EXPRESSION OF INTEREST

FOR

SELECTION OF SYSTEM INTEGRATOR/ BACK-END TECHNOLOGY PARTNER FOR UNIFIED PORTAL DEVELOPMENT AND MAINTENANCE AT OFFICE AT DIRECTOR MAHARASHTRA POLICE ACADEMY NASHIK

EOI No. BECIL/PROJ/BT/MAHARASHTRA-POLICE/2026

Dated:02/11/2026

Issued By

Mr. Binay Kumar Tiwari (DGM)

Broadcast Engineering Consultants India Limited

(A Government of India Enterprise)

CIN No. : U32301UP1995GOI017744

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DISCLAIMER

The information contained in this Request for Proposal document (the "EOI") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of BECIL or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided. This EOI is not an agreement and is neither an offer nor invitation by BECIL to the prospective Bidders or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in making their offers (Bids) pursuant to this EOI. This EOI includes statements, which reflect various assumptions and assessments arrived at by BECIL in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This EOI may not be appropriate for all persons, and it is not possible for BECIL, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI. Each Bidder should, therefore, conduct its own investigations, actual site/ facilities/location inspections and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources. Information provided in this EOI to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. BECIL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. BECIL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way for participation in this Bid Stage. BECIL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this EOI. BECIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI. The issue of this EOI does not imply that BECIL is bound to select a Bidder or to appoint the Selected Bidder for the Project and BECIL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by BECIL or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and BECIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process. In case of any rejection/cancellation, no bidder has any right to claim any compensation or reimbursement to cost. Participation in EOI does not guarantee selection of bidder.

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SECTION –I

INTRODUCTION AND BRIEF DESCRIPTION

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1. INTRODUCTION

Broadcast Engineering Consultants India Limited (BECIL), an ISO 9001:2015, 27001:2013, ISO/IEC 2000:2012 certified Mini Ratna Central Public Sector Enterprise (CPSI) was incorporated on 24th March, 1995 under the Companies Act, 2013 (erstwhile the Companies Act, 1956) by Government of India with 100% equity share capital of BECIL held by President of India through Secretary and Joint Secretary of Ministry of Information & Broadcasting.

The Company was initially set up for providing project consultancy services and turnkey solutions encompassing the entire gamut of radio and television broadcast engineering, establishment of transmission facilities, content production facilities, terrestrial, satellite and cable broadcasting in India and abroad. The company has now diversified into the fields of Strategic Projects such as Information Communication.

Technology, Electronic Surveillance (namely CCTV, Access Control, Intrusion, Fire Safety, Hydrants, etc.). Electronic Media contents including films, Sentinel Analytics, Counter Drones/UAV etc. The activities include, but are not limited to Supply, Installation, Testing & Commissioning, Consultancy Services, Technical Audit, Media Analysis, R&D, projects pertaining to Digital India, City Surveillance, Safe City. Smart City, Make in India, Manufacturing, Audio Video & Data Analysis, Cyber Security, Engineering, Procurement & Construction, Project Management Services, Operation and Maintenance, Manpower Placement, AMC and providing total turnkey project for critical information infrastructure.

BECIL, has its Head Office in New Delhi, Corporate Office in Noida and Regional Office in Bangalore and Kolkata. BECIL is exploring geographical expansion in many states due to diversification in business portfolios.

Over the years, BECIL has consciously groomed and developed a team of in-house, versatile and dedicated engineers and also cultivated and harnessed a vast reservoir of professionals drawn from various fields of Broadcasting Industry, which include public and private Broadcasters, Defense and Cable Industry. Through this network of resourceful technical professionals, BECIL, has established its pan India presence to serve the needs of the industry.

BECIL has a vast reservoir of experts and integrates the expertise of All India Radio (AIR) and Doordarshan (DD), the national broadcaster of India, catering to one of the largest Radio Networks reaching out to more than a billion people and the world's largest Terrestrial Television Network supplemented by Analogue and Digital satellite Broadcasting services reaching out to millions of TV homes in India and abroad.

2. INTRODUCTION OF PROJECT/TENDER

Maharashtra State Police has **floated a tender vide No.** Bid Number: GEM/2026/B/8147793 Dated: Dated: 12-10-2026 **for Unified Portal Development and Maintenance at Office of Director, Maharashtra Police Academy, Nashik.**

3.1 ELIGIBLE BIDDERS

That the Prospective Bidder or its Allied firm or sister concern should not be blacklisted/de-barred or put on holiday, by BECIL or any other Public sector Enterprise or a Government Body, as on the date of submission of the bid.

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That the Bid submitted by any of the Bidder, who is found to be blacklisted/ debarred or on a Holiday list shall be out rightly rejected.

That in the event, if the Bidder chooses to be discreet and conceal about its status or about the status of any of its Allied/Sister concern of being debarred, then it shall be construed as a misrepresentation of facts and shall lead to an appropriate action by BECIL.

That the Bidder should not be undergoing any liquidation/insolvency proceedings on the due date of the submission of the bid. In case of any change in the status of declaration by the Bidder, the same shall be notified by BECIL to the Bidder in a span of seven days from the date of initiation of proceeding.

3.2 COST OF BIDDING

The Bidder shall be responsible to bear any costs associated with the preparation and submission of the Bid, and BECIL in no case, shall be responsible or liable for costs, inclusive of but not limited to bank charges, courier charges, site visits, expenses incurred for the purpose of demonstration and representation as desired by BECIL in order to assess the efficiency of the prospective Bidder, or any other expenses incurred for the submission of the Bid. That the Bidder shall be responsible for the costs/expenses regardless of the outcome of the bidding process.

3.3 ASSURANCE

The successful Bidder shall have to provide requisite documentation and satisfactory assurance of its capability and intention in regard to the supply of the goods and/or performance of the requisite scope of work/services pursuant to the award of the Contract within the time set forth herein

3.4 SITE VISIT

It shall be the responsibility of the Bidder to visit the Premises/Site wherein the work is to be performed or services is to be delivered to obtain all the requisite information that is necessary/essential for preparing the Bids and entering into a Contract. The cost of visiting the Site shall be borne by the Bidder.

The grant of permission by BECIL to the Bidder or its Authorized Representative , for the purpose of Site visit shall be contingent on the express condition that the Bidder and its representatives/agents shall indemnify the Company i.e. BECIL and its personnel from and against all liability in respect thereof and will be responsible for personal injury (whether fatal or otherwise), loss of or damage to property and any other loss, damage, costs and expenses however caused, which, but for the exercise of such permission would not have arisen. That in the event if the Bidder fails to visit the site, it shall not relieve it from the performance of its scope of work/obligations as per the Contract

3.5 CONTENTS OF THE BIDDING DOCUMENT

That the set of Bidding Documents, include the Annexures given herein below in addition to the Invitation for Bid, together with any amendment/addendum

i. Annexure -I Introduction and Brief Description

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ii. Annexure II- Schedule Of Dates
iii. Annexure III- General Terms and Conditions
iv. Annexure IV- Scope of Work and Specification
v. Annexure V- Bid Evaluation and Matrix
vi. Annexure VI- Enclosures and Forms

3.6 CLARIFICATION OF BIDDING DOCUMENT

For any clarification related to using the portal, you may visit the below link:

https://becil.ewizard.in

(i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(ii) Any queries relating to the process of online bid submission or queries relating to e- tender Portal in general may be directed to the Helpdesk Support.

(iii) Please feel free to contact ewizard helpdesk (as given below) for any query related to

E-tendering Phone No. 011-49606060

Mail id: - helpdesk@ewizard.com

3.7 ADDENDUM/AMENDMENT TO THE BIDDING DOCUMENT

At any time prior to the deadline for the submission of the Bids by the Bidders, BECIL shall have the discretion to amend the bid at its own initiative or in sub-sequence to a clarification sought by the prospective Bidder.

The Amendment / Addendum shall form a part of the Bidding Document pursuant to clause 10 and clause 43 of the General terms and Conditions and the same shall be notified on the said procurement portal, so that the said addendum/amendment becomes binding on all the prospective bidders.

In the event of an Addendum/Amendment to the Bidding Document, the prospective Bidders shall be provided with a reasonable time for the purpose of preparation of their bids.

3.8 LANGUAGE OF THE BID

That the Bid and all correspondences and communication in connection with this Bid shall be in English language. The supporting documents to be submitted by the Bidder may be in another language provided they are accompanied by a certified translation. However, BECIL may also translate the documents on its own to avert the possibility of any irregularity and ambiguity.

3.9 EARNEST MONEY DEPOSIT

EMD/ Bid Security: Bidders should submit an **EMD of INR 5, 00,000/- (Indian Rupees Five Lakh only),** in online mode on BECIL tender website and should submit the proof (screenshot)

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of EMD submission in the Pre-Qualification Envelope. This EMD should be valid for 180 days from the due date of the tender (The bidder shall be responsible for periodically extending the validity of the EMD, in case as required by the department during the bid evaluation process). EMD/Bid Security shall be accepted in form of online transfer/DD/BG/Surety Bond. The bid security of all unsuccessful Bidders would be refunded by BECIL within three (3) months of the Bidder being notified as being unsuccessful and receipt of same from end client. The bid security amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.

That the Earnest money deposit has been sought with an intent to protect the interests of M/s BECIL against the conduct of the Bidder which shall warrant the forfeiture of the earnest money deposit.

That any Bid not secured in accordance with Earnest Money Deposit will be rejected by BECIL by virtue of being un-responsive.

Notwithstanding any contained in the Contract, the Earnest money deposit shall be forfeited in the following circumstances-:

i. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any.
ii. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
iii. Deliberate attempts by the Bidder to share wrong information / manipulate information / hide the facts.
iv. If the Bidder relents after being declared as selected Bidder, it shall be declared as defaulting Bidder and BECIL reserves right to forfeit the EMD and blacklist/ debarred such Bidder from participating in any BECIL tender. In such situation, the tendering process shall be continued with the remaining Bidders as per their ranking.
v. In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.

3.10 INTENT AND IMPORTANT ASPECTS OF THE EXPRESSION OF INTEREST (EOI)

The Intent and important aspects of this Expression of Interest is (EOI) are as follows: -

BECIL intends to onboard a Back-end Technology Partner/System Integrator. The selected partner will support BECIL in the execution of Tender No. : Bid Number: GEM/2026/B/8147793 Dated: 12-10-2026 **for Unified Portal Development and Maintenance at Office of Director, Maharashtra Police Academy, Nashik.**

The intent of this EOI is to select a Back-end Technology Partner of BECIL, subsequently work with BECIL for the above-mentioned tender if work gets awarded to BECIL. An MOU/ Agreement will be signed by BECIL with the Back-end Technology partner selected through this EOI, for preparation of bid and/ or participation in the above-mentioned tender.

In case the bid submitted by BECIL against the said tender, is accepted and BECIL receives Work Order/ Agreement from/ with the Client. BECIL may issue a Work Order to the selected agency. In such a scenario, the following conditions will be applicable, which are to be fully taken into consideration by the bidders, prior submitting a response to this EOI:-

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The Back end Technology partner selected through this EOI, may be issued a work order by BECIL, for undertaking the work as per the above mentioned client's tender.

All terms and conditions of the client's tender, and any subsequent amendments/ corrigenda thereof, will be applicable fully on back to back basis on the Back end technology partner selected through this EOI, including all important terms and conditions like EMD, PBG, Payment Terms, SLA conditions, Liquidity Damages, and any other penalties etc.

3.11 Performance Bank Guarantee (PBG):

In case the said tender is awarded to BECIL, the PBG as applicable shall be payable by the selected bidder on back to back basis as per the terms and conditions of Client's Tender. The bidder must submit an undertaking in the bid stating that "they will provide the PBG in accordance with the timeline and the terms and conditions outlined in the client's tender. PBG should be valid **period 46 + 3 months (further extendible as per project requirement)**.

The successful bidder shall submit Performance bank guarantee equivalent to 3 % of client contract value within 7 days of issue of letter of intent. PO will be issued after receiving and confirmation of PBG from Bank.

All payments in the Project to the selected agency shall be on back-to-back basis only subject to receipt of corresponding payment from the client. An advance payment may be made to the selected agency, only if BECIL, receives an advance from the customer, provided the selected agency submits a bank guarantee (BG) of 110% of amount to BECIL in addition to the PBG.

The decision to engage the successful bidder as Back End Technology Partner shall be taken by the Competent Authority of BECIL and accordingly the respective agreement shall be signed.

Bidders are advised to go through the Scope of Work and terms & condition of the said tender to understand the requirement and challenges associated with locations prior to submitting their bids.

The selected agency shall not subcontract, assign, or transfer any part of its obligations, duties, or responsibilities to any third party without the prior written consent of BECIL. Any attempt to do so shall be considered a material breach, leading to immediate termination without any liability on the part of BECIL.

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SECTION –II

IMPORTANT DATES (SCHEDULE AND CRITICAL DATES)

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4. IMPORTANT DATES (SCHEDULE AND CRITICAL DATES)

S. N	ACTIVITY	SCHEDULED DATE & TIME
1.	**EOI Number**	**EOI No. BECIL/PROJ/BT/MAHARASHTRA-POLICE/2026**
2.	**Date of Issue of EOI**	02/11/2026
3.	**Last date and Time for Submission of bids**	09/11/2026 up to 1200 hrs
4	**Availability of Document**	https://www.becil.com; https://becil.ewizard.in
5	**E-tender Portal Fee** (Non-refundable)	INR 3,540/- E-tender Portal Fee (non-transferrable & non-refundable) payable through online e-Portal
6	**Bidder Enrolment Fee** (Non-refundable)	INR 2360/- Bidder Enrolment Registration fee (non-transferrable & non-refundable) payable through online e- Portal
7.	**RFP document Fee (Form Fee) (Non- Refundable)**	INR 17,700/- (incl GST) Form Fees (non-transferrable & non-refundable) payable through online e-Portal
8.	**EMD/ Bid Security**	**INR 5,00,000/- (Indian Rupees Five Lakh only)** only through online payment or Bank Guarantee or surety bond from any Scheduled Commercial bank in India and payable at Delhi/Noida in favour of "Broadcast Engineering Consultants India Limited (BECIL)"
9.	**Address for Communication of bids**	BECIL Bhawan, C-56 / A -17, Sector - 62, Noida – 201307.
10.	**Contact details for this EOI**	Sh. Binay Kumar Tiwari, DGM Tele- 0120-4177850 Email- binaytiwari@becil.com

4.1. INSTRUCTIONS FOR E-TENDERING PORTAL OF BECIL

4.1.1 E-TENDER PORTAL FEE

The bidder has to pay a non-refundable **e-tender portal fee amounting to ₹ 3540/-** (Non-refundable) by way of on-line payment on e-tender portal before submission of the proposal.

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4.1.2 SUBMISSION OF THE PROPOSAL

The bidders are advised to study the RFP document carefully. Submission of proposals shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Bidders shall have to submit their proposal (Technical and Financial) online through the e-tendering website **https://becil.ewizard.in**

4.1.3 E-TENDERING PROCEDURE

(i) E-Procurement is the complete process of e-tendering from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under **https://becil.ewizard.in**. These will be invited for online Bids. Bidder Enrolment can be done using "Bidder Enrolment".

(ii) The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on **https://becil.ewizard.in** the e-tendering portal as per uploaded bid.

(iii) More information useful for submitting online bids on may be obtained at: **https://becil.ewizard.in**

4.1.4 GUIDELINES FOR REGISTRATION ON PORTAL

(i) Bidders are required to enroll on the e-Procurement Portal by clicking on the link "Online Bidder Enrolment" on the e-tender Portal by paying the **Registration fee of Rs. 2360/- (inclusive of taxes).**

(ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

(iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.

(iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile. Or bidders can contact our help desk for getting the DSC.

(v) Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

(vi) Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC /e-Token.

(vii) The scanned copies of all original documents should be uploaded in pdf format on portal **https://becil.ewizard.in**

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(viii) After completion of registration payment, bidders need to send their acknowledgement copy on our **help desk mail ID: helpdesk@ewizard.com** for activation of your account.

Helpdesk Number : Tel 011-49606060 , 9355030616, 9560364871

4.1.5 SEARCHING FOR TENDER DOCUMENTS ON PORTAL

(i) There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.

(ii) Once the bidders have selected the tenders they are interested in, you can pay the form fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e-tender Portal to intimate the bidders through e-mail in case there is any corrigendum issued to the tender document.

4.1.6 PREPARATION OF BIDS ON PORTAL

(i) Bidders should take into account any corrigendum published on the tender document before submitting their bids.

(ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

(iii) Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document /schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Color option which helps in reducing size of the scanned document.

(iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.

(v) These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4.1.7 SUBMISSION OF BIDS ON PORTAL

(i) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

(ii) The bidder has to digitally sign and upload the required bid documents one by one as

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indicated in the tender document as a token of acceptance of the terms and conditions laid down by BECIL.

(iii) Bidder has to select the payment option as "e-payment" to pay the tender fee / EMD as applicable and enter details of the instrument.

(iv) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

(v) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

(vi) The uploaded tender documents become readable only after the tender opening by the authorized bid openers. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

4.1.8 CLARIFICATION

For any clarification related to using the portal, you may visit the below link:

https://becil.ewizard.in

(i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

(ii) Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

(iii) Please feel free to contact ewizard helpdesk (as given below) for any query related to

E-tendering Phone No. 011-49606060

Mail id: - helpdesk@ewizard.com

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SECTION – III

EOI NOTICE & GENERAL TERMS AND CONDITION

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5 EOI NOTICE

5.1 Broadcast Engineering Consultants India Limited (BECIL) invites Expression of Interest (EOI), through online mode, for selection of a Back-end Technology partner of BECIL, for collaborating with BECIL for participating in Tender No. **Bid Number: GEM/2026/B/8147793 Dated: Dated: 12-10-2026 for Unified Portal Development and Maintenance at Office of Director, Maharashtra Police Academy, Nashik."**

5.2 The EOI must be submitted in English Only. All the documents including the supporting documents/ enclosures etc. must be Calibri/ Aerial/ Times New Roman, font size-12 and fully legible. Supporting documents if in a language other than English must be accompanied by an English translated document. The English version shall prevail in matters of interpretation. EOI Documents which are not legible shall be rejected.

5.3 The representative of agency will require a specific authorization/ board resolution to submit the EOI.

5.4 In case the bidder has any doubt about the meaning of anything contained in the EOI document/pre-bid queries, they shall seek clarification within 2 days of issue of EOI. Except for any written clarification by Shri Binay Tiwari, DGM, BECIL, no written or oral communication, presentation or explanation by any other employee of BECIL shall be taken to bind or fetter BECIL under the contract. In case of such clarification or otherwise, the extension in the bid submission date of the EOI shall be entirely on the discretion of BECIL taking into the consideration of end client's tender submission due date.

5.5 The Management of BECIL reserves the right to amend or withdraw any of the terms and conditions mentioned in the EOI Document or reject any or all the bids without giving any notice or assigning any reason. The decision of the CMD, BECIL in this regard shall be final and binding on all.

5.6 BECIL reserve the right to amend any term of the EOI at any point of time before the submission and bidder should regularly check the website. Further, BECIL also reserves to increase/ decrease/ delete/ add any BOQ item. Further any amendment done by client after the selection of bidder, all the amendment will be applicable. In case of non-acceptance of such amendment, the EMD submitted will be forfeited by BECIL and blacklisting of agency may be done for a minimum period of 3 years from participating in BECIL EOI/tenders

5.7 The bidder should submit the signed Integrity Pact on a plain paper along with the bid.

5.8 The Bidders will have no right to withdraw from the EOI process post submission of their bid without the formal consent of BECIL.

5.9 Participation in the EOI by any bidder will be on "NO COST NO COMMITMENT" basis. The Bidder shall bear all cost associated with the preparation and submission of the Bid including but not limited to Documentation Charges, Bank charges, all courier charges, translation charges, authentication charges and any associated charges including taxes & duties thereon. Further, BECIL will in no case be responsible or liable for these costs, regardless of the outcome of the bidding process.

5.10 For Consortium: Not Applicable

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6 SUBMISSION OF EOI

6.1 EOI, complete in all respects, must be submitted online on the https://becil.ewizard.in.

6.2 BECIL may, at its own discretion, extend the date for submission of EOI. In such a case all rights and obligations of BECIL and the bidders shall be applicable to the extended time frame.

6.3 As the EOI can be submitted only up to the defined date and time, there can't be any late bids.

6.4 At any time prior to the last date for receipt of EOI, BECIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. The amendment will be notified on BECIL's website **http://www.becil.com & https://becil.ewizard.in** and should be taken into consideration by the prospective bidders while preparing their EOI.

6.5 The bidders will bear all costs associated with the preparation and submission of their bids. BECIL will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

6.6 The bidder shall ensure that it fulfills the eligibility criteria as desired in the EOI and other essential conditions. Compliance statement of Eligibility criteria with the documents submitted as a proof is to be prepared and submitted. The supporting documents may be with list of existing and past clients with details of services offered, details of similar projects executed.

6.7 The EOI should be duly signed on each page by authorized person. Documents authorizing the signatory /Power of Attorney must accompany the bid.

6.8 The EOI complete in all respects must be submitted with requisite information and annexure(s). The EOI should be free from ambiguity, change or interlineations. In complete EOI will not be considered and is liable to be rejected without making any further reference to agency/ bidder

6.9 Bidders have to take into account any changes/ amendments made in the end client's tender/ RFP through corrigendum till date of submission of bid in response of EOI.

6.10	**Checklist of documents/information to be submitted**	
	(a)	Bidder Particulars as per format.
	(b)	Certificate of Incorporation
	(c)	Memorandum & Articles of Association
	(d)	Audited financial statements for the last 3 years i.e. FY 2023-24; 24-25; 25-26.
	(e)	ITR Acknowledgment for last 3 years i.e. FY 2023-24; 24-25; 25-26.
	(f)	Undertaking to provide the PBG in accordance with the timeline and the terms and conditions outlined in the client's tender
	(g)	GST Registration Certificate
	(h)	Copy of PAN Card
	(i)	Any other relevant registration documents on registration with other appropriate authorities (ESIC, EPFO, Labour deptt etc.)
	(j)	Power of Attorney authorizing the person signing the bid for this EOI.
	(k)	Undertaking in letter head to indemnify BECIL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc.

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	(l)	Undertaking in compliance to Office Memorandum No. F. No. 6/18/2019-PPD, Dated 23-07-2020, Department of Expenditure, Ministry of Finance as per Clause 10 below.
	(m)	All the requisite documents in the prescribed formats placed at Annexures to this EoI
	(n)	Pre-Contract Integrity Pact as per Annexure-A
	(o)	All the documents in support of Technical criteria like Experience Certificates, PO, proposed Makes for the solution, Solution architecture (if asked) and other documents as required.
	(p)	Declaration regarding acceptance of Terms and conditions of EOI.
	(q)	Undertaking for compliance with signing of Non-disclosure agreement as per clause 39 below.
	(r)	Undertaking regarding absence of Conflict of Interest as per clause 14 below

7 OPENING OF EOI

7.1 The bids submitted against this EOI shall be opened on **09/11/2026 at 1230 Hrs.** BECIL reserves the right to change the date of opening of bid.

7.2 Bidders who wish to attend opening of EOI may visit BECIL for the same at the designated time, with authorization in proper format on bidder's letter head.

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GENERAL TERMS & CONDITIONS OF EOI

8. RELATIONSHIP BETWEEN THE PARTIES

Nothing contained herein, shall be construed as establishing a relation of master and servant or of Agent and Principal as between the Bidder/Agency and BECIL.

9. INTELLECTUAL PROPERTY RIGHTS:

9.1 Deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the Bidders under this EOI and subsequent to this EOI in relation with this tender shall become and remain the property of BECIL/procuring entity and subject to laws of copyright, must not be shared with third parties or reproduced, whether in whole or part, without BECIL's/ the procuring entity's prior written consent.

9.2 The Bidder shall, not later than upon termination or expiration of this Contract and/or subsequent Agreement/Contract signed with the Bidder, deliver all such documents and software to BECIL/the procuring entity, together with a detailed inventory thereof.

9.3 The Bidder shall not incorporate any materials, technology or any item or thing that involves the use of intellectual property rights or proprietary rights that the Bidder does not have the right to use or that may result in claims or suits against BECIL arising out of claims of infringement of any intellectual property rights or other proprietary rights.

9.4 The Bidder shall perform all acts necessary to obtain and continue to have all necessary licenses, approvals, consents of third parties free from any encumbrances and all necessary technology, hardware and software to enable it to perform its obligations under this Contract. If license agreements are necessary or appropriate between the Bidder and third parties for purposes of enabling, enforcing or implementing the provisions hereinabove, the Bidder shall be under an obligation to enter into such agreements at its own sole cost, expense and risk.

10 LAND AND BORDER PROVISION

10.1 The Undertaking at Annexure-K shall be submitted by the Bidder in line with the guidelines issued vide the Office Memorandum, No. F. No. 6/18/2019 dated 23.07.2020, by the Department of Expenditure, Ministry of Finance, Govt. of India.

11 INDEMNITY

11.1 The Bidder shall indemnify, save, hold harmless and defend BECIL and its officers, servants, employees and agents promptly upon demand and at its expense, from and against any and all suits, proceedings, actions, demands, losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which

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BECIL may become subject, insofar as such losses arise out of, in any way relate to, arise or result from:

a) Deficiency in the Bidder's performance of its scope of service of breach of any of its obligations or scope of work.
b) Actions by the Bidder that causes BECIL to be indirect or direct consequential, breach of the main contract.
c) Any claims by employees, suppliers, creditors or other persons in a relationship with the Bidder.
d) Any claims of infringement , misappropriation or otherwise by third parties in regard to the execution of the works.

12 CODE OF INTEGRITY

12.1 No official of BECIL or the Bidder shall act in contravention of the codes which includes Prohibition of:

a) Offering of any bribe or undue gratification in any form to BECIL/Client or its officials, or indulging in any corrupt practices.

b) Any omission, or misrepresentation that may mislead or attempt to mislead so that a financial or other benefit may be obtained, or any necessary obligation or pre-requisite may be avoided.

c) Improper use of information provided by BECIL to the Bidder with an intent to gain an unfair advantage in the procurement process or for personal gain.

d) Any financial or business transactions between the Bidder and any official of BECIL/Client related to tender or execution process of contract, which can affect the decision of BECIL directly or indirectly.

e) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

f) Obstruction of any investigation or auditing of a procurement process.

g) Making false declaration or providing false information for participation in a tender Process or to secure a contract.

