL/TLS, protection against vulnerabilities, regular updates
Security and Compliance	Compliance with data protection regulations and government IT policies
Deliverables and Review Process	Submit project plan, wireframes, design prototypes for review and approval
Deliverables and Review Process	Develop, test, deploy as per approved plan; meet all requirements
Deliverables and Review Process	Comprehensive testing for functionality, compatibility, performance, accessibility
Deliverables and Review Process	Provide source files, documentation, training for website management
Deliverables and Review Process	Final website subject to Department review and approval before public launch

H. Social Media and Media Monitoring

Managing the social media platforms in accordance with mutually established targets for **growth in new worker registrations** (on a monthly and quarterly basis) is essential. Additionally, focusing on the promotion and engagement of schemes, as well as employer contributions, is a priority. A general strategy has been outlined below; the detailed plan will be discussed with the successful bidder.

The appointed agency will be responsible for developing, executing, and overseeing a comprehensive social media and media outreach strategy with the following objectives:

- Increase registration rates of new industrial workers,
- Raise awareness regarding welfare schemes, including housing, medical aid, pensions, scholarships, and education, and
- Strengthen trust in and visibility of GLWB among key target audiences.

2.1 Platforms

The campaign will utilize Facebook, Instagram, WhatsApp, YouTube, and X (Twitter), incorporating regional language content including Konkani, Marathi, Hindi, and English.

2.2 Content Deliverables

- **Monthly Content Calendar:** Minimum of 2 posts scheduled per month.
- **Creative Assets:** Development of infographics, short videos, reels, testimonials, and explanatory materials for schemes.
- **Campaign Themes:**
 - “Register Today, Secure Tomorrow” (targeting workers)
 - “Your Work, Your Welfare” (addressing families)
 - “Contribution Compliance = Worker Welfare” (for contractors/employers)
- **Live Sessions:** At least one live session each month with Labour Department officials.
- **Community Engagement:** Establishment of WhatsApp broadcast groups and partnerships with unions.

2.3 Posting Frequency

- At least five posts per week across selected platforms.
- Two reels or short videos weekly.
- One long-form video every month.

2.4 Paid Promotion

- Implementation of targeted advertisements to engage construction workers and contractors.
- Geo-targeting focused on urban and rural areas within Goa.
- Minimum reach goal: 5,000 impressions monthly, subject to mutual revision after two months.

3. Media Monitoring Plan

3.1 Monitoring Channels

- Utilization of social media analytics tools (Meta Insights, YouTube Analytics, Twitter Analytics).
- Surveillance of local press, including Goan newspapers, radio, and television.
- Gathering community feedback via WhatsApp groups and union meetings.

3.2 KPIs

- **Registrations:** Monthly growth in new worker registrations.
- **Engagement:** Increased followers, likes, shares, and comments.
- **Awareness:** Volume of queries concerning welfare schemes and Cess obligations.
- **Sentiment Analysis:** Assessment of positive versus negative mentions ratio.
- **Press Coverage:** Achievement of at least two positive media mentions per month.

3.3 Reporting

- **Weekly Dashboards:** Ongoing monitoring of social media performance.
- **Monthly Reports:** Insights into registrations, scheme participation, and Cess awareness compared to campaign outreach.
- **Quarterly Review:** Strategy refinement based on feedback from workers and contractors.

3.4 Compliance

- All content must adhere to GLWB guidelines.
- Multilingual accessibility is mandated.
- Political, religious, and sensitive content is prohibited.
- Data privacy compliance will be maintained as per Indian IT Act and GDPR requirements.

I. Post Implementation Maintenance and Support

The Selected Bidder shall be responsible for managing, maintaining, and providing comprehensive support for a period of one year commencing from the Go Live date. This support will encompass, but is not limited to, implementing system modifications, upgrades, and performance enhancements as directed by the GLWB Board.

Furthermore, the Selected Bidder shall oversee the ongoing maintenance and management of both the hosting infrastructure and portal systems throughout the entire contract term. The Selected Bidder is required to ensure sufficient CPU processing power, memory, storage, and continuous service monitoring to sustain optimal system performance in accordance with established Service Level Agreements (SLAs).

This obligation includes making necessary adjustments, performing upgrades, and fostering continual performance improvement. The successful Bidder is also expected to provide post-implementation support to ensure ongoing compliance with SLAs. Board reserves the discretionary right to extend the support period up to five years, subject to a maximum annual rate not exceeding twenty-five percent of the accepted bid price. GLWB at its discretion can place a direct order for post implementation support on any competent supplier other than successful bidder after checking its credentials.

Key work items under maintenance and support include –

Responsibility Area	Tasks/Requirements
Performance Bottleneck Checks	Monitor and check system regularly for performance bottlenecks; resolve issues if SLAs not met; use dedicated component(s) without impacting overall system; no extra cost
Periodic Archival and Archival Policy	Devising and documenting archival policy and get it approved; provide archival mechanism with indexing for all documents; allow access to archive data for retrieval and downloading by designated team and auditors
Periodic Backup, Recovery and Backup Policy	Provide robust and reliable backup mechanism; daily incremental and weekly full back-up policy; design efficient backup policy; retention period defined by Board; backup policy in solution document; provide monthly backup of full and archival data for recent financial year; handover media to Client as per agreed date and format; recovery of backup data tested quarterly with Board's officials
Hardware Patches and Software Updates	Version/software upgrades, patch management for contract period at no extra cost; upgrades implemented within six months of release/general availability; supply, installation, maintenance of updated/upgraded software; rectification of bugs/defects; fine tuning of application; maintenance of application; re-installation of software/application/database whenever required
Health Checks and MIS Reports	Perform regular health checks for optimum performance of system including software, hardware, database; provide regular health check status reports

J. Security Audits

The Selected Bidder shall engage an independent CERT-in empanelled auditor to perform comprehensive vulnerability and penetration testing on the proposed solution and deliver the corresponding reports. The Selected Bidder must address any adverse findings identified in these reports without delay by updating the system, at no additional cost to the GLWB Board.

