दुरध्वनी क्र. : ०२०-२६३०२६७८	ईमेल आय.डी. : dsw@maharashtra.gov.in

क्र. : ११०२५/सं. स्थ. सु./सैकवि-१　　　　　　　　　　दिनांक : २९ मार्च २०२५

प्रति,

विषय : सैनिक कल्याण विभागाच्या www.mahasainik.maharashtra.gov.in या संकेतस्थळाचे नुतणीकरण/ पुर्नज्जीवन व सन २०२५-२६ या आर्थिक वर्षाच्या देखभाल-दुरुस्तीच्या कामासाठी निविदा मागविणेबाबत...

संदर्भ :　Scope of Work on the subject.

१.　　सैनिक कल्याण विभाग, महाराष्ट्र राज्य, पुणे यांचे www.mahasainik.maharashtra.gov.in हे संकेतस्थळ दिनांक २५ जानेवारी २०२२ रोजी कार्यान्वीत केलेले आहे. त्याच्या माध्यमातून राज्यातील सर्व माजी सैनिकांची/विधवांची नोंदणी करण्यात येते. तसेच राज्यातील माजी सैनिक/विधवांना लागू असलेल्या विविध कल्याणकारी योजनांच्या आर्थिक मदतीचे लाभ देण्यात येणार आहेत.

२.　　सदरच्या संकेतस्थळामध्ये काळानुरुप बरेचशे बदल करणे क्रमप्राप्त असल्याने त्याचे नुतणीकरण/पुर्नज्जीवन करणे जरुरी आहे. तसेच संकेतस्थळाचा वार्षिक देखभाल-दुरुस्तीचा कालावधी ३१ मार्च २०२५ रोजी संपुष्टात येत असल्याने, सन २०२५-२०२६ या आर्थिक वर्षासाठी संकेतस्थळाच्या वार्षिक देखभाल-दुरुस्तीचे काम देणेबाबत ची कार्यवाही इ. कामे करणेसाठी उपरोक्त संदर्भिय Scope of Work नुसार आपल्याकडील दरपत्रक सिलबंद लिफाफ्यामध्ये या कार्यालयास दिनांक २७ मार्च २०२५ रोजी सकाळी ११.०० वाजेपर्यंत पाठविण्यात यावीत ही विनंती.

मेजर (डॉ.) शिल्पा मा. खरपकर (निवृत्त)
उपसंचालक (प्रशासन),
सैनिक कल्याण विभाग, पुणे

SCOPE OF WORK FOR AMC OF DSW MAHARASHTRA WEBSITE

(TO BE PUBLISHED ON WEBSITE)

Introduction:

- The Department Sainik Welfare (DSW) is having head office in Pune and has Zilla Sainik Welfare Offices (ZSWO) in almost all the Districts of the State.
- Maharashtra State is having 36 Districts out of these 35 Districts are having Zilla Sainik Welfare Offices functioning actively. Approximate strength of the ESM/WIDOW for PUNE REGION is 2,60,000 Approximately Every year around 4000 + ESM's retire from services.

- Proposed Scope of Work for the Department of Sainik Welfare Website and Registration with AMC: www.mahasainik.maharashtra.gov.in

Sr. No	Work *	Estimated Duration	Amount
I	**Development of Website Upgrade**	30 Days	
(1)	Enhancements to the website's design, features, and overall functionality.		
(2)	Optimization for improved user experience and performance.		
II	**Improvements to the Registration Process**	21 Days	
(1)	Streamlining the registration process to make it more user-friendly and efficient.		
(2)	Incorporating necessary features to improve data collection and management.		
III	**Annual Maintenance Contract (AMC) for Website Portal**	Throughout Agreement Period and until next agreement.	
(1)	Regular updates, bug fixes, and maintenance tasks.		
(2)	Ensuring the website remains secure, up-to-date, and operates smoothly.		
	GST Calculation		
	Total Estimate (with GST included)		
	* Detailed Scope of Work is appended in further paras.		

Sealed Bids to be submitted on Company Letter Head duly Stamped on or before 27 Mar 2025 at 11.00 am to Deputy Director (Admin).

