

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 Online Portal for the

Goa Building and Other construction Workers Welfare Board’

EOI No: RCIL/WR/Goa/Mktg/25-26/01 Dt: 21st March 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/25-26/01 Dt: 21st March 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 Online Portal for the Goa Building and Other construction Workers 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	24th March 2026 15:00 hrs
2	Opening of Technical Bid of EOIs	24th March 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 20,51,468/- (Token EMD of Rs 5,00,000 to be paid at the time of bid submission)

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.

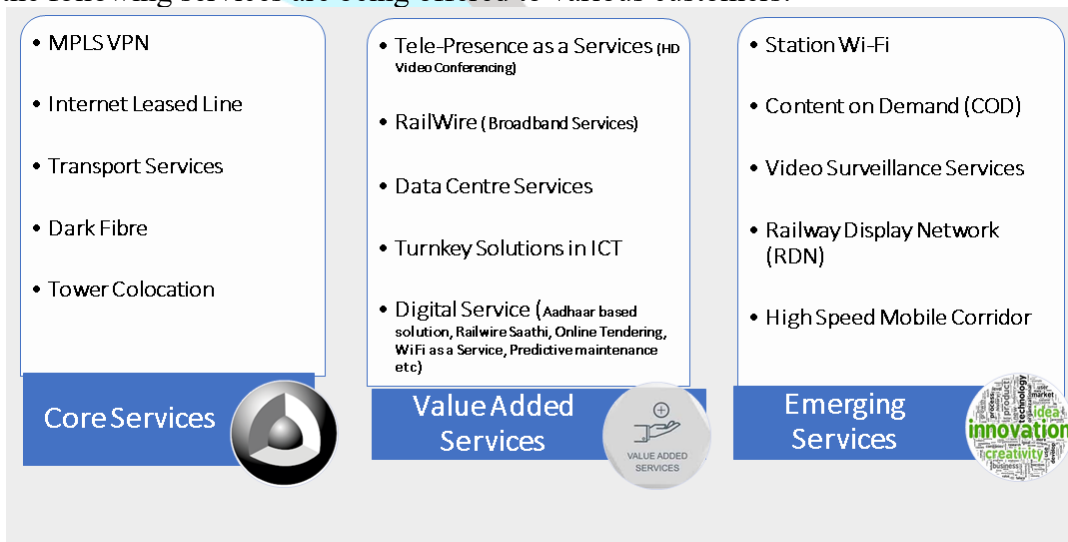
RailTel has approximately 60000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon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

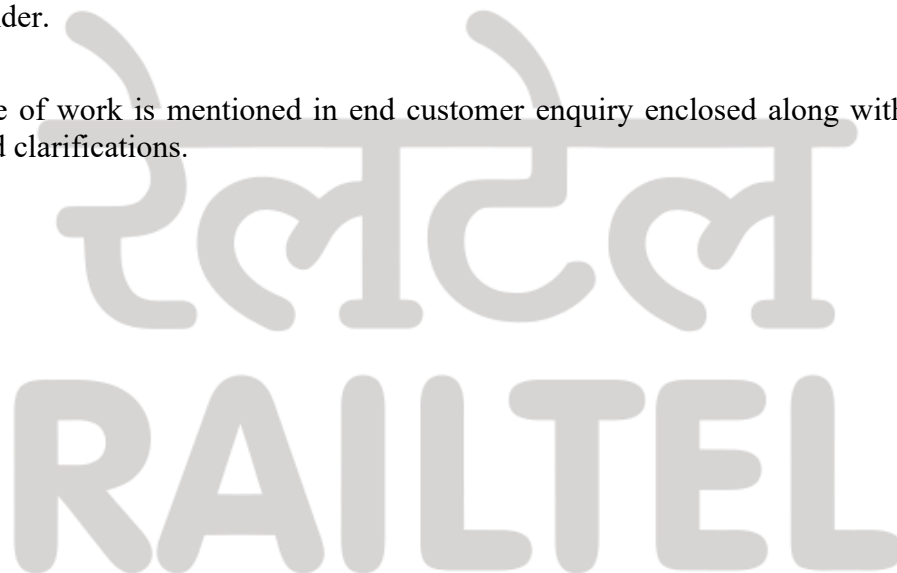
RailTel intends to submit commercial quotation to its end customer organization for 'Development of an Exclusive Online Portal for the Goa Building and Other construction Workers Welfare Board' as per Scope of Work enclosed.

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 Online Portal for the Goa Building and Other construction Workers 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 a registered firm under the Companies Act, 1956 or 2013 or Partnership Act, 1932 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)	Annual Cumulative turnover of Lead Bidder should have at least 20 Crores 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 2025 & 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:

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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.

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DEPONENT

SEAL AND SIGNATURE OF THE BA

VERIFICATION

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

DEPONENT

SEAL AND SIGNATURE OF THE ADVOCATE

Place:

Dated:

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

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Annexure 5: Draft Non-Disclosure Agreement – (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. _____

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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:

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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: _____

2) Tender Reference No- SnT_C_BRC_138_2024-25 dated 01/05/2025
and all of its addendums/ corrigendum's & published documents

Dear Sir,

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

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone and Fax :

E-mail address :

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Annexure 9: Performance Bank Guarantee Format

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

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

WHEREAS:

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

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

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

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

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

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

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

NOTES:

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

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Annexure 10: 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.....

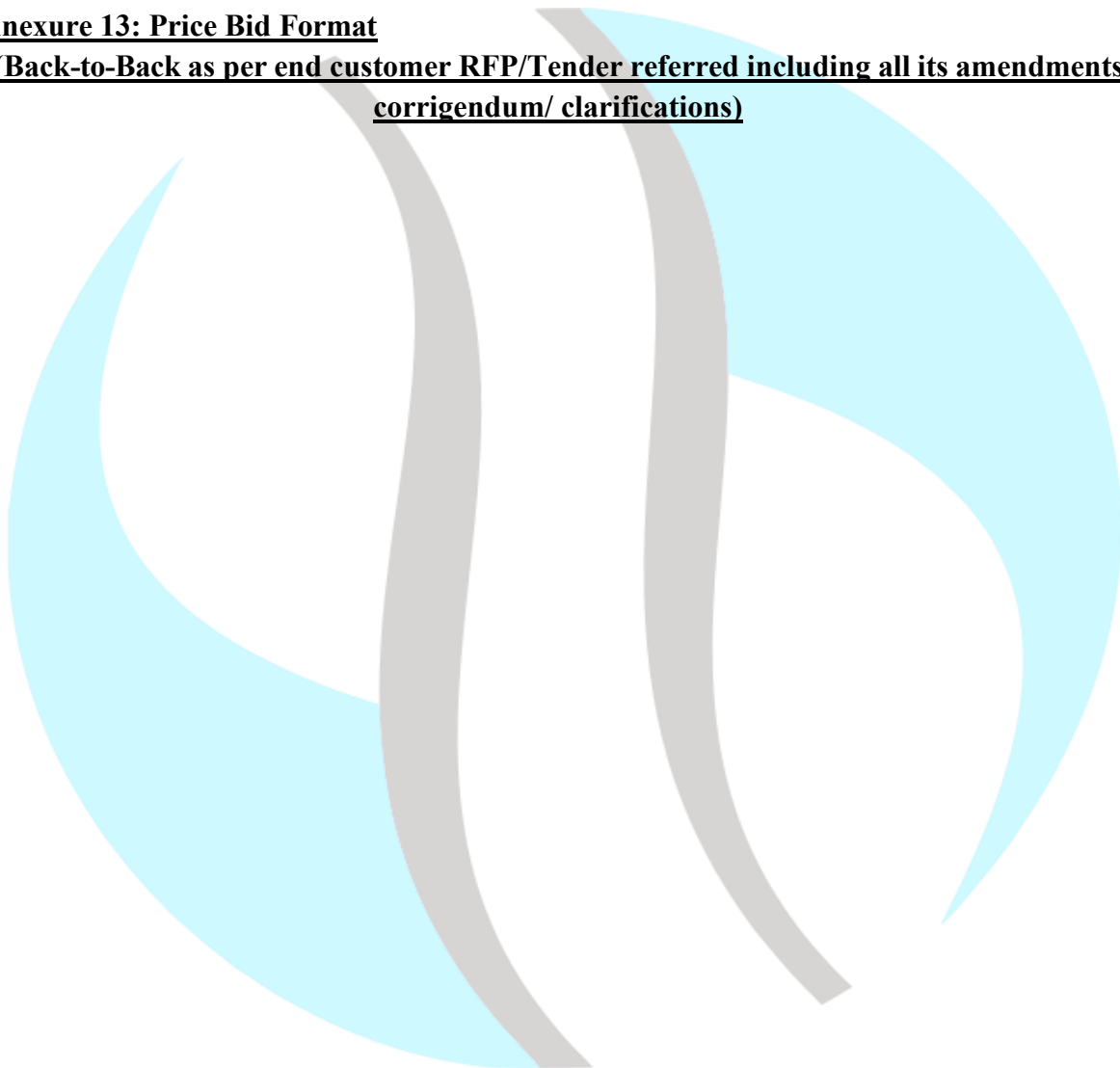
2.....

Annexure 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)**



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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	

- END OF DOCUMENT -

Brief Scope of Work (SoW)

The Building and Other Construction Workers' (Regulation of Employment and Conditions of Service) Act, 1996 (referred as B.O.C.W. Act) and the Building and Other Construction Workers, Welfare Cess Act, 1996 (referred as Cess Act) have been enacted by Government of India to regulate the employment and conditions of service and to provide safety, health and welfare measures for the building and other construction workers' and collection of cess from the employers for running the welfare schemes for the said workers.

With a view to improving the administrative efficiency of the Board and providing better quality services to the registered workers and their dependents, it has been decided to set up its own server along with other necessary hardware, creation of Board's own portal and digitization of old records together with its meta data and other incidental works etc. Accordingly, Secretary of the Board invites online bid from eligible bidders for setting up its own server, creation of Board's own portal and digitization of old records together with its meta data and other incidental works etc.

The scope of work (Sl. 1 to 7) would inter-alia involve 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
6. Digitisation And Migration of Old Records to Portal
7. Social Media Promotion and Monitoring.

The Modules mentioned above are **minimum required and there may be a need to develop certain more modules**, the clear understanding of the same will be provided during / after implementing these modules. **The successful bidder is expected to develop those modules and there will be no extra payment for such development / enhancement / feature addition.**

The system must use Robotic Process Automation (RPA), for managing different forms flow and filling the gap with digital labour force instead of manual labour. The process requiring for manual rule-based labour except cognitive processes are required to be automated using the BOT at various levels in modules.

As this Portal is running the Adhar authentication, payment related, and other important State Govt transactions, this portal must be hosted on MeitY-empanelled Government Community Cloud (GCC) provider for public sector entities only. The Manufacturer Authorisation Form (MAF) must be provided by Government Community Cloud provider to the bidder for this tender which will be verified by Board and tender issuing agency.

All the latest version of Operating system i.e., Windows software along Microsoft SQL Server Enterprise edition with software Assurance licenses shall be the responsibility of the success bidder.

Construction workers aged 18–60 years who have worked at least 90 days in the past year can register and renew their membership with the Building and Other Construction Workers Welfare Board to access welfare benefits.

The Board has two streams of revenue i.e., by registration & renewal of construction workers and second by collection of cess.

The Cess Collection workflow requires the Construction License Seeker (Employer) to apply for the license with the local body. Worker registration and renewal process must be linked with construction license seeker (the employer) while providing the proof of employment.

Board seeks to implement a state-of-the-art Cess Management Portal. The primary objective is to digitize, streamline, and secure the collection of Cess from construction projects across the state.

The system aims to achieve three core goals:

1. **Transparency:** End-to-end visibility of the Cess collection and licensing process.
2. **Revenue Optimization:** Improvement in collection efficiency and collection amount through adherence to legal guidelines and automated calculations.
3. **Fraud Prevention:** Restriction of fraudulent activities via digital validation, AI oversight, and blockchain integration.

Apart from setting up the servers, back up servers and other disaster plans, developing the interactive portal, the bidder is expected to Setup Help Desk at Client Location with minimum 2 to maximum 12 people, Training to Department, Trade Union Representative and workers, in person Technical Support at client site, Digitise and migration of Old Records to this Portal and work hand in hand with the Board for promotion of welfare schemes on social media. Bidder is expected to work on increasing the registrations through promotion, site camps as well as promotion of the welfare schemes.



Detailed Scope of Interactive Web Portal (SoW)

The Registration "Single Source of Truth": The successful bidder must develop a system where the Construction Worker's profile serves as the single source of truth (SSOT). Single Source of Truth (SSOT) means that all critical data is stored, maintained, and accessed from one authoritative system or repository.

Module I: Worker Registration & Profile Management (Multilingual)

This Module is the entry point for construction worker to Interactive Portal. 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. Integration of Portal with UID Data vault

- a. The system must not only accept data but validate it too. This involves real-time integration with UIDAI for e-KYC to ensure the applicant is alive and real
- b. The system must **not** store raw Aadhaar numbers in the transactional database. It must implement an "Aadhaar Data Vault" or Reference Key mechanism as per UIDAI circulars. The list of the same is available at UIDAI website.

2. Employment Certification (90 Days Check)

- a. The system must capture the "90 Days Work Certificate" issued by the employer/union. One of the logic for the same could be that the system must calculate the days worked based on the Start Date and End Date entered and validate if Total Days ≥ 90 .

3. 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.

4. Blockchain Implementation

- a) Worker Profile and updates throughout the lifecycle must be secured by blockchain technology.
- b) Blockchain to allow secure sharing of authorized copy of worker profile across other e-governance portal within as well as outside the state.
- c) Blockchain to allow secure sharing of authorized copy of worker profile across central government portal like e-Shram.
- d) Blockchain implementation for restricting any fraudulent activity / unauthorized changes throughout the blocks of the blockchain.

5. Development of Duplicate Check Algorithm:

Before a new worker profile is created, the system must run a fuzzy logic search on Name + DOB + Gender + Father's Name to flag potential duplicate registrations from legacy data and report it.

6. Development and integration of Live Stream Video:

The worker is expected to provide live streaming selfie video with movements to ensure that actual worker is registering on the portal. The necessary secure development must be done by successful bidder.

7. 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 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.

8. Integration with payment Gateway:

- a. The worker is required to pay a specific amount at the time of new registration. Application integrated payment gateway (as preferred by the board) will allow the worker to pay the amount based on the business rules.
- b. The worker's membership is subscribed for a year by default. The worker is expected to renew the membership before a month or even after expiry. The renewal fees amount is calculation is based on base renewal fees plus applicable delay fee, if any. (if renewal is done after expiry). The calculated renewal fees are to be paid through the application integrated payment gateway (as preferred by the board).
- c. The online payment gateway is expected to support all the possible channel of payments - including but not restricted to – like UPI, Debit Card, Credit Card, net banking etc.
- d. The application is expected to handle all the exceptions in the online payment transactions amicably. The possible exceptions may include the cases like payment deducted from worker account, but department did not receive it etc.
- e. The payment gateway provider can be proposed by the successful bidder, however, Board's decision is final in selecting the payment gateway provider and arranging the API for the same.

9. Integration with Digital Signature

- a. The department 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 DEPARTMENT 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 DEPARTMENT 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.

10. Integration with Digi locker

- a. The DEPARTMENT 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 DEPARTMENT 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 DEPARTMENT 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.