13 CONFLICT OF INTEREST

Any Bidder having a conflict of interest, which substantially affects fair competition, shall not be eligible to bid in this tender. Bids found to have a conflict of interest shall be rejected as non-responsive. Bidder shall be required to declare the absence of such conflict of interest in Form of Declaration. A bidder in this Tender Process shall be considered to have a conflict of interest if the bidder:

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a) Directly or indirectly controls, is controlled by or is under common control with another Bidder; or

b) Receives or have received any direct or indirect subsidy/ financial stake from another Bidder; or

c) Has the same legal representative/ agent as another Bidder for purposes of this bid. A Principal can authorize only one agent, and an agent also should not represent or quote on behalf of more than one Principal. However, this shall not debar more than one Authorized distributor from quoting equipment manufactured by an Original Equipment Manufacturer (OEM), in procurements under Proprietary Article Certificate; or

d) Has a relationship with another bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the bid of another Bidder or influence the decisions of the Procuring Entity regarding this Tender process; or

e) Participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as sub-contractor in another bid or vice- versa) in more than one bid shall result in the disqualification of all bids in which he is a party. However, this does not limit the participation of a non-bidder firm as a sub- contractor in more than one bid; or

f) Would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm), for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Details Project Report (DPR), design/ technical specifications, terms of reference (ToR)/ Activity Schedule/ schedule of requirements or the Tender Document etc.)of this Tender process; or has a close business or family relationship with a staff of the Procuring Organization who:

(i) are directly or indirectly involved in the preparation of the Tender document or specifications of the Tender Process, and/or the evaluation of bids; or

(ii) would be involved in the implementation or supervision of resulting Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the Tender process and execution of the Contract.

14 UNDUE INFLUENCE

a. The Agency/Bidder undertakes that it has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the BECIL/Client or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favor or disfavor to any person in relation to the present Contract or any other Contract with the Government of India.

b. Any breach of the aforesaid undertaking by the Agency/Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Agency) or the commission of any offers by the Agency or anyone employed by him or acting on his behalf, as defined in the Bharatiya Nyaya Sanhita, erstwhile known as the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption

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shall entitle BECIL to cancel the contract and all or any other contracts with the Agency and recover from the Agency the amount of any loss arising from such cancellation, from the present or from any other contract with BECIL.

15 UNLAWFUL/UNETHICAL PRACTICES

15.1 If the Contractor/ Bidder has engaged in corrupt, fraudulent, collusive and coercive practices or defaulted commitments under integrity.

15.2 Any intentional omission or misrepresentation in the documents submitted by the Bidder for the purpose of due diligence or for the execution of any act essential for the execution of the Project.

15.3 If the Bidder uses intimidation / threats or bring undue outside pressure on BECIL or any of its official for acceptance / performances of the deliverable/qualified work under the contract:

16 PENALTY FOR BREACH OF INTEGRITY, CONFLICT OF INTEREST, UNLAWFUL/UNETHICAL PRACTICES AND UNDUE INFLUENCE

16.1 Forfeiture of Bank guarantee or any other bond or bid security submitted by the Bidder.

16.2 Cancellation/ termination of the Contract with the liberty to recover the accrued losses/damages by the Bidder from the dues payable to the bidder in the present or any contract with BECIL, including imposition of penal damages.

16.3 Initiation of Arbitration /legal proceedings to recover losses or damages incurred by BECIL due to the violation of ethical practice or use of unlawful practices or use of undue influence by the Agency.

17 BLACKLISTING/ DEBARMENT

17.1 The Bidder/Contractor shall be debarred/blacklisted from bidding for the contract/tender floated by BECIL for a period of two years, for violation of the code of integrity, for undue influence as well as for the breach of any other terms and conditions of the tender as per the General Financial Rules 2017 and the Guidelines for debarment of firms from bidding issued by the Department of Expenditure, Ministry of Finance no. F1/20/2018 –PPD dated 02.11.2021.

18 RISK AND COST CLAUSE

18.1 In case of persistent breach/default of the terms and conditions of the Contract and due to abnormal delay (beyond the maximum late delivery in the Liquidated damages clause) in supplies, defective supplies or non-fulfilment of any of the terms and conditions of the RFP and the Work Order, BECIL may cancel the contract/Work Order in full or part thereof, and will procure supplies/equipment's or ensure the execution of work or any pending service in case of service contract from other willing vendor at the risk and cost of the Bidder.

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18.2 Risk & Cost Clause, in line with Conditions of Contract may be invoked in any of the following cases:

18.3 Bidder's poor progress of the work vis-à-vis execution timeline as stipulated in the Contract, backlog attributable to Bidder including unexecuted portion of work/ supply does not appear to be executable within balance available period.

18.4 Withdrawal from or abandonment of the work by Bidder before completion of the work as per contract.

18.5 Non completion of work/ Non-supply by the Bidder within scheduled completion/delivery period as per RFP or as extended from time to time, for the reason attributable to the Agency/ Bidder.

18.6 Termination of Contract on account of any other reason (s) attributable to Agency/ Bidder

18.7 Assignment, transfer, subletting of Contract by the Agency/Bidder without BECIL's written permission resulting in termination of Contract or part thereof by BECIL

19 PENALTIES

19.1 In the event of any penalties, deductions, disincentives, or charges levied by the Client due to poor or substandard quality of work, non-compliance with service standards, or any deficiencies related to the assigned scope of work, the same shall be recovered from the Bidder.

19.2 The Bidder shall bear the full financial responsibility for such penalties or deductions imposed on BECIL by the Client and will not be entitled to claim any reimbursement or adjustment for the same.

20 CONFIDENTIALITY

a. The Bidder recognizes, accepts and agrees that disclosure of Confidential information to the Staff shall be only on a need-to-know basis and only those staff who are involved in rendering the services and need to have access would alone be informed of Confidential information.

b. The Bidder recognizes, accepts and agrees that all tangible and intangible information obtained or disclosed to the Bidder's and/or its staff, including all details, documents, data, business/ customer information and the BECIL 's practices and trade secrets (all of which are hereinafter collectively referred to as "confidential information") which may be communicated to the Bidder 's and/or its facility staff may be privy under or pursuant to this Contract and/or in the course of performance of the Bidder 's obligations under this Contract shall be treated, as absolutely confidential and the Bidder irrevocably agrees and undertakes and ensures that all its facility staff shall keep the same as secret and confidential and shall not disclose the same at all in whole or part to any Person or persons (including legal entities) an any time or use nor shall allow information to be used for any purpose other than that as may be necessary for the due performance of the Bidder's obligations hereunder except when required to disclose under the due process and authority of law.

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21 RIGHT TO INSPECTION

a. That BECIL and its field officers or its Auditors, shall have the right to carry out inspection checks and tests, and do audit of the Bidder's premises, personnel and records relating to the project in order to ensure there is no compromise on the quality of goods/services provided by the Bidder to the BECIL and its Client. The BECIL has a right to review and monitor the security practices and control procedures adopted by the Bidder. The Bidder shall produce and make available all such books, records, information, etc., related to project work for the purpose of Inspection/ audit as sand when required.

b. That BECIL shall have the right to review and monitor the performance of the Bidders on a continuous basis system integrator shall furnish necessary particulars, statements, etc., as desired by the BECIL in a periodical manner for the purpose of assessment of their performance.

22 TERMINATIONS

a. Termination of Contract by BECIL due to unsatisfactory performance

a) If the Bidder refuses or fails to execute the specified quantum of work or any separate part thereof with diligence or ensure its completion within the time specified in the RFP, or subsequent work order issued thereto, then it shall be open to BECIL at its option by written notice to the Agency/Bidder to:

b) To terminate the contract without prejudice to any other remedy available under the Contract. That a notice of cure, highlighting the deficiency or problem shall be served on the Agency /Bidder by BECIL, with an opportunity to cure the same within a period of 15 days. That on the non-resolution of deficiency, a notice of termination shall be served on the Agency/Bidder and the Contract shall be deemed terminated after a period of 15 days from the date of notice of termination.

b. Termination due to Breach

a) BECIL may, without prejudice to any other remedy available for the breach of contract, may terminate the contract in sub-sequence to non –resolution of deficiency after the service of a notice of cure with a window period of fifteen days. After the end of the cure period, a 15 (fifteen) days' notice shall be served on the Agency/ Bidder, and the contracts shall be deemed terminated after the end of the period of fifteen days from the date of notice of termination.

b) The following sub-clauses shall attract the provision of termination, on the occurrence of the following events -:

(i) If the Bidder has abandoned or repudiated the Contract;
(ii) If the Bidder has without valid reason failed to commence work on the project promptly;
(iii) If the Bidder has persistently failed to execute the works/express deliverable in accordance

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with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;

(iv) If the Bidder defaults in proceeding with the works/job with due diligence and continues to do so after a notice in writing of fifteen (15) days from BECIL;

(v) If the Bidder has obtained the contract as a result of undue of influence or adopted unethical means/ corrupt practices.

(vi) if the information submitted/furnished by the Bidder is found to be incorrect;

c. Termination due to Insolvency

a) If the Agency/Bidder dissolves or become bankrupt or insolvent or cause or suffer any receiver to be appointed for its business of any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, then BECIL shall be at liberty :-

b) To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by a fifteen day notice in writing to the Agency/Bidder or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to its providing a guarantee upto an amount to be agreed upon by BECIL for due and faithful performance of the contract.

d. Termination for Convenience

BECIL can terminate the Agreement by serving a 30 day notice without assigning any cause or reason to the Bidder/ selected agency. The contract shall be deemed terminated after a period of 30 days from the date of termination notice.

23 POST TERMINATION RESPONSIBILITY

23.1 In all cases of termination herein set forth, the obligations of BECIL to pay shall be limited to the period upto the date of termination, subject to the receipt of such payment from the Client.

23.2 That any pending bills raised by the Bidder, prior to or post the termination of the Contract on account of the breach of the terms and conditions of the contract, shall be put on hold, till the time, the corresponding payment is received from the Client and any amount deducted by the Client against the bills raised by BECIL shall be consequently deducted from the bills raised by the Bidder respectively.

23.3 The Bidder shall forthwith stop any of its work then in progress, except such work as BECIL may, in writing, require to be executed at the designated site/premises.

23.4 That in the event of termination under clause 17.1 and 17.2 the whole or part of the performance security furnished by the Agency/Bidder is liable to be forfeited without prejudice to the right of BECIL to recover from the Agency/Bidder any accruing or incurred losses or damages, on account of termination of contract due to unsatisfactory performance/ delay in execution of work.

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24 NOTICES

24.1 Any notice, invoice, approval, advice, report or notification in connection with this Contract shall be in writing and any notice or other written communication pursuant hereto shall be signed by the party issuing the same and shall be addressed to the BECIL or the Bidder and may be given by delivering the same by hand or sending the same-by prepaid registered mail, official e-mail or facsimile to the relevant address forth below or such other address as each Party may notify in writing to the ether Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given official e-mail or facsimile) or Fifteen (15) clear days after posting (if sent by post) at the Party's principal or registered office address as set out below:

Mr. Binay Kumar Tiwari, DGM, BECIL
Broadcast Engineering Consultants India Ltd,
C-56/ A-17, Sector-62, Noida-201307, U.P., India.
Email: binaytiwari@becil.com

25 NO WAIVER

25.1 No waiver of any term, provision, or condition of this Contract, whether by conduct or otherwise, in any one or more instances, will be deemed to be or be construed as a further or continuing waiver of any such term, provision, or condition or as a waiver of any other term, provision, or condition of this Contract, unless the same is agreed upon and recorded in writing with mutual consensus of both the parties.

26 AMENDMENT:

26.1 Unless otherwise stated expressly, this Contract shall be modified only by an instrument in writing duly executed by both the parties.

27 ARBITRATION

27.1 Conciliation of Dispute

a. Any dispute(s) /difference(s)/issue(s) of any kind whatsoever between/amongst the Parties arising under/out of/in connection with this contract shall be settled mutually and amicably between the Parties, within a time span of **thirty days** from the date of invocation of dispute vide a written notice by the Aggrieved party. The Aggrieved Party shall notify the other party in writing about such dispute(s)/difference(s)/issue(s) between/amongst the Parties and that such a Party wishes to refer the dispute(s)/ difference(s)/issue(s) to Conciliation. Such Notice/Invitation for Conciliation shall contain sufficient information as to the dispute(s)/ difference(s)/issue(s) to enable the other Party to be fully informed as to the nature of the dispute(s)/ difference(s)/issue(s), as well as the amount of monetary claim.

b. That in the event of reference of dispute for Conciliation, a committee comprising of two members, nominated by each party i.e. the Bidder and BECIL respectively shall try to amicably

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resolve/settle the dispute.

27.2 Reference of Dispute to Arbitration proceeding post conciliation

a) In the event of failure in mutual resolution of the issue, any dispute(s)/ controversy(s)/ issue(s) arising out of or in connection with the contract, including any question regarding its existence or validity shall be referred to and finally resolved by Arbitration administered by the Delhi International Arbitration Centre as per the Delhi International Arbitration Centre proceeding Rules 2023.

b) The Aggrieved party wishing to refer a dispute to Arbitration shall give a notice to the Defaulting Party specifying all the points of dispute(s) with details of corresponding the claim amount.

c) The Arbitration Proceeding shall commence within a span of **thirty days** from the date of receipt of Invocation Notice complete in all respects as mentioned above,

d) The dispute(s)/ difference(s)/controversy(s) shall be adjudicated by a single/sole Arbitrator empaneled with the Delhi International Arbitration Centre.

e) The seat of Arbitrations shall be at New Delhi and the Arbitration proceeding shall be conducted in English.

f) The award of Sole Arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the Sole Arbitrator, the cost of arbitration proceedings shall be shared equally by both the parties.

g) The provision of the Arbitration and Conciliation Act, 1996 as amended and applicable from time to time shall apply to the Arbitration proceedings under this Contract.

h) That any claim of damage(s) or losse(s) incurred by BECIL as a consequence of the invocation of the litigation/arbitration proceeding owing to the suspension or abandonment of work by the Bidder/Agency shall be reimbursed by the Bidder/Agency.

i) That if BECIL considers that a dispute under this contract, involves an issue that is related to a dispute under the main contract, then in that event, the Bidder shall assist the main contract, then in that event, the Bidder during the course of arbitration/legal proceedings emanating from the main contract. Then in that event of initiation of arbitration/legal proceeding , under the main contract , no dispute tied directly to the main contract shall be concurrently referred by the Bidder

28 JURISDICTION

28.1 This Agreement, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with, the laws of India. The Courts at Delhi shall have the exclusive jurisdiction to entertain any matter arising out of or in relation to this Contract.

29 Force Majeure

29.1 For the purpose of this Contract, the term "Force Majeure" shall mean an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance ,and which makes a Party's performance of its obligations hereunder impossible or impractical as reasonable to be considered impossible in the circumstance, inclusive of but not limited to war, riots, civil disorder, earthquake, fire,

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strikes, lockouts or other industrial action (except where such strikes lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent) , confiscation or nay other action by the Government Agencies.

29.2 Force Majeure shall not include (i) any event which is the caused by the negligence or intentional action of a Party or by of such Party‘s agents or employees, nor (ii) any event which a diligent party could reasonably have been expected both to take into account at the time of the acceptance of the work order under this RFP, and avoid or overcome with persistent effort in carrying out its respective obligations.

29.3 In the case of failure to perform this Agreement due to any force majeure, neither party shall be liable for such failure, nor shall this Agreement be terminated automatically, if the persistence of such force majeure event continues for more than three months. In the case of failure to perform any part of this Agreement due to any force majeure, the party suffering from such force majeure may be exempted from corresponding liability to the extent of the impact of such force majeure. However, such party shall continue to perform other obligations under this Agreement which have not been affected by such force majeure.

30 SUBCONTRACTING

30.1 The Bidder shall not subcontract the entire or any portion of the work to be performed by it, without the prior written consent of BECIL.

31 EXTENSION OF TIME

31.1 It is hereby agreed that BECIL shall by mutual agreement update and extend the timeline/ milestone for the completion of work after discussion with the Client and its officials.

31.2 Any period within which Bidder is unable to complete the work or perform its obligations due to persistence of force majeure event, shall be extended for a period equal to the time during which the Bidder was unable to perform such action.

31.3 Any extension of time agreed upon mutually shall be documented in writing and signed by both the parties to be affected.

32 ASSIGNMENT:

32.1 All terms and provisions of this RFP and subsequent Contract/ Agreement / work order with the successful Bidder shall be binding on both the parties and their respective successors and permitted assigns.

32.2 Subject to clause mentioned above, the selected Agency shall not be permitted to assign its rights and obligations, under the Contract/ Agreement / work order, to any third party.

32.3 BECIL may assign or novate all or any part of the Contract/ Agreement / work order and the Agency shall be a party to such novation, to any third party contracted to provide outsourced services to BECIL or any of its nominees.

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33 COMPLIANCE WITH APPLICABLE LAW:

Each Party to the Contract/ Agreement / work order accepts that its individual conduct shall (to the extent applicable to it) always comply with all laws, rules and regulations of government and other bodies having jurisdiction over the area in which the Services are undertaken. In case of changes in such laws, rules and regulations which result in a change to the Services, shall be dealt with as an exceptional situation with the objective to realign the part getting violated under the revised laws with minimal changes to achieve the objective existent prior to the change. For avoidance of doubt, the obligations of the Parties to the Contract are subject to their respective compliance with all local, state, national, supra-national, foreign and international laws and regulations.

34 SEVERABILITY:

34.1 If any provision of the Contract/ Agreement / work order, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable; the illegality, invalidity or un-enforceability of such provision or part provision shall not affect the other provisions of the Contract/ Agreement / work order or the remainder of the provisions in question which shall remain in full force and effect. The concerned Parties shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision with a valid and enforceable provision which achieves to the greatest extent possible the economic, social, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision.

35 ENTIRE CONTRACT:

35.1 The Contract/ Agreement / work order with all Appendices and Schedules appended thereto, contents and scope/ specifications of the RFP, all the corrigendum's, response to queries etc. that may be issued against this RFP and the Bidder's offer including presentation and all supporting documents shall constitute the entire Contract/ Agreement / work order between the Parties with respect to their subject matter, and as to all other representations, understandings or agreements which are not fully expressed herein, provided that nothing in this clause shall be interpreted so as to exclude any liability in respect of fraudulent misrepresentation.

36 LIQUIDATED DAMAGES

36.1 If the Bidder fails to achieve the completion of the work in accordance with the scheduled completion date as given in the Contract or the subsequent Work Order issued thereto, BECIL may without prejudice to any other right or remedy available to it as under the Contract or Law:

36.2 In case of any liquidated damages/any form of penalty imposed on BECIL by the Client, BECIL shall pass on the entire quantum of liquidated damages/deduction to the bidder/ selected agency on back-to-back basis.

36.3 The amount towards Liquidated Damages shall become leviable from the scheduled completion date or from the expiry of the extension, if any, given by BECIL without the levy of Liquidated damages.

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36.4 BECIL may without prejudice to its right to effect recovery by any other method, deduct the amount of Liquidated Damages from any money belonging to the Bidder which has become due or payable (which shall also include BECIL's right to claim such amount against Bidder's Bank Guarantee) from this Contract or any other contract with BECIL.

36.5 Any such recovery of Liquidated Damages shall not in any way relieve the Bidder from any of its obligations to complete the works or from any other of its other obligation and liabilities under the Contract.

37 POWER OF ATTORNEY

Duly filled Technical Bid with proper seal and signature of authorized person on each page of the bid submitted. The person signing the bid should be the duly authorized representative of the firm/ company whose signature should be verified and certificate of authority should be submitted. The power of attorney or authorization or any other document consisting of adequate proof of the ability of the signatory to bind the firm/ company should be annexed to the bid.

38. SIGNING OF NON-DISCLOSURE AGREEMENT

Except with the written consent of the Buyer, the bidder shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

Bidders interested to participate in this RFP, shall have to sign a NON-DISCLOSURE AGREEMENT with BECIL on a non-judicial stamp-paper of Rs. 100. Participation without undertaking for compliance to above shall be invalid and such bids shall not be considered by BECIL.

39. MSME

39.1. The Bidder acknowledges and confirms that BECIL shall be liable to make payments only upon receipt of corresponding payments from the Principal Employer/client. Accordingly, the Bidder shall not raise any claims, demands, interest, compensation, or initiate any legal proceedings against BECIL for any delay in payment arising out of delayed release of funds by the Principal Employer/client.

39.2. Since the payment is agreed to be on back-to-back basis upon receipt by BECIL from the Client, the Bidder agrees to waive any rights under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation, to the extent such rights conflict with the agreed payment terms under the Bidder Agreement. The Bidder further waives its right to claim Interest on delayed payment by BECIL, under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation for the time being in force in India.

39.3. The bidder to give the undertaking as per Annexure – M, on a non-judicial stamp-paper of Rs. 100.

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SECTION –IV

SCOPE OF WORKS

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Date: 2026.11.02 14:55:06 IST

41. SCOPE OF WORK/SCHEDULE OF REQUIREMENTS

41.1 For detailed scope of work of the project & the Bill of Material, the bidders may refer the Client's Tender document, and its amendments & corrigenda issued subsequently (if any); **Tender details references are as below and the same is also attached along with this EOI.** (*Bidders are instructed to check for any new corrigendum/amendments etc. before bidding*)

Client's Tender Reference No. **Bid Number: GEM/2026/B/8147793 Dated: 12-10-2026 for Unified Portal Development and Maintenance at Office of Director, Maharashtra Police Academy, Nashik .**

Website: www.gem.com

41.2 All the Scope of work and relevant General Condition as well as special condition of the client tender shall be applicable to the selected bidder on back to back basis and the same shall be part of the agreement signed between BECIL and selected bidder.

41.3 All compulsory criteria shall be applicable to bidder.

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SECTION –V

ELIGIBILITY CRITERIA AND EVALUATION

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Date: 2026.11.02 14:55:06 IST

42. ELIGIBILITY CRITERIA AND EVALUATION

S.No.	Eligibility Criteria	Documents to be submitted
1	Legal Entity The Bidder shall be: (a) A company incorporated under the Companies Act, 2013; OR (b) A partnership firm registered under the LLP Act, 2008; OR (c) A partnership firm registered under the Indian Partnership Act, 1932	Bidder shall submit the following documents (as applicable): 1) Certificate of Incorporation / Registration under companies Act,1956 or 2013. 2) PAN card. AND 3) GST certificate. AND 4) Memorandum and Article of Association. 5) Other relevant documents in case of company, proprietors and Partnership firm indicating details of Director/ proprietors/ Partner 6) The bidder shall have the registration with EPFO and ESIC. 7) Other registration certificate, if any required.
2	The **bidder** should not be insolvent, in receivership, bankrupt or being wound up, not have had their business activities suspended and not be the subject of legal proceedings for any of the foregoing.	Certificate by the CA. **Note: certificate must be issued after the publishing of this EOI.**
3	The Bidder should not have been blacklisted / de-barred by any Central / State Government / PSUs as on bid submission date.	"Self-declaration for blacklisting as per the given annexure" duly signed by authorized signatory signing the bid, Should be submitted.
4	The Bidder should have an average annual turnover of at least INR **1.67 Cr** from IT/ITeS services during the last three financial years (FY 2023-24, FY 2024-25, FY 2025-26).	a. Certificate by the CA as per Annexure D. b. Audited financial statements of last three financial years. c. ITR Acknowledgment last three financial years. **Note: CA certificate must be issued after the publishing of this EOI.**
5	The bidder should be a profit making entity and must have positive net worth as per the audited financial results for the last three Financial Years ending 31 March 2026.	
6	**Bidder** must have the solvency / credit facility / financial capability from the bank for minimum value of **Rs. 0.93 Cr. (Approx.)**	Certificate/ Sanction letter from the Bank. Certificate must be issued on BECIL name.

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7	The Bidder shall have successfully executed at least one project of similar nature for a Central Government / State Government / PSU / Autonomous Government Body / ULB in India involving: Development of an IT platform for Skill Development, Training Management, or Government ERP Portal. Experience shall be evidenced by Work Orders / Completion Certificates. Project value thresholds: - One project of INR 1.00 Crore, OR Two projects of INR 83.34 Lakh each, OR Three projects of INR 41.67 Lakh each	Work order/ Agreement and Completion Certificates /Phase Completion Certificate/ TDS Certificate/ CA Certificate.
8	The Bidder shall not have been blacklisted, debarred, or banned by any Union Government / State Government as on the date of bid submission.	Self-Declaration of Non-Blacklisting on company letterhead, signed by the authorized signatory
9	The System Integrator of the OEM directly / indirectly, shall not be from or belong to the countries sharing land borders with Indian territory. For Bidder from country which shares land border with India, guidelines issued by government of India in this regard as on bid submission date must be adhered.	Self-declaration from Bidder & OEM
10	All Annexures & Undertaking as per GEM tender and MAF in the name of BECIL	To be submitted on Bidders Letterhead.

Note: For details such as Instructions to Bidders, Tender terms & conditions visit Gem Portal and for participation in online tendering visit.

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43. PRELIMINARY EVALUATION

41.1 BECIL shall evaluate the proposals to determine that they are complete, technically complying, no computational errors have been made, required documents as mentioned in the EOI have been furnished, the documents have been properly signed and the response is generally in order.

41.2 BECIL may waive off any minor infirmity or non-conformity or irregularity in the proposal which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

41.3 In case only one bid is received or during the Technical Evaluation only one bidder qualifies for the next stage of the evaluation process, BECIL reserves the right to accept/ reject the bid.

41.4 In case two bids are received from the same bidder, both the bids will be rejected.

44. EVALUATION PROCESS

44.1 No enquiry/ query shall be made by the bidders during the course of evaluation of the EOI, after opening of bid, till final decision is conveyed to the successful bidder. However, the Evaluation Committee/ its authorized representative and office of BECIL can make any enquiry/ seek clarification from the bidders, which the bidder must furnish within the stipulated time else the bids of such defaulting bidders will be rejected. The proposal will be evaluated on the basis of its content, not its length.

44.2 The bidder's proposals will be evaluated as per the requirements specified in the EOI and adopting the evaluation criteria spelt out in subsequent paras of this EOI document. The bidders are required to submit all required documentation as per evaluation criteria specified in EOI.

44.3 Upon verification, evaluation/ assessment, if in case any information furnished by the bidder is found to be incorrect, their bid will be summarily rejected and no correspondence on the same shall be entertained. Submission of false/ forged documents will lead to forfeiture of security deposit/ EMD and blacklisting of agency for a minimum period of 3 years from participating in BECIL EOI/tenders.

44.4 BECIL will review the proposal to determine whether the proposals are as per the requirements laid down. Proposals that are not in accordance with these requirements will be liable to be disqualified at BECIL's discretion.

44.4.1 Evaluation of proposals shall be based on:

44.4.2 Information contained in the proposal, the documents submitted there to and clarifications provided, if any.

44.4.3 Experience and Assessment of the capability of the bidders based on past record.

44.5 BECIL reserves the right to seek any clarifications on the already submitted bid documents. BECIL also reserves the right to cross verify the information with any agency.

44.6 Conditional proposals shall NOT be accepted on any ground and shall be rejected straightway. If any clarification is required by the bidders, the same should be obtained before submission of the proposals.

44.7 Even though bidder satisfy the necessary requirements they are subject to disqualification if they have:

44.7.1 Made untrue or false representation in the form, statements required in the EOI document.

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44.7.2 Records of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion.

44.8 The Financial Evaluation of the Bidders will be done only for those who qualify the Eligibility Criteria and other mentioned criteria of the EoI.