Furthermore, the GLWB Board reserves the right to appoint auditors for independent security assessments, vulnerability evaluations, or penetration tests of the System, with all related expenses to be borne by the Board.

Responsibility of the Board

1. The Board will furnish the required space and power supply; however, provision of backup power supply remains outside its purview.
2. The Board shall conduct information transfer, records handover, takeover procedures, and image and data quality verification in accordance with the Standard Operating Procedure (SOP), which will be duly communicated to the selected bidder.
3. Upon receiving notification from the successful bidder, the Board will undertake User Acceptance Testing (UAT) for all modules, issue acceptance certificates, coordinate with Aadhaar authorities, and execute necessary documentation with SMS gateway, online payment authorities, and email services for SMTP. All expenses related to UID, SMS gateway, and payment gateway services will be borne by the Board.
4. The Board will handle translation from English to Konkani, Marathi, or any other specified language. However, the bidder is responsible for performing machine translation and submitting the results in soft copy format on Excel to the Board.

Payment Terms & Project Timelines

1. Advance payments will not be provided.
2. The payment for scanning and related activities will be done on monthly basis on actual quantity scanned and digitised.
3. The Agency shall receive payment upon the successful completion of each designated milestone as outlined below:

Sr. No.	Milestone	Timeline	Payment
1	Letter of Award / Intent	T	No Payment / No Advance
2	First Payment Milestone: Submission / Approval of Software Requirement Document	T+1 week	30% of the contract value
3	Second Payment Milestone: Designation of PSU for GCC Cloud Services	T+1 Week	30 % of the contract value
4	Third Payment Milestone: The User Acceptance Testing for Industrial Worker Auto Registration Workflow	T+3 weeks	25% of the contract value
4	Fourth Payment Milestone: Successful completion of the UAT of Organisational Contribution Management Module	T+ 6 weeks	5% of the contract value
5	Fifth Payment Milestone: Completion of the remaining modules.	T+ 12 weeks	5% of the contract value
6	Sixth Payment Milestone: Partial Go Live & Training	T+12 weeks	5% of the contract value
7.	Seventh Payment Milestone: Scanning, Digitisation & Packing	T+12 Weeks	Will be paid at actual on monthly basis as and when the respective activity is completed.

Bill of Material:

Sr. No	Description	Qty	Units of Measurement	Base Price
	Development Cost of Software and hosting it on Govt Community Cloud as per the details given in the SoW including the following: 1. Setting Up of Servers, Back Up Servers, Disaster Recovery etc. 2. Creation Of Interactive Web Portal a) Worker Auto Registration – while applying welfare scheme b) Worker Welfare Scheme Application & Financial Assistance Amount Disbursement c) System Administration Module d) Legacy Data Management e) Legacy Data Migration f) Financial Integration (DBT Framework) g) Reporting and Dash Boards h) AI / ML Based Document & Database Intelligence Module i) Mobile Applications / PWA j) Ticketing System k) Organizational Contribution Management Module 3. Setup of Help Desk. 4. Training to Department, Trade Union Representative and workers. 5. On Site Technical & Software Support at Goa 6. Social Media Promotion and Monitoring.	1	Lump some	
2	Add on cost for GCC Cloud			
	Add On vCPU	1	Per 2vCPU	
	Add on Cost of RAM	1	Per 2 GB Ram	
	Add on cost of HDD	1	Per one GB	
3	Digitisation And Migration of Old Records to Portal			
	3.1 Cost of Document Preparation and Scanning			
	Scanning of a office document for A2 Size document	1	Per Image	

	Scanning of a office document for up to A3 Size document	1	Per Image	
	Scanning of a office document for up to A2/ Legal Size document	1	Per Image	
	3.2 Cost of Web Enabled Low Resolution File			
	Web Enabled low resolution file 96-150 dpi	1	Per Image	
	3.3 Cost of Digitization and Indexing			
	Indexing –Meta Data Entry	1	Per Character	
	Manual Data Entry parameter to be captured for each record for English			
	Indexing –Meta Data Entry	1	Per Character	
	Manual Data Entry parameter to be captured for each record for Vernacular images Portuguese, Marathi, Moodi, Hindi etc.			
	Indexing –Meta Data Entry	1	Per Parameter	
	AI/ML based Automated data entry			
	Forms Processing and OCR	1	Per Image	
	OCR of printed pages with 100% accuracy (of any size)			
	Bookmark in PDF File	1	Per Image	
	Cost of Lossless Compression Technique 50% to 70% Page Range 1 - 200	1	Per Image	
	Compression 71% & above Page Range 200 & above	1	Per Image	
	3.4 Packing and Binding of Files			
	Packing and Binding of file for Document Upto 200	1	Per Piece	
	Packing and Binding of file for Document above 200	1	Per Piece	
	4.Enterprise-wide license Unlimited License for Archival and Search Application	1	Lump Sum	

*GST will be paid extra as applicable

- END OF DOCUMENT -