11. Affidavit on the Portal

- a. The DEPARTMENT issues the registration card to the worker, on successful completion of the registration process. To get the registration card, the worker is required to submit an online registration application using DEPARTMENT portal, by providing a set of information. As a standard procedure, the worker is asked to agree on a legally formatted affidavit before the application can be submitted for further processing. In the benefit of the worker, the legally formatted affidavit should be available and displayed in the language preferred by the worker like, hindi, marathi or Konkani apart from English.
- b. The DEPARTMENT registered workers are expected to renew their membership on yearly bases. For the renewal of membership, the worker is required to submit an online renewal application using DEPARTMENT portal, by providing a set of information. As a standard procedure, the worker is asked to agree on a legally formatted affidavit before the application can be submitted for further processing. In the benefit of the worker, the legally formatted affidavit should be available and displayed in the language preferred by the worker.
- c. The DEPARTMENT 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 DEPARTMENT portal, by providing a set of information. As a standard procedure, the worker is asked to agree on a legally formatted affidavit before the application can be submitted for further processing. In the benefit of the worker, the legally formatted affidavit should be available and displayed in the language preferred by the worker. Important to note, the affidavit format may differ from scheme to scheme as schemes can be offered by state government as well as central government.
- d. Specifically for the welfare scheme application, the registered worker will see an instruction page with confirmation, before he/she can continue with the online application. Each welfare scheme has its own requirement for submitting various documents for supporting the claim. This instruction page will show a guideline for filing the online application, along with the list of documents to be submitted along with. This is to help worker in filing of application smoothly while getting prepared with all the required documents in hand before initiating the claim application. This initial instruction page – for each of the welfare scheme on offer - should be available and displayed in the language preferred by the worker.

12. Generating Application Preview

- a. The DEPARTMENT issues the registration card to the worker, on successful completion of the registration process. To get the registration card, the worker is required to submit an online registration application using DEPARTMENT portal, by providing a set of information. 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. For the renewal of membership, the worker is required to submit an online renewal application using DEPARTMENT portal, by providing a set of information. 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.
- c. The DEPARTMENT 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 DEPARTMENT 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.

13. Development with Bank API for database check for name and account no correctness

- a. The DEPARTMENT 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 DEPARTMENT 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 DEPARTMENT 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 DEPARTMENT 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.

14. Validation of Adhar of Family member.

The DEPARTMENT 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.

15. Integrated messaging engine for sending SMS/whatsapp

The DEPARTMENT 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 registration application
- c) Intimation of successful submission of renewal application
- d) Intimation of successful submission of amendment application
- e) Intimation of successful submission of claim application
- f) Intimation of deficiency marked on registration application
- g) Intimation of deficiency marked on renewal application
- h) Intimation of deficiency marked on amendment application
- i) Intimation of deficiency marked on claim application
- j) Intimation on approval of registration application
- k) Intimation of approval on renewal application
- l) Intimation on approval of amendment application
- m) Intimation on rejection of claim application
- n) Intimation on rejection of registration application

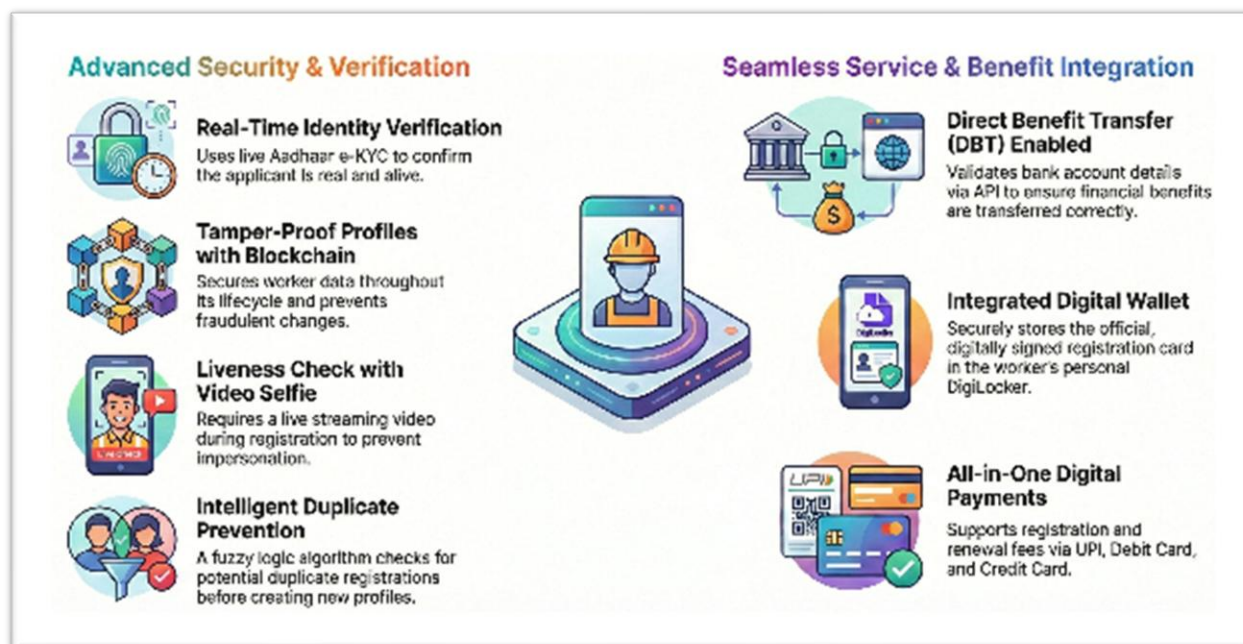
- o) Intimation of rejection on renewal application
- p) Intimation on rejection of amendment application
- q) Intimation on rejection of claim application
- r) Intimation on introduction of new scheme
- s) Intimation on amendment of existing scheme

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

The DEPARTMENT 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.

- a. The worker fills up all the required information, including employment proof
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. The DEPARTMENT portal validates all such information
- d. The worker previews the registration application and acknowledges on the affidavit before submitting
- e. The worker pays for the registration fees online
- f. The registration application is successfully submitted for approval
- g. DA reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the DA processed registration application for taking it further
- i. DS may mark deficiency or approve the registration application
- j. DS has an option to reject the application as well. Worker has an option to appeal against the rejection decision
- k. The deficient marked registration application is forwarded to the worker for making required corrections
- l. The corrected deficient application is resubmitted and flows through the same workflow of DA DS approval cycle.



17. Integration with the department application for Push and Pull API

- The Department has been providing IT support to various government departments.
- The portal is expected to provide a structured framework to communicate with developed data silos and applications using API approach.
- The portal is expected to provide mechanism to securely get the identified structured information by using pull API.
- The portal is expected to provide mechanism to securely give the identified structured information by using pull API.
- The set of such use cases will be provided and/or the board before, during and after the execution of the project.

18. Integration with email

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

19. Worker Registration Application – Information expected to be captured

01.Basic Personal Detail	20. Aadhar Number 21. Name Of Father* 22. Mobile Number* 23. Applicant Photo* 24. Name Of Applicant* 25. Name Of Mother* 26. Email Id of Worker 27. Applicant Video* 28. Date Time Of Video Capture 29. End Date Time Of Video Capture 30. Nationality* 31. Date Of Birth* 32. Date Of Retirement By 60 Yrs* 33. Marital Status* 34. Name Of Spouse* 35. Gender* 36. Category Belong To* 37. Present Address 38. Present State* 39. Present Town Or Village 40. Present Pin Code* 41. Present Address Locality* 42. Vidhan Sabha 43. Same As Present Address 44. Permanent Address* 45. Permanent State* 46. Permanent Town Or Village 47. Permanent Pin Code*
02.Details Of Work Place	48. Nature Of Work Category 49. Other Nature Of Work Category* 50. Nature Of Work Place 51. Other Nature Of Work Place* 52. Nature of Work Place* 53. Other Nature Of Work Place 54. Address Of Work Place* 55. Pin Code Of Work Place 56. Locality of Work Place* 57. Employer Name*

	58. Address Of Last Employer* 59. Pin Code Of Last Employer 60. Employment Day 61. Mobile Number Of Last Employer* 62. Email Id Of Last Employer 63. Employment Proof Doc* 64. Employment Certificate 65. Employment Proof Document Back
03.Family Detail	<u>66. Family Member Detail</u> 67. Family Member Name 68. Aadhar Number 69. Relationship With Member Applicant 70. Gender 71. Date Of Birth 72. Family Member Photo <u>73. Nominee Detail</u> 74. Name Of Nominee 75. Gender 76. Relationship With Member Applicant 77. Aadhar Number 78. Date Of Birth 79. Percentage Of Amount <u>80. Children Detail</u> 81. Child Details 82. Gender 83. Aadhar Number 84. Date Of Birth 85. Study in school or college
04.Bank Details	86. IFSC Code 87. (If not found then please enter below) 88. Bank Name 89. Branch Name and Address 90. IFSC Code 91. MICR Code 92. Bank Account Holder Name

	93. Bank Account Number
05.Union Membership Detail	94. Is Member of Registered Union 95. Registered Union
06.Membership with any Other State Board	96. Are You a Member of Any Other State Board? 97. Other State Board Membership* 98. Other State Board Membership/Registration Number*
07.Supporting Document	99. Self-Attested Aadhar Card Document File 100. Self-Attested Aadhar Card Document Back 101. Present Address Proof Document 102. Present Address Proof Id 103. Present Address Proof Document File 104. Present Address Proof Document Back 105. Date Of Birth Proof Document 106. Date Of Birth Proof Id 107. Date Of Birth Proof Document File 108. Date Of Birth Proof Document Back 109. 90 Days Employment Certificate 110. Employment Proof Document Id 111. Employment Proof Document File 112. Employment Proof Document Back 113. Bank Account Proof Document 114. Bank Account Proof Id 115. Bank Account Proof Document File 116. Bank Account Proof Document Back.
08.Affidavit of the applicant	117. Predefined legal format 118. Available in all supported language

09.Application Preview	119. Predefined structured format 120. Confirm to submit / Edit
10. Payment	121. Preferred Payment Gateway 122. Payment options: UPI, Credit Card, Debit Card 123. QR code enabled

The above details are illustrative and at the time of implementing there could be enhancements / alterations

Module -II Renewal Module: Annual Renewal of Worker's Registration

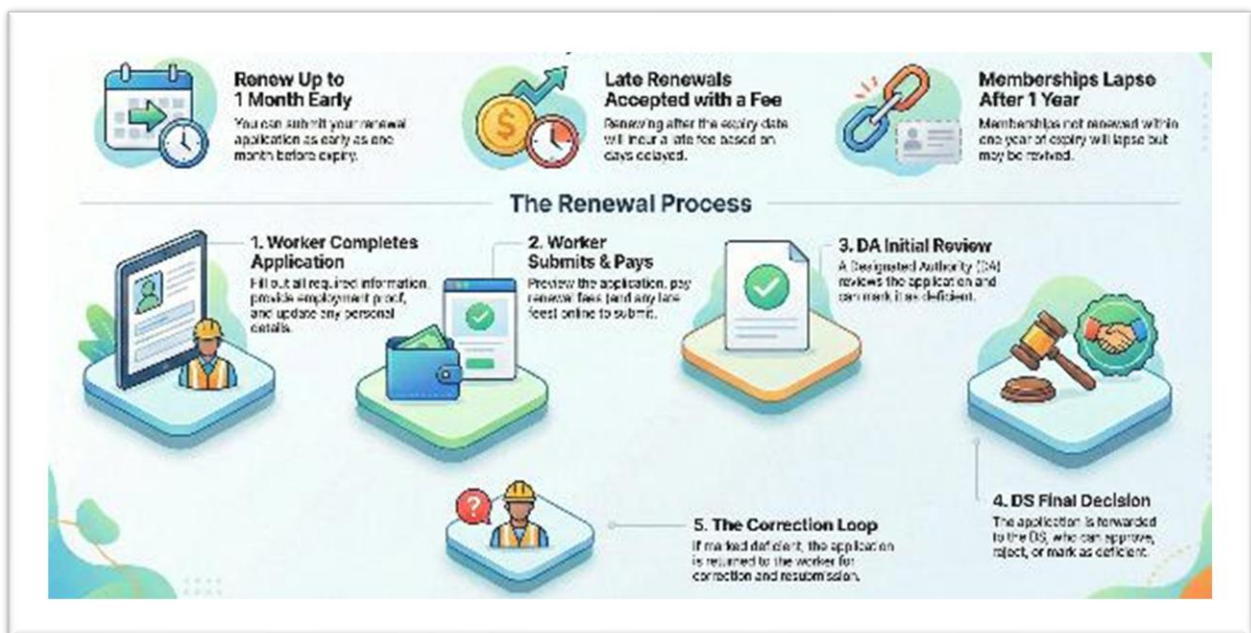
Every new registration is providing a set of membership benefits to the worker. The membership is required to be renewed on yearly bases. The registered worker is allowed to renew the membership earliest before a month of the current expiry date. The membership can be renewed even after the current expiry date with late fee calculated by delayed days. All the membership which are not renewed within one year of expiry is considered as lapsed. The lapsed membership can be revived by applying for the renewal of lapsed case and designated authority may allow for that revival.

The overall workflow for renewal process is on the same line as of registration process. As per the eligibility criteria for renewal, the workflow is initiated. The workflow goes through the following steps.

- a. The worker is prompted for the eligibility for membership renewal
- b. The worker fills up all the required information, including employment proof
- c. The worker may opt to amend existing information like residence address, Bank Details, Family Details, Child Education Details etc.
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the renewal application before submitting
- f. The worker pays for the renewal fees and late fee (if any), online
- g. The renewal application is successfully submitted for approval
- h. DA reviews and validates the application – optionally mark out deficiency if any along with remark
- i. DS gets the DA processed renewal application for taking it further
- j. DS may mark deficiency or approve the renewal application
- k. DS has an option to reject the application as well
- l. The deficient marked renewal application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of DA DS approval cycle.

The bidder is expected to understand the workflow and map it with the registration process workflow. The renewal process workflow is to restrict the worker to change the key information like Aadhar detail and/or name which were given at the time of registration.

The following diagram illustrates the renewal process workflow:



Module III: Amendment to the Worker Registration

The registration information as obtained at the time of new registration may change over a period. The worker may want to amend the bank detail as and when required. The worker may want to amend and/or enhance family details based on the life changing events like marriage or birth of a child that may happen.

DEPARTMENT portal empowers the worker to amend all such information by seeking relevant amendment service. The amendment can be addition in the existing information (like family detail) or updating the existing information (like change in bank account detail).

For each of such cases, DEPARTMENT portal will allow the worker to do the amendment online. During this online amendment application, the worker is shown the relevant current information on one side of the screen and allow the amendment on another side. The DEPARTMENT portal is expected to keep the complete history of all types of amendment as log and consider creating block chain record for sensitive changes.