45. FINANCIAL EVALUATION:

45.1 Bidders are advised to quote the lump sum amount of the BOQ as per the Price bid format provided. The successful bidder will be determined based on the Lowest offered rates ranked as L-1, where L1 indicates the Lowest price offered to BECIL as per price format

45.2 L1 bidder may be called for further negotiations, if required.

45.3 A Pre-Bid agreement shall be signed by BECIL with the successful declared L1 bidder.

45.4 The final price quoted in the end client's tender will include the BECIL margin, as determined by BECIL.

45.5 The selected agency will not be allowed to increase the price quoted to BECIL during the final tender submission.

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SECTION –VI

ENCLOUSERS AND ANNEXURES

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(Annexure-A)

PRE-CONTRACT INTEGRITY PACT

Between

Broadcast Engineering Consultants India Limited (BECIL) hereinafter referred to as **"Principal")**

And

…...... hereinafter referred to as **"The Bidder/Contractors"**

Preamble:

The Principal intends to award, under laid down organizational procedures, contracts **for……** The Principal values full compliance with all relevant laws of the land, rule, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(S) and / Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

1.1. The Principal commits itself to take all measures necessary to prevent Corruption and to observe the following principles: -

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 him/herself or third person, any material or Immaterial benefit which he/she is not legally be 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.

1.2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

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Section 2 – Commitments of the Bidder(s)/ Contractor(s)

2.1. The bidder(s) Contractor(s) commits 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) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's 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) will not enter with other Bidder(s) 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) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) Contractor(s) will not use improperly, for purposes of competition 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) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any. Similarly, the Bidder(s) Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" Shall be disclosed by the Bidder(s) / Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/ representative have to be in Indian Rupees only.

e) The Bidder(s) Contractor(s) will, when presenting himself, 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/Agreement.

2.2. The Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s) Contractor(s), before award or during execution has committed a transgression through a violation of Section 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) from the tender process or take action as per the defined procedure.

Section 4 – Compensation for Damages

4.1. If the Principal has disqualified the contractor from the tender process prior to the award according to

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Section 3, the Principal is entitled to demand and recover the damages Equivalent to Earnest Money Deposit / Bid Security.

4.2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

5.1. The Bidder(s) contractor declares that no previous transgression occurred in the last 3 years with any other Company in any country conforming to the Anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.

5.2. If the contractor makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banking of business dealings".

Section 6 – Equal treatment of all Bidders/Contractors/Subcontractors

6.1. The Bidder(s) Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact and to submit it to the Principal before contract signing.

6.2. The Principal will enter into agreement with identical conditions as this one with all Bidders, Contractors and Subcontractors.

6.3. The Principal will disqualify from the tender process all bidder who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s)/ Contractor(s)/Subcontractor(s)

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

Section 8 – External Independent Monitor/Monitors

8.1. Principal may appoints competent and credible Independent External Monitor for this Pact. 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.

8.2. 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 of M/s Broadcast Engineering Consultants India Limited (BECIL).

8.3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor 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. The Monitor is under

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contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.

8.4. 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 Contractor. The parties offer to the Monitor the option to participate in such meetings.

8.5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other 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.

8.6. The Monitor will submit a written report to the Chairperson of the Board of the Principal within 8 to 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.

8.7. If the Monitor has reported to the CMD of the BECIL, a substantiated suspicion of an offence under relevant APC/PC Act, and the Chairman BECIL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Office, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

8.8. The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 20 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by CMD, M/s. Broadcast Engineering Consultants India Limited.

Section 10 – Other provisions

10.1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the head office of the Principal, i.e., New Delhi.

10.2. Changes and supplements as well as termination notices need to be made in writing. Side agreement have not been made.

10.3. If the Contractor is a partnership or a consortium, this agreement must be, signed by all partners or consortium members.

10.4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intensions.

FOR AND ON BEHALF OF CONTRACTOR FOR AND ON BEHALF OF PRINCIPAL

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Annexure-B

(BANK MANDATE FORM)

यूनियन बैंक Union Bank of India

आन्ध्रा Andhra

(A Govt. of India Undertaking)
MID CORPORATE BRANCH, DELHI SOUTH
D -26-28, Connaught Place, NEW DELHI -110001
Tel:+91-9137849790; Fax: 01-11 23414330 ; Swift: UBININBBNDL
Email: ubin0549797@unionbankofindia.bank

Ref.: MCB:ADV:ATL:2022-23: Date: 18.01.2023

TO WHOMSOEVER IT MAY CONCERN

A	Name of the Beneficiary	BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED
i	Address with Pin Code	BECIL Bhawan, C-56/A17, Sector -62, Noida - 201307 (U.P)
ii	Permanent Account Number (PAN)	AAACB2575L
iii	(a) Telephone No.	0120-4177861
	(b) Fax Number	0120-4177879
	(c) Contact Person	Sh. Awadhesh Pandit General Manager - (Finance and Accounts)
	(d) E-mail Address	panditmd@becil.com
	(e) Mobile No.	+91-8130918866
B	Bank Particulars	
i	Bank Name	UNION BANK OF INDIA
ii	Bank Contact No	+91-9137849790
iii	Branch Address with Pin Code	26/28, 1st Floor, D Block, Connaught Place, New Delhi, 110001.
iv	BSR Code	549797
v	MICR	110026046
vi	SWIFT CODE	UBININBBNDL
Vii	11 Character IFSC Code of the Bank (Either enclosed a cancelled Cheque or obtain Bank Certificate as appended)	UBIN0549797
VIII	Bank Account Number as appearing on the Cheque Book	565101000065461
ix	Bank Account Type	Overdraft
X	If other, Specify	--

**This certificate is issued on the specific request of our customer without any risk and responsibility on the part of the bank or any of its employees.*

Bank Stamp with Authorized Signatory

Date 20-01-2023

Page 1 of 1

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(Annexure – C)

PARTICULARS OF THE BIDDER

1.	Name of company/bidder	
2.	Office Address /Telephone No / Fax No / email id / website	
3.	Year of establishment	
4.	Status of the Company/bidder	
5.	Name of Directors	i)
6.	Names of principle person concerned with this work with title and Telephone No / Fax/ Email Id, Etc.	
7.	Whether registered with the registrar of companies /registrar of firms. If so, mention number and date.	i) ii) iii)
8.	In case of change of Name of the Firm, former Name / Names and year/ years of establishment:	
9.	GST registration certificate	
10.	Whether an assessed of income tax. If so, mention permanent account number.	
11.	State Annual turnover of the company/bidder Furnish copies of audited balance sheet and profit & loss account (audited) for the last three years.	
12.	Particulars and place of similar type of works done in a single order and tender amount. (Furnish details in a separate sheet and enclose copy of the employers certificate)	
13	Specify the maximum value of single work executed in the past three years.	
14.	Status and details of disputes/ litigation/ arbitration, if any.	
15.	Certificate of financial capability / credit facility issued by the bank.	

Signature of Authorized Signatory

Place: _____
Date: _____
Address: _____
Mobile: _____
Email ID: _____

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(Annexure – D)

Annual Turnover from IT/ITES/CCTV Surveillance & Net worth

(To be printed on implementing agency's letterhead and signed by Authorized signatory.)

To
The General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17, Sector-62, Noida-
201307

Full Name of Bidder (Supplier) entity:

Full Address of Bidder (Supplier) entity:

S. No.	Financial Year	Turnover of Bidder	Net worth	Remarks
1	2023-24			
2	2024-25			
3	2025-26			
	Average			

*Enclose Audited Financial statement for above mentioned period along with audit report.

Note: The required certificate from CA with UDIN No. is enclosed along with this form. Certificate without UDIN No. will be rejected.

Signature of Authorized Signatory
Place: _____
Date: _____
Address: _____
Mobile: _____
Email ID: _____

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(Annexure – E)

Performa of letter of Undertaking for Bid Validity

To
General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17, Sector-62, Noida-
201307

Reference: EOI No. <<>> dated << 202X>>

I/We hereby submit our Bid and undertake to keep our Bid valid for the period of 180 days from the date of submission of the Bid.

I/We also agree to abide by and fulfill all the terms, conditions of provision of the bid document.

Signature of Authorized Signatory

Place: _____
Date: _____
Address: _____
Mobile: _____
Email ID: _____

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(Annexure – F)

Bid Covering Letter

To
General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17, Sector-62, Noida-
201307

Reference: EOI No.<<>> dated << 202X>>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions/ services to the Purchaser on <Name of the Systems Implementation engagement> with your Expression of Interest dated <insert date>and our Proposal. We are hereby submitting our Proposal, which includes our Technical bid sealed on the <URL of e-Procurement portal> portal.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the EOI document. We would hold the terms of our bid valid for <240> days as stipulated in the EOI document.
We understand you are not bound to accept any Proposal you receive.

Signature of Authorized Signatory

Place: _____
Date: _____
Address: _____
Mobile: _____
Email ID: _____

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure – G)

Credentials Summary

S. No.	Project Name	Client Name	Client Type	Project Value (in INR)	Documentary evidence provided (Yes or No)	Project Status (Completed or Ongoing or Withheld)
1						
2						
3						
4						
5						

Signature of Authorized Signatory

Place: _____
Date: _____
Address: _____
Mobile: _____
Email ID: _____

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure – H)

Self-Declaration For Non Black Listing

ON BIDDER'S LETTER HEAD

Bidder Ref. No.
…… Dated :
…….
.

To
General Manager
Broadcast Engineering Consultants India Limited
BECIL Bhawan, C-56, A/17, Sector-62, Noida-
201307

We, M/s. ---------- hereby declare that the firm/company namely M/s. ----------, as on the date of bid submission, has not been blacklisted or debarred by any of the Central Government or State Government or any organization under Central/ State Government or any Statutory Authority, or any Public- Sector Undertaking.

M/s ……. has not been found guilty of any criminal offence by any court of law in India or abroad.

M/s ……, its directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statement or misrepresentations as to their qualifications to enter into procurement contract within a period of three years preceding the commencement of the procurement process or have not been otherwise disqualified pursuant to debarment proceedings.

Yours faithfully

For,

Signature of Authorized Signatory
Place: _____
Date: _____
Address: _____
Mobile: _____
Email ID: _____

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure – I)

Undertaking Regarding Payment Of GST/ Filing Of GST Return

Ref…….. Date

To,
The Chairman and Managing Director,
Broadcast Engineering Consultants India Limited, 56-A/17, Block-C, Sector-62, Noida-201307 (U.P.)

Subject: Undertaking regarding Payment of GST/ Filing of GST Return

Dear Sir,

This is in connection to the works awarded by M/s Broadcast Engineering Consultants India Limited (BECIL), we hereby undertake that we will comply with Goods and Services Tax 2017 and subsequent amendment and Various Rules Relating to GST Act, 2017(herein after referred to as GST Act and Rules) wherever we are obliged to comply with the GST Act and GST Rules.

We further hereby undertake that we will issue proper **"Tax Invoice"** and/or any other Relevant Document as required under GST Act and Rules. We will furnish appropriate GST return and pay GST as required under GST Act and Rules on timely basis and will provide GST credit on timely basis through GST Portal (and/or by any other means as provided by GST Act and Rules).

We hereby certify & undertake that we will not alter, delete or modify the tax invoices and other details uploaded at GST Portal unless approved by BECIL in writing. We hereby certify all the relevant document along with tax invoice as the case may be

We also hereby certify & undertake that we indemnify BECIL on account of any loss of GST input credit as well as any interest, penalty, demands or other costs, expenses suffered by BECIL because of any failure on our part to file appropriate Return on time and/or pay Tax to Government/Appropriate Authority.

In case we do not make payment the tax/interest/penalty/other expenses etc. on demand raised by Government/Tax Authorities due to default/delay on our part/action, we also authorize BECIL to forfeit/deduct from security held by BECIL, equivalent amount of interest/penalty/tax etc. for the amount so withheld.

Signature of Authorized Signatory on behalf of

Agency Address: _____
Mobile: _____
Email ID: _____

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure- J)

Power of Attorney for signing the Bid on Rs. 100 Stamp Paper

KNOW ALL MEN BY THESE PRESENTS,

We, [Name of Bidder] do hereby irrevocably constitute, nominate, appoint and authorize _____, who is presently employed with us and holding the position of **"_____"**, as our true and lawful attorney *(hereinafter referred to as the "Attorney")* to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for qualification and submission of our bid for the Project "**Name of Project"** of "_____**"** (the "client") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the client, representing us in all matters before the client, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the client in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Agreement with the client. The act done by _(Name of authorized person) will be binding on the selected bidder.

IN WITNESS WHEREOF WE, (Name of Bidder)_, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF
Date_____**.**

For **Name of Bidder**,

Executed

Accepted

Witnesses

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure- K)

LAND BORDER DECLARATION CERTIFICATE

Restrictions on procurement from Bidders from a country or countries, or a class of countries under Rule 144(xi) of the General Financial Rules 2017.

EOI Document No: …… Date: …….
Bidder's Name, Address & contact details:
……. Bidder's Reference No.
…….. Date: …….

Restrictions on procurement from Bidders from a country or countries, or a class of countries under Rule 144(xi) of the General Financial Rules 2017.

I/We certify that this Bidder is not from such a country or if from such a country has been registered with the Competent authority. I hereby certify that this bidder fulfills all requirements in this regard

I/We certify that this Bidder is not from such a country or if from such a country has been registered with the competent authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

Penalties for false or misleading declarations:

We hereby confirm that the particulars given above are factually correct and nothing is concealed and also undertake to advise any future changes to the above details. We understood that any wrong or misleading self-declaration by us would be violation of Code of integrity and would attract penalties as mentioned in this tender document, including debarment.

_____

(Signature with date)

_____

(Name and designation)

Duly authorized to sign Bid for and on behalf of

_____

(Name & address of the Bidder and Seal of Company)

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure- L)

PRICE BID FORMAT

Financial bid should be submitted online by Bidder in the form of PDF as per GEM Format.

SI	Item	Item Description	Qty	Unit Rate (₹, excl. GST)	Total Cost (₹, excl. GST)	GST @ 18%	Total (₹, incl. GST)
1	Development of ERP System	Design, Develop, Implement, and Maintain a Unified Portal Development and Maintenance	1 (Lump Sum)				
2	O&M Support	Operations and Maintenance support for Year 1 post Go-Live	1 Year				
3	O&M Support	Operations and Maintenance support for Year 2 post Go-Live	2 Year				
4		**GRAND TOTAL**					

Important Notes:

- The rate quoted shall be firm and fixed for the entire contract period.
- The quoted rate shall be inclusive of all applicable taxes, levies, and statutory charges, except GST which shall be shown separately.
- The bidder shall ensure the rate adequately covers all costs specified in the Scope of Work.
- No escalation of any kind shall be permitted once the bid is submitted.

Thanking You,
Authorized Signatory (Name)
Name & Signature of Authorized Person
Company's Seal
Contact No, Email ID

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure – M)

MSME UNDERTAKING

(To be given on a Rs. 100/- Stamp Paper)

This Undertaking is made on this ___ day of _____**,** *2025*, by: _____

M/s. [Name of Bidder], having its registered office at……. [**address**] (hereinafter referred to as the "**Bidder**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors, legal representatives, and permitted assigns);

IN FAVOUR OF:
Broadcast Engineering Consultants India Limited (BECIL), a distinguished Mini Ratna Public Sector Enterprise, having its Corporate Office at BECIL Bhawan, C-56, A/17, Sector-62, Noida - 201307(UP) (hereinafter referred to as the "**BECIL**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors, legal representatives, and permitted assigns).

WHEREAS:
1. The **Principal Employer/client**, have awarded the work for execution of the project to BECIL.
2. BECIL through this EOI intends to onboard on agency / agencies for Procurement and Installation of CCTV Cameras and Accessories.
3. As per the terms of the EOI, BECIL shall release payment to the selected Bidder/bidders only after receiving the payment from the Principal Employer**/**client.

NOW THEREFORE, the bidder hereby undertakes and agrees as follows:
1. The bidder acknowledges and confirms that the BECIL shall be liable to make payments only upon receipt of corresponding payments from the Principal Employer/client. Accordingly, the bidder shall not raise any claims, demands, interest, compensation, or initiate any legal proceedings against the BECIL for any delay in payment arising out of delayed release of funds by the Principal Employer/client.

2. The Bidder waives any rights under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation, to the extent such rights conflict with the agreed payment terms under the Subcontract Agreement. The bidder further waives its right to claim Interest on delayed payment by the BECIL, under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation for the time being in force in India.

3. This obligation shall survive the termination or expiry of the Contract signed with the successful bidder selected through this EOI process.

Signature & Stamp of Bidder

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

(Annexure- N)

PRE-BID AGREEMENT

between

Broadcast Engineering Consultants India Ltd

(A Government of India Enterprise) C-56 / A-17, Sector- 62 Noida- 201307, U.P.

and

[vendor name]

[Vendor Address]

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

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ARTICLE 6: PERIOD OF AGREEMENT

ARTICLE 7: PAYMENT AND

COMMERCIAL ARTICLE 8: GENERAL

TERMS & CONDITIONS

SCHEDULE 1: DETAILED SCOPE OF WORK

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

PRE-BID AGREEMENT

This Pre-Bid Agreement is executed at Noida on this __th day of _____ 2025 ("**Effective Date**").

Between

Broadcast Engineering Consultants India Limited, a Mini Ratna Public Sector Enterprise of the Government of India having its Registered Office at 56-A/17, Block-C, Sector-62, Noida -201301 (U.P.) and Head Office at 14-B IP Estate Ring Road, New Delhi -110002 acting through **Binay Kumar Tiwari** (hereinafter referred to as **"BECIL or First Party")** which expression shall unless repugnant to the context or meaning thereof, include its successors, authorized representatives and permitted assigns.

AND

M/s [Vendor full Name], registered under the Companies Act, 2013, having registered office at [Vendor full Address] acting through Mr. [Vendor representative name] (hereinafter referred to as "[**Vendor short name]" or "Second Party"**) which expression shall unless repugnant to the context or meaning thereof, include its successors, authorized representatives and permitted assigns.

BECIL and [vendor name] are individually referred to as "**Party**" and collectively as "**Parties**".

ARTICLE 1: PREAMBLE

WHEREAS BECIL represents that it is an ISO 9001:2015, 27001:2013, ISO/IEC 20000:2012 certified, Mini Ratna, Central Public Sector Enterprise (CPSE) of Government of India, which was established on 24th March 1995. BECIL provides Project Consultancy services, Turnkey solutions, System integration, Operation & Maintenance for the entire gamut of radio and television broadcast engineering. BECIL has also diversified into the domain of businesses pertaining to Strategic National Importance and has won major Projects/ Tenders in the field of Security & Surveillance, IT Networking & Data Centre and Communication Intelligence, Third Party Audit of Optical Fiber Networks.

WHEREAS [vendor name]_____intro_____.

WHEREAS [Client full name] (hereinafter called "[**client short name]**") has issued a tender vide tender no. _____dated DD.MM.YYYY for [clients Tender Name] hereinafter referred to as "Tender"/"Work"/"Project" (hereinafter called as **Tender or [client short name] Tender or Primary Tender**)

WHEREAS BECIL published EOI No. _____dated DD.MM.YYYY (hereinafter referred as "**BECIL's EOI**") for [EOI title/name].

AND WHEREAS [vendor name] has been selected as back end partner through the BECIL's EOI process.

AND WHEREAS Parties have accepted to execute the contract if awarded by [Client Name] and shall abide by all terms and conditions of such contract signed thereof.

AND WHEREAS BECIL & [vendor name] **have jointly accepted to collaborate to prepare and submit its competitive bid against the** Tender for [Client Tender Name] floated by [Client Name] vide tender No. _____dated DD.MM.YYYY.

AND WHEREAS, this Pre-bid agreement is executed solely for the purpose to bid for the tender issued by

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Date: 2026.11.02 14:55:06 IST

[Client name] for [Client Tender Name] and may be superseded by an inter se agreement once the tender is awarded to BECIL.

AND WHEREAS the parties agreed to join its hand on following terms & conditions:

1.1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the agreement documents referred to.

1.2 The Parties wish to work together with the understanding that BECIL shall act as the bidder (sole bidder) and **[vendor name]** as Back end partners for participating in the [Client Name] tender.

1.3 The following documents shall be deemed to form and be read and construed as part of this Agreement–

1.3.1. Tender for [Client Tender Name] vide tender No. _____dated DD.MM.YYYY.

1.3.2 BECIL's EOI No. _____dated DD.MM.YYYY for [EOI name].

1.3.2 [vendor name]'s bid received against the BECIL's EOI.

ARTICLE 2: GENERAL

1.1. PURPOSE:

BECIL, as the sole bidder, shall participate in the bidding process in primary tender of [Client Name] . The other party shall function as a back-end partner to support BECIL in fulfilling its obligations under the bid.

The back-end partner hereby undertakes not to participate individually, directly or indirectly, or as part of any other consortium/ arrangement for said tender, either independently or through any of its associates.

2.2 Representation of the Parties: [vendor name] represents to BECIL that as on date of signing this Agreement:

2.2.1 [vendor name] 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.

2.2.2 That the execution, delivery and performance by [vendor name] of this Agreement has been authorized by all necessary and appropriate corporate or governmental action, and will not, to the best of its knowledge:

(a) Require any consent or approval not already obtained;

(b) Violate any Applicable Law presently in effect and having applicability to it;

(c) Violate the Agreement and articles of association, by-laws or other applicable organizational documents thereof;

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Date: 2026.11.02 14:55:06 IST

(d) Violate any clearance, permit, concession, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage contract, indenture or any other instrument to which [vendor name] is a party or by which [vendor name] or any of their properties or assets are bound or that is otherwise applicable to [vendor name];

(e) Create or impose any license, 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 [vendor name] so as to prevent such Parties from fulfilling their obligations under this Agreement.

2.2.3. [vendor name] has not been black-listed by Central/ State Government or any other Government PSU and are not facing/ likely to face any disciplinary proceedings under Indian or under laws of any other country.

2.2.4. That this aforementioned TENDER is the legal and binding obligation of such Parties, enforceable in accordance with its terms against it;

2.2.5. That there is no litigation pending or, to the best of [vendor name] 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.

2.2.6. That there is no legal action/dispute initiated or pending on [vendor name] at the time of signing of this Agreement which is likely to concern or affect BECIL in any manner. If any such case is found pending, the agreement will automatically become invalid and the agency will be penalized by withholding the EMD/ PBG and legal action will be initiated as deemed fit by the competent authority. All ongoing and future business association with BECIL will also be terminated.

ARTICLE 3: PROJECT BACKGROUND AND SCOPE OF WORK

3.1 Project Background

From Client's Primary Tender

3.2 Scope of Work

The detailed scope of work for System Integrator has been given in the Schedule- I to this Agreement. For the detailed scope of work [vendor name] shall also refer to the primary tender document, its amendments in the form of corrigenda and subsequent contract signed between BECIL and [Client Name]in the event of award of tender.

ARTICLE 4: ROLES AND RESPONSIBILITIES

4.1 BECIL and [vendor name] hereby mutually agree that both of them shall remain as irrevocable members of this tie-up for the complete execution and completion of [Client Name] Tender/Work/Project (as per scope of aforementioned BECIL's EOI & [Client Name] tender).

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4.2 DUTIES & OBLIGATIONS OF [vendor name]

4.2.1. [vendor name] will supply entire range of services for efficient completion of scope of works under the [Client Name] tender**.**

4.2.2. For the project to be undertaken, [vendor name] would formulate state-of-the-art, optimum and **General Standards of performance.** [vendor name] shall carry out the Services with due diligence and efficiency, and shall exercise such skill and care in the performance of the services as is consistent with recognized professional standards. [vendor name] shall act at all times so as to protect the interests of BECIL.

4.2.3. [vendor name] have read and understood the terms and conditions of the [Client Name] tender and it agree to support BECIL in abiding by those terms and conditions.

4.2.4. [vendor name] confirms that they understood on-ground technical complication and they agree to have taken into consideration the manpower required on the basis of the scope of work.

4.2.5. [vendor name] **has understood the requirement in terms of ROW, Terrain and other clearances required to execute the project. They agree to manage these requirements at their own cost without any liability on BECIL in this regard.**

4.2.6. [vendor name] **have agreed to accept all the challenges with regard to Time Overrun, Cost Overrun, payment terms & Liquidated Damages & Penalties and confirm, to abide by the timeline in-case the project is awarded.**

4.2.7. [vendor name] **has agreed to accommodate the change in scope of work by [Client Name] whether or not incidental and ancillary, to achieve the objective as per the [Client Name] tender requirement, without any additional cost to BECIL.**

4.2.8. [vendor name] **have agreed to abide by all the terms on back to back basis as per the System Integrator duties and Obligations as specified in the [Client Name] tender.**

4.2.9 [vendor name] **shall be responsible for the detailed Scope of Work at Clause 3.2 and Schedule 1 of this agreement.**

4.2.10 Since payment conditions are on back to back basis and time is the essence of the project; [vendor name] should maintain sufficient liquidity/funds for timely and smooth execution of the project.

4.3. DUTIES AND OBLIGATIONS OF BECIL

4.3.1. BECIL shall act as coordinator/ Project Management Consultant. Providing timely feedbacks and correspondences with the [Client Name] on the various stages of project deliverables.

4.3.2. To ensure the technical, commercial and administrative coordination of the project.

4.3.3. To lead the contract negotiations of the project with the [Client Name] authority.

4.3.4. In the event of project getting awarded, BECIL shall act as the only channel of communication

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between the [Client Name] authority and [vendor name] to execute the project/ Agreement.

4.4. RESPONSIBILITY MATRIX

In addition to the aforementioned duties and obligations of the parties, the Agreement will cover the following scope to be undertaken by Parties as mentioned in the Responsibility Matrix given below.

P-Primary Responsibility
S-Secondary
Responsibility J- Joint
Responsibility
N- No Responsibility

S.NO.	Description	BECIL	[vendor name]
	PRE-BID RESPONSIBILITY		
1.	Pre-bidding site survey, if any	**S**	**P**
2.	Fully complied technical bid response preparation as per tender Terms & Conditions.	**J**	**J**
3.	Competitive commercial bid preparation as per tender	**J**	**J**
4.	Documentation and correspondence with the customer.	**P**	**N**
5.	Provisioning of EMD/ Bid Security as per tender requirement.	**P**	**S**
6.	Provision of Back to Back EMD except by MSE/Start Ups as per GoI guidelines.	**N**	**P**
7.	Provisioning of any other required document for bidding.	**J**	**J**
8.	Submission of complete techno-commercial offer to the customer in requisite mode.	**J**	**J**
9.	Any Presentation if required during the tender evaluation.	**S**	**P**
10.	Any other relevant follow up, correspondence and meetings with customer.	**P**	**S**
	POST-BID RESPONSIBILITY (In the event of winning the contract)		
1.	Signing of contract with the [Client Name]	**P**	**N**

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2.	Submission of PBG to [Client Name]	**J**	**J**
3.	Submission of back to back PBG to BECIL	**N**	**P**
4.	Any relevant follow up, correspondence and meeting with the customer	**P**	**S**
5.	Executing the entire Scope of Work to the satisfaction of the [Client Name] .	**S**	**P**
6.	Providing project finance/working capital for timely execution of the project.	**N**	**P**

4.5 COVENANTS: The Parties hereby undertake that in the event the BECIL is declared the selected Bidder and awarded the project, BECIL shall enter into an Agreement with [Client Name] for performing all the obligations as **System Integrator**.

ARTICLE 5: COOPERATION OF THE TRANSACTION

5.1 The parties agree to abide by the broad Responsibility Matrix mentioned above and forms an integral part of this Agreement including all the tender terms such as General Requirements, Technical Parameters, Commercial Aspects, Evaluation and Acceptance criteria of the tender, Guarantee/ Warranty terms etc.