Bidder should be present in person during Technical Evaluation scheduled on 27 Mar 2025 at 11.00 am at Department of Sainik Welfare, Pune alongwith additional copy of Bid.

Pre-Bid Queries and Pre-Bid Meeting

- The DSW will host a Pre-Bid Meeting for queries, if any, by the prospective bidders. The date, time and place of the meeting are specified
- The representatives of the bidders may attend the pre-bid meeting at their own cost.
- The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarifications or additional information, necessary for them to submit their bid.
- The bidders shall send their pre-bid queries as per the schedule specified in the

- The response to the pre-Bid queries will be published on GeM Portal Document No telephonic queries will be entertained.
- This response of the DSW, against the Pre-Bid queries, shall become integral part of tender document.

Completeness of Response

- The bidders are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- The response to this tender should be full and complete in all respects. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of its bid

I. Development of Website Upgrade:

- Improved User Experience:
- A responsive, well-designed interface for enhanced user engagement.
- Easy navigation for better customer satisfaction, leading to higher conversions and retention.
- Mobile Optimization: Fully responsive design to cater to mobile-first users.
- Optimization: Regular updates to website content and structure for improved search engine rankings and organic traffic.
- Technical Advancements: Upgrading to the latest programming technologies and languages for robust performance and security.
- Content Relevance: Fresh and updated information to engage visitors effectively.
- Security Concerns: Strengthened security measures to protect sensitive user data from cyber threats.
- S3WaaS Compliance: is an online service developed for government entities to generate Secure, Scalable & Samaya websites.
- GIGW 3.0 Compliance: Focus on user-centric design, intuitive navigation, and a centralized monitoring dashboard-level integration with government platforms such as Digi Locker, Aadhaar, and India Portal. Accessible content creation tools for a seamless user experience. Cybersecurity Upgrades Adherence to CERT-In guidelines for robust cybersecurity measures, ensuring data protection and system stability.
- Clear policies covering copyright, content moderation, archival, and security. Obtain "safe to host" certification.
- Self Service: Employee Login, Profile management, dashboard, tour management, Monthly Report, Registration, notifications etc.
- Role base: The application access, functional and views available should be decided based on role of employee such that it eases the core department related functions the employee needs to perform in his role and process the documents ahead.
- Work Flow Customization:- Should provide configurable workflows for all applicable modules, which will be specific to user roles, functionality and location to have state of the art track and ease in analysis for higher management.

- Reporting structure:- Reports to be customize as per the requirement of DS/ZSWO to claim/settlement with clarity along with hassle free process which will help to save time and visits of ESM/WIDOW to the respective offices.

- **UI/UX Improvements:**
  I. Responsive design across devices.
  II. SWAAS compliance for Mobile, Tablet, and Desktop views.
  III. Interactive dashboard and enhanced registration workflow.
- **Multilingual Support:**
  I. Implement English & Marathi.
  II. Ensure seamless switching between languages with Unicode compatibility.
  III. Enhanced feedback mechanisms and a bilingual interface (English and Marathi) to cater to a diverse audience.
- **Performance Optimization:**
  I. Frontend loading improvements.
  II. Monthly security patches and database optimizations.
- **Backend Upgrades:**
  I. Transition to PHP 8.4, latest jQuery & Bootstrap.
  II. Database upgrades (if necessary) and enable versioning.
- **New Functionalities:**
  I. Universal search.
  II. Report generation and grievance tracking with notifications.
- **Cybersecurity Enhancements**
  I. Follow CERT-In guidelines for robust security.
  II. Prevent phishing, data breaches, and unauthorized access.

- **Migrate the Admin Portal backend to latest jQuery & Bootstrap.**
  I. Backup Your Current System: Before making any changes, create a full backup of your website, including the database and files.
  II. Check Compatibility: Review the latest versions of jQuery and Bootstrap to ensure compatibility with your existing codebase and other dependencies.
  III. Replace Old Files: Replace the old jQuery and Bootstrap files in your project with the new ones. Update the links in your HTML files to point to the new versions.
  IV. Update Custom Code: Review your custom scripts and styles to ensure they work with the updated libraries. Adjust any deprecated methods or classes.
  V. Test Thoroughly: Test the admin console on different browsers and devices to ensure everything functions as expected.
  VI. Optimize Performance: Minify and compress the updated files to improve loading times.
  VII. Deploy Changes: Once testing is complete, deploy the updated admin console to your live environment.