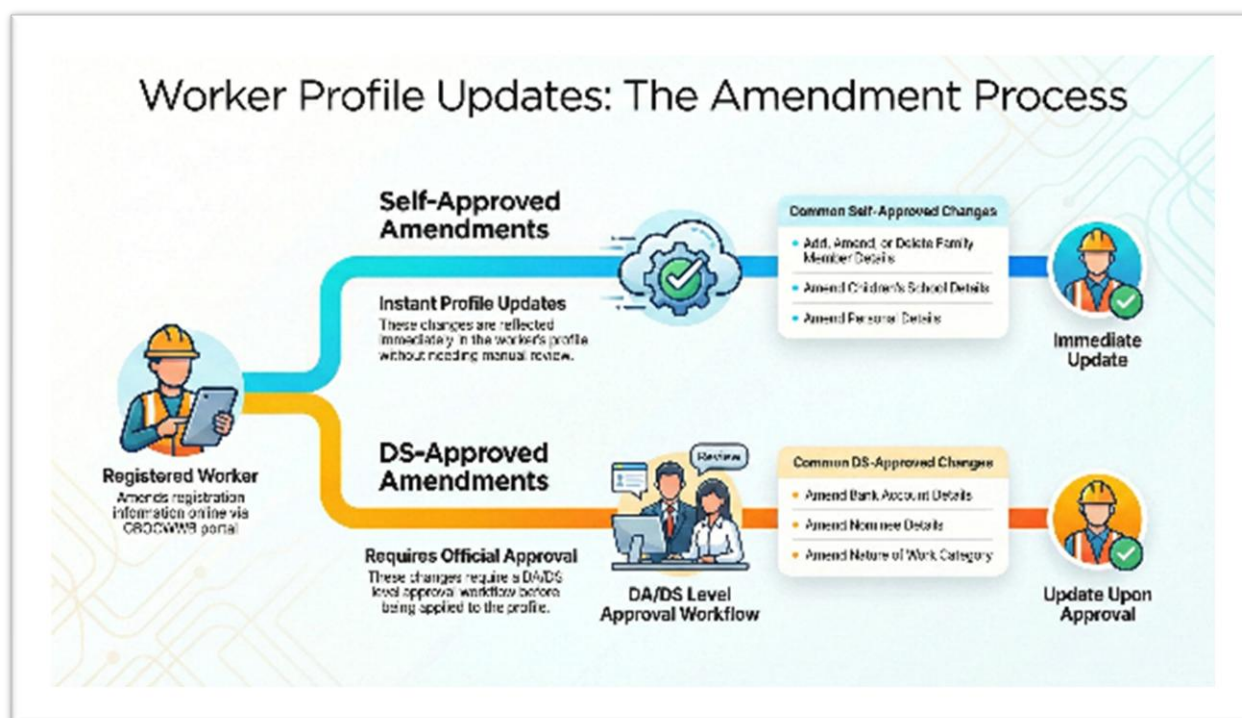
DEPARTMENT portal is to offer a list of amendment services and categorise them as 'Self Approved' or 'DS Approved'.

The amendment service categorised as 'Self Approved' will have immediate impact on the worker's profile.

The 'DS Approved' category has such amendment services where DA and DS level approval flow is required before the amendment gets reflected in the worker's profile.

The categorization of the amendment services is expected to be dynamic. The system admin of DEPARTMENT portal should be empowered to decide how to categorise the offered amendment services.

The DEPARTMENT portal should take all 'DS Approved' services to the DA DS approval workflow, dynamically. The system admin can move any 'Self Approved' amendment service to 'DS Approved' amendment service or vice versa.



Illustrative list of services is stated in the below table:

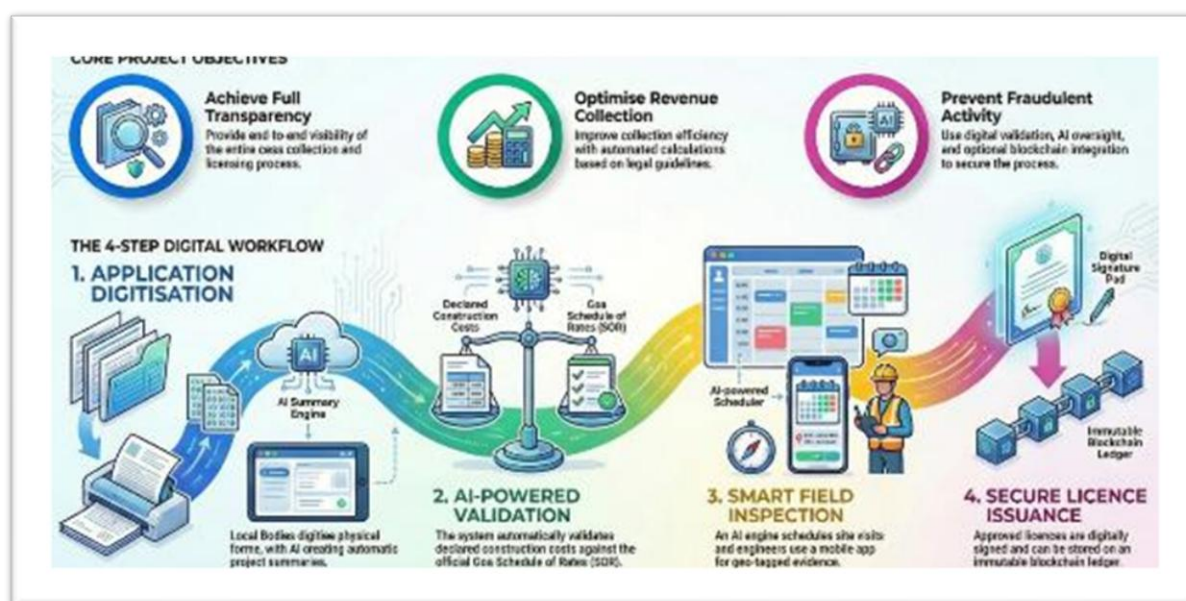
Amendment Services Available to Registered Worker

Amendment service – change log maintained	Approval
1. Addition in Previous Particulars of Family Member Details	SELF
2. Amendment in Previous Particulars details of the Children studying in school/institute/college/university.	SELF
3. Amendment in Previous Particulars of Family Member Details	SELF
4. Amendment in Previous Particulars of Bank Account Details	DS
5. Amendment in Previous Particulars of the Nature of Work category of the Applicant	SELF
6. Amendment in Previous Particulars of Nominees Details	DS
7. Amendment in Previous Particulars of Personal Details	SELF
8. Deletion in Previous Particulars of Family Member Details	SELF

Module IV: Cess Module

This is a very important module, and it broadly cater to the four distinct user groups with specific Role-Based Access Control (RBAC):

User Groups	Description	Key Responsibility
Construction License Seeker	Individuals, Construction Companies, or Contractors.	Applicant and Payer of Cess (Offline/Online beneficiary).
Local Body (Issuer)	Gram Panchayats, Municipal Councils, Municipal Corporations.	Data entry, Document digitization, and License issuance.
DEPARTMENT (Cess Collector)	The Welfare Board Authority and Field Engineers.	Application review, Site inspection, and Final Approval.
System Administrator	Technical Super-User.	System configuration, Master data management, and User onboarding.



3. Requirements

Sub Module 1: Local Body Interface (Application Processing)

This module acts as the digital entry point. Since applicants submit physical documents, the Local Body acts as the digitizing agent.

- **Application Digitization:**

- Interface to capture mandatory application details (Applicant info, Site location, Project type).
- **Cost Estimation Engine:** Capability to input and validate the "Estimated Construction Cost" based on the uploaded plans using AI / ML Technology. The development on AI ML Technology is to be done by successful bidder.
- **Application's Document Management:**
 - Upload functionality for Scanned documents (Plans, Affidavits).
 - Search Functionality after uploading the scanned documents.
 - And OR based Search based on all the meta data parameters.
 - Ability to save the generally used search results by using templates.
 - **AI-Powered Summarization:** System must generate an automatic summary of the project in English and supported local languages using Natural Language Processing (NLP).
- **AI Validation Engine for Estimation:**
 - Automated validation of the application and Construction Cost Estimation against the **Schedule of Rates (SOR)**. The system should flag discrepancies between declared cost and SOR benchmarks.
 - The discrepancies must be detailed for common person to understand it at panchayat level as well as Junior Engineer.
- **Payment Gateway Integration:**
 - Integration with major payment gateways to facilitate the online collection of specified percent of Cess.
- **Workflow Submission:**
 - Secure routing of the digitized application (e-Application) to DEPARTMENT for approval.
 - The rejection flow must be developed for all the levels in portal.
 - Integration of sms, whatsapp and email for various status including rejection and acceptance.
- **License Generation:**
 - Generation of Physical Construction License (Print ready Layout) upon full payment.

- **Digital Signing:** Generation of a digitally signed license emailed to the applicant and other stake holders Whatsapp, telegram and email must also be integrated in the system for this information status update.
- **Blockchain Repository:** Storage of the digitally signed license on a blockchain ledger for immutability and verification.

Sub Module 2: DEPARTMENT Authority Interface (Command Centre)

This module manages the approval workflow and resource allocation.

- **In-Tray Management:** Centralized dashboard to view all incoming applications from Local Bodies.
- **Powered Scheduling Engine:**
 - Algorithm to analyse pending applications and site locations to suggest optimal site visit schedules.
 - Auto-assignment of Engineers based on availability, jurisdiction, and workload balancing.
- **Schedule Management:**
 - Ability for Competent Authorities to override AI suggestions and manually assign engineers. The log for the same must be maintained.
 - Workflow to handle "Change of Schedule" requests from Field Engineers.
- **Appeals & Grievances:** Dedicated workflow to manage appeals raised by License Seekers regarding unfavourable decisions or high cost-estimations.
- **Direct Approval:** Capability to approve/reject applications without a site visit (based on rule-based criteria).

Sub Module 3: Field Inspection native Mobile Application

A dedicated native mobile app for DEPARTMENT Engineers to perform on-site validations.

- **Visit Management:** View assigned visits, accept schedules, or request changes.
- **Geo-Tagging & Evidence:**
 - Capture of site photographs and video with timestamp and geo-location stamping as proof of visit in block chain
- **AI-Assisted Validation:**
 - On-site query engine allowing the engineer to ask the AI system to cross-reference specific cost estimations or rules while at the construction site.

- **Feedback & Reporting:**

- Digital forms for Site Observation/Feedback.
- **Voice-to-Text Integration:** Ability to record voice notes regarding site observations, which the system must transcribe into text for the final report.

- **Real-time Decision:** Ability to mark "Approved" or "Rejected" directly from the mobile app.

Sub-Module 4: System Administration & Configuration

- **Entity Onboarding:** Tools to create and manage profiles for all Local Bodies (Panchayats, Councils, Corporations).
- **Jurisdiction Mapping:** Map specific localities/wards to specific Local Bodies and DEPARTMENT zones.
- **User Management:** Create users, assign roles, and manage digital signatures.
- **Master Data Management (SOR):**
 - Interface to update the **Schedule of Rates (SOR)** parameters.
 - The AI validation engine must reference this dynamic master data for all calculations.
- **Localization:** Manage translation strings for supported Indian languages including Konkani and Hindi.

4. Features of Cess Module

1. Advanced Technology Scope (AI & Blockchain)

To meet the requirements of transparency and modernization, the solution must include:

1. Artificial Intelligence (AI) Suite:

- **Generative AI:** For summarizing complex project documents into simple summaries (English/Vernacular).
- **Predictive Analytics:** For the Site Visit Scheduler (route optimization and workload balancing).
- **Rule Engine:** For comparing declared costs vs. SR (Schedule of Rates).
- **NLP/ASR:** For converting Field Engineer voice notes into structured text data.

2. Blockchain Integration:

- A private or permissioned blockchain setup to store the final "Digitally Signed Construction License." This ensures that once a license is issued, it cannot be tampered with, preventing fraud.

5. Dashboard Analytics & Reporting

- **Executive Dashboards:** Real-time view of Cess collected, pending approvals, and rejection rates. The detailed Dashboards and Reports will be shared with selected bidder.
- **Audit Trails:** comprehensive logs of every action taken by every user (Local Body entry, Engineer site visit, Admin changes).
- **AI-Driven Insights:** Analysis of ecosystem trends (e.g., "High rejection rates in Zone X," "Frequent deviation from SOR in Municipality Y").

Welfare Schemes

The Building and Other Construction Workers Welfare Board runs several welfare schemes for registered construction workers, including housing assistance, tool loans, medical aid, pensions, and education support etc.

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 decides to change the "Marriage Assistance" eligibility from "1 year membership" to "2 years membership," the Admin should be able to update a parameter in the UI, and the logic should apply instantly to all new claims, while preserving the old logic for pending claims (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 the 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:
 - A male worker should not see "Maternity Benefit Scheme."
 - 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.
- 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

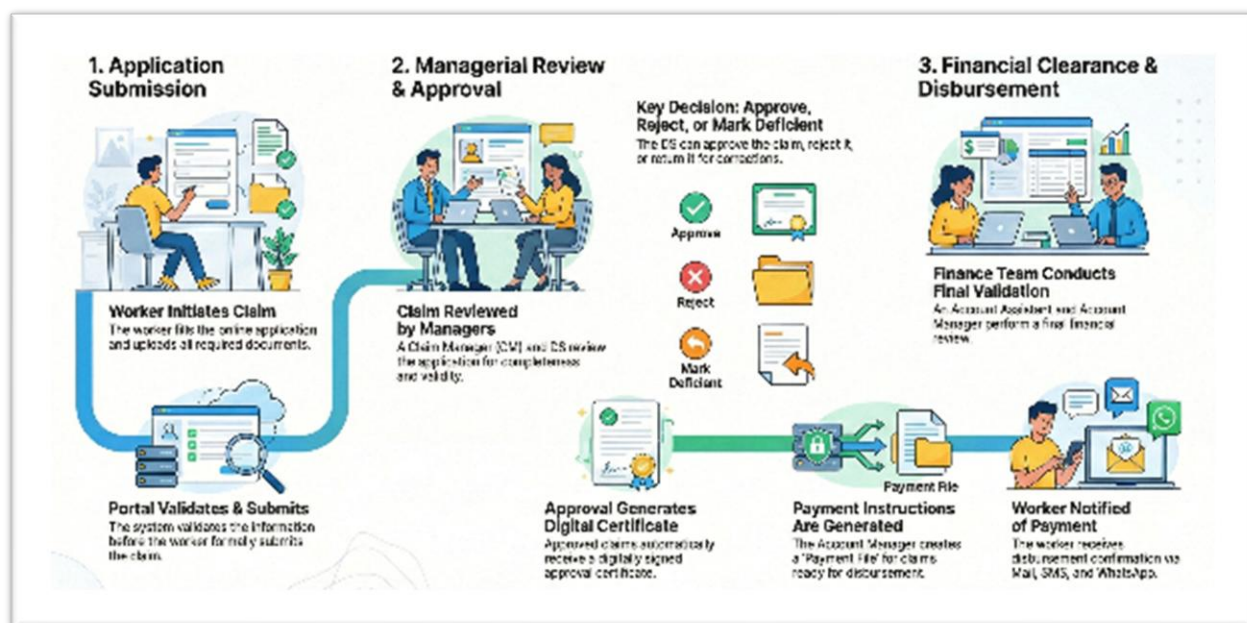
- Upon final approval by the DS, the system must auto-generate a **QR-Code enabled Identity Card**. Scanning the QR code should verify the worker's current status (Active / Inactive) via a public link.

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 100+ 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 V- Maternity

MATERNITY BENEFIT Rule 276: AMOUNT TO BE BENEFITTED: Rs. 10000/- For the women employee who are beneficiary of the Fund (upto two children's)

The successful bidder is expected to develop a module whereby the eligible worker can apply for the **MATERNITY BENEFIT**, online using DEPARTMENT portal. The worker will fill FORM NO. XXXIV and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

The table below shows the document requirement for the scheme and provides the detail on the application form along with the following documents:

Documents required (For Instruction Page)	a. Copy of Challan or b. Copy of passbook c. Medical certificate in original d. Copy of I.D. Card
Application form FORM NO. XXXIV	a. Name & address of applicant: b. Registration No. c. Age and date of birth d. Name of husband: e. Date of confinement: f. Have you applied for this benefit earlier: g. If so how many times and give details: h. Date of registration: i. Date of payment of 1st subscription and amount: j. Date of payment of last subscription: k. Name of bank and place

The successful bidder is to develop the overall workflow for the claim application processing as described below.