5.2 Expenses towards preparation of proposal, submission of bid and other allied activities for submission of bid will be undertaken by the respective parties at their own cost.

5.3 The cooperation for execution of the Project between the parties hereto shall be exclusive, i.e., neither of them shall without the other party's consent - alone or together with another PARTY take part in any agreement or proposal with regard to this tender.

ARTICLE 6: PERIOD OF AGREEMENT

6.1 The term of this agreement shall be for___Months ("Term") from the date of signing of this agreement ("Effective Date") or till the completion of the project & release of all payments thereof whichever is later. All obligations hereunder shall only apply during the Term of this agreement and to such obligations and commitments in relation to the Tender/Work/Project under the scope of BECIL's EOI & [Client Name] tender, as may have been undertaken by the Parties during the Term with validity exceeding the Term. The Term of this agreement can be extended by mutual agreement between the Parties, depending upon the requirement

NB- Completion shall mean certificate of Completion issued by BECIL.

ARTICLE 7: PAYMENT AND COMMERCIAL

7.1. BECIL will Provision the EMD to [Client Name] as per the Primary tender requirement.

7.2 [vendor name] will provision for Back to Back EMD of equal amount to BECIL, except in case the [vendor name] is MSME/Start Ups and are exempted from paying EMD as per GOI guidelines.

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Date: 2026.11.02 14:55:06 IST

7.3. BECIL shall furnish Performance Security in the form of PBG as per the terms and conditions of primary tender.

7.4 [vendor name] will furnish back to back performance Security in the form of PBGs to BECIL as per the terms & conditions of the primary tender. The PBG shall remain valid up to 60 days beyond the date of expiry/date of claim of the PBG submitted by BECIL to [Client Name] .

7.5. [vendor name] will raise its invoices to BECIL based on milestone completion. BECIL will then raise the invoices to [Client Name] (as per relevant clause of primary tender) after getting the relevant documentary proofs of successful completion of the said milestones from [vendor name].

7.6 BECIL shall be entitled to keep____**%** of the project value (of bid value including taxes submitted by BECIL to [Client Name]) as its project management consultancy.

7.7 Upon receipt of corresponding payment from the [Client Name] , BECIL shall disburse the payment to [vendor name] within 15 days of receipt of the payment from [Client Name] after deduction of BECIL project management consultancy as per clause 7.6 and expenses as per clause 7.9 and BG making charges, if any.

7.8 All Invoices received from [vendor name] would be inclusive of all statutory taxes/ GST. BECIL will consider invoices raised by [vendor name] to submission of all relevant documents and in case the documents are not proper, BECIL is liable to reject the invoices.

7.9 In case BECIL is required to open the offices, the office rent (including the maintenance & electricity charges as applicable) shall be recovered by BECIL from [vendor name]. Also, the Salaries paid to the manpower deployed on the payroll of BECIL, specifically employed for this project shall be recovered from [vendor name].

7.10 Salaries paid to the manpower deployed on the payroll of BECIL and Office rent paid for this project as per clause 7.9 above, shall be recovered by BECIL from the stage-wise Milestone payments payable to [vendor name].

7.11 Notwithstanding anything contained in any other agreement, document, correspondence, arrangement between the parties in respect of [Client Name] Tender/ Works / Projects, [vendor name] understands, agrees and undertakes that:

7.11.1 [vendor name] participated in BECIL's EOI and that all terms & conditions of the BECIL's EOI shall apply to [vendor name].

7.11.2 The payments terms between BECIL & [vendor name] are on back-to-back basis and the payment shall be released by BECIL only if and when received by BECIL from [Client Name] and subject to terms & conditions of agreement and submission of complete required documents.

7.11.3 [vendor name] will not demand or make any claim under any law with respect to the pending payment till the time corresponding payment is received by BECIL from [Client Name] . BECIL shall not be responsible in any manner whatsoever for any delay in releasing the payments or withholding of payments by [Client Name] .

7.11.4 The (day) date of delivery of goods and/or rendering of services by [vendor name] shall be the date or realization of payment from the [Client Name] once the goods and/or services are accepted by

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Date: 2026.11.02 14:55:06 IST

[Client Name] .

7.11.5 The stage wise invoices raised by [vendor name] maybe accepted by BECIL, however, the date of completion of the milestone / delivery of goods or services shall only be recognised for invoice and its payment when the respective acceptance of goods or services and payment thereof is received from [Client Name] .

7.11.6 If in the instant contract, [vendor name] is acting only as trader / reseller / distributor/ authorized agents and/ or is engaged in a WORKS contract, no benefits under MSME Act 2006 and PPP Policy 2012 as per MSE Guidelines issued by Ministry of MSME would be applicable to it on account of acceptance of back to back payment terms as above. By agreeing to the terms of [Client Name] Tender, the [vendor name] agrees to forgo its rights under this Act and Policy.

7.11.7 [vendor name] hereby agrees to ensure timely GST compliances as per the statutory requirements. All the costs pertaining to any GST non-compliance including but not limited to any loss of eligible input tax credit due to non-payment/non-filing of GST return and applicable interest/penalties shall be borne/indemnified by [vendor name]. Further [vendor name] hereby agrees that BECIL reserves the right for reimbursement of any such cost incurred out of the aforesaid noncompliance(s). [vendor name] will provide proof of payment of GST i.e. GSTR-1, GSTR-3B, etc. for taking GST payment from BECIL against invoices.

7.12 Any sum of money due and payable to [vendor name], under this contract for [Client Name] tender entered between the parties herein whether continuing or completed may be appropriated by BECIL and set off against any claim of BECIL of any nature whatsoever, arising under this contract or any other contract entered into between the parties, herein whether continuing or complete.

7.13 There is also expenses towards Office establishments/ Purchase of fixed assets (with mutual consent) in the project. All such expenditure must be treated as direct expenditure and will be borne by directly [vendor name].

7.14. Payments shall be released to [vendor name] only on satisfactory acceptance of the deliverables by [Client Name] for each task and release of payment by [Client Name] as per the schedule given at clause_____ primary tender of [Client Name] and Corrigendum issued thereof.

ARTICLE 8: GENERAL TERMS & CONDITIONS

8.1 AGENCY

This Agreement between the parties is on a principal to principal basis and it is agreed that [vendor name] is not and shall not represent itself as an agent of BECIL.

8.2 CONFIDENTIALITY AND NON-DISCLOSURE

8.2.1 The [vendor name]. recognizes, accepts and agrees that disclosure of Confidential information to the Staff shall be only on a need-to-know basis and only those staff who are involved in rendering the services and need to have access would alone be informed of Confidential information.

8.2.2 The [vendor name]. recognizes, accepts and agrees that all tangible and intangible information obtained or disclosed to the Bidder's and/or its staff, including all details,

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documents, data, business/ customer information and the BECIL 's practices and trade secrets (all of which are hereinafter collectively referred to as "confidential information") which may be communicated to the[vendor name]. 's and/or its facility staff may be privy under or pursuant to this Contract and/or in the course of performance of the [vendor name]. 's obligations under this Contract shall be treated, as absolutely confidential and the [vendor name]. irrevocably agrees and undertakes and ensures that all its facility staff shall keep the same as secret and confidential and shall not disclose the same at all in whole or part to any Person or persons (including legal entities) an any time or use nor shall allow information to be used for any purpose other than that as may be necessary for the due performance of the [vendor name] obligations hereunder except when required to disclose under the due process and authority of law.

8.4. INTELLECTUAL PROPERTY RIGHTS

8.4.1. Deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the Bidders under this EOI and subsequent to this EOI in relation with this tender shall become and remain the property of BECIL/procuring entity and subject to laws of copyright, must not be shared with third parties or reproduced, whether in whole or part, without BECIL's/ the procuring entity's prior written consent.

8.4.2 The [vendor name] shall, not later than upon termination or expiration of this Contract and/or subsequent Agreement/Contract signed with the [vendor name] , deliver all such documents and software to BECIL/the procuring entity, together with a detailed inventory thereof.

8.4.3 The [vendor name] shall not incorporate any materials, technology or any item or thing that involves the use of intellectual property rights or proprietary rights that the[vendor name] does not have the right to use or that may result in claims or suits against BECIL arising out of claims of infringement of any intellectual property rights or other proprietary rights.

8.4.4 The [vendor name] shall perform all acts necessary to obtain and continue to have all necessary licenses, approvals, consents of third parties free from any encumbrances and all necessary technology, hardware and software to enable it to perform its obligations under this Contract . If license agreements are necessary or appropriate between the [vendor name] and third parties for purposes of enabling, enforcing or implementing the provisions hereinabove, the Bidder shall be under an obligation to enter into such agreements at its own sole cost, expense and risk.

8.5 RISK & COST CLAUSE

8.1 In case of persistent breach/default of the terms and conditions of the Contract and due to abnormal delay (beyond the maximum late delivery in the Liquidated damages clause) in supplies, defective supplies or non-fulfilment of any of the terms and conditions of the RFP and the Work Order, BECIL may cancel the contract/Work Order in full or part thereof, and will procure supplies/equipment's or ensure the execution of work or any pending service in case of service contract from other willing vendor at the risk and cost of the Bidder/Agency.

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8.2 Risk & Cost Clause, in line with Conditions of Contract may be invoked in any of the following cases:

8.2.1 Agency/ Bidder's poor progress of the work vis-à-vis execution timeline as stipulated in the Contract, backlog attributable to Agency including unexecuted portion of work/ supply does not appear to be executable within balance available period.

8.2.2 Withdrawal from or abandonment of the work by Agency/Bidder before completion of the work as per contract.

8.2.3 Non completion of work/ Non-supply by the Agency/ Bidder within scheduled completion/delivery period as per RFP or as extended from time to time, for the reason attributable to the Agency/ Bidder.

8.2.4 Termination of Contract on account of any other reason (s) attributable to Agency/ Bidder.

8.2.5 Assignment, transfer, subletting of Contract by the Agency/Bidder without BECIL's written permission resulting in termination of Contract or part thereof by BECIL.

8.6 Extension of time

8.6.1 It is hereby agreed that BECIL shall by mutual agreement update and extend the timeline/ milestone for the completion of work after discussion with the Client and its officials.

8.6.2 Any period within which [Vendor name] is unable to complete the work or perform its obligations due to persistence of force majeure event, shall be extended for a period equal to the time during which the [Vendor name] was unable to perform such action.

8.6.3 Any extension of time agreed upon mutually shall be documented in writing and signed by both the parties to be affected.

8.7 LIQUIDATED DAMAGES

If the [Vendor name] fails to achieve the completion of the work in accordance with the scheduled completion date as given in the RFP or the subsequent Work Order issued thereto, BECIL may without prejudice to any other right or remedy available to it as under the Contract or Law:

8.7.1 Any liquidated damages imposed on BECIL by the Client, BECIL shall pass on the entire quantum of liquidated damages to the bidder/ selected agency on back-to-back basis.

8.7.2 The amount towards Liquidated Damages shall become leviable from the scheduled completion date or from the expiry of the extension, if any, given by BECIL without the levy of Liquidated damages.

8.7.3 BECIL may without prejudice to its right to effect recovery by any other method, deduct the amount of Liquidated Damages from any money belonging to the Bidder which has become due or payable (which shall also include BECIL 's right to claim such amount against Bidder's Bank Guarantee)

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8.7.4 Any such recovery of Liquidated Damages shall not in any way relieve the Bidder from any of its obligations to complete the works or from any other of its other obligation and liabilities under the Contract.

8.8 Undue Influence

8.8.1 The [Vendor name] undertakes that it has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the BECIL or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favor or disfavor to any person in relation to the present Contract or any other Contract with the Government of India.

8.8.2 Any breach of the aforesaid undertaking by the [Vendor name] or any one employed by it or acting on its behalf (whether with or without the knowledge of the Agency) or the commission of any offers by the Agency or anyone employed by him or acting on his behalf, as defined in the Bharatiya Nyaya Sanhita, erstwhile known as the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle BECIL to cancel the contract and all or any other contracts with the [Vendor name] and recover from the [Vendor name] the amount of any loss arising from such cancellation.

8.9 Unethical Practice

8.9.1 If the [Vendor name] has engaged in corrupt, fraudulent, collusive and coercive practices or defaulted commitments under integrity.

8.9.2 Any intentional omission or misrepresentation in the documents submitted by the [Vendor name] for the purpose of due diligence or for the execution of any act essential for the execution of the Project.

8.9.3 If the [Vendor name] uses intimidation / threats or bring undue outside pressure on BECIL or any of its official for acceptance / performances of the deliverable/qualified work under the contract:

8.10 Penalty for Unethical Practice and Undue Influence

8.10.1 Forfeiture of Bank guarantee or any other bond or bid security submitted by the [Vendor name].

8.10.2 Cancellation/ termination of the Contract with the liberty to recover the accrued losses/damages from the pending bills raised by the Bidder against the delivery of material and execution of work.

8.10.3 Initiation of arbitration /legal proceedings to recover losses or damages incurred by BECIL due to the violation of ethical practice or use of undue influence by the [Vendor name].

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8.11 PENALTIES

8.11.1 In the event of any penalties, deductions, disincentives, or charges levied by the [Client Name] due to poor or substandard quality of work, non-compliance with service standards, or any deficiencies related to the assigned scope of work, the same will be recovered from the bills submitted by the System Integrator.

8.11.2 The System Integrator shall bear the full financial responsibility for such penalties or deductions imposed on BECIL by [Client Name] and will not be entitled to claim any reimbursement or adjustment for the same.

8.12 TERMINATION

8.12.1 Termination of Contract by BECIL due to unsatisfactory performance

8.12.1.1 If the [Vendor name] refuses or fails to execute the specified quantum of work or any separate part thereof with diligence or ensure its completion within the time specified in the RFP, or subsequent work order issued thereto, then it shall be open to BECIL at its option by written notice to the [Vendor name] to-:

8.12.1.2 To terminate the contract without prejudice to any other remedy available under the Contract. That a notice of cure, highlighting the deficiency or problem shall be served on the [Vendor name] by BECIL, with an opportunity to cure the same within a window period of 15 days. That on the non-resolution of deficiency, a notice of termination shall be served on the [Vendor name] and the Contract shall be deemed terminated after a period of 15 days from the date of notice of termination.

8.12.1.3 That the contract shall stand terminated and shall cease to be in force and in effect after a fifteen day period from the date of the notice of termination. The [Vendor name] in consequence of the above, shall stop forthwith any of its work then in progress, except such work as BECIL may, in writing, require to be executed at the designated site/premises.

8.12.1.4 That the whole or part of the performance security furnished by the [Vendor name] is liable to be forfeited without prejudice to the right of BECIL to recover from the [Vendor name] any accruing or incurred losses or damages, on account of termination of contract due to unsatisfactory performance/ delay in execution of work.

8.12.2 Termination due to breach

8.12.2.1 BECIL may, without prejudice to any other remedy available for the breach of contract, may terminate the contract in sub-sequence to non –resolution of deficiency after the service of a notice of cure with a window period of fifteen days. After the end of the cure period, a 15 (fifteen) days' notice shall be served on the [Vendor name], and the contracts shall be deemed terminated after the end of the period of fifteen days from the date of notice of termination.

8.12.2.2 The following sub-clauses shall attract the provision of termination, in the event if -:

a. If the [Vendor name] has abandoned or repudiated the Contract;

b. If the [Vendor name] has without valid reason failed to commence work on the

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project promptly;

c. If the [Vendor name] has persistently failed to execute the works/express deliverable in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;

d. If the [Vendor name] defaults in proceeding with the works/job with due diligence and continues to do so after a notice in writing of fifteen (15) days from BECIL;

e. If the [Vendor name] has obtained the contract as a result of undue influence or ahs adopted unethical means/corrupt practices.

f. if the information submitted/furnished by the [Vendor name] is found to be incorrect;

8.12.2.3 That any pending bills/ invoices raised by the [Vendor name] , prior to or post the termination of the contract on account of its breach of terms and conditions shall be put on hold for a period of six weeks, and any amount deducted by the Client against the bills raised by BECIL shall be consequently deducted from the bills raised by the [Vendor name], respectively.

8.12.3 Termination due to Insolvency

8.12.3.1 If the [Vendor name] dissolves or become bankrupt or insolvent or cause or suffer any receiver to be appointed for its business of any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, then BECIL shall be at liberty :-

8.12.3.2 To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by a fifteen day notice in writing to the [Vendor name] or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to its providing a guarantee upto an amount to be agreed upon by BECIL for due and faithful performance of the contract.

8.12.4 Termination for Convenience

BECIL can terminate the Agreement by serving a 30 day notice without assigning any cause or reason on the part of [Vendor name]. The contract shall be deemed terminated after a period of 30 days from the date of termination notice.

8.13 Post Termination Responsibility :

8.13.1 In all cases of termination herein set forth, the obligations of BECIL to pay shall be limited to the period upto the date of termination, subject to the receipt of such payment from the Client.

8.13.2 That any pending bills raised by the [Vendor name]. , prior to or post the termination of the Contract on account of the breach of the terms and conditions of the contract, shall be put on

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hold, till the time , the corresponding payment is received from the Client and any amount deducted by the Client against the bills raised by BECIL shall be consequently deducted from the bills raised by the Bidder respectively.

8.13.3 The[Vendor name] shall forthwith stop any of its work then in progress, except such work as BECIL may, in writing, require to be executed at the designated site/premises.

8.13.4 That in the event of termination under clause 8.12.1 and 8.12.2 the whole or part of the performance security furnished by the [Vendor name]. is liable to be forfeited without prejudice to the right of BECIL to recover from the[Vendor name]. any accruing or incurred losses or damages, on account of termination of contract due to unsatisfactory performance/ delay in execution of work

8.14 TAXES

8.14.1 [vendor name] shall bear all taxes and duties etc. levied or imposed on them under the Agreement including but not limited to, Customs duty, Excise duty, GST, any other taxes and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof during the entire Agreement period.

8.14.2 Should [vendor name] fail to submit returns/ pay taxes in times as stipulated under applicable Indian/ State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, [vendor name] shall pay the same. [vendor name] shall indemnify BECIL against any and all liabilities or claims arising out of this Agreement for [Client Name] tender for such taxes including interest and penalty by any such Tax Authority may assess or levy against the BECIL.

8.15 Indemnity

8.15.1 The Bidder shall indemnify, save, hold harmless and defend BECIL and its officers, servants, employees and agents promptly upon demand and at its expense, from and against any and all suits, proceedings, actions, demands, losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which BECIL may become subject, insofar as such losses arise out of, in any way relate to, arise or result from:

a) Any Compensation/ claim or proceeding by any third party against BECIL arising out of any act, deed or omission by the[vendor name] ;

b) Any breach by the [vendor name] of any of its obligations under this Contract or from any negligence under the Contract, including any errors or deficiencies in the performance its scope of work.

8.15.2 That BECIL shall have no liability whatsoever for any injury/death to the staff of [vendor name] caused or suffered during the performance of it's obligations hereunder

8.16 ASSIGNMENT AND SUB-CONTRACTING

8.16.1 Neither this agreement nor any of the rights and obligations under it can be assigned by any party. Parties may engage sub-contractors by mutual consent.

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8.16.2 [vendor name] shall not participate directly or indirectly whether in consortium or separately in [Client Name] Tender and shall not quote rates to any other party participating/pre-qualified for the current [Client Name] Tender directly or indirectly through its subsidiary, partnership, ownership, individual firm etc.

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8.17 FORCE MAJEURE

8.17.1 For the purpose of this Contract, the term "Force Majeure" shall mean an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance ,and which makes a Party's performance of its obligations hereunder impossible or impractical as reasonable to be considered impossible in the circumstance, inclusive of but not limited to war, riots, civil disorder, earthquake, fire, strikes, lockouts or other industrial action (except where such strikes lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent) , confiscation or nay other action by the Government Agencies.

8.17.2 Force Majeure shall not include (i) any event which is the caused by the negligence or intentional action of a Party or by of such Party 's agents or employees , nor(ii) any event which a diligent party could reasonably have been expected both to take into account at the time of the acceptance of the work order under this RFP, and avoid or overcome with persistent effort in carrying out its respective obligations.

8.17.3 In the case of failure to perform this Agreement due to any force majeure, neither party shall be liable for such failure, and this Agreement shall be terminated automatically, if the persistence of such force majeure event continues for more than three months. In the case of failure to perform any part of this Agreement due to any force majeure, the party suffering from such force majeure may be exempted from corresponding liability to the extent of the impact of such force majeure. However, such party shall continue to perform other obligations under this Agreement which have not been affected by such force majeure.

8.18 GOVERNING LAW AND JURISDICTION

8.18.1 This agreement is governed by the laws of India and each Party irrevocably and unconditionally submits to the exclusive jurisdiction of the Courts at New Delhi, India.

8.18.2 Where the [vendor name] has not agreed to dispute resolution, the dispute/ claims arising out of the tender and this agreement shall be subject to the jurisdiction of the competent courts at New Delhi, India.

8.19 ARBITRATION CLAUSE

8.19.1 Conciliation of Dispute

8.19.1.1 Any dispute(s) /difference(s)/issue(s) of any kind whatsoever between/amongst the Parties arising under/out of/in connection with this contract shall be settled mutually and amicably between the Parties, within a time span of thirty days from the date of invocation of dispute vide a written notice by the Aggrieved party. The Aggrieved Party shall notify the other party in writing about such dispute(s)/difference(s)/issue(s) between/amongst the Parties and that such a Party wishes to refer the dispute(s)/ difference(s)/issue(s) to Conciliation. Such Notice/Invitation for Conciliation shall contain sufficient information as to the dispute(s)/ difference(s)/issue(s) to enable the other Party to be fully informed as to the nature of the dispute(s)/ difference(s)/issue(s), as well as the amount of monetary claim.

8.19.1.2 That in the event of reference of dispute for Conciliation, a committee comprising of two members, nominated by each party i.e. the [VENDOR NAME] and Becil respectively shall try to amicably resolve/settle the dispute.

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8.19.2 Reference of Dispute to Arbitration

8.19.2.1 In the event of failure in mutual resolution of the issue, any dispute(s)/ controversy(s)/ issue(s) arising out of or in connection with the contract, including any question regarding its existence or validity shall be referred to and finally resolved by Arbitration administered by the Delhi International Arbitration Centre as per the Delhi International Arbitration Centre proceeding Rules 2023.

8.19.2.2 The Aggrieved party wishing to refer a dispute to Arbitration shall give a notice to the Defaulting Party specifying all the points of dispute(s) with details of corresponding the claim amount.

8.19.2.3 The Arbitration Proceeding shall commence within a span of thirty days from the date of receipt of Invocation Notice complete in all respects as mentioned above,

8.19.2.4 The dispute(s)/ difference(s)/controversy(s) shall be adjudicated by a single/sole Arbitrator empanelled with the Delhi International Arbitration Centre.

8.19.2.5 The seat of Arbitrations shall be at New Delhi and the Arbitration proceeding shall be conducted in English.

8.19.2.6 The award of Sole Arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the Sole Arbitrator, the cost of arbitration proceedings shall be shared equally by both the parties.

8.19.2.7 The provision of the Arbitration and Conciliation Act, 1996 as amended and applicable from time to time shall apply to the Arbitration proceedings under this Contract.

8.19.2.8 That any claim of damage(s) or losse(s) incurred by BECIL as a consequence of the invocation of the litigation/arbitration proceeding owing to the suspension or abandonment of work by the [vendor name] shall be reimbursed by [vendor name]

8.19.4.2 In the event of initiation of AMRCD proceedings between BECIL and the client, the decision / mutual settlement arrived at, on the conclusion of the proceeding between the parties, shall in turn become applicable on [vendor name]

8.21 RIGHT TO INSPECTION

8.21.1 That BECIL and its field officers or its Auditors, shall have the right to carry out inspection checks and tests, and do audit of the Bidder's premises, personnel and records relating to the project in order to ensure there is no compromise on the quality of goods/services provided by the Bidder to the BECIL and its Client. The BECIL has a right to review and monitor the security practices and control procedures adopted by the Bidder. The Bidder shall produce and make available all such books, records, information, etc., related to project work for the purpose of Inspection/ audit as sand when required.

8.21.2 That BECIL shall have the right to review and monitor the performance of the Bidders on a continuous basis system integrator shall furnish necessary particulars, statements, etc., as desired by the BECIL in a periodical manner for the purpose of assessment of their performance.

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8.22 NOTICES

8.22.1 Any notice, invoice, approval, advice, report or notification in connection with this Contract shall be in writing and any notice or other written communication pursuant hereto shall be signed by the party issuing the same and shall be addressed to the BECIL or the System Integrator and may be given by delivering the same by hand or sending the same-by prepaid registered mail, official e-mail or facsimile to the relevant address forth below or such other address as each Party may notify in writing to the ether Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given official e-mail or facsimile) or Fifteen (15) clear days after posting (if sent by post).

(a) Any notice or other document which may be given by either Party under the Contract/ Agreement shall be given in writing in person or by pre-paid recorded delivery post, email.

(b) In relation to a notice given under the Contract/ Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

Name: Mr. Binay Kumar Tiwari **Designation:** Dy. General Manager **Address:** Broadcast Engineering s India Ltd, C-56/ -17, Sector- 62, Noida-201307, U.P. **Email:** binaytiwari@becil.com	**Name:** Mr. [vendor representative name] **Designation:**_____ **Address:** [Vendor Address] **Email:** [Vendor Email]

8.22.2 In relation to a notice given under the Contract/ Agreement, a Party shall specify the Parties address for service of notices, any such notice to be copied to the Parties at the addresses set out in this tender.

8.22.3 Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) if delivered between the business hours of 9.00 am and 5.30 pm at the address of the other Party set forth above, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter).

8.22.4 Either Party to the Contract may change its address, telephone number, and nominated contact for notification purposes by giving the other Party reasonable prior written notice of the new information and its effective date.

8.24 No Waiver

No failure on the part of the either party hereto to exercise, and no delay on its part in exercising, any right or remedy under this Contract will operate as a waiver thereof nor will any single or partial exercise

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of any right or remedy preclude any other or further exercise thereof or the exercise of any other right or remedy and the same shall not affect in any manner the effectiveness of any of the provisions of this Contract.

8.25 SURVIVAL

8.25.1 The Rights and obligations under this Agreement that by their nature should survive and will remain in effect after termination or expiration of this Agreement.

8.25.2 Each indemnity and guarantee arising in respect of this agreement survives the performance of obligations arising out of or under this agreement and the termination of this agreement and will continue in force as long as necessary to affect their purpose.

8.26 AMENDMENT

Unless otherwise stated expressly, this Contract shall be modified only by an instrument in writing duly executed by both the parties.

8.27 SEVERABILITY

If any provision of this agreement is held invalid by any law or regulation of any government or by any court or arbitrator, that invalidity will not affect the enforceability of any other provision.

8.28 DAMAGES

Once the Bid has been submitted for primary tender of [Client Name] , [vendor name] cannot withdraw from the Agreement. Any damage/ loss caused to BECIL due to failure on the part of the [vendor name] to enter into a detailed agreement with [Client Name] shall be borne by the [vendor name] and will be made good by the [vendor name] in case BECIL has to make payment of any damages/penalty to [Client Name].

8.29 LIMITATION OF LIABILITY:

With the exception of any breach of confidentiality obligations, neither party will be liable to the other party for any costs, damages, expenditure, loss of profits, prospective profits of any kind or nature etc. arising from the termination or alleged breach of this agreement or in any manner arising from this agreement.