II. Improvements to the Registration Process:

As part of our ongoing efforts to enhance our ESM Registration system, we have identified a need to develop a comprehensive Employee Benefit Approval Tracking system along with robust reporting capabilities. This functionality will help streamline the benefits approval process and provide better insights for audit and decision-making purposes.

Update registration flow chart
   a) ESM
   b) DEPENDANT/ORPHAN
   c) WIDOW

- **Dynamic Reporting: Create dynamic reports that capture key metrics, such as:**

   a) Total requests submitted
   b) Approval/denial rates
   c) Average processing times the reports should be accessible via the admin dashboard and exportable in common formats (e.g., PDF, Excel).
   d) User Interface Integration: Ensure the new functionality aligns with our existing design guidelines, delivering a seamless user experience within the current ESM registration module.
   e) Notifications: Optionally, integrate automated notifications (email/SMS) to alert stakeholders on pending approvals and important status changes.

- **Enhance RTI Complaint Portal Form**

RTI Complaint Portal Form. This update aims to streamline the submission process, improve data accuracy, and facilitate quicker resolution and reporting of complaints.

I.   **Qualification Criteria for Bidders Experience:**
   a) The bidder must have a minimum of 3 years of experience in website design, development, and maintenance.
   b) Relevant and complete supporting documents validating this experience must be submitted.

II. **Eligibility:**
   a) The bidder must be a Government Department, Organization, Society (registered under relevant Central Acts), or a reputed private company/firm.
   b) Bidder should be a Proprietary firm /Partnership firm/ Pvt.Ltd / Limited Company/Corporate body legally constituted and should be registered with the appropriate registration authority.

III. **Completed Contracts:**
   a) The bidder must have successfully completed a minimum of 3 maintenance contracts in Central/State Governments, PSUs, Subordinate Offices, or Autonomous Bodies within the past 3 years.
   b) Copies of contract details and performance certificates (on client's letterhead) must be provided.
   c) Non-Blacklist & Litigation-Free Declaration:
   d) A self-certified undertaking is required, ensuring that the bidder is not blacklisted by any Government Institution and has no pending litigation concerning similar maintenance services.

- **Operational Office:**

a) The bidder must have a fully operational office in Pune.

b) Submit details including organizational profile, contact address (email and phone), manpower details, and proof of office (e.g., PF/ESI Challan, Rental Agreement, or Utility Bill).

c) A copy of the incorporation or registration certificate must also be submitted.

- **Legal Documentation:**

a) Provide copies of GST registration and PAN/TIN of the firm.

b) Team Proficiency:

c) The contractor's team must be skilled in HTML, Asp.net, PDF, RDBMS, FLASH, Servlets, XML, PHL, JavaScript, Joomla CMS, and other relevant tools.

d) A self-certified copy of qualifications should be Submitted

III. Annual Maintenance Contract (AMC) for Website Portal:

Expected Activities during the Maintenance Period

Website Security:

Perform regular checks on website security and submit reports periodically.

Resolve any vulnerabilities reported by Government agencies, including the Cyber Security Division of NIC.

Backup Management:

Backup website contents to both locally connected and external media.

Monitor server backups and logs daily.

Updates and Upgrades:

Update the operating system and Drupal version as required.

Regularly upgrade news, data, reports, and tender information.

Security Audits:

Coordinate security audits and STQC certification following GOI guidelines.

Ensure the website is audited by CERT-in empanelled security auditors.

Content and Sitemap:

Update and archive data and the sitemap periodically.

Maintain and check for dead links on static pages.

Content Management:

Conduct content research, modification, and uploading/upgrading as required.

Redesign the homepage, supported by inputs from DSW, as needed.