The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps:

- The worker fills up all the required information, along with the required documents uploaded as part of the online application
- The information is obtained in a structured way by prompting the worker to fill the information of one section at a time

- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o. The account assistant reviews, validates and approves the DS approved claim application
- p. The claim application reaches to Account Manager for final financial approval.
- q. Account Manager approved claim application becomes part of the disbursement bucket
- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module VI- Pension

PENSION BENEFIT Rule 278: AMOUNT TO BE BENEFITTED: Rs 1000 per mensem and an increase of Rs. 25/-for every completed year of service beyond 2 yrs

The successful bidder is expected to develop a module where the eligible worker can apply for the **PENSION BENEFIT**, online using DEPARTMENT portal. The worker will fill FORM NO. XXXV and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	a. Copy of Challan or b. Copy of passbook c. Age proof d. Copy of Identity Card (BOCW)
Application form FORM NO. XXXV	a. Name & address of applicant: b. Registration No.: c. Date of completion of 60 years: d. Date of payment of 1st subscription e. amount and name of bank: f. Default, if any and reasons thereof: g. Date of payment of last subscription h. amount, date and name of bank: i. List of documents: a. Identity card b. Passbook c. Challans j. Address at which pension is to be sent: k. Any other information (Details of benefit if any, from other Welfare Boards)

The successful bidder is to develop the overall workflow for the claim application processing as described below.

The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o. The account assistant reviews, validates and approves the DS approved claim application
- p. The claim application reaches to Account Manager for final financial approval.
- q. Account Manager approved claim application becomes part of the disbursement bucket
- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement

- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp.

- Module VII- House Grant

GRANT FOR PURCHASE OR CONSTRUCTION OF HOUSE-Rule 279: AMOUNT TO BE BENEFITTED Up-to Rs. 1,00,000/-for repairs of existing house and towards the interest rebate on loans sanctioned up-to Rs. 5,00,000/- for construction of new house or reconstruction of an existing ancestral house.

The successful bidder is expected to develop a module where the eligible worker can apply for the GRANT FOR PURCHASE OR CONSTRUCTION OF HOUSE, online using DEPARTMENT portal. The worker will fill FORM NO. XXIX and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	Copy of Challan or Copy of passbook Age proof Copy of Identity Card (BOCW)
Application form FORM NO. XXIX	1. (a) Name of the applicant: (b) Permanent address: (c) Present address: 2. Date of Birth: 3. Date of retirement 4. (a) Registration No.: (b) Date of registration: (c) Date of remittance:

	(d) Date of first remittance: (e) Date of last remittance: (f) Total amount remitter: (g) whether the membership has ever been revived, if so, details: (h) Details of revival: 5. Purpose of advance (new construction/ Maintenance/Purchase of land with building): 6. Whether the applicant has a house of his own (give details): 7. Amount of advance required: 8. Details of land property: • Panchayat/Town: • Village: • Taluka: • District: • Area: • Survey No.: • Valuation of the property: 8. Whether the applicant has received any other loan for HBA, give details: 9. Estimate for construction/maintenance of building as per plan: 10. Details of the amount raised apart from the loan: 11. Whether the applicant has received loan previously from this Board:
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The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

12. The worker fills up all the required information, along with the required documents uploaded as part of the online application
13. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
14. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
15. The DEPARTMENT portal validates all such information
16. The worker previews the claim application and acknowledges on the affidavit before submitting
17. The claim application is successfully submitted for approval

18. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
19. DS gets the CM processed claim application for taking it further
20. DS may mark deficiency or approve the claim application
21. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
22. DS has an option to reject the application as well.
23. The deficient marked registration application is forwarded to the worker for making required corrections
24. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
25. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
26. The account assistant reviews, validates and approves the DS approved claim application
27. The claim application reaches to Account Manager for final financial approval.
28. Account Manager approved claim application becomes part of the disbursement bucket
29. Account Manager may not approve the claim application and advise the DS to reprocess it
30. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
31. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
32. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
33. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
34. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module VIII- Disability

DISABILITY PENSION Rule 280: AMOUNT TO BE BENEFITTED: partial disability Rs. 2,000/-per month and total disability Rs. 5,000/- per month. In addition to the pension one time ex-gratia payment of not more than Rs. 1,00,000/- depending on the disability percentage.

The successful bidder is expected to develop a module where the eligible worker can apply for the **DISABILITY PENSION**, online using DEPARTMENT portal. The worker will fill FORM NO. XXXIX and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	1) Copy of passbook 2) Copy of Identity Card (BOCW) 3) Medical Certificate from Govt. Hospital
Application form FORM NO. XXXIX	1. Name & address of applicant: 2. Age and date of birth: 3. Registration No.: 4. Date of payment of first subscription amount & Name of Bank & Branch: 5. Date of payment of last subscription amount and Name of Bank: 6. Total amount of subscription: 7. Details of disease/accident: 8. Nature of disability due to disease/ accident: 9. Details of treatment in Government hospitals Date of admission & date of discharge: 10. Whether the patient was in plaster if so,

	for how many days?: 11. Amount spent for treatment (should be supported by medical bills countersigned by the treating doctor): 12. List of documents submitted: 13. Details of benefits received, if any before: 14. Details of benefit received, if any from Government or any other institution for the above treatment.
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The successful bidder must develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application

- o. The account assistant reviews, validates and approves the DS approved claim application
- p. The claim application reaches to Account Manager for final financial approval.
- q. Account Manager approved claim application becomes part of the disbursement bucket
- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module IX- Tools Grant

GRANT FOR THE PURCHASE OF TOOLS Rule 281: AMOUNT TO BE BENEFITTED:
Rs. 5,000/-

The successful bidder is expected to develop a module where the eligible worker can apply for the **GRANT FOR THE PURCHASE OF TOOLS**, online using DEPARTMENT portal. The worker will fill FORM NO. XL and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with

Documents required (For Instruction Page)	• Copy of passbook • Copy of Identity Card (BOCW)
Application form FORM NO.XL	1. Name of the applicant: 2. Father's/Husband's Name: 3. Residential Address: 4. Register No. : 5. Name of Bank in which contribution remitted: 6. Age & Date of Birth: 7. Monthly income: 8. Details of other properties if any, owned or Possessed by the applicant: 9. Whether salary certificate from the employer is attached: 10. Particulars of Instruments to be purchased: (a) Description: (b) Make: (c) Model: (d) Invoice price (copy enclosed):

	(e) Name & Address of supplier/dealer: 12. (a) Amount of grant applied for:
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The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o. The account assistant reviews, validates and approves the DS approved claim application

- p. The claim application reaches to Account Manager for final financial approval.
- q. Account Manager approved claim application becomes part of the disbursement bucket
- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module X- Financial Assistance

FUNERAL ASSISTANCE Rule 282: AMOUNT TO BE BENEFITTED Rs. 10,000/- to the nominees/ dependants.

The successful bidder is expected to develop a module where the eligible worker can apply for the **FUNERAL ASSISTANCE**, online using DEPARTMENT portal. The worker will fill FORM NO. XLI and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	• Death Certificate • Copy of passbook • Copy of Identity Card (BOCW)
Application form FORM NO.XLI	1. Name & address of applicant: 2. Relationship of applicant with the worker: 3. Name & address of worker: 4. Registration No: 5. Date of registration: 6. Date of payment & first Subscription amount & name of bank, branch: 7. Date of payment of last subscription amount, name of bank, branch: 8. Duration of membership: 9. Whether membership was live: 10. Date of death of the worker: 11. Reason for death: 12. Whether applicant is the nominee of the worker:

	13. If not, whether the applicant has submitted dependence certificate 14. Name, age & date of birth of the Nominee: 15. If nominees are minor, name of guardian & his relationships with the children: 16. Whether consent letters from other nominees Submitted? (where the no. of nominees is more than one): 17. Whether certificate of guardianship submitted by the minor children: 18. Amount of benefit, applied for:
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The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a) The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b) The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c) Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d) The DEPARTMENT portal validates all such information
- e) The worker previews the claim application and acknowledges on the affidavit before submitting
- f) The claim application is successfully submitted for approval
- g) Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h) DS gets the CM processed claim application for taking it further
- i) DS may mark deficiency or approve the claim application
- j) DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)

- k) DS has an option to reject the application as well.
- l) The deficient marked registration application is forwarded to the worker for making required corrections
- m) The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n) DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o) The account assistant reviews, validates and approves the DS approved claim application
- p) The claim application reaches to Account Manager for final financial approval.
- q) Account Manager approved claim application becomes part of the disbursement bucket
- r) Account Manager may not approve the claim application and advise the DS to reprocess it
- s) DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t) The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u) The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v) The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w) The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XI-Death

DEATH BENEFIT-Rule 283: AMOUNT TO BE BENEFITTED Rs. 50,000/-in case of natural death and Rs. 2,00,000/- in case accidental death during course of employment

The successful bidder is expected to develop a module where the eligible worker can apply for the **DEATH BENEFIT**, online using DEPARTMENT portal. The worker will fill FORM NO. XXXVII and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	• Death certificate by Govt. doctor not below rank of Asst. Surgeon • Copy of passbook • Copy of Identity Card (BOCW)
Application form FORM NO. XXXVII	1. Name & address of applicant: 2. Relationship with worker: 3. Name & address of the worker: 4. Registration No.: 5. Age & date of Birth: 6. Worker whether married: 7. Nature of death (Give details): 8. Details of documents submitted: 9. Amount of financial assistance applied for:

The successful bidder must develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application

- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- d. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- e. The DEPARTMENT portal validates all such information
- f. The worker previews the claim application and acknowledges on the affidavit before submitting
- g. The claim application is successfully submitted for approval
- h. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- i. DS gets the CM processed claim application for taking it further
- j. DS may mark deficiency or approve the claim application
- k. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- l. DS has an option to reject the application as well.
- m. The deficient marked registration application is forwarded to the worker for making required corrections
- n. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- o. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- p. The account assistant reviews, validates and approves the DS approved claim application
- q. The claim application reaches to Account Manager for final financial approval.
- r. Account Manager approved claim application becomes part of the disbursement bucket
- s. Account Manager may not approve the claim application and advise the DS to reprocess it
- t. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- u. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement

- v. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- w. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- x. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XII- Medical Assistance

MEDICAL ASSISTANCE Rule 285: AMOUNT TO BE BENEFITTED Rs. 1,000/-hospitalized for first 5 days and Rest. 150/- for remaining days max. 5,000/-. If disability is resulted due to accident worker shall be eligible for assistance upto Rs. 15,000/-.

The successful bidder is expected to develop a module where the eligible worker can apply for the **MEDICAL ASSISTANCE**, online using DEPARTMENT portal. The worker will fill FORM NO. XLII OR XLVI and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	• Copy of passbook • Copy of Identity Card (BOCW) • Medical documents
Application form FORM NO.XLII (Medical Assistance)	1. Name & address of applicant: 2. Age & date of Birth: 3. Registration No.: 4. Date of payment of first Subscription amount & name of bank: 5. Date of payment of last subscription amount, name of bank: 6. Total amount remitted: 7. Details regarding disease/surgery:

	8. Disability if any, due to disease or surgery: 9. Period of treatment as patient in Government Hospital (Date of admission in the Hospital and date of discharge): 10. List of documents submitted: 11. Details of medical benefit received, if any before:
Application form FORM NO.XLVI (EX-GRATIA MEDICAL ASSISTANCE)	1. Name & address of applicant: 2. Age & date of Birth: 3. Registration No.: 4. Date of payment & first Subscription amount, Challan no. & name of bank, branch: 5. Date of payment of last subscription amount, Challan no., amount, name of bank, branch: 6. Total amount of subscription: 7. Details regarding accident: 8. Nature of disability due to accident: 9. Whether treated in Government & date of discharge: 10. Whether applicant was in plaster? If so, for how many days: 11. Details if documents submitted: 12. Financial assistance applied for: 13. Have you received any financial assistance for treatment before? If yes, give particulars:

The successful bidder must develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a) The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b) The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c) Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d) The DEPARTMENT portal validates all such information
- e) The worker previews the claim application and acknowledges on the affidavit before submitting
- f) The claim application is successfully submitted for approval
- g) Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h) DS gets the CM processed claim application for taking it further
- i) DS may mark deficiency or approve the claim application
- j) DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k) DS has an option to reject the application as well.
- l) The deficient marked registration application is forwarded to the worker for making required corrections
- m) The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n) DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o) The account assistant reviews, validates and approves the DS approved claim application
- p) The claim application reaches to Account Manager for final financial approval.
- q) Account Manager approved claim application becomes part of the disbursement bucket
- r) Account Manager may not approve the claim application and advise the DS to reprocess it
- s) DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval

- t) The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u) The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v) The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w) The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XIII- Education

FINANCIAL ASSISTANCE FOR EDUCATION Rule 286 AMOUNT TO BE BENEFITTED: Classes V & VI Rs. 1,000/- Classes VII, VIII, IX & X Rs. 1,400/- Classes XI, XII, XIII, UAISC etc. Rs. 1,800/- Graduation and post Graduation Rs. 5,000/- M.B.B.S., B.E., B. Sc. (Agri) Rs. 10,000/-

The successful bidder is expected to develop a module where the eligible worker can apply for the **EDUCATION BENEFIT**, online using DEPARTMENT portal. The worker will fill FORM NO. XLIII and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	passing certificate of child.		
Application form FORM NO.XLIII	1. Name of student: 2. Male/female: (a) SC/ST: (b) Whether proof is attached: 3. Name of College and affiliated University/ Board: 4. Name and years of course: 5. Date of admission to the course: 6. Age and date of birth of the student: 7. Details of qualifying examination passed:		
	Name of exam	Name of affiliated University / Board/ State	Month & year of passing qualifying examination

	8. Marks scored in the qualifying Maximum marks, Examination, Subject Marks Scored, Maximum Mark, Percentage, Total Marks 9. (a) Name of parent of applicant: (b) Registration No.: (c) Date of payment of first subscription: (d) Date of payment of last subscription: (e) No. of installments paid total subscription paid: (f) Permanent address: (g) Has the membership been revived: Yes/No if so, period of revival:
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The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a) The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b) The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c) Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d) The DEPARTMENT portal validates all such information
- e) The worker previews the claim application and acknowledges on the affidavit before submitting
- f) The claim application is successfully submitted for approval
- g) Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h) DS gets the CM processed claim application for taking it further
- i) DS may mark deficiency or approve the claim application

- j) DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k) DS has an option to reject the application as well.
- l) The deficient marked registration application is forwarded to the worker for making required corrections
- m) The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n) DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o) The account assistant reviews, validates and approves the DS approved claim application
- p) The claim application reaches to Account Manager for final financial approval.
- q) Account Manager approved claim application becomes part of the disbursement bucket
- r) Account Manager may not approve the claim application and advise the DS to reprocess it
- s) DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t) The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u) The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v) The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w) The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XIV- Marriage

FINANCIAL ASSISTANCE FOR MARRIAGE-Rule 287: AMOUNT TO BE BENEFITTED: Rs. 10,000/- for their own marriage and also for their children's (for 2 children's).