8.30 By signing this Agreement, BECIL, and [vendor name] acknowledge that it correctly records the understanding they have reached with regard to the Project.

8.31 [vendor name] shall be liable to BECIL to compensate any losses or damages if so suffered by BECIL for any breach of this agreement and/ or action initiated by the [Client Name] for non-performance of the contract.

8.32 Nothing in this agreement shall constitute, create or give effect or recognize a , partnership or business entity of any kind.

8.33 On award of the work of the [Client Name] tender to BECIL, BECIL may enter into a detailed Inter-se Agreement with [vendor name] based on the terms and Conditions of the agreement, BECIL EOI,

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[Client Name] tender as well as the Contract signed between BECIL & [Client Name] .

8.34 After mutual consultation, a joint team consisting of representatives of the parties will be formed for various activities like, technical discussions, deciding the preparation of final Bid/ offer, terms & conditions and demonstration of functionality required in the [Client Name] Tender/Work/Project.

8.35 Expenses towards bid preparation would be borne by the individual Parties viz. BECIL and [vendor name] for their respective work. BECIL will not reimburse any such expenses to [vendor name] towards preparation and submission of the bid.

8.36 Notwithstanding anything contained in any other agreement, document, correspondence, arrangement between the parties in respect of [Client Name] Tender/ Works / Projects, the [vendor name] understands, agrees and undertakes that:

8.36.1 At any given point of time, [vendor name] may not assign or delegate its rights, duties or obligations under this agreement to any other party, without prior written consent of BECIL.

8.36.2 In the event of breach of any of the terms & conditions of this agreement or in case of any default of any terms & conditions of this agreement, on the part of [vendor name], BECIL reserves the right to take necessary steps / action as per available documents, including but not limited to, termination of contract, forfeiture of Performance Security / EMD, blacklisting / banning etc. and execute the work at the risk & cost of the [vendor name].

8.37 BLACKLISTING/ DEBARMENT

[vendor name] shall be debarred/blacklisted from bidding for the contract/tender/EOI floated by BECIL for a period of two years, for violation of the code of integrity, Conflict of Interest as well as for the material breach of terms and conditions of the tender as per the General Financial Rules 2017 and the Guidelines for debarment of firms from bidding issued by the Department of Expenditure, Ministry of Finance no. F1/20/2018 –PPD dated 02.11.2021.

8.38 MSME

8.38.1 The Subcontractor acknowledges and confirms that the Main Contractor shall be liable to make payments only upon receipt of corresponding payments from the Principal Employer/client. Accordingly, the Subcontractor shall not raise any claims, demands, interest, compensation, or initiate any legal proceedings against the Main Contractor for any delay in payment arising out of delayed release of funds by the Principal Employer/client.

8.38.2 The Subcontractor waives any rights under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation, to the extent such rights conflict with the agreed payment terms under the Subcontract Agreement. The Subcontractor further waives its right to claim Interest on delayed payment by the Main Contractor, under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act) or any similar legislation or regulation for the time being in force in India.

8.39 COUNTERPARTS

This agreement is executed in two counterparts, with each party retaining one original.

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8.40 ENTIRE AGREEMENT

This agreement hereto constitutes the entire agreement between the Parties with regard to the subject matter contained in this agreement and supersedes all prior negotiations, representations, agreement and understandings, written or oral preceding the execution of this agreement.

IN WITNESS WHEREOF, the parties hereto, intending to be legally bound, have executed this Pre-Bid Agreement as of the date first above mentioned.

This Agreement has been signed on behalf of the parties by their respective duly authorized representatives as of the Effective Date.

On Behalf of BECIL	**On Behalf of [vendor name]**
(Binay Kumar Tiwari) Dy General Manager	(vendor representative) title
Signature of Witness: Name: Title:	Signature of Witness: Name: Title:

SCHEDULE 1: DETAILED SCOPE OF WORK

[from client primary tender]

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Office of the
Addl. Director General of Police & Director,
Maharashtra Police Academy, Nashik.

(0253) 2352158, Fax - 2352159

director.mpa.nashik@mahapolice.gov.in

E-Tendering Process

E-Tender For	**RFP For Unified Portal Development and Maintenance at Office of Director, Maharashtra Police Academy, Nashik**

TENDER No: -------/--/2026-27

Dated: - --/---/2026

DIRECTOR

MAHARASHTRA POLICE ACADEMY, NASHIK

A/p Trimbak Road, Nashik - 422007

(0253) 2352158, Fax - 2352159

director.mpa.nashik@mahapolice.gov.in

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1. TENDER NOTICE

Director, Maharashtra Police Academy, Nashik, Maharashtra (herein after referred as "Maharashtra Police Academy (MPA)") invites tenders under Two Bid System (Technical Bid & financial Bid) for preparation of Unified Portal at office of Director, Maharashtra Police Academy, Nashik

Sr No	Information	Details
1	Tender Inviting Officer	Director, Maharashtra Police Academy
2	Registered Address	Director, Maharashtra Police Academy, Trimbak Road, Nashik - 422007
3	Duration of Contract	-----
4	e-Procurement Website	GeM Portal
5	Place of execution	Director, Maharashtra Police Academy,
6	Tender Published Date	-----
7	Estimated Annual Cost of work	Rs. **********
8	EMD & Security deposit. Performance guarantee	**EMD Rs. 5,00,000/-** Performance Bank guarantee of 3 % in the form of Bank guarantee after getting work order. DD in favor of **"DIRECTOR, MAHARASHTRA POLICE ACADEMY".** (Please submit the DD in Maharashtra Police Academy Department before bid Opening date & time)
9	Pre-bid query submission Date Conference Date & Time	Wednesday 21th October 2026 by 12 PM At MPA Office Nasik.
10	Pre-bid Conference Date & Time	Wednesday 21th October 2026 by 2 PM
11	Bid submission End Date & Time	Monday, October 31st, 2026 Time as per mention on GEM
12	Technical Bid Opening Date &	Monday, November 2nd, 2026
13	Presentation Submission Date	Shall be intimated to bidder.

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Sr No	Information	Details
14	Financial Bid Opening Date & Time	Shall be intimated after evaluation of technical bid, all communication shall be uploaded on the Gem Portal
15	Pre-qualification criteria applicable for this work. Any other important criteria specified by the tender inviting authority:	
16	Interested bidders who wish to visit the premises to understand the institution’s operations, mechanisms, and workflows may do so on 19 October 2026.	

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2. INVITATION TO TENDER

To:

The Prospective Bidders

i. The Director, Maharashtra Police Academy (MPA), Nashik, has invited bids through the GeM Portal for the Selection of an Agency to Design, Develop, Implement, and Maintain a Unified Portal for the Academy.

ii. Only those service providers who meet the prescribed pre-qualification criteria will be shortlisted. The shortlisted bidders will then be required to make a presentation demonstrating the quality of their previous work, along with the other technical evaluation criteria specified in the tender.

iii. The bidding documents (Technical Bid and Financial Bid along with EMD) duly filled in as per the instruction of the Tender Document should be submitted online at the latest by **Monday, October 31st, 2026**.

iv. Bid document can be downloaded from website gems portal by online mode from **Monday, 12th October 2026**

v. For any difficulties related to E- Tendering process, Bidders can contact service provider on phone number: / 96576-89595 / nodalofficer@mpanashik.gov.in

vi. The Technical Bids shall be opened in the Office of the **DIRECTOR, MAHARASHTRA POLICE ACADEMY, NASHIK** on **Monday, November 2nd, 2026**, online, by the Committee authorized by the competent authority of the **MAHARASHTRA POLICE ACADEMY, NASHIK** in the presence of such bidders who may wish to be present physically. The financial bids of only those bidders who's Technical Bids are qualified with respect to the eligibility criteria, shall be opened by the Committee authorized for the purpose.

vii. The date, time and venue for opening of the financial bids shall be intimated to the technically qualified bidders only.

viii. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the **MAHARASHTRA POLICE ACADEMY, NASHIK,** shall be final and binding.

The e-tender forms and Schedule are available on GEM portal.

- DIRECTOR,

MAHARASHTRA POLICE ACADEMY,

NASHIK TRIMBAK ROAD, NASHIK – 422007

Disclaimer:

The information contained in this RFP Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of this RFP, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP Document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation to any party other than the Applicants who are qualified to submit the Bids ("Bidders"). The principle (purpose) of this RFP Document is to provide the Bidder(s) with information to support the formulation of their Proposals. This RFP Document does not purport (claim) to contain all the information each Bidder may entail (require). This RFP Document may not be appropriate for all persons, and it is not possible for the team managing RFP or advisors to consider the investment objectives, financial situation, and

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particular needs of each Bidder who reads or uses this RFP Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources. The Director, of Maharashtra Police Academy, Nashik, and their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the precision (accuracy), reliability or completeness of the RFP Document. MPA may be in their absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP Document.

The issue of the RFP does not imply that the MPA is bound to select any Bidder and the MPA reserves the right to reject all or any of the proposals without assigning any reasons whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, and expenses associated with any demonstrations or presentations which may be required by the MPA or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the MPA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the selection process.

MPA also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party.

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3. LETTER OF UNDERTAKING

LETTER OF UNDERTAKING

(To be printed in Bidder letterhead)

TECHNICAL PROPOSAL SUBMISSION FORM

Date:

To,

DIRECTOR

MAHARASHTRA POLICE ACADEMY, NASHIK TRIMBAK ROAD, NASHIK

Tel: 96576-89595 Email: nodalofficer@mpanashik.gov.in

Ref: Invitation for Bid No. TENDER NO. -----/---/2026-27

We, the undersigned, declare that:

1. We have examined and have no reservations for the Bidding Documents, including Addenda issued, if any, in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the Bidding Documents for preparation of Design, Develop, Implement, and Maintenance of Unified Portal for MAHARASHTRA POLICE ACADEMY, NASHIK" as mentioned.
3. Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit performance security in accordance with the Bidding Documents.
5. We accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.
6. We also accept that, if it is found that any of the information provided by us is proved wrong/ falsified/ deviated/ incorrect/ concealed from facts, our bid will be summarily rejected.

Yours sincerely,

Authorized Signatory

Full Name and Designation

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4. INSTRUCTIONS TO THE BIDDERS

For the Bidding / Tender Document Purposes, **MAHARASHTRA POLICE ACADEMY, NASHIK**' shall be referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Party' and / or Bidder or interchangeable.

While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall been entertained after pre-bid meeting.

Downloaded tender form should be printed and each page should be stamped & signed by the person or persons submitting the Tender as a token of his/their having acquainted himself/there and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. **NO PAGE SHOULD BE REMOVED / DETACHED FROM THIS BIDDING DOCUMENT**. The tender document thus stamped & signed shall be scanned & uploaded, digitally signed.

The person signing the tender document on behalf of the bidder shall upload the copy of the authorization letter / Power of Attorney with bid documents, as the proof of authorization for signing on behalf of the Bidder.

All bidders are hereby explicitly informed that conditional offer or offers with deviations from the conditions of contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/ format, or any other requirements stipulated in the tender documents shall be summarily rejected.

The Bidder can be a Limited/ Private Limited Company registered under the Companies Act 2013.

The parties to the Bid shall be the 'Bidder' (to whom the work has been awarded) and **DIRECTOR, MAHARASHTRA POLICE ACADEMY, NASHIK** will be Authority.

For all purposes of the contract, including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due, to **DIRECTOR, MAHARASHTRA POLICE ACADEMY, NASHIK.** The bidder shall solely be responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

The requirements of service may increase or decrease at the sole discretion of the competent authority of **DIRECTOR, MAHARASHTRA POLICE ACADEMY, NASHIK.**

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5. PRE-QUALIFICATION CRITERIA

Only bidders satisfying all the following pre-qualification criteria shall be eligible for technical evaluation. Failure to meet any single criteria shall result in disqualification.

Documents Supporting the Minimum Eligibility Criteria:

Sr. No.	**Parameter**	**Pre-Qualification Criteria**	**Proof Documents Required**
PQ-1	Legal Entity	The Bidder shall be: (a) A company incorporated under the Companies Act, 2013; OR (b) A partnership firm registered under the LLP Act, 2008; OR (c) A partnership firm registered under the Indian Partnership Act, 1932	Copy of Certificate of Incorporation / Partnership Deed / Registration Certificate
PQ-2	GSTIN and PAN	The Bidder shall hold a valid PAN and GST Registration. Bidder should be GST registered address in Maharashtra state.	Copy of valid PAN card and GST Registration Certificate
PQ-3	Years of Operation	The Bidder shall have been in operation for at least the last three complete financial years (FY 2023-24, FY 2024-25, FY 2025-26) as on the date of publication of this RFP.	Copy of Certificate of Incorporation AND Audited annual reports for the last three financial years
PQ-4	Minimum Annual Turnover	The Bidder shall have a minimum average annual turnover of ₹ 5 Crores from IT/ITeS services during the last three financial years (FY 2023-24, FY 2024-25, FY 2025-26).	CA Certificate certifying average annual turnover from IT/ITeS services; Audited Balance Sheets and P&L statements. Provisional Certificate applicable for FY 2025-26
PQ-5	Net Worth	The Bidder shall be profit-making with a positive net worth in each of the last three financial years ending 31st March 2025.	CA Certificate certifying positive net worth; Audited Balance Sheet and P&L

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Sr. No.	Parameter	Pre-Qualification Criteria	Proof Documents Required
PQ-6	Relevant Project Experience	The Bidder shall have successfully executed at least one project of similar nature for a Central Government / State Government / PSU / Autonomous Government Body / ULB in India involving: Development of an IT platform for Skill Development, Training Management, or Government ERP Portal. Experience shall be evidenced by Work Orders / Completion Certificates. Project value thresholds: - One project of ₹ ₹ 3 Crore, OR - Two projects of ₹ 2.5 Crore each, OR - Three projects of ₹ 1.25 Crore each	Copy of Work Order / Completion Certificate from the client; OR Work Order / Phase Completion Certificate;
PQ-7	Certifications	The Bidder shall hold the following valid certifications: - CMMI Level 3 ISO 9001:2015 ISO/IEC 27001:2013 ISO 20000-1:2018	Copy of valid ISO and CMMI certificates, verifiable on the respective issuer's website https://pars.cmmiinstitute.com/
PQ-8	Non-Blacklisting	The Bidder shall not have been blacklisted, debarred, or banned by any Union Government / State Government as on the date of bid submission.	Self-Declaration of Non-Blacklisting on company letterhead, signed by the authorized signatory (as per Annexure C format)
PQ-9	Not a Consortium	Consortium bids or bids from joint ventures shall not be accepted. A single prime bidder shall be fully responsible for all deliverables under this RFP. Sub-contracting of core development work is not permitted.	Undertaking by the bidder confirming no consortium arrangement or sub-contracting

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6. EARNEST MONEY DEPOSIT

6.1 Earnest Money Deposit of Rs. 5,00,000/- (Rupees Five lakhs only) should be paid by DD mention in the above EMD Column. Bid submitted without EMD shall be rejected

6.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.

6.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited by the Client after supporting proofs.

6.4 The bids without Earnest Money Deposit shall be summarily rejected.

6.5 No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.

6.6 The bid security may be forfeited:

6.6.1 If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or

6.6.2 In case of successful bidder, if the bidder

6.6.3 Fails to sign the contract in accordance with the terms of the tender document

6.6.4 Fails to furnish required performance security/security deposit in accordance with the terms of tender document within the time frame specified by the Client.

6.6.5 Fails or refuses to honor his own quoted prices for the services or part thereof, within the bid validity period.

6.7 Bids shall remain valid and open for acceptance for a period of 120 days from the last date of submission of Bids.

6.8 In case Client calls the bidder for negotiation then this shall not amount to cancellation or Withdrawal of original offer which shall be binding on the bidder.

6.9 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

6.10 Language: Bids and all accompanying documents shall be in English or in Marathi.

6.11 Technical Bid: Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, Valid EMD of requisite amount.

Documents comprising the Bid:

- Technical Bid Submission form duly signed and printed on Company’s letterhead.
- Original Tender document signed and Stamped on each page.
- Contact Details Form, duly filled and signed
- Financial Capacity form – filled in signed and stamped
- All attested supporting documents in proof of having fully adhered to minimum eligibility criteria
- All other relevant details as mentioned in Tender Document.

Note: - All the clarifications sought by the authority shall strictly adhere to the original documents submitted online and further clarifications of the same. No new submission shall be entertained.

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6.12 Financial Bid: Bidder should prepare financial bid in the Price Schedule as provided in the Tender Document. Then the financial bid should be uploaded in the Folder marked as “Financial Bid”. The price quoted should be inclusive of all taxes.

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7. SUBMISSION OF BIDS

7.1 The Bidder shall upload his bid in two separate envelopes

7.1.1 Technical Bid and

7.1.2 Financial Bid.

7.2 The Bid shall be uploaded not later than ----- 2026 **--.00 hours**

7.3 The competent authority of the **MAHARASHTRA POLICE ACADEMY** reserves right to extend the date / time for receipt of bids, before opening of the Technical Bids.

7.4 Late Bids: Any Bid received by the office after the deadline for submission of bids as stipulated above, shall not be considered.

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8. BID OPENING PROCEDURES

8.1 Technical Bids shall be opened in the Office of the **ADDITIONAL DIRECTOR GENERAL OF POLICE, MAHARASHTRA POLICE ACADEMY, NASHIK on Monday, November 2nd, 2026,** online, by the Committee authorized by the competent authority of the **MAHARASHTRA POLICE ACADEMY** in the presence of such bidders who may wish to be present physically or online.

8.2 The financial bids of only those bidders whose technical bids are qualified shall be opened by the committee authorized for the purpose. The date, time of opening of the financial bids shall be intimated to the technically qualified bidders.

8.3 After opening the technical bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidders meet the minimum eligibility criteria as specified in the Tender Document.

8.4 Test of Responsiveness: The Bids submitted by Bidders shall be initially scrutinized to establish “Responsiveness". A Bid may be deemed "Non-responsive" if it does not satisfy any of the following conditions:

- It is not received within the time and date specified.
- It does not include sufficient information for evaluation and/or is not in the formats specified or incomplete in any respect.
- It is not digitally signed.
- It is not accompanied by the requisite Bid Processing Fee and/ or Bid Security.
- If not complied with instructions contained in ‘Instructions to Bidders.

8.5 Bids shall be declared as “Responsive” or “Non-Responsive” based on the preliminary scrutiny, as mentioned above. However, detailed evaluation shall be done only in respect of Responsive bids. A merely “Responsive” bid shall not be entitled for Financial Bid opening without further detailed scrutiny and being declared as “Technically Qualified Bid” Non-Responsive Bids shall not be considered for further evaluation.

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9. CLARIFICATIONS ON TECHNICAL BID EVALUATION

9.1 The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of his bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Clients request for Clarification, and the response shall be in writing.

9.2 If a bidder does not provide clarifications of its bid by the date and time set in the Clients request for clarification, its bid may be rejected.

9.3 Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 2 (Section 3)

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10. TECHNICAL BID EVALUATION

10.1 The Client shall follow two bid system where the technical bid and financial bid shall be evaluated separately.

10.2 The tender evaluation shall be done on weightage with 80% to Technical Evaluation and 20% to financial evaluation.

a. The technical bid evaluation shall be done based on the following criteria:

b. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

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11. TECHNICAL QUALIFICATION CRITERIA

Bidders who clear the pre-qualification stage will proceed to Technical Evaluation, scored out of 100 marks. Bidders scoring less than 70 marks shall be disqualified from the financial evaluation stage.

Section A: Bidder's Experience and Capability (70 Marks)				
Sr. No.	**Criteria**	**Scoring Metrics**	**Max. Marks**	**Supporting Documents**
TQ-1	**Average Annual Turnover (IT/ITeS**) - Last 3 FYs (FY 2023-24, FY 2024-25, FY 2025-26) Provisional Certificate is Allowed of FY 2025-26	≤ ₹5 Cr: 5 Marks; >₹5 Cr ≤ ₹7.5 Cr: 10 Marks; >₹7.5 Cr: 15 Marks	15	Audited Balance Sheets + CA Certificate Provisional Certificate is Allowed of FY 2025-26
TQ-2	Certifications (ISO and CMMI)	ISO 27001 + ISO 9001 + CMMI Level 3: 5 Marks; ISO 27001 + ISO 9001 + ISO 20000 + CMMI Level 3: 10 Marks	10	Copies of valid certificates
TQ-3	The Bidder must possess experience in developing and implementing IT Turnkey project/s for secure Application Programming Interface also having experience in implementing Regulatory compliance and secure transactions workflow and compliant software solution in Any Government domain (Central Government, State Government, PSU, or ULB)	Each qualifying project: 2.5 Marks (Max 2 projects counted) Minimum project value should be 2.5 cr each	5	Work Orders / Completion Certificates / CA Certificate
TQ-4	Experience in ERP / LMS Platform Development for Government entities (Central / State / PSU / ULB) covering modules like user management, workflow automation, and reporting	Each qualifying project: 2.5 Marks (Max 4 projects counted)	10	Work Orders / Completion Certificates / CA Certificate

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Section A: Bidder's Experience and Capability (70 Marks)				
TQ-5	The Bidder shall have successfully executed at least O**ne integrated ERP and LMS System** for a Central Government / State Government / PSU / Autonomous Government Body / ULB in India involving: Development of an IT platform for Skill Development, Training Management, or Government ERP Portal. Experience shall be evidenced by Work Orders / Completion Certificates.	Each project carrying 5 Marks Maximum allotted marks: 10 Marks	10	Work Orders / Completion Certificates
TQ-6	Full-Time Core Technical Manpower **Proposed Project Team Profile -** CVs and qualifications of the proposed Project Manager, Business Analyst, Lead Developer, LMS Specialist, and QA Lead	>25 core technical staff on payroll: 5 Marks; >50 core technical staff on payroll: 10 Marks	10	Self-certification by HR / authorized signatory with list of technical staff CVs of proposed key team members
Section B: Technical Presentation and Proof of Concept (40 Marks)				
TQ-8	**Technical Presentation and POC -** Bidder shall deliver a live presentation and/or Proof of Concept before MPA Bid Evaluation Committee covering: (a) Understanding of MPA requirements (b) Proposed solution architecture and technology stack (c) Demonstration of similar implemented modules (especially ERP, LMS) (d) Implementation roadmap and risk management approach (e) Security, data privacy, and compliance strategy (f) Support and maintenance approach	(a) Technical Presentation: 20 Marks; (b) POC / Live Demo: 20 Marks	40	

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12. SUBMISSION AND EVALUATION PROCESS

12.1 Bid Submission Format

Bidders shall submit the following in the designated folders on the e-Tendering portal:

Envelope A (Pre-Qualification Documents):

- All documents listed under Section 2 (PQ-1 through PQ-9).

Envelope B (Technical Bid):

- All documents as per Annexure B - Technical Bid Document Format.
- Approach and Methodology Document.
- CVs of proposed key team members.
- Technology stack and architecture document.

Envelope C (Financial/Commercial Bid):

- Duly filled-in BOQ in the format prescribed in Annexure D.
- Financial Proposal Covering Letter.

Note: The Financial Bid shall not contain any technical content. Revelation of financial figures in the Technical Bid shall be grounds for disqualification.

12.2 Three-Stage Evaluation Process

Stage 1 - Pre-Qualification Evaluation: Each criterion shall be evaluated on a Pass/Fail basis. Bidders failing any single PQ criterion shall be eliminated, and their Technical and Financial Bids shall not be opened.

Stage 2 – Technical Evaluation: The technical bids of bidders who qualify in the Pre-Qualification (PQ) stage shall be evaluated by the MPA Bid Evaluation Committee (BEC) based on a Technical Presentation and Proof of Concept (POC) demonstration. The PQ-qualified bidders shall be invited to deliver the presentation and demonstrate the proposed solution on a date, time, and venue communicated separately by MPA. Marks shall be awarded based on the evaluation of the presentation and POC demonstration, as per the prescribed technical evaluation criteria, out of a total of 100 marks. **A minimum score of 70 marks out of 100 shall be mandatory for technical qualification.** Bidders scoring less than 70 marks shall be disqualified from further evaluation.

Stage 3 - Financial Bid Opening: Financial Bids of only technically qualified bidders (score ≥ 70) shall be opened at a date and time communicated subsequently. The opening shall be conducted online in the presence of authorized officials.

12.3 QCBS Process

The weightages for technical and financial scores are as follows:

- Technical Score (Ts) carries a weight of 70%.
- Financial Score (Fs) carries a weight of 30%.
- The composite score for each bidder shall be calculated as follows: Composite score (CS) = (Fs)*0.20 + (Ts)*0.80
- Here, Fs and Ts are Financial Score and Technical Score of the respective bidders.
- Fs= F (Lowest Bidder)/F(bidder)*100, where F is the Final Financial Quote in Rupee.
- Ts= T(bidder)/T(Max)*100, Where T is the marks obtained in the technical evaluation. T(Max) is the maximum technical marks.

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- The bidder achieving the highest Composite Score (H1) shall be recommended for award of contract. In case of a tie in composite scores, the bid with the higher Technical Score shall prevail.
- No negotiations on the Financial Bid shall be entertained by MPA.

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13. RIGHT OF ACCEPTANCE

Director, Maharashtra Police Academy reserves all rights to reject any bid including those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind it-self to accept the lowest or any specific bids. The decision of the Director, Maharashtra Police Academy, in this regard shall be final and binding.

- Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvas for the work shall render the bidder's bids liable for rejection.
- Director, Maharashtra Police Academy reserves the right to award any or part or full contract to any successful agency(ies) at its discretion and this will be binding on the bidders.
- In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the Director, Maharashtra Police Academy reserves the right to award the contract to the bidder having next lower BEV (Bid Evaluation Value) or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.

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14. NOTIFICATION OF AWARD BY ISSUANCE OF ‘LETTER OF ACCEPTANCE’

- After determining the successful evaluated bidder, Client shall issue a Letter of Acceptance (LOA) in duplicate to the bidder, who will return one copy to Client duly acknowledged, accepted and signed by the authorized signatory, within seven (7) days of receipt of the same by him.
- The issuance of the Letter of Acceptance to the bidder shall constitute an integral part of the contract.
- The time taken between the date of issue of LOA and Notice to Proceed shall not prevent the party to mobilize the manpower.

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15. RETURNING OF EARNEST MONEY DEPOSIT (BID SECURITY AMOUNT)

- The Earnest Money Deposit of the unsuccessful bidders in the technical bid evaluation stage shall be returned within seven (07) days after opening of the eligible financial bids and their financials bids will be kept unopened.
- The Earnest Money Deposit of the unsuccessful bidders in the financial bid evaluation stage shall be returned within seven (07) days, on award of contract to the Successful bidder.
- The Earnest Money Deposit of all the bidders shall be returned in case of cancellation of Tender after the opening of Bids and prior to opening of financial bids.