Cross-Browser Compatibility:

Ensure compatibility with multiple browsers and address any functional problems, including bug fixes and module updates.

Database Management:

System Monitoring:

a) Perform periodic checks of system logs and address issues promptly.
b) Take full responsibility for the secure handling and storage of data provided by DSW
c) announcements, recruitment and other relevant information etc., on daily, weekly, fortnightly or monthly basis as may be required.
d) Regular web promotion shall be a part of this activity and shall include activities
e) such as search engine registration and linking to related web sites and homepage improvements etc. This shall also include the work of refurbishment of site at appropriate interval not less than one time per quarter during the maintenance period.
f) The Contractor will fix the Penetration and Vulnerability test which includes updating bootstrap, jQuery, and framework as per the current requirement and also all the vulnerability raised by Government agencies related to Security Clearance will be fixed during the contract.
g) Onsite visit of the contractor with minimum 1 visits in a month which will not be carried over to next month and in every month, the contractor shall submit the reports and feedback to DSW.
h) Onsite support visit of every month by the contractor is compulsory to undertake the pro-active maintenance activities at the site.

- **Service Level Agreements (SLAs).**

I. It seems you're looking for information about Service Level Agreements (SLAs) in the context of websites. An SLA for a website typically defines the agreed-upon performance standards and support levels between the service provider (e.g., a web development or hosting company) and the client. Here are some key elements an SLA might include:

II. Uptime Guarantee: Specifies the percentage of time the website will remain operational (e.g., 99.9% uptime).
III. Response Time: Defines the timeframe within which the service provider will respond to issues or queries (e.g., response within 24 hours).
IV. Resolution Time: Outlines how quickly identified issues will be resolved.
V. Support Hours: Indicates whether support is available 24/7 or only during specific hours.
VI. Performance Metrics: Includes criteria like page load speed, server response time, or bandwidth usage limits.
VII. Maintenance Schedule: Details planned downtime for updates or system maintenance.
VIII. Responsibilities: Clearly defines the roles and responsibilities of both the provider and the client.

- **Penalty for downtime of website and server:**
a) The agency will provide system generated reports in support of 100% uptime on monthly basis on last working day of every month. There will be a penalty of Rs.1000.00 per hour for downtime up to a maximum of 10% of annual maintenance, if it is other than hardware and network problem.

- **Termination of Contract**
b) The Department of Sainik Welfare (DSW) reserves the right to terminate this contract without prior notice.
c) In the event that the contractor withdraws midstream without explicit consent from DSW, they shall be liable for recovery at higher rates compared to those contracted initially.
d) Such recovery may pertain to costs incurred by DSW for website maintenance during the remaining period of the contract through alternative arrangements.
e) The act of unilateral withdrawal by the contractor will result in automatic debarment of the firm from any future engagements with DSW.
f) Let me know if you'd like adjustments or additional support!

- **Special Terms and Conditions**
g) The maintenance contract shall initially be for a period of Two (02) Years and extendable to additional Six Months on the basis of performance of past year with the quoted contract price basis.
- Agreement:
h) Selected bidder will have to execute an agreement on non-judicial stamp paper of Rs. 500/- (stamp duty to be paid by renderer) in favor of District Sainik Welfare, Maharashtra State within 15 days from the date of intimation received by them from DSW that their tender has been accepted.

- **Payment**
i) Payment shall be made pro-rata on quarterly basis at the end of each three months upon satisfactory contract service by the contractor.

j) Penalty shall be deducted from the running payments

Contact Details

For any clarifications & communication with regards to the tender document, the bidders are expected to communicate at the contact information provided below:

S. No	Particulars	Details
1.	Name & Designation	Major (Dr.) Shilpa M. Kharapkar (Retd.), Deputy Director (Admin), Department of Sainik Welfare, Maharashtra State, Pune
2.	Office Address	Department of Sainik Welfare 'Raigad' Building, Opposite National War Memorial, Solapur Road, Ghorpadi, Pune-411001
3.	Email ID	dsw@maharashtra.gov.in
4.	Phone No.	Phone : 020-26302678