The successful bidder is expected to develop a module where the eligible worker can apply for the **FINANCIAL ASSISTANCE FOR MARRIAGE**, online using DEPARTMENT portal. The worker will fill FORM NO. XLIV and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	1) Copy of passbook 2) Marriage Certificate 3) Copy of Identity Card (BOCW)
Application form FORM NO. XLIV	1. Name of applicant: 2. Address: 3. Registration No.: 4. Age and date of Birth: 5. Date of payment of first Subscription amount & name of bank and branch: 6. Date of payment of last subscription amount, name of bank, branch: 7. Duration of membership: 8. Is membership live: 9. If application is for the marriage of son/daughter: (1) Whether husband or wife a member of this Board

	(2) If so, has she/he applied for the financial assistance: (3) Date of birth of the son/daughter who is getting: (4) Address of the bride or bridegroom of the son/daughter: (5) Date and place of marriage: (6) Date & No. of the certificate of marriage name and address of the authority who issued the certificate: (7) Have you applied for financial assistance for the Marriage of any other son/daughter, if so, details of the same: 10. If application is for the marriage of self (for women worker only) (1) Name & address of husband/bridegroom: (2) Date & Place of marriage: (3) No. & date of marriage certificate name Of authority who issued the certificate: 11. Are you in receipt of any financial assistance for the purpose from Government or any other institution:
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The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a) The worker fills up all the required information, along with the required documents uploaded as part of the online application

- b) The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c) Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d) The DEPARTMENT portal validates all such information
- e) The worker previews the claim application and acknowledges on the affidavit before submitting
- f) The claim application is successfully submitted for approval
- g) Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h) DS gets the CM processed claim application for taking it further
- i) DS may mark deficiency or approve the claim application
- j) DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k) DS has an option to reject the application as well.
- l) The deficient marked registration application is forwarded to the worker for making required corrections
- m) The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n) DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o) The account assistant reviews, validates and approves the DS approved claim application
- p) The claim application reaches to Account Manager for final financial approval.
- q) Account Manager approved claim application becomes part of the disbursement bucket
- r) Account Manager may not approve the claim application and advise the DS to reprocess it
- s) DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t) The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement

- u) The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v) The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w) The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XV- Family Pension

FAMILY PENSION Rule 288: AMOUNT TO BE BENEFITTED 50% of the Pension received by the pensioner or Rs.500/- whichever is higher.

The successful bidder is expected to develop a module where the eligible worker can apply for the **FAMILY PENSION**, online using DEPARTMENT portal. The worker will fill FORM NO. XLV and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	a) Copy of passbook b) Copy of Identity Card (BOCW) c) Age proof
Application form FORM NO. XLV	1) Name & address of applicant: 2) Address of the pensioner/worker; 3) Relationship with worker: 4) Date of death of the worker: 5) Monthly pension received by the worker: 6) Whether applicant is receiving pension a. from Government/Semi-Government or 7) any other institution? If yes, details thereof: 8) Whether applicant is receiving salary a. from Government/Semi-Government/ 9) Private institution? If yes, details thereof: 10) List of documents submitted:

The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o. The account assistant reviews, validates and approves the DS approved claim application
- p. The claim application reaches to Account Manager for final financial approval.
- q. Account Manager approved claim application becomes part of the disbursement bucket

- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XVI- Disaster Relief

INTERIM RELIEF TO THE BENEFICIARIES AFFECTED BY DISASTER Rule 288A

AMOUNT TO BE BENEFITTED: UPTO 10,00,000/- among all eligible beneficiary of the affected area.

The successful bidder is expected to develop a module where the eligible worker can apply for the **BENEFICIARIES AFFECTED BY DISASTER**, online using DEPARTMENT portal. The worker will fill FORM NO.XXXV and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	Committee shall decide about the modalities regarding, Disbursement of such relief quantum and procedure to be followed for such disbursement
Application form	

FORM NO.	
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The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o. The account assistant reviews, validates and approves the DS approved claim application
- p. The claim application reaches to Account Manager for final financial approval.

- q. Account Manager approved claim application becomes part of the disbursement bucket
- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XVII- Child Allowance

SUBSISTENCE ALLOWANCE FOR MENTALLY CHALLENGED AND SPASTIC CHILD OF BUILDING WORKER-Rule 288B AMOUNT TO BE BENEFITTED: Rs. 5000/-per month

The successful bidder is expected to develop a module where the eligible worker can apply for the **SUBSISTENCE ALLOWANCE FOR MENTALLY CHALLENGED AND SPASTIC CHILD**, online using DEPARTMENT portal. The worker will fill FORM NO.XLVII and initiate the application.

The first page of application is expected to be an instruction page showing the basic information about the scheme and benefit along with the set of documents required to complete the application. The instruction page followed by rest of the pages in the application will be shown in the preferred language of the worker.

Below table shows the document requirement for the scheme and provides the detail on the application form along with.

Documents required (For Instruction Page)	• Certificate of the Medical Office of the recognized Mental hospital. • Identity card of BOCW
Application form FORM NO. XLVII	1. Name of the applicant in full (in block letters) 2. Full address of the applicant 3. Name of the Patient 4. Date of Birth and Age of the child/dependent(supported by Birth certificate) 5. Age and relationship with the worker/applicant. 6. Full address of the Hospital where the dependent is undergoing the treatment. 7. Amount claimed as subsistence allowance showing the duration of the claim, I hereby declare that the particulars furnished above are correct to the best of my knowledge and belief. If any of the particulars is found to be correct, I realize that I will be liable for suitable action apart from refund of financial assistance received by me.

The successful bidder is to develop the overall workflow for the claim application processing as described below. The worker initiates the claim application by confirming the availability of required documents as mentioned on the instruction page. The workflow goes through the following steps.

- a. The worker fills up all the required information, along with the required documents uploaded as part of the online application
- b. The information is obtained in a structured way by prompting the worker to fill the information of one section at a time
- c. Some information like Worker Name and Bank Details is auto filled based on the worker's profile on the DEPARTMENT portal
- d. The DEPARTMENT portal validates all such information
- e. The worker previews the claim application and acknowledges on the affidavit before submitting
- f. The claim application is successfully submitted for approval
- g. Claim Manager (CM) reviews and validates the application – optionally mark out deficiency if any along with remark
- h. DS gets the CM processed claim application for taking it further
- i. DS may mark deficiency or approve the claim application
- j. DS approved application generates a digitally signed approval certificate, where approval certificate template is predefined for the type of claim being processed (Each claim type has its own approval certificate template)
- k. DS has an option to reject the application as well.
- l. The deficient marked registration application is forwarded to the worker for making required corrections
- m. The corrected deficient application is resubmitted and flows through the same workflow of CM DS approval cycle.
- n. DS approved application – along with digitally signed approval certificate - is further pushed to Account Assistant for validating the financial part of the application
- o. The account assistant reviews, validates and approves the DS approved claim application
- p. The claim application reaches to Account Manager for final financial approval.
- q. Account Manager approved claim application becomes part of the disbursement bucket

- r. Account Manager may not approve the claim application and advise the DS to reprocess it
- s. DS is expected to reprocess and/or justify the approval decision taken and push the claim application back to Account Manager for financial approval
- t. The claim applications reached to disbursement bucket becomes the source for cashflow planning and actual disbursement
- u. The account manager is empowered to select the claim applications for actual disbursement and generates the 'Payment File Instructions' for the claim applications selected for actual disbursement
- v. The DEPARTMENT portal allows the download of 'Payment File Instructions' to be submitted to the banker
- w. The worker gets the intimation on the disbursement against the claim application over various communication channels like Mail, SMS, WhatsApp

- Module XVIII- Hygiene Module

MENSTRUAL HYGIENE SCHEME Rule 288C Eco friendly sanitary pads shall be provided.

This welfare initiative has been designed to improve the health, hygiene, and overall well-being of female building workers and their daughters, recognizing the unique challenges they face in the workplace and at school.

Every female worker and their daughter studying standard VIIth onward are eligible for eco-friendly sanitary napkins. By providing access to eco-friendly sanitary napkins, the Board aims to empower female workers and students with safe by sustainable menstrual hygiene solutions, reduce absenteeism from work and school, and promote dignity and confidence.

The scheme not only addresses immediate hygiene needs, but also supports long-term social goals such as gender equity, improved education outcomes for girls, and better workplace productivity for women.

sanitary napkins Distribution will be carried out through designated channels to ensure that eligible beneficiaries receive these essential supplies regularly and conveniently.

The Board may further integrate awareness programs and health education sessions within this scheme, fostering a healthier and more informed female workforce and student community.

The successful bidder is expected to build a module to address this specific initiative. The module will help the DEPARTMENT to run this program effectively by providing required features. Some of the vital features are listed below as indicative list.

- a. Auto enrolment of female worker in the scheme, based on her membership profile
- b. Auto enrolment of their daughter in the scheme, based on her family detail in the portal
- c. Notification to the female worker on the enrolment, self and/or daughter
- d. Overall program management within DEPARTMENT portal
 1. Board User registration and approval, specific for this program
 2. Distribution channel registration and demand estimation
 3. Delivery Planning and logistics management for distribution channel
 4. Demand, Supply and Procurement Management
 5. Inventory / Stock management – Multi Location
 6. Notification to the eligible worker and/or daughter, for delivery done
- e. Program Management Dashboard for DEPARTMENT higher team
 - a. Overall ecosystem – program coverage, available distribution channels, Delivery trends by timeline
 - b. Multi Location Inventory Summary
 - c. Procurement trends by timeline – Quantity and Amount

- d. Other relevant summary numbers
- e. Each summary number drill down to detail report

- Module XIX- Dispensary Module

MOBILE HEALTH DISPENSARY SCHEME-Rule 288D Primary treatment for minor ailment shall be provided

Primary treatment for minor ailment

The DEPARTMENT operates a Mobile Health Dispensary Scheme under Rule 288D, which is designed to deliver essential healthcare services directly to workers and their families. Through this initiative, medical teams travel to various locations using specially equipped mobile dispensaries, ensuring that primary treatment for minor ailments is accessible even in areas where regular healthcare facilities may not be available. This approach helps bridge the gap in healthcare access for remote or underserved communities, allowing timely medical attention and improving overall well-being.

The successful bidder is expected to build a dedicated module for managing this mobile dispensary scheme. The module will help the DEPARTMENT to run this program effectively by providing required features. Some of the vital features are listed below as indicative list.

- a. Overall program management within DEPARTMENT portal
 - 1. Board User registration and approval, specific for this program
 - 2. Mobile dispensary schedule management
 - 3. AI enabled demand estimation for mobile dispensary
 - 4. Worker registration number and ailment detail on mobile app
 - 5. Feature to refer to historical ailment record for the worker on mobile
 - 6. Geo Fencing aware location capturing for start and end time of mobile dispensary sessions being delivered
- b. Program Management Dashboard for DEPARTMENT higher team
 - 1. Overall ecosystem – program coverage, available mobile dispensaries, service delivery trends by timeline
 - 2. Live location and whereabouts of each mobile dispensary
 - 3. Alert on live location v/s schedule assigned mismatch
 - 4. Other relevant summary numbers
 - 5. Each summary number drill down to detail report

- Module XX- Women Hostel

SETTING UP OF WOMEN HOSTEL SCHEME- Rule 288E The Board may also set up women hostels in premises acquired on rental basis depending up-on needs and circumstances

Some of the female building workers are required to work late night with no accommodation at worksite nor any transport facilities available to return home. Under the circumstances women hostels becomes the only solace to the suffering female workers.

The Board therefore, shall set-up women hostels by acquiring the land at the different locations as the case may be. Parameters of women hostels such as capacity and other facilities shall be decided by the Board or its authorized sub-committee. The Board may also set up women hostels in premises acquired on rental basis depending up-on needs and circumstances.

The successful bidder is expected to provide an end-to-end workflow to support the board in setting and managing all the women hostels coming under this initiative. The proposed workflow may consist of the following business processes as indicative purpose. The DEPARTMENT may require the bidder to develop other related modules as it may come up.

Indicative business processes involved in setting and managing women hostel are as listed below.

- a. Identifying the locations where women hostel is to be set
- b. Analytical Report based justification of the need of women hostel
- c. AI powered infrastructure requirement analysis for the need
- d. AI powered Geo API supported identification of land availability
- e. AI powered Geo API supported identification of rental premises
- f. AI powered comparison analysis of sorted land parcels
- g. AI powered comparison analysis of sorted rental places
- f. AI powered decision system – Land Acquisition v/s Rental
- g. Construction Project monitoring module – if land is acquired
- h. Rental Contract management module – if rental approach
- i. Overall property management module for all women hostels
- j. Women worker hostel room allocation module
- k. Hostel room allocation and utility analysis on periodic bases

There will be no separate cost payable for such modules.

- Module XXI- Mobile Toilet

MOBILE TOILET SCHEME-Rule 288F: The Board may provide for mobile toilet with incinerating facilities on payment of nominal charges by contractor or free as per the case may be. The mobile toilets may be provided by the board or outsource the entire requirement to third parties contractors.

Indicative business processes / workflow involved in setting and managing mobile toilets are as listed below.

- a. Validate the mobile toilet requirement application received
- b. Approve the contractor's application for mobile toilets
- c. Allocation of mobile toilets – if available with the DEPARTMENT
- d. Contract Management (full lifecycle) – if outsourced
- e. Monthly fees collection module – if it is decided that it will be payable by contractor
- f. Mobile toilets inventory management along with location
- g. GPS based tracking of the location and validation

Module XXII: System Administration Module

1. **Dynamic Master Data Management**

- a. The Admin should be able to all the cross-application master data.
- b. The Admin should be able to maintain locale translations for all the supported languages
- c. The Admin should be able to create and/or approve the application users
- d. The Admin should be able to manage worker profiles for certain sensitive changes and updates

2. **Audit Trails & Non-Repudiation**

- a. The database must capture the "Before" and "After" state of every record change. Log Example: User: DA_North | Action: Modified Name | Old: Rames | New: Ramesh | Timestamp: 12-12-2025 10:00 AM.
- b. Blockchain implementation for restricting any fraudulent activity on the audit log

3. **Application Configuration, Blockchain Authorization, API whitelisting**

- a. Application / Portal wide configuration is to be dynamic and is managed by the System Administrator
- b. Blockchain based ledger access authorization for external entities / portals
- c. API access authorization by whitelisting is to be managed by the System Administrator to ensure secured access

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

- a. System Administrator is empowered with a custom build 'Support Ticket System' for coordinating with the application provider (bidder)
- b. System Administrator to raise support ticket for enhancement, CR or bug, for the application provider (bidder) to act on
- c. The custom build support ticket system is to help the System Administrator for the follow-up and further to ensure to implement agreed SLA

Module XXIII: Legacy Data Management – Digitization

Functional Requirement for this module are:

1. Digitization of existing worker cards and other documents

- a. All the manually issued worker cards (legacy data) is to be digitized
- b. The digitization involves high resolution scanning and metadata extraction
- c. The metadata extraction is expected to be AI powered as first cut and further verified manually with double blind data entry and data quality check workflow
- d. The digitized worker membership card should become part of blockchain
- e. The digitized worker membership card should be used as valid source data for migrating the worker to DEPARTMENT portal

2. Digitization of claim applications so far

- a. All the manually processed claim application (legacy data) is to be digitized
- b. The digitization involves high resolution scanning and metadata extraction
- c. The metadata extraction is expected to be AI powered as first cut and further verified manually with double blind data entry and data quality check workflow
- d. The digitized claim application should become part of blockchain
- e. The digitized claim application should be used as the reference source data for validating new claim application the worker may apply for - on the DEPARTMENT portal. All the business rules – including cooling period applicability – should be evaluated by considering this legacy data point as well.