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16. TIMELINES AND PAYMENT SCHEDULE

16.1 Implementation Timeline

All development and deployment activities shall be completed within **10 months** from the date of signing of the Contract. The remaining contract period shall be dedicated to O&M support. **T** = Date of Contract Signing **T2** = Date of Go-Live (Phase 4 completion)

Phase	Milestone	Deliverables	Timeline	Payment (% of TCV)
Pre-Phase	PBG Submission, Master Services Agreement (MSA) Signing, and Project Mobilization	Submission of Performance Bank Guarantee	Within 15 days of LOI (prior to T)	--
Phase 1	Requirement Study and Analysis	Workflow mapping, BRD, SRS, Department discussion minutes, Signed requirement documentation	T + 4 to 6 Weeks	10% of TCV
	System Design and Customization	Module customization specifications, configured workflows, Approved UI/UX designs, Architecture blueprint, Database schema	T + 8 to 10 Weeks	10% of TCV
Phase 2	Development of LMS	Development of LMS modules	T + 18 to 20 Weeks	10% of TCV
	Testing and Validation	Functional test report, VAPT report, UAT sign-off, Performance validation report		
	Go Live of LMS	Go-Live		
Phase 3	Development of ERP and Integration with LMS	Development of ERP and Integration with LMS	T + 24 Weeks	20% of TCV
	Testing and Validation	Functional test report, VAPT report, UAT sign-off, Performance validation report		
	Go Live of LMS	Go-Live		
Phase 4	Deployment, Training, and Go-Live with both ERP and LMS integration	Production environments live, Staff training completed, User manuals delivered, Users onboarded	T + 28 to 32 Weeks = T2	20% of TCV

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Phase	Milestone	Deliverables	Timeline	Payment (% of TCV)
Phase 5	Operations, Maintenance, and Warranty	MIS reports, monitoring framework, escalation reports, O&M support activities	T2 + 2 Years	30% of TCV (paid quarterly)

Note:

- The 30% O&M payment (Phase 6) shall be disbursed on a **quarterly basis** against monthly invoices submitted and verified by MPA..
- Payment for each milestone is contingent upon formal sign-off of that phase's Acceptance Criteria by the authorized MPA representative.

16.2 Payment Terms

1. Performance-Linked Payments: All payments shall be made only after satisfactory completion of milestones and formal sign-off by MPA authorized officer.
2. Invoice Submission: Each invoice must be accompanied by SLA compliance reports and all required sign-off documentation in both soft copy and hard copy.
3. Payment Processing Period: Payments shall be released within 60 working days of receipt of a complete and compliant invoice.
4. Deductions: Any SLA penalties or excess payments shall be deducted before releasing the corresponding payment.
5. O&M Billing Cycle: Monthly invoices shall be raised by the SI and processed on a quarterly basis by MPA.
6. Fixed Price Contract: No price escalation, revision, or additional increase shall be entertained during the contract period on account of inflation, market fluctuations, or any other reason.
7. TDS: Tax Deducted at Source (TDS) shall be deducted from all payments at the applicable prevailing rates.
8. Currency: All payments shall be in Indian Rupees (INR).

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17. SERVICE LEVEL AGREEMENT

17.1 Objectives and Goal

The objective of this document is to ensure that all the special terms and conditions are in place to ensure consistent delivery of services to the buyer by the service provider. The goal of this document is to:

- Provide clear reference to service ownership, accountability, roles and responsibilities of both parties.
- Present a clear, concise and measurable description of services offered to the buyer.
- Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified.
- To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.
- This document will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same.

17.2 Stakeholders

The main stakeholders associated with this agreement are:

1. **Buyer:** The Buyer/ Client is responsible to provide clear instructions, approvals and timely payments for the services availed as per the contractual terms.
1. **Service Provider:** The service provider is responsible to provide all the required services in timely manner. The service provider may also include seller, supplier/bidder/contractor, any authorized agents, permitted assignees, successors, and nominees as per the context and as described in the document. The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions.

17.3 Terms and Conditions

I. Any documentation/guidelines with respect to the scope of the project and necessary work permits to access buyers' premises are to be provided by buyer.

II. The Officer-In-Charge nominated by buyer organization shall look after general supervision and direction of the work like development methodologies, use of open-source applications, etc as may be directed in the scope of work.

III. The buyer is expected to share with service provider the details of stakeholders and facilitate meetings that may be required by the service provider to carry out the assigned work.

IV. In the absence of any Standard/ Specification/Code of practice for detailed specifications covering any part of the work covered in this tender, the instructions/directions of the Officer-in-charge will be binding on the Service Provider.

17.4 Service Provider's Obligations

I. The Service Provider shall keep the Buyer updated about the deployment plan of resources onsite for the project.

I. Adequate access control procedures should be defined to secure the entire IT system, physically and logically.

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II. The Service Provider must also ensure compliance with all the e-governance standards published by MeitY for e-Governance projects.

III. Service provider must ensure all the changes/new developments are deployed on production after testing on UAT.

IV. Service Provider must provide monthly/quarterly reports on bug fixing and SLA to the buyer.

V. For the required maintenance activities, service provider must define the scheduled maintenance time and ensure that the required permissions are granted by the buyer.

17.5 Standard Terms and Conditions

I. The Service Provider shall designate a Coordinator who will be responsible for maintaining regular contact with the Buyer Department to ensure that the best possible services of the people deployed are provided without interruption.

I. Without the Authority's prior written consent, the Service Provider may not transfer, assign, pledge, or subcontract its rights and duties under this Agreement to any other agency or organization, regardless of name.

II. The service provider shall carry out the design and development in their own environment or specified by the buyer for the development of website/mobile application.

III. Service provider shall develop and maintain the staging/ test environment including hardware and other components at bidder’s own environment for the complete contract period. The UAT shall be conducted over the same environment.

IV. Any license procured as part of the project must be in the name of the Buyer.

V. All the documentations related to the resources such as license; permissions should be valid throughout the contract.

VI. The Buyer or its agent shall have the right to inspect and/or test the services/Solution/Technology to confirm that they conform with the contract specifications at no additional expense to the Buyer.

VII. All websites/portals developed as part of scope of work must follow latest GIGW guidelines.

VIII. Service Provider must provide the Buyer with a comprehensive exit management plan or transition plan.

IX. Service Provider shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels specified by Buyer.

X. Service Provider shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance. The Service Provider shall also provide for software license management and control.

XI. Appropriate firewalls, IPS, SSL devices etc. should be used to ensure Network security. The solution should support SSL encryption mechanism for transferring data across network and between client and server.

XII. Event logging should create an accurate record of user activity such as which users accessed which system, and for how long. The solution should log all types of events especially those related to security.

17.6 SLA Parameters, Penalties, and Termination

Section A: Milestone Penalties

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Sr. No	SLA Parameter	Penalty
A1	Delay in submission of phase deliverables beyond the agreed timeline	0.5% of TCV for every week of delay, per deliverable
A2	Cumulative penalties reaching 10% of TCV	MPA reserves the right to terminate the Contract and forfeit the Performance Bank Guarantee

Section B: Post Go-Live — Uptime and Availability

Sr. No.	SLA Parameter	Target	Penalty
B1	Platform uptime (excluding scheduled maintenance)	≥ 99.5% per calendar month	0.5% of quarterly O&M payment for every monthly non-compliance
B2	Scheduled maintenance notification	Minimum 48 hours' prior notice to MPA	₹ 500 per instance of non-notification

Section C: Incident and Bug Resolution Time

Sr. No.	Severity Level	Definition	Resolution Target	Penalty for Breach
C1	**Critical**	System down or core functionality (registration, attendance, scholarship processing, payment) completely non-functional	**4 hours (24x7)** from ticket logging	0.25% of monthly O&M per unresolved incident beyond SLA
C2	**High**	Significant degradation of core functionality; workaround possible but impractical	**8 Business Hours**	0.1% of monthly O&M per unresolved incident
C3	**Medium**	Non-critical feature failure or performance degradation; workaround available	**3 Business Days**	₹ 500 per unresolved incident

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Sr. No.	Severity Level	Definition	Resolution Target	Penalty for Breach
C4	**Low**	Cosmetic or UI issues; no functional impact	**10 Business Days**	No financial penalty; tracked and reviewed quarterly

Section D: Data Security and Compliance

Sr. No	SLA Parameter	Requirement
D1	Data Breach Notification	Any data breach or suspected breach must be reported to MPA and CERT-In within 6 hours of detection, and to the Data Protection Board of India as required under the DPDP Act, 2023.
D2	Penalty for Data Breach due to Negligence	Penalties as applicable under IT Act, 2000 (Section 70B) and the DPDP Act, 2023, in addition to contractual penalties up to **₹ [5,000]** per incident, at MPA discretion.

17.7 SLA Applicability

- A joint sign-off on the precise definition and reporting mechanism for each SLA shall be completed within **30 days** of Contract signing.
- For the **first month of Go-Live**, no SLA penalties shall be imposed, to allow for stabilization. The experience during this period may be used to fine-tune SLA parameters.
- The SI shall submit **monthly SLA compliance reports** to MPA, which will serve as the basis for O&M payment processing.

17.8 Service Provider's Obligations

1. Designate a single point of contact (Project Coordinator/Account Manager) for all MPA communications.
2. Ensure all changes and new developments are deployed to production only after testing on a UAT environment.
3. Maintain the staging/test environment at the SI's own facility for the entire contract duration.
4. All licenses procured as part of this project shall be in the name of MPA.
5. Comply with all e-Governance standards published by MeitY.
6. Ensure all portals and applications adhere to the latest **GIGW (Guidelines for Indian Government Websites)** standards.
7. Provide adequate data protection through firewalls, IPS, SSL/TLS encryption, and CERT-In compliant security measures.

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18. GENERAL TERMS AND CONDITIONS (GCC AND SCC)

18.1 Signing of Contract

- A Letter of Intent (LOI) shall be issued to the successful bidder. Within 30 days of the LOI, the bidder shall execute the Master Services Agreement (MSA) with MPA.
- The Contract may be extended for an additional period of up to 3 years beyond the original term, on the same or mutually agreed terms, as per MPA requirements.

18.2 Confidentiality

- The SI shall treat all information relating to MPA operations, schemes, beneficiary data, financial information, internal processes, and system architecture as strictly confidential.
- All SI personnel assigned to this project shall sign individual NDAs prior to commencing work.
- The confidentiality obligations under this clause shall survive the termination or expiry of the contract.

18.3 Transfer and Sub-letting

- The SI shall not transfer, assign, sub-let, or sub-contract any portion of the work covered under this RFP to any third party without the prior written consent of MPA.
- Core application development work shall be performed exclusively by the SI's own employees.

18.4 Force Majeure

- **Definition:** "Force Majeure" refers to any event or circumstance beyond the reasonable control of the affected party, including Acts of God (fire, flood, earthquake, cyclone), war, terrorism, epidemics/pandemics declared by government authorities, or regulatory lockdowns, that materially prevents performance of contractual obligations.
- **Exclusions:** Force Majeure shall not include financial distress, insolvency, general market fluctuations, or delays caused by the SI's own negligence or sub-contractor failures.
- **Notice:** The affected party shall notify the other party in writing within **3 days** of the occurrence of a Force Majeure event, providing: the nature of the event, its anticipated impact, and supporting evidence. Failure to provide timely notice may result in loss of Force Majeure protection.
- **Obligations:** The affected party shall continue to perform its obligations to the extent practicable and shall take all reasonable steps to mitigate the impact.
- **Termination:** If a Force Majeure event persists for more than **90 days**, either party may request termination of the Contract without liability, subject to settlement of dues for work performed up to the date of termination. No penalties or liquidated damages shall apply for delays directly attributable to Force Majeure.

18.5 Suspension and Cancellation of Contract

The contract may be suspended, and the SI may be blacklisted by MPA, without notice, under the following circumstances:

- Violation of any material condition of the RFP or Contract.
- Fraud, misrepresentation, or corrupt practice at any stage of the procurement or execution process.

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- Failure to commence work within **3 weeks** of the issuance of the Work Order.
- Cumulative SLA penalties exceeding 10% of TCV.
- Data breach due to SI negligence.

Before taking a final decision, MPA shall provide the SI with a reasonable opportunity to present its case. The decision of MPA shall be final and binding. The aggrieved party may appeal to the Director General, MPA, within **30 days** of the order.

18.6 Corrupt and Fraudulent Practices

MPA requires the highest standards of ethical conduct from all parties. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the award of a contract. "Fraudulent practice" means misrepresentation of facts to influence the award or execution of a contract. Any such conduct shall result in disqualification and may attract legal action.

18.7 Resolution of Disputes

- All disputes shall first be attempted to be resolved through mutual negotiations between authorized representatives of the parties.
- If unresolved, the matter shall be escalated to the Director General, MPA.
- Disputes that remain unresolved shall be subject to the exclusive jurisdiction of the **Courts in Nashik, Maharashtra**, governed by Indian Laws.

18.8 Legal Jurisdiction

This contract shall be governed by the laws of India. All disputes not resolved through mutual negotiations shall be subject to the jurisdiction of **Courts in Nashik only**.

18.9 Indemnity

The SI shall indemnify, protect, and hold MPA harmless against all claims, losses, costs, damages, expenses, suits, and proceedings arising from:

- Infringement of any patent, trademark, copyright, or other IPR by the SI's solution components.
- Data breaches or privacy violations caused by the SI's negligence.
- Any non-compliance with applicable laws, statutes, and regulations.

18.10 Performance Obligations

The SI shall ensure there is no infringement of IPR, shall comply with all applicable laws and government regulations, and shall be solely and fully responsible for any consequences of such infringement.

18.11 Amendment

No provision of the Contract shall be changed or modified in any manner except through an instrument in writing signed by authorized representatives of both parties.

18.12 Publicity

Neither party shall publish, permit to be published, or publicly disclose any information relating to this Contract, the project, or the business of the other party without prior written consent, except as required by applicable law.

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18.13 Risk Purchase

If the SI fails to execute the project as per the agreed delivery schedule, MPA reserves the right to procure similar services from alternative sources at the risk, cost, and responsibility of the SI.

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19. CHANGE OF QUANTITIES

The Department will have the option to increase (as per solution requirement) or decrease (to any extent) the quantities of equipment / material / services to be supplied by the Bidder on this Project. The change in scope of work (increase / decrease) will be governed by the Change Management Process & Evaluation Framework as mentioned below

19.1 Change Management process and evaluation framework

The bidder shall endeavor, wherever reasonably practicable, to effect change without an increase in the terms of payment and department or its nominated agencies will work with the bidder to ensure that all changes are discussed and managed in a constructive manner. All deliverable outside the current scope will be handled through Change Management Process.

19.2 Change Management Process

MPA will decides to approve or reject proposed changes. All decisions of the change will be final and binding on all parties involved. The MPA will have final decision-making authority.

19.3 Change Management Mechanism

Activities to be performed under Change Management Mechanism are as follows:

Change requests based on the needs of the department will be raised whenever there is change in on-going business operations which has to be customized in the new system.

1. Updated system should be tested in a separate environment.
2. Any kind of application development proposed by department.

19.4 Change Orders and Contract Amendments

1. MPA may at any time order the successful bidder to make changes within the general scope of the contract,
2. If any such change causes major deviation required for, the successful bidder performance of any provisions under the contract, an equitable adjustment may be made in the delivery and completion schedule, or both, and the contract may accordingly be amended without any change in contract price.

a) Change requests in respect of the Project Implementation, the operation, the Scope of work and Functional Requirement specifications will be communicated to the bidder.

b) The bidder shall assess the change request and shall provide as a minimum:

- description of the change
- a list of deliverables required for implementing the change.
- a timetable for implementation.
- an estimate of the proposed change
- any relevant acceptance criteria
- material evidence to prove that the proposed change is not already covered within the agreement and the scope of work.

c) The change request will be submitted to the department for approval.

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d) It is hereby also clarified that any change of control suggested beyond 25% of the value of this project will be beyond the scope of change of control process and will be considered as the subject matter for a separate bid e bid process and a separate contract. It is hereby clarified that 25% of the value of the project as stated in herein above is calculated on basis of bid value submitted by successful bidder and accepted and approved by department.

e) The bidder will be obliged to implement any proposed change once approved in accordance with above provisions has been given, with effect from the date agreed for implementation and within an agreed timeframe.

f) The bidder will not be obligated to work on a change until formal approval is issued by the department.

g) Upon implementing the change, the bidder should notify that the change has been made. The department or its nominated agency will verify the change and a final sign off will be done on the change request and completion Certificate will be issued to the bidder by the department.

h) Bidder shall submit a copy of the completion certificate along with the invoices for this change implementation for payment processing

19.5 Ad hoc Manpower Requirement

In the event that the actual value of the change of quantities exceeds 25% of the original project value, the selected bidder shall be responsible for providing additional manpower resources as per the rates specified in MAHAIT/DIT Government Resolution (GR).

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20. EXIT MANAGEMENT / TRANSITION-OUT SERVICES

1. SI shall provide comprehensive hand holding and transition support at the end of the contract period to ensure uninterrupted continuity of services.
2. SI shall ensure all documentation — including source code, configuration files, API documentation, architecture diagrams, operational procedures, and deployment scripts — is current and complete.
3. If MPA decides to transition the project to a new vendor or manage it in-house, the SI shall provide detailed system walkthrough, knowledge transfer sessions, hands-on training for incoming teams, and comprehensive documentation handover.
4. No additional charges shall be levied for the exit management/transition process. Any such costs shall be factored into the Commercial Bid.
5. Post exit, all data, application images, and related content held by the SI shall be permanently and securely deleted, with a certified deletion certificate provided to MPA.
6. During the Exit Management Period, MPA shall have the right to require the SI to provide an updated inventory of all project assets within 30 days of a written notice.
7. If MPA terminates the contract for any reason, the SI may be required to continue operating and managing the project for an additional period of 3 to 6 months post termination notice, to ensure a smooth transition.
8. A preliminary Exit Management Plan shall be submitted at the time of bidding, to be updated quarterly and finalized at least one quarter before the contract end date.

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21. SCOPE OF WORK

21.1 Executive Summary & Project Background

Background

The Maharashtra Police Academy (MPA), Nashik, stands as the premier police training institution in the State of Maharashtra. Operating under the administrative control of the Home Department, Government of Maharashtra, the Academy is tasked with training officer trainees, direct-recruit Police Sub-Inspectors (PSIs), Deputy Superintendents of Police (DySPs), Assistant Commissioners of Police (ACPs), Indian Police Service (IPS) probationers, and in-service personnel across various specialized disciplines.

Training at MPA encompasses a dual-pedagogy framework: rigorous academic/theoretical instruction (law, forensics, criminology, cybercrime, intelligence) and grueling physical/outdoor drills (parade, physical endurance, weapon handling, tactical firing, bandobast management, disaster response).

Strategic Need for Digitization

To transition from legacy paper-based record-keeping to a unified, data-driven ecosystem, MPA requires a state-of-the-art, enterprise-grade digital learning and academy management platform. The proposed platform shall serve as a centralized hub for all administrative, academic, physical, and disciplinary operations of the Academy.

Scope Overview

The selected System Integrator (SI) / Implementation Agency (IA) shall design, customize, deploy, host, and maintain an Enterprise Resource Management (ERP) and Learning Management System (LMS) built upon a highly customized Moodle Enterprise core, integrated with mobile applications, and automated administrative workflows.

21.2 Overview of the Integrated ERP and LMS Solution

Maharashtra Police Academy is one of the oldest and most important police training institutions in Maharashtra.

The academy conducts:

- Basic police training
- In-service training
- Specialized investigation courses
- Cybercrime & forensic training
- Women safety investigation training
- Law & order handling programs
- Police administration training

The academy also manages large-scale operational infrastructure including:

- Trainee accommodation
- Vehicle allocation
- Stores
- Canteen services
- Parade & duty scheduling
- Training ground administration

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- Horse management units
- Departmental reporting systems
- Weapons & ammunition management
- Sports infrastructure management
- IT & wireless equipment management
- Guest house & mess facilities

MPA has also adopted e-learning initiatives for police personnel training.

Project Objectives:

The objective of this project is to implement a secure, scalable, and integrated digital platform that enables:

- Cadet Academic Information via Mobile Application
- Centralized Academy Administration
- Digital Police Training Management
- Hostel & Facility Management
- Resource Allocation & Monitoring
- Vehicle & Asset Tracking
- Duty Scheduling & Deployment
- Inventory & Store Automation
- Digital Weapon & Ammunition Tracking
- Mess & Guest House Management
- Digital Learning & Assessments
- Court Case & RTI Tracking
- Real-Time Monitoring & Reporting

The proposed solution shall comprise an integrated Unified Portal platform providing centralized administrative and operational management; a Learning Management System providing the digital learning and police training ecosystem; mobile and web access with role-based entry for administrators, trainers, officers, cadets and departmental staff; and a centralized reporting dashboard providing real-time operational and training monitoring.

The two platforms shall share a single user directory, a single master data set and a single reporting layer. A trainee, a course, a faculty member or a department shall exist once in the system and be referenced by both the ERP and the LMS.

21.3 Scope & Governance

21.3.1 Agency shall create, operate, and maintain a Unified software system which shall ensure seamless day-to-day operation and smooth process flow for both Project cell department as well as to the applicants of the Project software application.

21.3.2 The agency shall study FRS, design, develop, test, supply and install software systems which in turn shall help MPA to proceed with processing of online MPA Portal.

21.3.3 Agency shall ensure complete security, integrity and back up of digital repository. Ownership of this data shall remain with the MPA.

21.3.4 MPA shall provide required cloud hosting infrastructure to the Agency to develop, test and commission Unified Portal.

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21.3.5 Agency shall provide the required trained full-time staff for Development of MPA Management System and Learning Management System using Moodle which shall co-ordinate with HoD of each department of MPA, for smooth day to day operation of MPA.

21.3.6 The agency shall study FRS, design, develop, test, supply and install software systems which in turn help the MPA Department to proceed with processing of online Development of MPA Management System and Learning Management System using Moodle.

21.3.7 Agency shall ensure complete security, integrity and back up of digital repository. Ownership of this data shall remain with the MPA.

21.3.8 Agency shall handover all the source codes and supporting technical documents of Development of MPA Management System and Learning Management System using Moodle to MPA within 5-days after the end of contract agreement between Agency and MPA.

21.3.9 The Agency shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product.

21.3.10 The agency shall be responsible for yearly security audits and required SSL certificate renewal for the Development of Unified Portal till the entire contract period and without charging any extra charges to the MPA. MPA shall provide the SSL certificates for the project for attaching to the servers

21.3.11 The agency must develop an application which is compatible with browsers such as Chrome, Edge, Mozilla Firefox etc. supporting all the features as mentioned in software application above and as per Function requirement specifications mentioned in Annexure <No.>.

21.3.12 The agency must submit a monthly progress report to the MPA in the format mutually agreed between MPA and agency.

21.4 Key Driver for the Initiative

21.4.1 Need to design, develop and support a central server based, modular, scalable and integrated end-to-end workflow-based automation system. The system should be based on a generic functionality model allowing scaling to other departments with minor enhancements eventually enabling full process automation.

21.4.2 To build in good practices of software development, technology use and security to bring in significant efficiencies in targeting, planning, implementation, transacting, monitoring and reporting for the programmer.

21.4.3 Need to provide better SLAs on uptime and performance.

21.4.4 Need for the ability to scale up in an elastic fashion based on sudden need for extending the solution to newer cities and districts.

21.5 Critical Success Factors

21.5.1 Vision, objectives, strategy

- A long-term plan with a clearly articulated vision and strategy is vital to the implementation of the proposed system. During the implementation process, it is important to start small and prioritized tasks (bottom-up design).

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21.5.2 Capacity Building in Departments

- Capacity Building at all the tiers of the Government as well as at the Project level is necessary. To ensure success of the capacity building initiatives, it is imperative to create awareness and acceptance among the target audience.

21.5.3 Business Process

- The existing way of doing business may not necessarily be the most appropriate or effective. One of the tools used to carry out business process innovation is Business Process Re-engineering (BPR). BPR involves redesigning the workflow within or between department levels to increase process efficiency (i.e., to eliminate inefficiency in the work process).
- The aim is to eliminate unnecessary steps and bring objectivity to the decision-making process. The existing procedures in various areas of activities are being re-looked. The involvement of user departments during entire phases of Project Life Cycle and addressing issues faced by them are some of the critical success factors.

21.6 Technical Requirements

- The development and implementation of the Unified Portal may be achieved using Agile methodology. Since there is heavy user interface, the UI screens need to be simplified and user Segregation of business logic from UIs is essential to boost the end-user performance.
- The screens and overall architecture have to be very lightweight to improve overall system performance.
- A scalable, highly available platform that delivers stability and future growth potential to support the Unified Portal.
- A platform independent architecture to deploy the system.
- A responsive, low cost, reliable, high impact framework to automate the transfer of data between different applications.
- A self-sufficient centralized deployment environment, which is isolated from operational behavior of other systems. This allows ease of maintainability and is not dependent on any other data or allied environment.
- All MPA users should be able to access the application through the Internet.
- A centralized management tool is required that provides a centralized console to monitor across all levels of the system and can automate patch and upgrade procedures to increase administration efficiency and reduce management complexity.
- The Portal and Application design must be responsive and browser and OS agnostic up to the most recent browser/ OS versions. It should support all Desktop/Tablet/ Notebook and Mobile across all platforms and all browsers.
- Email/SMS Features: Email/SMS notification to be sent on Email ID's/ Registered mobile numbers wherever is provided. MPA shall provide the Email and SMS as required.
- The admin section must be protected by username and password and using encryption. At the database level, passwords should be stored in encrypted format. After consecutive wrong attempts the password should be sent to the administrator through email.

21.7 Scope of Assignment for the On-boarded IT Vendor

- Prepare the detailed Project and Activity Plan
- Prepare the SRS document.
- Design the Software Modules of the system as per agreed functional scope identified in the SRS document; Prepare the corresponding software design document.

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- Develop the system as per the SRS and Design document and perform Unit Testing
- Conduct thorough System, Integration, Functional and Performance Testing and fix the defects arising out of the testing.
- Create an installation of an issue logging tool which would be used right through the project lifecycle to manage requirements, project issues, testing defects, support calls, rollout issues among others.
- Migration of required data from legacy systems
- Deploy and operationalize the system at all locations; the deployment of the system should only be done in a phased manner after getting approval from MPA and PMU for each phase. A pilot approach as detailed later will be used for implementation of the new system.
- Security audited by a CERT-IN empanelled firm. Remittance of the security audit shall be done by MPA toward the Cert-In empanelled firm.
- Design and develop help system, operation manual, user manual (end user & technical user), and video tutorials on the application for multiple levels of users in consultation with PMU of MPA.
- Provide training to master trainers engaged by various departments.
- Project management covering the delivery of the project scope.
- Installation and management of production server
- Provide technical assistance to verify specification of hardware servers, networking equipment, software server licenses delivered by vendors; work collaboratively with the suppliers to configure all the equipment in the cloud of Maharashtra ; the hardware must be from Empanelled cloud service providers as per GR and remittance of same shall in the scope of the MPA.
- Provide MIS support to MPA to prepare any ad-hoc report on as and when basis during the support phase; provide technical assistance for addition of new functionality and enhancement of features to the software.
- Provide systematic exit plan and conduct proper knowledge transfer process to handover operations to MPA before project closure.
- Escalation Matrix is to be provided by the vendor at the start of the project and has to adhere to it during the Contract period.
- Any change in escalation matrix structure or contact person shall be informed to MPA and PMU immediately.
- Vendors must ensure the automatic reconciliation of provisioned online system also shall ensure the integration required with the internal system for reconciliation.
- Latest GIGW and any other government guidelines must be adhered to by the vendor.
- Implement High level Data Security using industry standard Encryption methodology at all levels of application and data.
- The website should allow a secure socket layer. The Portal and Application shall be security audited according to OWASP (Open Web application Security Project) application security verification standard.
- Developed Portal and Application shall be WCAG 2.0 AA or above as per latest guidelines, W3CAG, GIGW, and GoI guidelines compliant.
- Any audit/ security enhancement proposed by the Government or Law enforcing agency shall be carried out by the vendor at no extra cost.
- The VAPT and STQC security audits shall be conducted by the MPA, or alternatively through a STQC or CERT-In empaneled firm, as per the MPA requirements and applicable guidelines.