Development of Digitisation Management Software:

The successful bidder is expected to build various modules to cover up the digitization process workflow. Each module required are listed below.

The modules and scope to be delivered by the successful bidder are outlined below. Please note that these requirements are intended as examples and may not cover everything. At its discretion, DEPARTMENT may ask the chosen bidder for additional developments in response to changes in the business environment.

01. User Registration & Role Allocation Module

The user registration process covers all users of the Digitization Platform, including DEPARTMENT, departmental, service providers, citizens, administrators, and reporting users. Users self-register and, upon approval, receive access according to their roles.

Feature	Description
User Registration	Departmental, service provider, and citizen users can initiate registration requests; supporting documents (PDF/image) may be required
Registration Approval	Authorized users approve registration requests for each role
Login Options	User ID & password, OTP (Aadhaar, mobile, email), OAuth 2.0
Login Features	Time-bound login periods for deputed employees; restricted working hours for department users (configurable by admin); support for weekend work permissions, transfers, designations/promotions, retirements, and multiple departmental charges for officials
Authentication	Multi-factor authentication integrates with Aadhaar, SMS, email, and authenticators; can integrate with NIC Parichay or other government providers; admins can set authentication types per user based on system roles
Account Management	Includes "Forgot Password," "Forgot Username," and "Remember Me" options

02. Document Tag Generation Module

Every digitization project must handle large volumes of physical documents and import already scanned or Born Digital Documents from various departments. This process requires moving physical files from their departmental storage locations to a scanning area.

To ensure that each document or file is returned to its original location after digitization, it is essential to track every item carefully. The system generates a unique Barcode or QR Code for every physical document or file, which must be attached to each one.

Whether it's a file, register, collection, or single document, each needs a unique code. This code acts as an identification tag—similar to an SKU—to manage and monitor the document inventory.

Across all modules of the digitization platform, the barcode or QR code serves as the document's identity while in transit. Only files and documents carrying this system-generated code will be recognized as valid artifacts for processing on the platform.

03. Document Handover Module for Govt. Department

During the digitization project, physical documents and files frequently change hands, primarily between Government Departments and Service Providers. This module is designed to monitor and record the handover process when documents are transferred to the Service Provider. Key features of this module include:

- a) Collecting information about documents handed over to the service provider.
- b) Supporting barcode or QR code scanning, which are generated by the Document Tag Generation Module.
- c) Automatically triggering the physical File Movement Workflow once handover data is entered into the system.
- d) Enabling the service provider to formally accept the files received from the department.
- e) Allowing file tracking using QR codes to determine the current process stage of each document or file.
- f) Facilitating barcode scanning and recognition via mobile devices.

04. Document Handover Module for Service Provider

During digitization projects, physical documents and files frequently change hands, particularly between government departments and service providers. This module facilitates and records when service providers receive and acknowledge these documents or files. Key features of this module include:

- a) An electronic acknowledgment process for received files/documents using a barcode scanner.
- b) Automatic capture of acknowledgment information by scanning the barcode or QR code on each file.
- c) A tracking feature based on QR codes that allows users to monitor the progress stage of a file or document.
- d) Support for barcode scanning and recognition via mobile devices.

05. Document Preparation Module For Service Provider

Physical documents and files must go through a series of operational steps before they reach the scanning process. It is crucial to monitor their movement and progress during these document preparation procedures. This module is designed to manage and

oversee the pre-scanning workflow, using Barcodes or QR Codes that are attached to each file.

Further details about the module include:

- a) Each physical file needs to undergo several processes prior to scanning.
- b) The module enables users to define all necessary preparation steps for the files, whether handled individually or in batches—such as removing bindings, un-stapling pages, numbering each page, and dusting.
- c) The service provider records information about each file and tracks its journey through every prescanning stage.
- d) The current status of each file's process should be visible to the department, ensuring transparency in the service provider's operations.
- e) An intuitive Drag-and-Drop User Interface will be developed for tracking file movement across different stages or processes, available as both a Progressive Web App and a Mobile App.

06. Image Improvement Module

Image quality is crucial for digitization projects. Scanned documents often need rectification or enhancement, which this module provides through various tools.

Key features include:

- a) Importing scanned images in batches via barcodes.
- b) Organizing images by inventory tags.
- c) Offering multiple image improvement options such as deskewing, cropping, binarization, text correction, background adjustment, and border or line removal.
- d) Supporting both individual manual corrections and batch processing with defined parameters.
- e) Allocating batches/files to image correction operators.
- f) Enabling background processing of batches using preset parameters, including OCR, ICR, as selected by the user department.

07. Image Quality Check Module for Department

Scanned images of physical documents are crucial for digitization, so the user department has final approval over image quality. This module allows the department to validate scanned image quality and supports rejection workflows if standards are not met.

Key features:

- Scanned images are organized by batch and file code using inventory tags.
- The module enables image quality checks.
- The department can review a chosen percentage (n%) of final-quality batches.
- Random sampling of n% of images within selected batches is possible.
- Batches can be searched, and n% of their images checked.
- The variable n can range from 0% to 100%.

08. 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.

09. Image Assisted Double Blind Metadata Entry / Indexing

Modules – AI/ML Enabled

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

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 IADE include:

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

Key module details:

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

Checker Function:

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

10. Automated Bulk Meta Data Entry using AI ML

This module is designed to enhance the Double-Blind Data Entry methodology by integrating artificial intelligence and machine learning for data extraction, thereby replacing one of the manual data entry operators. Utilizing AIML technology, the module efficiently captures required values in bulk from scanned images. The extracted values constitute one set of data entry, while a separate data entry operator manually

completes the second set as per the double-blind protocol. The remaining workflow follows the established procedures outlined in the existing module.

The module offers the following functionalities:

- a. The Template Designer can create templates by defining Regions of Interest (RoI) specific to each document type intended for AI/ML-based data capture or metadata extraction.
- b. Designed templates are validated against a sample set of scanned documents of the same type.
- c. Test accuracy is assessed, with recalibration performed as necessary to optimize results.
- d. Upon validation, the template design is finalized for deployment in the production environment.
- e. Batch processing schedules are assigned for groups of documents requiring AI/ML-driven data extraction.
- f. Scheduled batches are executed automatically in the background at predefined times.
- g. Metadata captured from OCR output serves as one of the two sets of metadata for the double-blind data entry process.

11. Metadata Quality Module Check for Department

Metadata attached to scanned document images is critical for digitization projects, and the user department has final approval on its accuracy. This module enables the department to validate both image and metadata quality, offering tools for rejection workflows if needed. Key features include:

- a) Scanned images and associated metadata are organized by batch and file code using inventory tags.
- b) The module allows the department to perform metadata quality checks.
- c) The department can review a selected percentage (n%) of completed batches from the service provider.
- d) Metadata from chosen batches can be checked at random.
- e) Specific batches can be searched, and a percentage of their images reviewed for quality.

12. Metadata Rejection Workflow Module for Department

If a department rejects any metadata in a batch, the whole batch is rejected and the service provider must correct and resubmit it. Key points:

- a) Any metadata record in a batch can be rejected.
- b) Rejection triggers a workflow for the batch.
- c) The service provider is notified to revise it.
- d) The nodal officer reviews the rejected batch.
- e) The checker may:
 - Justify the issue and request departmental approval via software.
 - Correct records and return the batch for further review.

The system should automatically generate a customizable Stage Work Acceptance certificate and email all stakeholders.

Once images are certified, blockchain technology will be used to prevent unauthorized changes to accepted batches, and the module must support this feature.

13. Document Handover Module for Service Provider

This module is designed to facilitate the process of returning physical documents or files to the department. Information regarding the returned items can be efficiently captured using barcode or QR code technology. The module also supports data capture via mobile devices that scan barcodes or QR codes. Additional details about this module are outlined below:

- The module records information about documents transferred to the department.
- Document details can be automatically obtained by scanning the barcode or QR code on batches and individual files.
- Once handover data is recorded in the system, it initiates the workflow for physical file movement.
- The department is required to confirm receipt of the files provided by the service provider.
- Both the department and the service provider reconcile the movement of all physical files through barcode or QR code tracking.

14. Document Receiving Module for Department

All physical files or documents returned by the service provider require acknowledgment from the department. This module enables departmental users to confirm receipt, with the option to use Barcode or QR code. More details about this module are outlined below:

- The department uses this module to acknowledge received physical files.
- Acknowledgment information can be automatically captured by scanning the file's barcode or QR code.
- The department and service provider reconcile the overall movement of physical files using barcodes or QR codes.

The system must automatically generate a complete Work Acceptance Certificate in a customizable format and email it to all stakeholders. DEPARTMENT will provide one version of Annexure-II for reference.

At its discretion, DEPARTMENT may edit the acceptance certificate after proper approvals, allowing for manual generation of the Acceptance Certificate for Annexure-II.

Module XXIV: Migration

Migration of Manually Registered Worker to DEPARTMENT Portal

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

Migration of Manually Processed Claim Application to DEPARTMENT Portal

1. Apart from the worker's profile, the DEPARTMENT portal is expected to hold all the manually applied and processed claim applications – in digital format.
2. The digitized claim applications (legacy data) is expected to get fully migrated – along with its approval status - to the DEPARTMENT portal.
3. 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 XXV: Financial Integration (DBT Framework)

- **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).
- **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.

Module XXVI: Reporting and Dashboard Module

The Board envisages that the software would have extensive reporting and analysis module capable to do the analysis and predict the probable failures that may come in project in future.

The bidder is expected to use AI, ML, deep learning, and predictive analysis in developing various modules of the system.

The software should have the capability of auto reporting & auto alert via SMS and email. Dashboards must be customized as required by The Board from time to time. Self-Service Business Intelligence implementation (BI) is the key requirement of the board.

The Board envisages that the in-depth reporting and dashboarding with very less coding. The software implemented for reporting and dashboarding must be on premise (or on cloud with free/nominal cost) standard product like Power BI and /or any similar. Provision of automated and custom/ad-hoc reports.

It must be able to consolidate data from varied sources into a single data set. These data sets are used for data visualization, evaluation, and analysis by making sharable reports, dashboards, and apps.

1. The Board should be able to create visualizations without having to code for these such as
 - a) Stacked bar chart
 - b) Stacked column chart
 - c) Clustered bar chart
 - d) Clustered column chart
 - e) Line chart
 - f) Area chart
 - g) Stacked area chart
 - h) Ribbon chart
 - i) Waterfall chart
 - j) Scatter chart

- k) Pie chart
- l) Map... etc.

2. Natural Language Q & A Question Box

Using the Q&A box, a user can ask questions in natural language to search for data and information available in system. The cognitive engines should search for the data or visualization or a part of the report that is been searched for and return it to the user. The cognitive technology should use rephrasing, autofill, suggestions and other such techniques to fulfill the search requirements of users.

The cost of COTS / customised software should be included in the commercial bid.

Further the illustrative list of reports is stated below. However, the clear understanding of the same will be provided during / after implementing these modules. **The successful bidder is expected to develop those modules and there will be no extra payment for such development / enhancement / feature addition.**

1. Executive Dashboard:

- a. Total Cess Collected vs. Total Benefits Disbursed.
- b. Heatmap of the State showing registration density by Taluka/District.

2. Pendency Report:

- a. List of applications pending > 15 days, sorted by the officer responsible.

3. Demographic Report:

- a. Workers by Age Group, Gender, and Trade (e.g., Masons, Carpenters, Plumbers).

Illustrative List of reports is detailed in the table below:

Summary Report (Count) Registration (For Date Range)	District Name, Total Received, Pending at Operator, Pending at DS Level, sent to applicant/Query raised, Query replied/Attended by applicant, Digitally Issued / Delivered, Rejected Application, Cancelled Certificate
Summary Report (Count) Renewal (For Date Range)	District Name, Total Received, Pending at Operator, Pending at DS Level, sent to applicant/Query raised, Query replied/Attended by applicant, Digitally Issued / Delivered, Rejected Application, Cancelled Certificate
Summary Report (Count) Amendment (For Date Range)	District Name, Total Received, Pending at Operator, Pending at DS Level, sent to applicant/Query raised, Query replied/Attended by applicant, Digitally Issued / Delivered, Rejected Application, Cancelled Certificate

Summary Report (Count) Claim (For Date Range)	District Name, Total Received, Pending at Operator, Pending at DS Level, sent to applicant/Query raised, Query replied/Attended by applicant, Digitally Issued / Delivered, Rejected Application
Summary Report (Count) Membership Live Non-Live (As on date)	District Name, Live Male, Live Female, Non-Live Male, Non-Live Female, Total Live Male Female, Total Non-Live Male Female
Detail Report For Registration (Total 8 reports) Total Received Pending at Operator Pending at DS Level Sent to applicant/Query Query replied Digitally Issued (Approved) Rejected Application Cancelled Certificate	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 Plus, additional worker and/or application related fields
Detail Report for Renewal (Total 8 reports) Total Received Pending at Operator Pending at DS Level Sent to applicant/Query Query replied Digitally Issued (Approved) Rejected Application Cancelled Certificate	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 Plus, additional worker and/or application related fields
Detail Report for amendment (Total 8 reports)	Application Number Date of Application District Name Registration Number

Total Received Pending at Operator Pending at DS Level Sent to applicant/Query Query replied Digitally Issued (Approved) Rejected Application Cancelled Certificate	Name of Worker Gender Date of Birth Present Address Permanent Address Mobile Number Occupation Old Registration Valid Up to Aadhar Number Application Current Status Plus, additional worker and/or application related fields
Detail Report for claim (Total 8 reports) Total Received Pending at Operator Pending at DS Level Sent to applicant/Query Query replied Digitally Issued (Approved) Rejected Application Cancelled Certificate	Registration Number Registration Valid Up to District Name Nature of Claim Date of applied claim Name of Worker Gender Name Of Spouse Mobile Number Present Address Date of Physical verification Date of sanctioned claim Bank Account Number Bank Name IFSC Code Total Amount sanctioned Plus, additional worker and/or application related fields
Detail Report for live non-live worker (Total 6 reports) Live Male Live Female Non-Live Male Non-Live Female Total Live Male Female Total Non-Live Male Female	Application Number Date of Application District Name Registration Number Name of Worker Date of Birth Present Address Permanent Address Mobile Number Occupation Old Registration Number Old Date of Initial Registration Old Date of Last Renewal Old Registration Valid Up to

Daily Disposal Report Summary (Count)	District Name, Scrutiny By DA, Approved by DS, Objection by DS/SO, Rejected/Cancelled
Daily Disposal Report Detail (Total 4 reports) 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
Worker completed 60 years Report Summary (Count)	District Name, Total Number Worker, Total Male, Total Female, Total Number of Worker Completed 3 Year of Membership
Worker completed 60 years Report Detail (Total 4 reports) Total Number Worker Total Male Total Female Total Number of Worker Completed 3 Year of Membership	Registration Number Name of Worker Gender Date of Birth Present Address Permanent Address 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 XXVII: AI / ML based Document & data intelligence module

Like every government organisation, DEPARTMENT has accumulated a large number of physical documents – handwritten or typed – over the period of operational years. Equally large number of documents (born digital) are created using computer applications like MS Office.

The ongoing operational activities will go on creating additional set of such documents. On top of operational documents created by the board, we do get a huge set of documents as rulesbooks and gazettes . All such documents become a large collection of information spread over structured, semi structured and unstructured formats and stored as heterogeneous silos.

The board is unable to use these silos of information in her own benefit in general and for public interest by boosting its operational efficiency. Hence the board is proposing to build an AI/ML powered Document and Data Intelligence module.

The module is expected to have the following features to initiate with. This feature list may get extended to the related additional features over a period, during the project or after the solution is developed by the successful bidder. The bidder will develop the following features initially.

1. Empower the board to build an intelligent document repository
 - 1.1. Allow Upload of scanned documents / PDF to the repository
 - 1.2. Allow Upload of born digital documents to the repository
 - 1.3. Auto identify the document type being uploaded and tag the document.
 - 1.4. Automatic OCR and Translation (if needed) for uploaded documents
 - 1.5. Extract the key information from the documents using AI/ML Technology.
 - 1.6. Persist the extracted key information in structured format as metadata
 - 1.7. Build the intelligent searchable repository using document content and metadata
 - 1.8. 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
 - 2.1. Natural Language query module allows the board users to ask question
 - 2.2. The query engine intelligently understands the intent behind the question
 - 2.3. The query engine intelligently decides on the source of information which can answer the question – Document Content and/or Extracted Metadata (Both possible)
 - 2.4. The query engine performs the intelligent search (similarity search) based on vector indexed document repository if required
 - 2.5. The query engine performs the intelligent search (graph data search) from extracted metadata if required
 - 2.6. The query engine processes both the above outcome for building the final answer

- 2.7. The query engine builds and provides the final answer in natural language.
3. Empower the citizen to ask questions to the searchable document repository
 - 3.1. Registered citizen users are allowed to ask questions
 - 3.2. Inbuilt mechanism restricts the citizen users to get only publicly available information
 - 3.3. Natural Language query module allows the citizen users to ask question
 - 3.4. The query engine intelligently understands the intent behind the question
 - 3.5. The query engine implements the business rules to restrict the repository access
 - 3.6. The query engine intelligently decides on the source of information which can answer the question – Document Content and/or Extracted Metadata (Both possible)
 - 3.7. The query engine performs the intelligent search (similarity search) based on vector indexed document repository if required
 - 3.8. The query engine performs the intelligent search (graph data search) from extracted metadata if required
 - 3.9. The query engine processes both the above outcome for building the final answer
 - 3.10. The query engine builds the final answer in natural language and provides it
4. Empower the board to build an intelligent data repository
 - 4.1. Allow the admin user to identify the existing structured data sets (database tables, CSV, Excel) as part of data intelligence repository
 - 4.2. Allow the admin user to build intelligent data repository from the identified datasets
 - 4.3. Allow the admin user to refresh existing datasets periodically
 - 4.4. Allow the admin user to add new datasets in the existing data repository
 - 4.5. Allow the admin user to 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
 - 5.1. Natural Language query module allows the board users to ask question
 - 5.2. The query engine intelligently understands the intent behind the question
 - 5.3. The query engine builds an equivalent SQL query based on the interpreted intent derived from the question (No Code approach)
 - 5.4. The query engine validates and executes the SQL query to get the result
 - 5.5. The query engine is expected to be intelligent enough to understand the gist of the outcome and decides how to render the result – Tabular, Graphical or both
 - 5.6. The 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 of Multilingual Web site and Migration, Updation & maintenance containing all features of present website / Content available.

The module is addressing a vital business requirement of DEPARTMENT. The board is currently having a static web pages on the internet showing various activities and offered services. The current web information – though serving basic purpose – is not fulfilling all the business requirement of the board. The board is proposing to enhance its website with modern look and enhanced functionality targeting to act as landing page of DEPARTMENT portal. The new website will become an entry point for the portal.

The successful bidder is expected to build this functionality and ensure that it is integrated with the DEPARTMENT portal for a set of business processes. Below is an indicative list covering some of the vital requirements / functionality which are to be covered while developing the website.

- a. The website is to have multilingual support, having local and other Indian languages available as selection on the home page
- b. The website is to have dark mode / light mode selection, as preferred by the visiting user
- c. The website is expected to have designed as responsive, supporting all the form factors
- d. The website is to have PWA feature so as the user can download and create app icon on mobile device home screen
- e. The website is expected to support all modern browsers equally well
- f. The website is expected to allow the existing old card worker to onboard DEPARTMENT portal, along with the worker profile if available
- g. The website is to empower the user to check the status of all types of application (Registration, Renewal, Amendment, Claim) submitted by the worker – without login
- h. The website should have AI enabled chatbot to handle any question related with the DEPARTMENT operations and activities
- i. The website should act as entry point for the Worker as well as Departmental Users

Module XXVIII: Mobile Applications

The board is essentially deploying some web application to take care of their business processes. Some of the business processes from all these web applications has features which can be conveniently used using mobile devices.

The successful bidder is expected to develop mobile app/s (Android, iOS) covering each of such feature. The following indicative list has some of such features and the board may ask for developing some more, during and after the project execution.

The listed features are mentioned as pointers only. Detailed description of these features is provided along with the module definition as above.

1. DEPARTMENT website – Pre Login

- 1.1. Multi-lingual support
- 1.2. Dark mode / Light mode
- 1.3. Old card worker migration
- 1.4. Registration Application Status check
- 1.5. Renewal Application Status Check
- 1.6. Amendment Application Status Check
- 1.7. Claim Application Status Check
- 1.8. All mobile based notifications
- 1.9. AI enabled chatbot

2. Cess application

- 2.1. Local body Dashboard
- 2.2. DEPARTMENT Dashboard
- 2.3. License application Creation
- 2.4. License application Document Scan
- 2.5. DEPARTMENT Engineer site visit scheduler
- 2.6. DEPARTMENT Engineer inspection report & submission
- 2.7. AI enabled inspection – Audio, Video, Photo

3. Registration Module

- 3.1. Registration Application Deficiency Resolution

3.2. Registration Application Status check

4. Renewal Module

- 4.1. Renewal Application – Initiation to Submit
- 4.2. Renewal Application Deficiency Resolution
- 4.3. Renewal Application Status check

5. Welfare Scheme Module

- 5.1. Claim Application Deficiency Resolution
- 5.2. Claim Application Status Check
- 5.3. Claim Application Eligibility Check

6. Amendment Service Module

- 6.1. Amendment Application Deficiency Resolution
- 6.2. Amendment Application Status Check

During the implementation, the Board may see the need to develop some more applications. The successful bidder must develop such applications without any further cost to the board. The Scope and functionality for those applications will be decided by the board and informed later.

Module XXIX: Ticketing System

Ticketing system is the module which will provide a digital connect between the DEPARTMENT IT staff, Construction workers and the Successful bidder.

The proposed module allows the DEPARTMENT staff to raise the support ticket. The support ticket is raised in multiple situations like reporting a bug or requesting for change / enhancement in existing application. The module will empower the DEPARTMENT to keep track of the overall development and support cycle including all the stages.

The successful bidder is expected to develop a web application covering all the required function of a ticketing system and help DEPARTMENT to implement SLA. Some of the vital features required to be built are listed below.

Department definition module

1. Feature to define the organization wide departments as stakeholders.
2. Possible departments are like IT, Account, Operations

User Management Module

1. Departmental User Registration (Self-Initiated)
2. Service Provider User Registration (Self-Initiated)
3. Departmental Role Approval by Authorized User
4. Service Provider Role Approval by Authorized User

IT Admin / Moderator workflow management module

1. KPI dashboard for IT Admin/Moderators to monitor support tickets, including live/pending and closed tickets, average first response time, and average closure time for all stakeholders.
2. Ability for IT Admin/Moderators to create support tickets with attachments (images, PDFs, audio, video).
3. Option for IT Admin/Moderators to moderate tickets submitted by others.
4. Forward tickets to service providers or internal departments.
5. Respond to tickets with attachments (images, PDFs, audio, video).
6. Close support tickets as needed.

Departmental user workflow management module

1. Departmental User Support Ticket Overview

2. Provide departmental users with a KPI dashboard as the landing page to give a comprehensive overview of the support ticket ecosystem, including:
3. Live and pending support tickets within the user's department
4. Closed support tickets pertaining to the user's department
5. Department-wide average response time for initial ticket replies
6. Department-wide average resolution time for ticket closure
7. Support Ticket Submission
8. Enable departmental users to submit support tickets with attachments (Image, PDF, Audio, Video).
9. Support Ticket Response
10. Allow departmental users to respond to support tickets assigned or forwarded to their queue, with options to attach Image, PDF, Audio, or Video files.
11. Support Ticket Closure
12. Permit departmental users to close relevant support tickets.
13. Automated Ticket Routing
14. Ensure all support tickets raised by departmental users are automatically routed to the IT Admin / Moderator bucket.

Service Provider User Workflow Management

1. Service Provider Support Ticket Overview
2. Provide service provider users with a KPI dashboard as the landing page for an at-a-glance summary of their support ticket ecosystem, including:
3. Live and pending support tickets
4. Closed support tickets
5. Average initial response time for service provider tickets
6. Average resolution time for closing service provider tickets
7. Ticket Submission
8. Allow service provider users to raise support tickets with attachment support for Image, PDF, Audio, and Video files.
9. Ticket Response

10. Permit service provider users to reply to tickets assigned or forwarded to their queue, with options for multimedia attachments.
11. Ticket Closure
12. Enable service provider users to close relevant support tickets.
13. Automated Routing
14. Ensure every ticket raised by service provider users is automatically sent to the IT Admin / Moderator bucket.

Detailed Stakeholders Analysis

The responsibilities are detailed to define the user access matrix.

Role	Expanded Responsibility & System Privileges
Construction Worker	Access: Web Portal / Mobile App / CSC (Common Service Centre) Login. Capabilities: Self-registration, tracking application status (visual progress bar), downloading digitally signed ID cards, raising grievances, and updating bank/family details via Amendment requests.
District Assistant (DA)	Access: District-Level Dashboard (Queue Management) Responsibilities: The "Gatekeeper." Responsible for initial scrutiny of uploaded documents (Checking visibility, validity, and authenticity). Responsible for raising specific "Deficiency Queries" (e.g., "Uploaded passbook is blurry, please re-upload").
Claim Manager (CM)	Access: Claims Dashboard. Responsibilities: Scheme Specialist. Verifies specific criteria (e.g., checking School Marksheets for education claims, Hospital Discharge Summaries for medical claims). Ensures the claim amount calculated by the system matches the physical documents.
Deputy Secretary (DS)	Access: Executive Dashboard & Signing Tool. Responsibilities: The "Legal Authority." Reviews recommendations from DA/CM. Uses a Digital Signature (Dongle/eSign) to legally sanction orders. Handles "Override" cases where a worker appeals a rejection.
Account Assistant (AA)	Access: Financial Queue. Responsibilities: Budget verification. Checks if the sanctioned

Role	Expanded Responsibility & System Privileges
	amount is within the available fund limit for that financial year. Prepares the "Batch Payment File."
Account Manager (AM)	Access: Payment Gateway / Disbursement Module. Responsibilities: The "Releaser." Authorizes the Batch Payment File to be sent to the Bank/Gateway. Responsible for uploading Utilization Certificates (UC).
System Administrator	Access: Backend Configuration Panel. Responsibilities: User onboarding (creating staff accounts), Scheme Parameter definition, Master Data Management (adding new bank branches, new Talukas), and Audit Log monitoring.

General Mandatory Features of all the Modules

Technical Architecture & Non-Functional Requirements (NFR)

1. Security Architecture

- **Encryption:** All Data-in-Transit must be encrypted via SSL/TLS 1.2+. All Data-at-Rest (specifically PII like Bank Account numbers) must be AES-256 encrypted.
- **Session Management:** The system must auto-logout users after 15 minutes of inactivity. Concurrent login with the same credentials must be blocked.

2. Performance & Scalability

- The system must support **at least 5,000 Concurrent Users** (Workers) and **50 Concurrent Officials across different departments**. The infrastructure should be supported with n-tire architecture and configured for auto scale-out as the need be.
- Page load time for the dashboard must be under **3 seconds** on a standard 4G connection.

3. Localization

- The User Interface (UI) for the Worker Portal must be available in **English, Konkani (Devanagari script), and Marathi**.
- All auto-generated SMS and Email notifications must be trilingual.

4. Temporal Database Design (Time-Travel)

- The database schema must support "Effective Dating."
- Requirement: The system must be able to answer: "What was the status of Worker X on Jan 1st, 2024?" even if the worker is currently "Deactivated."

5. **Security:** The portal must adhere to standard government IT security guidelines (e.g. Data Encryption at rest and in transit).
6. **Scalability:** System must support high concurrency during peak construction application seasons.
7. **Compatibility:** Web portal must be browser-agnostic; Mobile app must support Android and iOS. PWA may be considered provided it offers full feature compatibility on Android as well as iOS.
8. **Support:** Integrated Ticketing System for bug tracking and Change Requests (CR) between the Board and the Successful Bidder.

9. Web portal should be very user friendly for layman and it should fully comply with International Web Contents Accessibility Standards (WCAG 2.0 (A & AA)) as well as guidelines for Indian Government Websites (GIGW).
10. Multi Language / Localization Support as Out of Box feature.
11. High Availability / Disaster Recovery for Ensuring Business Continuity – using Cloud Technology
12. Web Modules- Responsive Web App across all Form Factors - all modules. The Desktop Modules if required should be Implementable to Windows, Linux, and Mac Platform.
13. Mobile Modules - Progressive Web App (Selective Module) - giving crossplatform Native App Experience without Market Place Dependencies for Updates.
14. All necessary pre-requisite must be ensured by successful bidder to make the web portal utmost secure from all kind of possible threats.
15. The architecture of software must have Enterprise Level Scalability, multitier, Service Oriented Architecture having Micro-Service approach.
16. User facing UI is developed as Web Based (Zero Footprint), deployable on any platform.
17. Software must support two factor authentications along with digital signature to make every system log, uploaded document, and system variable legally valid. The timestamping, encryption and digital signature must be implemented in this system.
18. The Portal should give real time reporting and analytics.
- 19. There must not be any limitation of Number of users in any module i.e., unlimited users for all modules. The server sizing is to be done accordingly.**
20. The Backend Database Platform must have following capability:
 - a. In-Memory Online Transaction Processing (OLTP) for Realtime Analytics
 - b. Inbuilt Capability to transparently distribute records from a single table- across Enterprise Storage & Cloud Storage
 - c. Inbuilt Capability for accessing Warm & Cold data transparently - using a single query
 - d. SQL Based Query Support for Relational as well as NoSQL data stores
 - e. In-Database Machine Learning Services

Deliverables of the Bidder

A. Server Administration and Hosting

The application is to be hosted on the virtual server, and the management and monitoring of the server is the responsibility of successful bidder.