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- The vendor shall prepare a schedule for maintenance activity and carry it regularly. Maintenance activity to be carried out at non-working business hours without any disruption to day-to-day operations of MPA and to avoid visitor inconvenience.
- It shall be the vendor's responsibility to look after and resolve any server-side issues and database application issues which may arise during the entire project duration.
- The vendor shall ensure back up of the entire system at regular intervals, frequency of the same shall be decided and communicated to MPA and finalized post mutual discussion with MPA and PMU.
- Regarding Manpower after Completion: The Vendor should provide on-site manpower to MPA for the daily operations, data entry & technical support.

21.8 Deliverable Modules of the Integrated System

- Details of the modules to be developed and associated functional requirements have been mentioned in detail. However, this requirement is illustrative and not exhaustive.

21.9 Project Implementation

- The success of the project depends on the proper project planning and management. At the onset, the Service Provider shall plan the project implementation in great detail & should provide a micro level view of the tasks & activities that they are going to undertake in consultation with the Department. An indicative list of plans that the Service Provider should make at the onset are as follows:
  - **Project Schedule**: A detailed week-wise timeline indicating various activities to be performed along with completion dates and resources required for the same.
  - **Manpower Deployment List**: List and number of all manpower that will be with the task assigned to each. Roles and Responsibilities of every type of manpower should be mentioned.
  - **Progress Monitoring Plan**: Detailed Daily, Weekly, Monthly Progress Report formats along with issue escalation format. The format will be provided by the department to the vendor before the start of the project.
  - **Standard Operating Procedures**: Detailed procedure for carrying out Unified Portal in a timely and accurate manner.
  - **Risk Mitigation Plan**: List of all possible risks and methods to mitigate them.
  - **Escalation Matrix**: A detailed list of key contact persons with contact details with escalation hierarchy for resolution of issues and problems.

Note: This is just an indicative list, and vendors should suggest and incorporate more project planning and management tools for successful execution of the project.

The Service Provider must deploy a specialized and trained on-site team for Project Management and Implementation.

The Project Manager shall be a single point of contact for day-to-day matters relating to the services provided by the selected bidder. As the role of project manager is of great importance it may have to operate from the base location of the department. In case the project manager is required to be replaced, the selected bidder shall ensure a minimum handover period.

Project Steering Committee

The Project steering committee shall be formed to monitor and review project status for the entire contract period. Steering committee shall include following members:

MPA - Director, Deputy Directors, Head of Departments, Departmental Nodal Officers

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Vendor/ Agency - Project Manager, Business Analyst

Service Level Agreement (SLA)

This RFP, and any contract resulting from this, shall be governed by the Service Level Agreement (hereinafter referred to as SLA). The purpose of this SLA is to clearly define the performance levels for the Successful Bidder duration of this contract. Each of the service parameters has an associated level of performance, expected to be met by the Successful Bidder. There is also an associated penalty mentioned for not meeting the performance level. Detailed Service Level Parameters along with required performance level are at Annexure V. The Successful Bidder shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned in the RFP in consultation with the user department depending on its ability to provide document flow and Quality check performed by user department.

The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the Successful Bidder and shall certify the same.

The application deployed for the project, based on SLAs, shall be configured by the Successful Bidder to calculate the payment to be paid by the MPA after deducting the applicable penalties. Power to impose penalties shall be at sole discretion of MPA (in concurrence of respective Government) and Successful Bidder is bound to accept the same.

21.10 Functional Requirement Specifications

- The FRS describes the functional specifications of the proposed system and helps to avoid duplication & inconsistencies. It acts as a reference document for software development and allows consistent communication among the stakeholders.
- The purpose of the document is to clearly define all the modules that will be part of the portal as per the requirements mentioned in FRS. It also includes the assorted ideas that have come up to define the system after interactions with concerned stakeholders of the Unified Portal.
- The Functional Requirements Specification documents the operations and activities that a Unified Portal must be able to perform. The FRS may be expanded to include descriptions of data to be entered into the system, descriptions of operations performed by each module, descriptions of workflows performed by the system, descriptions of system reports or other outputs, details of users of the system etc.
- The purpose of this FRS is to arrive at a consensus on "what the system must do" between the user and developer of the system. The consensus is generally reached through reviews of FRS by the stakeholders involved in the project. This will ensure that:
  - Users know what they are getting.
  - The developers know what to build.
  - The testers know what tests to run to validate.
  - The stakeholders know what they are getting.
- The purpose of this Functional Requirements Specification (FRS) document is to outline the key features, technical specifications, system components, workflows, and other aspects essential for development of the online portal for Maharashtra Police Academy.
- This FRS serves as a blueprint and reference guide for understanding the scope, functionality, and technical elements involved in building the proposed software solution. It defines WHAT the system is expected to do to meet the objectives of MPA Pune.
- The documented requirements would guide the technology, architecture, and design decisions by the vendor during the development lifecycle of the portal. The FRS provides inputs for

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planning timelines, effort estimation, resource asylum Area, and other project activities by the selected vendor.

- This document delineates the interactions between the system and its environment/users and specifies the intended behavior from a user's perspective. It serves as an agreement between MPA Pune and the software vendor on the key aspects that need to be built and delivered as part of the portal solution.
- The FRS is intended to be platform and technology agnostic. Based on the requirements outlined in this document, the vendor should propose the optimal technologies, architecture, design, and methodology needed to build the system. Any assumptions, constraints, deviations should be flagged by the vendor in their proposal.
- Updates to the FRS may be issued if MPA Pune requires modifications, additions, or deletions as the project progresses. Such changes would need to be reviewed and agreed by both parties through a defined change control process.

21.11 Stakeholder Mapping Table

S.N.	Stakeholder	Roles	Influence	Interest	Stakeholder Management Strategy
1	MPA	Project coordination and monitoring of the Maharashtra Police Academy Unified System/Nodal Agency	High	High	COORDINATE — Overall coordination among stakeholders, supervision & monitoring of the Maharashtra Police Academy Unified System; Set up a Project Monitoring Unit to smooth out the implementation process

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S.N.	Stakeholder	Roles	Influence	Interest	Stakeholder Management Strategy
2	Stakeholder Departments (Establishment, Finance, Training, Store, Mess, Bakery, Correspondence Branch, Outdoor, Sports, MTO, IT, Course Director and others)	Timely delivery of accurate data, information & supporting documentation; Validate inputs of current state assessment; Participation in GPR (Government process Re-engineering if need be) exercise & Trainings; Sign off on To-Be and FRS documents	High	High	ENGAGE — Information and feedback for Process mapping; Regular updates on framework; Close Monitoring by creating effective channel of communication
3	PMU	Consultants and IT vendor agencies; Timely Review & Signoffs from departments and IT vendors; Ensure stakeholder departments and IT vendors release APIs for integration; Identification of a SPOC	High	Medium	ENGAGE — Project teething workshop to establish understanding; Information and feedback for Process mapping; Regular updates on framework; Close Monitoring by creating effective channel of communication

21.12 Stakeholder and Module Inventory

- The Maharashtra Police Academy Management System to be developed would be a comprehensive system incorporating each department/ministry involved in giving NOCs/permissions/certificate for Project purposes in Maharashtra. Maharashtra Police Academy (MPA) had envisioned launching the Maharashtra Police Academy Unified Portal.
- Module-wise Functional Requirements — The Academy's various departments and charges have been grouped into the 22 modules listed below. Each module shall be delivered as part

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of the integrated system, sharing a common master data set, a common user directory and a common reporting layer.

Sr No	Modules
1	Training Management Module
2	Learning Management System (LMS) Module
3	Hostel Management Module
4	Vehicle Management Module
5	Horse Stable Management Module
6	Duty Allocation and Deployment Module
7	Store and Inventory Management Module
8	Canteen Management Module
9	Human Resource Management Module
10	Finance and Administration Module
11	Reporting and Analytics Dashboard Module
12	Library Management Module
13	Wireless Department Management Module
14	Cadet Mess Department Module
15	IP and GO Mess Department Module
16	IT Department Management Module
17	Sports Department Management Module
18	Court Case Management Module
19	Course Director Module
20	Outdoor Management Module
21	Health and Medical Services Module
22	Estate, Facilities and Works Module

21.13 Common and Cross-Cutting Requirements

The following requirements apply to the system as a whole and to every department module described. They shall not be quoted or delivered as optional items.

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21.13.1 Platform Architecture

- Single integrated web-based ERP with a common database; no department shall operate an isolated data island.
- Modular architecture allows phased rollout of modules without re-architecting the core.
- Browser-based access with no client-side installation; responsive layout usable on desktop, tablet and mobile.
- Native mobile application (Android and iOS) for field and trainee-facing functions such as attendance, leave, indent approval and notifications.
- Open, documented REST APIs for integration with existing State Police systems, banking interfaces and third-party hardware.

21.13.2 User Management, Roles and Security

- Role-based access control mapped to the Academy hierarchy — Director, Deputy Director, Assistant Director, Session Director, Police Inspector, Law Instructor, Medical Officer, Ministerial staff, Trainee, Vendor and Auditor.
- Access rights derived from the charge an officer holds under the Academy's charge allocation order, so that appointment grants and relinquishment withdraw module access automatically.
- Module-level and session-level data segregation, so a user sees only records within their assigned scope.
- Single sign-on with multi-factor authentication for privileged and financial roles.
- Maker-checker workflow for all financial, inventory and personnel transactions.
- Immutable audit trail capturing user, timestamp, IP address, before-value and after-value for every create, update and delete.

21.13.3 Bilingual and Localization Support

- Full Unicode support for Marathi (Devanagari) and English .
- User-selectable interface language with the ability to switch without loss of session state.
- Bilingual document and report generation — every statutory letter, certificate, order and register printable in Marathi and English.
- Support for Indian date conventions (DD/MM/YYYY), the Indian numbering system (lakh/crore), Devanagari numerals, and the Government of Maharashtra financial year (1 April to 31 March).

21.13.4 Document Management

- Central document repository with module-wise folder structure, version control and check-in/check-out.

21.13.5 Workflow and Notifications

- Configurable workflow engine allowing administrators to define approval chains, escalation timers and delegation of authority without vendor intervention.
- Deadline tracking with escalation to the next authority when a statutory or internal due date is at risk.
- Configurable dashboards per role showing pending items, overdue items and key performance indicators.

21.13.6 Reporting and Analytics

- Report builder allowing authorized users to define new reports without programming.

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- Export of every report and register to PDF, Excel and CSV.
- Documents should printable in the exact prescribed format for audit and inspection.
- Executive dashboard for the Director consolidating training progress, financial position, manpower, inventory and facility utilization.
- Scheduled auto-generation and distribution of periodic reports (daily, weekly, monthly, quarterly, annual).

21.13.7 Data Migration, Hosting and Support

- Hosting on a MeitY-empaneled cloud or the State Data Centre, as directed and provided by the Academy.
- Daily automated backup with defined RPO and RTO, and a demonstrated disaster-recovery drill.
- Comprehensive user training for each module, with role-wise manuals in Marathi and English.
- Post-implementation warranty and Annual Maintenance Contract with defined service levels.
- All Third-party charges (SMS, Email, Security Audit, Cloud Hosting, Server, SSL etc.) will be procured and provided by Maharashtra Police Academy.

21.14 ERP Functional Modules

ERP Module Detailed Scope

The following twenty-two (22) ERP modules constitute the integrated Enterprise Resource Planning platform of the Maharashtra Police Academy. Each module operates on the common master data, common user directory and common reporting layer defined in given requirement.

21.14.1 Training Management Module

Functional requirements:

- Maintain a training stream master covering Probationary Police Sub-Inspectors, Probationary Police Deputy Superintendents under the Combined Probationary Training programs, probationary officers of other State and Central organizations, police squads of other States, and in-service participants.
- Digital Identity Card Generation: The system shall generate secure, print-ready, and digital ID cards in ERP.
- Maintain a sponsoring organization master recording the State Excise Department, the Road Transport Department, the Forest Department, the Maharashtra Seeds Corporation, the Maharashtra Security Corporation, the Home Guards, State corporations, the Central Goods and Services Tax and Customs formations at Mumbai and Vadodara, and the police forces of other States, each with nodal officer, address, courses attended, training fee basis and billing arrangement.
- Maintain a course master covering all Academy programs with course code, duration, intake, eligible rank, syllabus version and the department responsible.
- Create and maintain training batches and sessions with session number and suffix, start and end dates, sanctioned intake and reporting date and hour.
- Support division of a session into groups or squads with independent timetables, independent lecture tracking and independent examination records.
- Maintain an academic calendar with week numbering relative to the session, holidays, examination periods and Academy events.

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- Support parallel running of multiple sessions, streams and courses without timetable, hall or faculty conflict.
- Receive and record the letter of the Director General of Police forwarding recommended candidates, with reference, date, recommending authority, examination and year, and number of candidates.
- Import the list of recommended candidates from the Maharashtra Public Service Commission or the Director General of Police and create a provisional record for each.
- Register each cadet with the full particulars of the Trainee Registration Form — name in surname, own name and father's name parts, sex, roll or chest number, present and permanent address, email address, mobile number, emergency contact with relationship and telephone number, father's name and residence, date of birth in figures and words, religion, caste, category and selection category, caste validity certificate number and date, height in centimeters, blood group, identification marks, Aadhaar number, marital status, number of children, educational qualifications with year and university, previous government service with department, office, designation, dates of appointment and relief, and details of examinations for which forms have been submitted.
- Capture the cadet photograph and signature at registration and reuse them across identity card, records and certificates.
- Enforce five mandatory verification gates before appointment is confirmed — medical examination, character and antecedent verification, certificate verification for women candidates, verification of original documents against the application, and sports certificate verification for candidates under the outstanding-sportsperson quota — and prevent confirmation until all applicable gates are cleared.
- Track dispatch of medical fitness certificates to the Director against the statutory deadline fixed by the Director General of Police, with escalation as the deadline approaches.
- Maintain the numbered statutory undertakings as versioned templates with the statutory reference on which each is founded, generate each pre-filled with the cadet's particulars, and capture execution and attestation.
- Maintain the training-hazard acknowledgement covering physical training, drill, obstacle course, weapons handling, firing practice, handling of explosives, crowd control and sports, with the cadet's declaration of freedom from major illness or disability.
- Maintain the date-of-birth finality undertaking, the temporary-service acceptance, the home town declaration, the oath of allegiance, and the small-family declaration under the Maharashtra Civil Services (Declaration of Small Family) Rules, 2005, flagging any declaration disclosing more than two living children.
- Generate the service bond with bond amount and period, capture execution, and record two guarantors each with name, complete address, permanent account number and signature.
- Track the bond period after passing out and alert on any resignation or discharge within it so that recovery may be initiated.
- Provide an electronic admission checklist reproducing the Academy's Gymnasium Hall checklist, recording each step with the officer and time, and support the admission process operating as a sequence of physical stations with the cadet's progress visible across stations in real time.
- Publish joining instructions electronically in Marathi and English with acknowledgement, and provide each candidate a pre-arrival checklist covering prescribed investigations, deposits, photographs, clothing, laptop and email address, room articles and prohibited items.
- Record the prescribed panel of pre-joining blood investigations produced by each candidate and the Medical Officer's opinion on them.

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- Record the date and time at which the cadet was taken on training and verification of identity by the officer concerned.
- Raise the joining advance demand towards mess and central stores expenditure, accept payment by electronic transfer only to the Academy's designated trainee account, record the transaction identifier, and reject cash tender.
- Maintain an individual account for each cadet showing the joining advance, mess charges, central stores issues, deposits and running balance, and settle it before relieving.
- Maintain the Central Stores kit master with description, unit, entitled quantity and rate for every issuable item, support entitlements differing by sex and by course, generate the kit issue voucher, capture acknowledgement, update stock and pass the value to salary recovery.
- Allocate courses to batches and cadets, and maintain the paper master reflecting the current curriculum with sanctioned lectures per paper and sub-topic.
- Support versioning of the syllabus so that a change in law or curriculum does not alter the record of sessions already completed.
- Generate the indoor training timetable in the Academy's six-period format with configurable period and break timings, in both layouts presently in use — the session-wise weekly timetable signed by the Session Director and the group-wise daily timetable signed by the Deputy Director (Training) — from a single underlying schedule.
- Populate each timetable slot with paper number, running lecture count in the form 'lecture n of N', faculty name and designation, exactly as in the present printed format.
- Detect and prevent conflicts of faculty, training hall and group, and allocate Training Halls 1 to 5 and the Dnyanmandir classrooms with capacity and equipment matching.
- Support full-day and multi-period blocks for educational visits, guest lectures, examinations and Academy functions with named coordinating officers, and block out whole weeks for external examinations.
- Route the drafted timetable for approval and digital signature, and publish it simultaneously to the Director, the Deputy Director (Training), assigned faculty, cadets and a digital notice board, with push notification on any change and a full version history.
- Track attendance for every indoor lecture, outdoor period and parade by biometric, radio-frequency identification card or mobile marking, and compute attendance percentage against the minimum prescribed for examination eligibility.
- Record delivery status for each scheduled lecture as delivered, not delivered, postponed or substituted with a reason code.
- Compute automatically, per paper and per faculty member, total allotted lectures, lectures delivered to each group, lectures remaining and percentage completion, replicating the Academy's existing tracker, and roll the figures to paper, module and session level.
- Flag papers falling materially behind schedule, and flag any paper or faculty member where delivered lectures exceed the sanctioned allotment.
- Maintain lecture-wise topic coverage so that syllabus completion is verifiable independently of lecture count.
- Monitor physical training with recorded physical efficiency test results per cadet across prescribed events, graded against standards, and identify cadets requiring remedial training.
- Schedule drill, parade and ceremonial practice, and record participation.
- Maintain weapon training records including allotment of rounds, firing practice attendance and scores, linked to the Ammunition and Weapon Department Module.
- Manage examinations of every pattern in use — mid-term, block, semester, internal, final and external — with the scheme configurable per course and stream.

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- Support constitution of the examination board with members and constituting authority, question paper setting, moderation, secure storage and controlled release with every access logged.
- Allocate answer scripts to examiners, support double assessment and moderation where prescribed, and track assessment progress.
- Record examination permissions issued to a cadet for departmental or external examinations and the associated correspondence.
- Record marks for indoor subjects, outdoor subjects, practicals and internal assessment, and compute results with grading and ranking.
- Generate mark sheets, result statements and the passing-out merit list, and manage the award of trophies and prizes.

21.14.2 Learning Management Systems (LMS) Module

For Learning Management Scope of Work Ref 21.15.

21.14.3 Hostel Management Module

Purpose: This module shall manage accommodation operations for cadets, officers, guests and resident staff across all hostels, the Saptashrungi Complex and staff residences.

Functional requirements:

- Maintain a hostel and building master covering every hostel of the Academy, including South, East, West, Godavari, Indrayani, Darana A, Darana B, Girna, Sahyadri, Jalatarang and Shatabdi, and the Saptashrungi Complex Wings A, B, C and D and the Officers' Guest House.
- Maintain a room and bed inventory per hostel with wing, floor, room number, bed number, room type, capacity and current condition.
- Allocate accommodation to cadets by session and squad, with bulk allotment for an incoming batch and rules honoring group and squad cohesion.
- Maintain ladies' hostels as a distinct class with access restrictions and women hostel wardens, consistent with the Security Module deployment.
- Allocate accommodation to officers, in-service course participants and guests, drawn from the nomination and booking records of the Training Management Module.
- Manage room transfer requests with reason, approval and effective date, retaining full allotment history.
- Track occupancy and vacancy in real time by hostel, wing and room type, and report occupancy percentage.
- Record check-in and check-out with date and time, and issue the accommodation intimation to the occupant.
- Record issue of cot, mattress, furniture and fixtures to each room, maintain a room-wise inventory, and account for shortages and damage on vacation.
- Maintain hostel attendance and night roll-call records, integrated with the trainee attendance record.
- Record visitors to hostels with entry and exit, person visited and purpose, integrated with the gate visitor record.
- Maintain hostel discipline records including reports of the hostel warden, breaches, enquiries and punishments, linked to the cadet's punishment register.
- Register maintenance complaints by room and category, route them to the responsible charge, track resolution against service-level targets, and escalate overdue complaints.

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- Monitor utilities by hostel, including electricity, water and gas consumption, and report abnormal consumption.
- Maintain the hostel warden duty roster and record the warden on duty for each shift, with the mobile number available to checking officers.
- Manage the Officers' Guest House with booking, tariff, occupancy and billing, and apply the differential tariff by cadre and guest category.
- Manage staff quarters allotment with eligibility, waiting list by seniority, allotment order, license fee recovery, retention permission and eviction on transfer or retirement.
- Recover license fee, electricity charges and damage recovery through the Finance and Administration Module.
- Maintain housekeeping and laundry rosters and record completion of prescribed cleaning cycles.
- Support planned maintenance blocking of rooms and hostels, with automatic exclusion from allotment during the block.
- Produce reports on occupancy and vacancy, allotment register, room-wise inventory, complaint pendency and ageing, utility consumption, discipline cases, guest house revenue, and staff quarters allotment and waiting list.

21.14.4 Vehicle Management Module

Purpose: This module shall manage the Academy's vehicles and transport operations, from induction of a vehicle through daily running, repair and statutory compliance to condemnation and disposal.

Functional requirements:

- Maintain a vehicle master capturing every field of M.T. Form 32 — temporary and permanent registration marks, unit, make, model, type, year of manufacture, chassis number, engine number, number of cylinders, cubic capacity, brake horsepower and maximum torque, seating capacity, wheel base, body type, gross vehicle weight, fuel tank capacity, tyre make and size, battery make and capacity, total cost, date of purchase, nature of vehicle and date of delivery.
- Generate M.T. Form 32 in the existing printed format on induction of a new vehicle, with supply order and sanction references, and route it for signature.
- Classify vehicles by category — truck, bus, light commercial vehicle, light van, jeep, car, ambulance, water tanker and motorcycle — and by fuel type, supporting addition of new categories.
- Maintain scanned registration certificate, insurance policy, fitness certificate, permit, pollution certificate, tax receipt and purchase documents against each vehicle.
- Record allotment of each vehicle to an officer, department or pool with effective date.
- Maintain a driver master with name, buckle number, rank, license number, license class and validity, badge, medical fitness and date of joining the Section.
- Alert in advance of driving license and medical fitness expiry and prevent allotment to a driver whose license has expired.
- Record driver training, refresher courses and defensive-driving certification, and maintain a record of accidents, traffic challans and disciplinary action against each driver.
- Accept vehicle requisitions from any department stating purpose, date and time, destination, number of passengers and requisitioning officer, and route them through a configurable authority matrix.
- Check availability against existing allotments, vehicle serviceability, off-road status and driver availability before allotment.

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- Accept requisitions raised automatically by other modules, including educational visits scheduled in the Training Management Module.
- Maintain the Running Log in Form B electronically for each vehicle, capturing date, driver's name and buckle number, journey from and to, time from and to, milometer reading before and after the journey, distance covered, purpose of journey, number of persons or goods carried excluding the driver, and the user's signature and designation in full.
- Provide for the remarks and countersignature of the gazette checking officer against log entries, with a record of which officer checked which entries and when.
- Validate that the milometer reading after a journey is not less than the reading before, and that the opening reading matches the closing reading of the previous journey for that vehicle.
- Support recording of the log on a mobile device at the point of journey, with electronic acknowledgment in place of manual signature, and print the log in the Form B layout for audit.
- Support optional integration with vehicle telematics or global positioning system so that distance, route and duration may be captured automatically and reconciled against the manual log.
- Maintain a driver duty roster with shift, rest and weekly off, and record overtime and night duty.
- Record every issue of fuel and lubricant against vehicle, date, quantity, rate, amount, vendor and milometer reading at the time of issue.
- Compute mileage achieved per vehicle for each fuel issue against a norm prescribed for that vehicle type and report adverse variance.
- Maintain fuel card, coupon or credit account balances and reconcile them against vendor statements, and validate that no single issue exceeds the vehicle's tank capacity.
- Maintain a lubricant and consumables stock ledger with receipt, issue and balance.
- Allot a Vehicle Off Road number with date when a vehicle becomes unserviceable, recording the defect reported and the person reporting it, and open a job card with job number, date and milometer reading.
- Generate the repair sanction request in the existing format showing job number and date, kilometer reading, Vehicle Off Road number and date, expenditure already incurred on that vehicle in the current financial year, estimated expenditure expected, the proposed repairing firm and the itemized work.
- Compute year-to-date expenditure on the vehicle automatically from the History Sheet, so that the figure stated in the sanction request cannot be understated.
- Route the sanction request through the technical staff, Supervisor and Assistant Director (Motor Transport), record the sanction number and date, and prevent repair work exceeding the sanctioned estimate without a revised sanction.
- Track elapsed time from Vehicle Off Road allotment to return to service and report vehicles off road beyond a configurable period.
- Maintain the register of firms authorized for spare parts supply and repair, mapped to vehicle type and make, restrict selection of a repairer to firms authorized for that make, and require exception approval otherwise.
- Maintain annual rate contracts awarded by tender with item-wise schedules of rates, contract period, security deposit and terms, validate every bill against the contracted rate, and flag excess charges.
- Maintain the Kit Committee Register for local repair work capturing vehicle number, vehicle type, kilometer reading, job number and date, repairer, repair carried out and spare parts supplied, total amount, bill number and date, stock page reference and remarks.
- Maintain the Kit Committee Register for spare parts capturing kit committee number and date, store sanction number and date, purchase order number and date, vehicle registration number,

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make, supplier, challan number and date, part number, description, quantity, rate, total value, bill number and date and page reference.