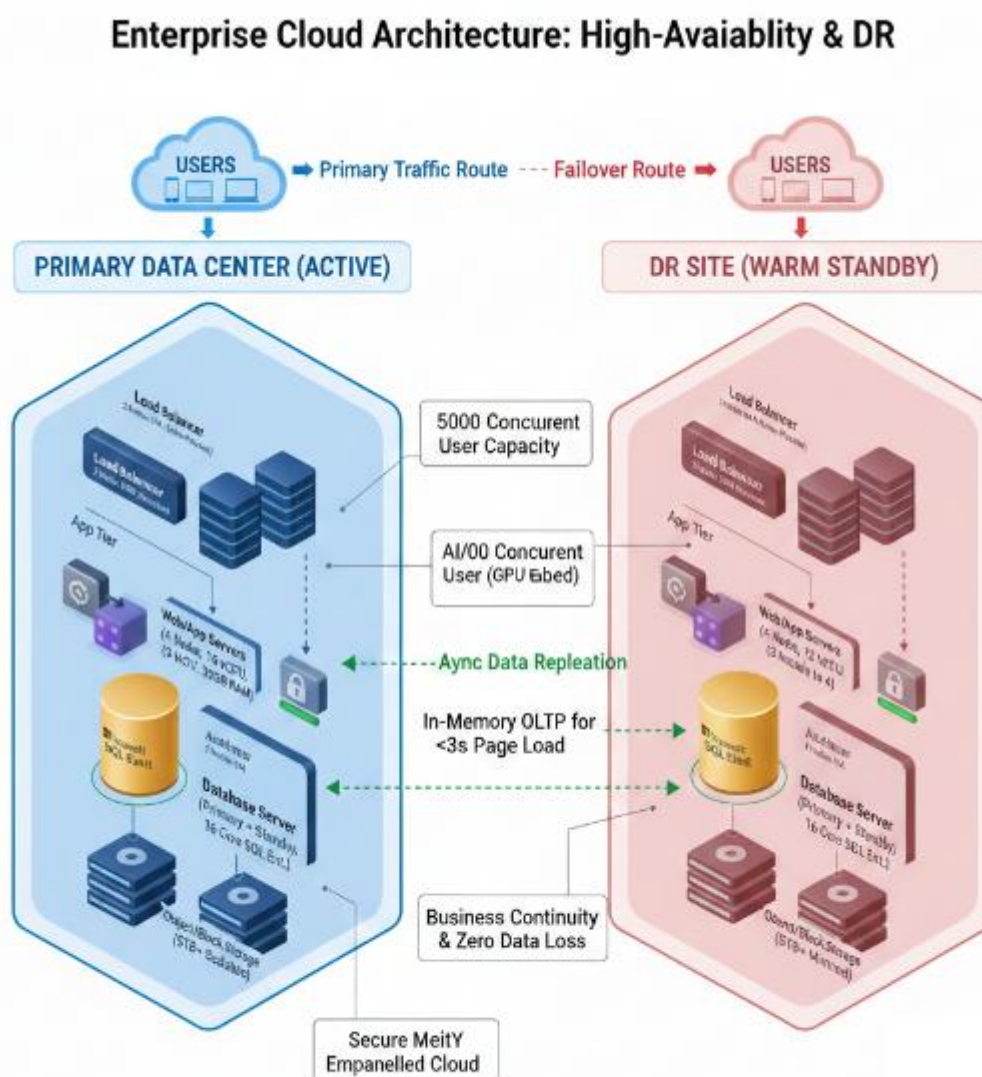
As this Portal is running the Adhar authentication, payment related, and other important State Govt transactions, this portal must be hosted on MeitY-empanelled Government Community Cloud (GCC) provider for public sector entities ONLY.

The Solution architecture along with Server administrator and any other team member like cyber security expert must be made available at the office of Board during the contract period starting the data of submission of FRS. No extra payment for the same will be made to the successful bidder for Server Administration and Hosting. The features of auto scale out and scale up must be enabled there should be no manual intervention for it.

The minimum indicative server sizing including the DR site:

Tier	Component	Primary Site (DC) (Active)	DR Site (Warm Standby)	Note
Web Tier	Load Balancer	2 Nodes (HA Active-Passive)	1 Node	Traffic is routed to DR only if DC fails.
App Tier	Web/App Servers	4 Nodes (16 vCPU, 32GB RAM each)	2 Nodes (16 vCPU, 32GB RAM each)	DR nodes can auto-scale to 4 if the DC goes down.
DB Tier	Database Server	2 Nodes (Primary + Standby) 16 Core SQL Enterprise	1 Node 16 Core SQL Enterprise	Data is replicated asynchronously from DC to DR for business continuity.
Specialized	AI/ML & Blockchain	2 Nodes (GPU Enabled)	1 Node (GPU Enabled)	Critical for document intelligence and ledger verification during failover.
Security	Aadhaar Data Vault	2 Nodes (HA)	1 Node	Essential to maintain e-KYC validation capabilities during a disaster.

Storage	Object/Block Storage	5 TB+ (Scalable)	5TB+ (Mirrored)	Regular backups and log shipping are required between DC and DR.
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B. The Implemented software along with Source code API:

1. The Successful Bidder shall handover the entire source code along with Data to the Board at the stage of completion of tenure to this contract or anytime as demanded/instructed by the Board. The Successful Bidder shall also submit all

the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product.

2. In case of software is a Commercial off the Shelf (COTS) product, the perpetual license needs to be in the name of the Board and the CD / DVD/ VM of the License and the Setup shall be handed over to the Board. In case of COTS only the customization done for the Board is expected to be shared with the Board along with source code. However, the documented API is a part of deliverable for the software.
3. Summary of Third-Party Development and Deployment Licenses to be delivered under above scope of work to be delivered in the Name of the Board:
 1. Zero Footprint Web Based Viewer and Scanning
 2. Image Processing & Compression.
 3. Full Text OCR
 4. Bar code / QR code
4. The possible integration of Interactive Web Portal with Management and Monitoring System for Digitization of Old And Ongoing Records Of the board will be as follows:(**The below List is illustrative and not exhaustive**)
 1. Payment Gateway
 2. SMS Gateway
 3. SMTP/ email
 4. Adhar integration.
 5. Digital Signature
 6. Whatsapp/ Telegram or any similar
 7. BOT

C. Setup of Help Desk at Client Location for construction workers:

The Selected Bidder shall provide a centralized helpdesk with telephone and e-mail support for attending user request / complaints. The helpdesk shall operate from 10 A.M. to 6 P.M. from Monday to Friday. A detailed escalation plan shall have to be submitted before the commissioning of the services. The helpdesk team will be setup within Office. Seating infrastructure, electrical and telephone connections will be provided.

The Selected Bidder should ensure that the qualifications, skillets and experience of the support team members should be appropriate to the responsibilities being undertaken by them. The Selected Bidder should deploy adequate staff to meet the defined SLAs.

D. Set up of Training Center

As this is an organisational change i.e., moving from physical to digital, The successful bidder must:

1. Conduct physical training workshops for the Board officials (DA, CM, DS) or any other place as mutually agreed.
2. The Successful Bidder must create video tutorials (in Konkani/Hindi/English) for Construction Workers on "How to Register", "How to Claim Benefits and other such related videos."

The above scope is illustrative later seeing the scenario at that time, the scope of work could be increased and no extra cost will be payable to successful bidder.

E. On Site Technical Support

Technical support focuses on helping users troubleshoot and resolve issues with hardware, software, or systems, while software support is specifically about maintaining, updating, and fixing problems related to software applications. Both these supports will be provided on site at location by selected bidder.

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

F. Digitisation And Migration of Old Records to Portal

All Old records before the commencement of this project and post completion of the project till go live will be migrated and digitised by the successful bidder. The scanning must be done using overhead scanners and data extraction from the same must be done via AI/ML technology.

G. Web Site Development

Migration of existing information pages to the portal with all relevant details is within the scope of work of the successful bidder.

H. Social Media and Media Monitoring

Handling the entire social media with mutually agreed targets for **Increase in new worker registrations** (monthly/quarterly growth), **Renewal rate** of existing members, **Conversion rate** from campaign reach to actual registrations. Awareness & Engagement of schemes and cess. The broad plan is outlined below. However, the detailed plan will be discussed with the selected bidder.

The selected agency shall design, implement, and monitor a comprehensive social media and media outreach strategy to:

- Increase registrations of new construction workers.
- Enhance awareness of welfare schemes (housing, medical aid, pensions, scholarships, tool loans).
- Promote awareness of **Cess payment obligations** among employers/contractors.
- Build trust and visibility of DEPARTMENT among target audiences.

2.1 Platforms

- Facebook, Instagram, WhatsApp, YouTube, X (Twitter).
- Regional language content (Konkani, Marathi, Hindi, English).

2.2 Content Deliverables

- **Monthly Content Calendar** with minimum 20 posts.
- **Creative Assets:** Infographics, short videos, reels, testimonials, scheme explainers.
- **Campaign Themes:**
 - “Register Today, Secure Tomorrow” (workers).
 - “Your Work, Your Welfare” (families).
 - “Cess Compliance = Worker Welfare” (contractors/employers).
- **Live Sessions:** Minimum 1 per month with Labour Dept. officials.
- **Community Engagement:** WhatsApp broadcast groups and union partnerships

2.3 Posting Frequency

- Minimum 5 posts per week across platforms.
- 2 reels/short videos per week.
- 1 long-form video per month.

2.4 Paid Promotion

- Targeted ads to reach construction workers and contractors.
- Geo-targeting in states’ urban and rural clusters.
- Minimum reach target: 20,000 impressions per month / mutually agreed after 2 months.

3. Media Monitoring Plan

3.1 Monitoring Channels

- Social media analytics (Meta Insights, YouTube Analytics, Twitter Analytics).
- Local press (newspapers, radio, TV).
- Community feedback (WhatsApp groups, union meetings).

3.2 KPIs

- **Registrations:** Monthly increase in new worker registrations.

- **Cess Awareness:** Number of contractors/employers reached with Cess compliance messaging.
- **Cess Collection:** Growth in timely Cess payments compared to baseline.
- **Engagement:** Growth in followers, likes, shares, comments.
- **Awareness:** Number of queries received about schemes and Cess obligations.
- **Sentiment Analysis:** Ratio of positive vs. negative mentions.
- **Press Coverage:** Minimum 2 positive media mentions per month.

3.3 Reporting

- **Weekly Dashboards:** Social media performance.
- **Monthly Reports:** Registrations, scheme uptake, and Cess awareness vs. campaign reach.
- **Quarterly Review:** Adjust strategy based on worker and contractor feedback.

3.4 Compliance

- All content must align with guidelines.
- Multilingual accessibility ensured.
- No political, religious, or sensitive content.
- Data privacy compliance as per Indian IT Act and GDPR standards.
- **Cess Messaging:** Must clearly explain that Cess contributions fund worker welfare schemes, ensuring transparency and accountability.

I. Post Implementation Maintenance and Support

The Selected Bidder will have to manage, maintain and support for a period of one year from the date of Go Live, including but not limited to changes, upgrades and performance enhancement as deemed necessary by the Board.

The Selected Bidder shall maintain and manage the system (including hosting infrastructure as well as the system used for Portal) for the entire period of the contract and shall be fully responsible for ensuring adequate CPU processing power, memory, storage and monitoring of the services for optimum performance of the entire system conforming to the SLAs defined.

This includes but is not limited to changes, upgrades and performance enhancement. The successful Bidder must provide post implementation support to maintain SLAs. The department at its discretion can extend the support for five, ten or fifteen years at the rate of maximum twenty five percent of the quoted cost per year.

Key work items under maintenance and support include –

Performance Bottleneck Checks

The Selected Bidder will have to monitor and check the system regularly for performance bottlenecks, and resolve the issues, if SLAs are not being met, with the dedicated component(s) without impacting the overall system at no extra cost.

Periodic Archival and Archival Policy

The Selected Bidder shall be responsible for –

1. Devising and documenting the archival policy and get it approved.
2. Providing archival mechanism with indexing for all documents
3. Allow access to the archive data for the purpose of retrieval and downloading by the designated team and its auditors

Periodic Backup, Recovery and Backup Policy

- i. The Selected Bidder should provide robust and reliable backup mechanism. It is recommended to have daily incremental and weekly full back-up policy.
- ii. The Selected Bidder shall also be responsible for designing an efficient backup policy. Retention period shall be defined by the Board and can be later changed as and when required.
- iii. The backup policy should be mentioned in the solution document. The Selected Bidder should provide a copy of monthly backup of the full data and archival data for the recently concluded financial year and handover the media to Client as per the mutually agreed date and storage media format.
- iv. The recovery of backup data should be tested along with the Board's officials on quarterly basis.
- v. In addition to the above-mentioned responsibilities, the following features should be supported by the solution proposed by the Selected Bidder.

Hardware Patches and Software Updates

- i. Any required version/software upgrades, patch management etc. will be the responsibility of the solution provider for the entire contract period at no extra cost. The required upgrades for the entire stack has to be implemented within six months of release/general availability including –
 1. Supply, installation and maintenance of the updated/upgraded versions of software.
 2. Rectification of bugs/ defects if any.
 3. Fine tuning of the application, as and when required.

4. Maintenance of the application.

5. Re-installation of software/application/database whenever required

Health Checks and MIS Reports

The Selected Bidder will also be responsible for performing regular health checks to ensure optimum performance of the system including software, hardware, database, etc. The Selected Bidder should provide regular health check status reports.

J. Security Audits

The Selected Bidder shall conduct vulnerability and penetration test (from third party CERT-in empanelled auditor) on the proposed solution and reports for the same should be shared. The Selected Bidder needs to update the system in response to any adverse findings in the report, without any additional cost to the Board.

The Board may also depute auditors to conduct security check / vulnerability test / penetration test of the System at its cost.

Responsibility of the Board

1. Required space and power supply (backup power supply is not in the Board's scope) will be provided.
2. Information handover, Records Handover, Takeover, Images and Data Quality Check will be done by the Board as per SOP which will be shared with Selected bidder.
3. UAT (User Acceptance Test) of Modules, Issuance of Acceptance certificates and liasoning with Aadhaar Authorities and signing necessary documents with SMS gateway, online payment Authorities, email for SMTP will be done by the Board on intimation from successful bidder. The cost for UID, sms gateway, payment gateway will be borne by the board.

Payment Terms & Project Timelines

1. No advance payment will be given.
2. Payment shall be released to the Agency upon successful completion of each milestone specified below:

Sr. No.	Milestone	Timeline	Payment
1	Letter of Award and Signing of Agreement	T	-
2	Approval of SRS document	T+1 week	30% of the contract value
3	Appointment of PSU for GCC Cloud	T+1 Week	20 % of the contract value
4	Successful completion of the UAT of Renewal, Registration and Amendment Module	T+3 weeks	25% of the contract value
4	Successful completion of the UAT of Cess Module	T+6 weeks	5% of the contract value
5	Successful completion of Rest of the Modules	T+ 8 weeks	10% of the contract value
6	Partial Go Live & Training	T+8 weeks	10% of the contract value

Bill of Quantities

#	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: 8. Setting Up of Servers, Back Up Servers, Disaster Recovery etc. on GCC 9. Creation Of Interactive Web Portal j) Building And Other Construction Workers Membership Registration, Renewal & Amendments. k) Cess Collection Workflow – Application, Validation & Collection. l) Worker Welfare Scheme Application And Financial Assistance Amount Disbursement m) Legacy Data Management n) Migration o) Financial Integration (DBT Framework) p) Dash Boards & Reporting q) AI / ML Based Document & Database Intelligence Module r) Multiple Multilingual Mobile Applications 10. Setup of Help Desk at Client Location for citizens. 11. Training to Department, Trade Union Representative and workers. 12. On Site Technical & Software Support at Client Location 13. 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	

All the prices are exclusive of taxes