- Capture central and State goods and services tax separately against each item and compute the gross total, so that the tax computation is derived rather than entered.
- Require electronic countersignature by the Supervisor, the Assistant Director (Motor Transport) and the Deputy Director (Administration) before a register entry is final.
- Maintain a spare-parts stock ledger with part number, description, receipt, issue, balance and the vehicle to which each part was fitted.
- Maintain a History Sheet for each vehicle recording, against date and milometer reading, the repairs carried out and spare parts supplied with expenditure details, certificate reference and verifying officer, posted automatically from the Kit Committee Registers.
- Compute and display monthly expenditure per vehicle with nil months recorded expressly, compute cumulative lifetime expenditure and expenditure per kilometer, and flag vehicles approaching the condemnation threshold.
- Track validity of registration, insurance, fitness certificate, permit, pollution certificate and motor vehicle tax with staged advance alerts, and prevent allotment of a vehicle whose insurance, fitness or pollution certificate has lapsed subject to authorized override.
- Maintain an accident register recording date, time, place, vehicle, driver, persons involved, injuries, damage, first information report reference and departmental enquiry, and track insurance claims from intimation through survey to settlement.
- Maintain a traffic challan register with challan, offence, amount, driver responsible and recovery position.
- Maintain the periodic servicing schedule for each vehicle by kilometer and by time with alerts when a service becomes due.
- Record the vehicle procurement proposal and track it through each stage of sanction — Academy proposal, technical committee approval of the Director General of Police, administrative approval of the District Planning Committee through the Collector, fund distribution order and the Government e-Marketplace sanctioned order — retaining reference number and date of each.
- Record condemnation proposals with technical inspection report, age, kilometer reading, cumulative repair expenditure and residual value, and route them for sanction.
- Maintain e-auction lots with lot number, description, year-wise quantity and reserve value, and record the auction reference, delivery order, authorization letter, material value, tax collected at source, service charge, security deposit, amount transferred by the auction agency and tax under reverse charge.
- Generate the issue voucher for handover recording the purchasing firm, its registration particulars, the authorized person taking delivery with identity particulars and the vehicle used for removal, and post-sale proceeds to the Finance and Administration Module.
- Produce the Running Log, History Sheet, both Kit Committee Registers, fleet status board, vehicle utilization report, repair expenditure analysis by vehicle firm and category, statutory document expiry report, fuel consumption and mileage variance report, rate contract compliance report, and disposal and realization report

21.14.5 Horse Stable (Tabela) Management Module

Purpose: This module shall manage the Academy's horses, their feeding, health, equipment and employment in equitation training and ceremonial duty.

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Functional requirements:

- Maintain an individual record for each horse capturing name, breed, color, distinguishing marks, height, sex, date of birth, date of induction, source of acquisition, cost and photograph, in the form of the present record page.
- Record the procurement reference of each horse including the sanction order and the supplying authority, and post the cost to the asset register and to the Finance and Administration Module.
- Record transfers of horses to and from other units, e.g., the Mounted Police Unit at Marol, Mumbai, with the reference and date of the ordering authority.
- Maintain current strength of horses against sanctioned strength and report deficiency.
- Record the allotment of each horse to equitation training, ceremonial duty or rest, and its current serviceability status.
- Record casualty events including death, casting, condemnation or disposal, with the veterinary certificate, the sanction and the resulting adjustment to strength.
- Maintain the complete life record of each horse from induction through training, treatment and duty to disposal, printable as a single history.
- Maintain the notified daily feed scale for one horse as configurable master data, listing each feed item with its prescribed weight or measure, presently gram, wheat bran, barley, coarse salt, rock salt, lucerne grass, dried grass including bedding, jaggery and linseed etc.
- Support seasonal items in the scale, so that jaggery is included only in summer and linseed only in winter, with the seasonal period configurable by the Academy.
- Compute the entitled daily draw of each feed item automatically as the scale multiplied by the number of horses on strength, and use it as the issue benchmark.
- Maintain a daily feed register recording, for each feed item, opening balance, quantity received, quantity issued and closing balance, with daily authentication by the officer in charge.
- Validate the quantity issued against the entitled draw and report any variance, whether excess or short.
- Alert when the balance of any feed item falls below a configurable reorder level and generate the purchase indent automatically.
- Record receipts of fodder and feed against supplier, challan, quantity, rate and quality inspection result.
- Support recording of feed issued to an individual horse where a special or veterinary-prescribed diet has been ordered.
- Conduct periodic physical verification of feed stock with variance reporting and a write-off workflow for spoilage.
- Print the daily feed register and the notified feed scale in the existing displayed format.
- Maintain a veterinary case sheet for each horse recording, date by date, the presenting condition, examination findings, diagnosis, drugs prescribed with dosage, route of administration and duration, procedures carried out, and the name and signature of the consulting veterinary surgeon.
- Maintain a register of empaneled and consulting veterinary surgeons with qualification and contact details, and link professional fees to the Finance and Administration Module.
- Maintain a veterinary medicine and consumables stock ledger with batch, expiry date, receipt, issue and balance, with alerts on medicines nearing expiry.
- Maintain the schedule of preventive care including vaccination, deworming, dental and hoof examination, with due dates, alerts and completion recorded against each horse.

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- Record furriery and shoeing with date, farrier engaged and cost, and maintain the shoeing cycle per horse with due-date alerts.
- Record the period for which a horse is declared unfit for duty or training and exclude it automatically from equitation allotment for that period.
- Record injuries sustained by horses or by riders during equitation with circumstances and action taken.
- Maintain a saddlery and equestrian equipment stock register by item type — saddle and stirrup, bit, noseband, numnah, neck strap, girth, bridle, reins, rugs and grooming equipment — with receipts, issues and a running balance carried forward.
- Record every receipt and issue of saddlery against the outward reference and date of the ordering or receiving authority, including transfers to and from the Mounted Police Unit, Marol, Mumbai, in the manner of the present register.
- Maintain the permanent stock register for stable equipment and fittings with sanction reference, supplier, rate, tax and total value.
- Record issue of saddlery to a named horse or rider and its return with condition, and record repair, refurbishment and condemnation with the sanction.
- Conduct periodic physical verification of saddlery against the register with variance reporting, and print the register showing balance brought forward, movement and balance carried forward.
- Schedule equitation and riding classes for cadet sessions, allotting horses and instructors, and link the schedule to the Training Management Module timetable.
- Track riding hours per horse and enforce a configurable maximum so that no horse is over-worked.
- Record deployment of horses and riders for ceremonial duty, parades and Academy events.
- Maintain the stable infrastructure record covering stalls, paddocks, riding arena, feed store and water supply, with maintenance schedules and complaint ticketing.
- Maintain the roster of stable staff, grooms and riding instructors with duty allocation and attendance, and record daily stable routine checks including grooming, watering, mucking out and exercise.
- Maintain the monthly Stable expenditure ledger recording date, particulars of the bill, supplier and amount with a monthly total, and post every entry to the Stable cost center.
- Analyze expenditure by category — fodder and feed, veterinary medicines and fees, furriery and shoeing, saddlery, and stable maintenance — and compute maintenance cost per horse per month and per year.
- Produce the daily feed receipt issue and balance statement, feed variance report against the notified scale, horse strength and serviceability statement, veterinary treatment and preventive-care compliance report, saddlery stock and verification variance report, and equitation utilization report by horse, instructor and session.

21.14.6 Duty Allocation and Deployment Module

Purpose: This module shall provide centralized scheduling and deployment of police personnel across guard posts, offices, hostels and events, and shall record the verification of that deployment.

Functional requirements:

- Maintain a master of all guard points, mochas, gates, towers, pickets and patrolling sectors, with a unique code, descriptive name in Marathi and English, and geographic coordinates.

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- Record for each post its sanctioned strength by shift, the rank composition required, the manpower pool from which it is to be filled, and whether it is a standing or seasonal post.
- Record post-specific operating rules, such as gate closing and opening times, barriers to remain permanently lowered, and posts operating only between stated hours.
- Maintain the two-shift definition presently in use — day shift 08:00 to 20:00 and night shift 20:00 to 08:00 — with the ability to configure additional or altered shifts.
- Generate the Daily Duty Allocation Chart for a stated date range and day of the week, in the Academy's existing two-part printed format, reproducing the day-shift and night-shift columns side by side.
- Allocate named police personnel with rank and buckle number to each guard point and Morcha for each shift.
- Allocate control room and closed-circuit television operators, telephone and helpline duty, patrolling duty, construction-worker verification duty, registration duty, the Liaison Officer and the Daily Officer.
- Allocate women police personnel as hostel wardens to the ladies' hostels on both shifts, and enforce that only women personnel may be so allocated.
- Allocate static security personnel to the offices of the Joint Director and Deputy Directors, the Establishment, Training and Accounts branches, bank orderly duty, human resource and crime records system duty, attendance duty, and to units including the messes, canteen, Central Stores, Information Technology Department, stable, training halls and water supply, garden department and Shatabdi Hall.
- Allocate parade duty, ground duty and instructor duty for training activities, drawn from the Training Management Module schedule.
- Draw available manpower from the Academy establishment and from external police pools, showing the pool against each allocation as in the present chart.
- Exclude from allocation any person on earned leave, child-care leave, sick leave, weekly off, deputation or external attachment, drawn automatically from the leave and establishment records.
- Compute and print the daily strength summary reconciling guards and patrolling, general duty, hostel wardens, office staff, postal duty, sports duty, each category of leave, weekly off, external attachment and the grand total.
- Where a post cannot be manned, record it expressly as closed for want of manpower, and report the number and identity of such posts to the Deputy Director (Security) daily.
- Provide a duty roster engine proposing allocation equitably, honoring rest between shifts, respecting weekly off entitlement, and rotating personnel between posts over a configurable cycle.
- Support emergency and contingency deployment, including alerting the Quick Response Team, reinforcement of posts, dignitary movement and event bandobast.
- Route the draft chart for approval by the Assistant Director (Security) and issue it under the orders of the Deputy Director (Security) with digital signature.
- Distribute the issued chart automatically to the control room, all allocated personnel, the Daily Officer and concerned units, with acknowledgement tracking.
- Enable the Station Duty Officer to initiate a group call to all guard points at prescribed times and record the call, the points that responded and the points that did not.
- Capture the geographic location of every person on duty at the time of the group call from the mobile device and compare it with the coordinates of the allocated post.
- Raise an immediate alert where a person is not at the allocated post, does not respond to the group call, or is absent from duty.

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- Record the group call and its outcome automatically in the electronic Station Diary without separate manual entry.
- Record for each patrolling round the number of points checked and the time of checking at each, verified by location or by scanning a tag at the point.
- Provide the checking officer with a mobile checking form listing every guard point and hostel warden post for the shift, replicating the present printed report.
- Record at each post the personnel present with name and buckle number, the type and quantity of weapons held, the type and quantity of ammunition held, the time of checking and the checking officer's authentication.
- Record the hostel warden on duty at each hostel with name, buckle number and mobile number, and the time of checking.
- Record special remarks and any incident occurring during the shift, and deliver the completed checking report to the Deputy Director (Security) through the system, replacing transmission by messaging application.
- Maintain a schedule of checking officers and report any shift for which no checking round was performed.
- Report discrepancies between the duty allocation chart and the personnel actually found at post.
- Publish and version the standing security instructions issued with the duty chart, and require electronic acknowledgement by every allocated person before the shift.
- Record compliance with standing instructions covering presence at the duty point in clean uniform with the allotted weapon, the prohibition on leaving a post without permission, the prohibition on non-departmental clothing over uniform, and the prohibition on mobile telephone use on the duty tower.
- Record the prescribed maximum duration of continuous guard duty and flag any deployment exceeding it.
- Maintain a defaulter and disciplinary record linked to the establishment record of the person concerned.
- Integrate duty attendance with the attendance record maintained in the Human Resource Management Module.
- Produce the Daily Duty Allocation Chart, daily strength and deployment report, report of posts closed for want of manpower with frequency analysis, checking officer round compliance report, group call compliance and location exception report, and manpower utilization report by pool.

21.14.7 Store and Inventory Management Module

Purpose: This module shall provide common inventory and asset management for the Academy's stores, and shall serve as the stock and asset engine on which the departmental modules draw.

Functional requirements:

- Maintain a common item master with item code, description in Marathi and English, category, unit of measure, specification, whether the item is consumable or capital, and the reorder level.
- Maintain the Inward Register in the prescribed form capturing serial number, description, stock number, quantity received, rate, value in rupees and paise, source of receipt, certificate or reference number and date, ledger page number, recording officer and remarks.
- Maintain the Outward Register in the prescribed form capturing date, serial number, stock number, description with part number, quantity dispatched, rate and value, recipient, outward voucher number and date, ledger page number, recording officer and remarks.

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- Maintain the stock ledger to which the inward and outward registers post, with running balance by item and by store, and prevent any outward entry exceeding the balance held.
- Maintain the Dead Stock and Movable Property Register with every column of the prescribed form — description, purchase authority letter and date of purchase, quantity, value, initials of the head of office, quantity and nature of final disposal, disposal authority or voucher, amount recovered and date credited to the treasury, amount written off, and closing balance in quantity and value.
- Record each capital item individually by serial number, so that a multi-unit purchase is traceable unit by unit.
- Record the location of each capital item and update it on relocation, and link the item to the charge responsible for it.
- Attach the supplier invoice to the register entry and capture basic price, taxable value, the rate and amount of goods and services tax and the total, so that recorded value is derived from the invoice rather than re-keyed.
- Maintain uniform and clothing inventory with size-wise stock, and support size-wise aggregation of batch requirements.
- Maintain training equipment and teaching aid inventory with issues to sessions, faculty and individual trainees.
- Maintain stationery and office consumables inventory with departmental issue.
- Record purchase indents raised on breach of reorder level or on requirement, route them for approval, and convert approved indents to purchase orders.
- Maintain vendor master with registration particulars, category of supply, bank details, performance rating and blacklisting status.
- Maintain rate contracts and annual contracts with item-wise rates and validity, validate every purchase and bill against the contracted rate, and flag excess.
- Record goods receipt with challan, quantity received, quality inspection result and rejection, and record short supply and damage in transit.
- Record issue and return of items against a named recipient, department or charge, with acknowledgement, and maintain an outstanding-return report.
- Compute the value of items issued to a trainee and pass it to the trainee account for recovery from salary.
- Generate stock alerts on breach of minimum level, on slow-moving stock and on stock approaching expiry or shelf-life limit.
- Support periodic physical verification by the store’s verification wing, recording the verifying officer, date, quantity found and discrepancy against the register, and print the verification certificate in the existing form.
- Route write-off and condemnation proposals through the prescribed approval workflow, and record the sanction, mode of disposal, amount realized and date of credit to the treasury.
- Support disposal by electronic auction, recording lot number, description, quantity, reserve value, auction reference, delivery order, realized value, taxes, service charge and security deposit, and generate the handover issue voucher.
- Post capital acquisitions, disposals and write-offs to the Finance and Administration Module and reconcile the asset register to the accounts at year end.
- Maintain asset lifecycle status for every capital item — in use, under repair, condemned, disposed — with the date of each transition.
- Produce the Inward Register, Outward Register, stock ledger, Dead Stock and Movable Property Register, stock position by store and item, physical verification variance report,

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purchase and consumption analysis, vendor performance report, outstanding issue and return report, and asset audit report.

21.14.8 Canteen Management Module

Purpose: This module shall manage the Canteen, Subsidiary Canteen and Bakery as commercial operating units of the Academy.

Functional requirements:

- Maintain an item master and price list for each outlet — Canteen, Subsidiary Canteen and Bakery — with effective-dated price revision and the authority approving each revision.
- Maintain menu management for the canteen with daily and standing menus and item availability.
- Operate a point of sale for each outlet with billing, receipt printing and shift-wise cash accounting.
- Support sale against cash, card, electronic payment, and coupon or token.
- Manage coupon and token issue, sale, redemption and reconciliation, including bulk issue against a session or department.
- Support credit sales to authorized members and departments, with member accounts, periodic billing and recovery through salary or department budget.
- Deplete stock automatically on sale and maintain a stock ledger for each outlet separately.
- Maintain the Subsidiary Canteen store as a distinct stocking point with its own receipts, issues and physical verification.
- Record bakery production against raw material consumed, compute yield and per-unit cost, and record wastage and unsold stock.
- Track meals and items served, by day, shift and outlet, and record daily consumption.
- Maintain purchase and billing records with supplier, challan, quantity, rate and quality inspection result.
- Maintain vendor and rate contract records with contracted rates, validity, security deposit and performance history, and validate every bill against the contracted rate.
- Monitor stock with reorder levels, expiry and shelf-life tracking, and automatic indent generation.
- Maintain food safety records including the food business license, supplier licenses, water testing, pest control and hygiene inspections, with renewal alerts.
- Maintain medical fitness records of food handlers with periodic re-examination, linked to the Health and Medical Services Module.
- Maintain kitchen and outlet equipment inventory with maintenance schedule and breakdown record.
- Maintain each outlet as a separate cost center and fund, and post all receipts and payments to the Finance and Administration Module.
- Support goods and services tax compliant billing where applicable and pass transaction data for return preparation.
- Produce daily consumption reports, outlet-wise sales and margin reports, fast- and slow-moving item analysis, stock ageing, coupon reconciliation, credit outstanding report, and unit-wise profitability statements.

21.14.9 Human Resource Management Module (HRMM)

Purpose: This module shall maintain the establishment of the Academy, the organization structure, the allocation of departmental charges to officers, and all service records of staff.

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Functional requirements:

- Maintain the Academy establishment roll with name, rank, buckle or personnel number, Sevarth identifier, date of birth, date of joining, present posting, qualifications and contact details.
- Support the rank structure used in Academy orders — Deputy Superintendent of Police, Police Inspector, Reserve Police Inspector, Reserve Police Sub-Inspector, Assistant Sub-Inspector, Police Head Constable, Police Naik and Police Constable — with the corresponding Marathi abbreviations.
- Support non-police and specialist appointments including Swimming Instructor, Forensic Expert, Medical Officer, veterinary surgeon and riding instructor.
- Maintain the command hierarchy as structured data — Director, Joint Director, and the Deputy Directors for Administration, Training, Finance, In-Service Training, and Information Technology and Security — with the reporting line of each post.
- Maintain the ministerial line below the Deputy Directors — Administrative Officer, Office Superintendent, branch, branch Head Constable and desk — and the officers holding each post.
- Maintain the desk structure within each branch, including the five desks of the Training Branch, and map the Academy's file and outward numbering series to the desk that owns it.
- Maintain the file approval escalation chain — branch clerk, Office Superintendent, Administrative Officer, Deputy Director, Joint Director and Director — and use it as the default approval routing where a specific workflow is not configured.
- Generate the Academy organization chart from live post and charge data and publish it to all users, and maintain effective-dated history so that the reporting line applicable on any past date can be established.
- Maintain a department and charge master covering all forty-six charges of the Academy with charge number, name in Marathi and English, category and parent module, and an in-scope flag for the system rollout.
- Record the appointment of an In-Charge Officer against each charge with name, rank, designation and effective date, and one or more assisting police personnel with rank abbreviation and buckle number.
- Support a single officer holding multiple concurrent charges with the complete charge portfolio visible on one screen, and a single charge held jointly by two or more officers.
- Support charges allotted to whichever officer of a given rank is available rather than to a named individual.
- Maintain a complete chronological history of who held each charge and for what period, so that responsibility on any past date can be established.
- Validate on appointment that the officer's rank is appropriate to the charge and that the officer is on the establishment and not on leave, deputation or transfer.
- Alert on any charge left vacant and on any officer whose charge load exceeds a configurable threshold.
- Generate the charge allocation order in the Academy's existing letterhead and table format, auto-assign the outward number, route it for approval and digital signature by the Director, and distribute it with acknowledgement tracking.
- Support partial orders amending only specified charges while maintaining a consolidated current position of all charges, and archive all past orders searchable by charge, officer, rank and date.

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- Initiate a handover and takeover workflow whenever a charge changes hands, generating a checklist from the charge's linked assets, inventory stock, cash balances, keys, registers, pending files and audit objections.
- Require outgoing and incoming officers to record physical verification against each checklist item with variance reporting, and generate a signed handover certificate.
- Block final relieving of an officer on transfer or retirement until all charges held are formally handed over, and maintain a pending handover register with ageing.
- Derive system access rights from the charges an officer holds, so that appointment grants and relinquishment withdraw module access automatically, with temporary delegation during leave and automatic reversion.
- Maintain attendance of staff by biometric, card or mobile marking, with shift, late-coming and absence recording.
- Maintain leave records with entitlement, application, sanction, availment and balance, for earned leave, casual leave, child-care leave, sick leave, and weekly off, and feed leave status to the Duty Allocation and Deployment Module.
- Maintain transfer records with the transfer order, relieving and joining dates, and the units concerned.
- Maintain complete service history including postings, promotions, deputations, training attended, awards and punishments.
- Maintain performance tracking including confidential reports with restricted access and a defined reporting and reviewing chain.
- Support payroll integration by providing establishment, attendance, leave and deduction data to the Finance and Administration Module, and interface with the State Sevarth system where available.
- Maintain sanctioned strength against actual strength for each charge and department and report vacancies.
- Maintain records of retirement, pension processing and terminal benefits.
- Maintain an inward and outward correspondence register for communications with the Government of Maharashtra, the Director General of Police, the Public Works Department and other departments, with the Academy's inward routing marking to the Director, Joint Director, Deputy Directors, Administrative Officer, Office Superintendent or branch, and track action taken by the marked officer.
- Produce the current charge allocation statement, officer-wise charge portfolio, vacant charge report, charge-load distribution, charge history, pending handover report, establishment strength and vacancy report, attendance and leave reports, and correspondence pendency report.

21.14.10 Finance and Administration Module

Purpose: This module shall maintain the accounts of the Academy, control budget and expenditure, process procurement and payments, and satisfy statutory and audit requirements.

Functional requirements:

- Maintain a configurable chart of accounts supporting the Academy's fifteen operating funds — Police Welfare Fund, Academy Development Fund, Canteen, Bakery, Swimming Pool, Fitness Centre, IP and GO Mess, Central Stores, Subsidiary Canteen, Cadet Mess, Library, Saptashrungi Complex, New Trainees, Training Director and Maharashtra Police Prabodhini — with the ability to add, merge, freeze or close a fund under authorized approval.
- Map each fund to its bank account, IFSC code, branch and account holder, with masked display of account numbers to unauthorized roles.

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- Maintain each fund as an independent cost center so that income and expenditure of every commercial and operating unit is separately reportable.
- Support restricted-purpose funds with controls preventing expenditure outside the sanctioned purpose.
- Support fund-wise opening balance, running balance and closing balance with automatic carry-forward at financial year end.
- Capture the annual budget head-wise and fund-wise with provision for revised estimates and re-appropriation.
- Enforce budgetary control at the point of commitment, blocking or flagging expenditure exceeding the sanctioned provision, and track commitment, actual expenditure and available balance in real time.
- Maintain a sanction register recording authority, date, amount and validity of every financial sanction, and link every expenditure to its sanction.
- Generate expenditure-versus-budget variance analysis at fund, department, charge and head level.
- Record receipts against any fund with automatic numbered receipt generation and printable counterfoil in Marathi and English.
- Capture trainee-wise and participant-wise collections including mess charges, uniform, library deposit, gym and swimming pool subscriptions, course fees and in-service training fees, and post them to the correct fund.
- Integrate with digital payment channels including unified payments interface, net banking, card and bill payment systems, and reconcile collections automatically.
- Maintain a demand register per trainee, participant and sponsoring organization, with ageing of outstanding dues and automated reminders.
- Record grants, government allotments and miscellaneous income with sanction reference and utilization linkage.
- Manage the procurement workflow from indent through approval, tender or quotation, comparative statement, award, supply order, goods receipt, bill and payment, with the approval chain configurable by value.
- Support procurement through the Government e-Marketplace and record the sanctioned order reference.
- Maintain vendor master, rate contracts and security deposits, with validation of every bill against contracted rates and recording of deposit refund or forfeiture.
- Process vendor bills, contractor payments and reimbursements through maker-checker workflow with fund-wise budget validation before approval.
- Support payment by pay order, cheque, national electronic funds transfer, real-time gross settlement and direct bank transfer, with cheque printing and cheque register.
- Deduct and account for statutory recoveries at the point of payment including tax deducted at source, goods and services tax deductions, security deposit, earnest money and penalties.
- Maintain an advance and settlement register for imprest, temporary advances and tour advances with automatic ageing of unsettled advances.
- Link every payment voucher to its supporting document — indent, purchase order, goods receipt, measurement book entry, job card or sanction letter.
- Import bank statements for all fifteen accounts in standard formats or through direct bank interface, perform automated matching with a manual exception queue, and generate a bank reconciliation statement per account per month with drill-down to the voucher.

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- Track cheques issued but not presented, deposits in transit, bank charges and interest credited, and alert on inter-account transfers to ensure both legs are recorded.
- Maintain goods and services tax compliant records with returns data, input credit tracking and electronic invoice reference capture.
- Generate tax deducted at source challans, annual certificate data and quarterly return files.
- Maintain the cash book, ledger, journal and subsidiary registers in the formats prescribed under the Bombay Financial Rules and the Maharashtra Civil Service Rules.
- Provide a read-only auditor role with the ability to raise audit queries in the system, and maintain an audit-objection register with responsibility, due date and compliance status.
- Compute salary, allowances, deductions and arrears for Academy staff from establishment, attendance and leave data, and account for provident fund, pension contributions, professional tax, income tax, loans and society deductions.
- Generate pay bills, salary registers and bank transfer files, and process travelling allowance, daily allowance and medical reimbursement claims with rule-based entitlement validation.
- Effect recoveries from salary for kit issued, mess charges, license fee, electricity charges and other dues raised by departmental modules.
- Maintain administrative approvals as a tracked workflow with the approving authority, date and conditions recorded.
- Produce fund-wise and consolidated receipt and payment account, income and expenditure account and balance sheet; trial balance, day book and general ledger for any date range; consolidated daily cash and bank position across all accounts on a single screen; unit-wise profitability statements for commercial operations; outstanding-dues, advance-pending and audit-objection ageing reports; and budget utilization and procurement status reports.

21.14.11 Reporting and Analytics Dashboard Module

Purpose: This module shall provide the common reporting, dashboard and analytics layer of the system, drawing on data held by every other module without separate data entry.

Functional requirements:

- Provide role-based dashboards configured for the Director, Joint Director, Deputy Directors, Assistant Directors, In-Charge Officers, Session Directors, faculty and trainees.
- Provide a real-time training progress dashboard showing lecture completion percentage by paper and session, syllabus coverage, attendance, upcoming examinations and schedule risks.
- Provide a cadet performance dashboard covering indoor and outdoor subject marks, physical efficiency test results, attendance, awards, punishments and merit position.
- Provide a hostel occupancy dashboard by hostel, wing and room type with vacancy and forthcoming demand from confirmed batches.
- Provide a vehicle utilization dashboard showing vehicles on road, off road with reference, under service, distance covered, fuel efficiency and idle vehicles.
- Provide a store consumption dashboard by store, item category and department with stock alerts and slow-moving stock.
- Provide a duty allocation status dashboard showing posts manned, posts closed for want of manpower, personnel deployed by pool, and checking round compliance.
- Provide attendance reports for cadets, participants and staff across indoor, outdoor, parade and duty attendance.
- Provide a financial dashboard showing fund-wise balances, budget utilization, outstanding dues, pending bills and audit objections.

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- Provide an operational monitoring dashboard for the Director consolidating training, manpower, finance, inventory, transport and facility indicators on a single screen.
- Provide a report builder allowing authorized users to define new reports, select fields, apply filters and save them for reuse without programming.
- Support export of every report and register to portable document format, spreadsheet and comma-separated values.
- Print every statutory register in the exact prescribed format for audit and inspection.
- Support scheduled automatic generation and distribution of periodic reports on daily, weekly, monthly, quarterly and annual cycles to nominated recipients.
- Support drill-down from any summary figure to the underlying transaction and source document.
- Provide trend and comparative analysis across sessions, batches, years and departments.
- Provide exception reporting that surfaces items requiring attention — overdue approvals, expiring statutory documents, posts unmanned, verification gates pending, stock below reorder level, and dues outstanding.
- Provide the statutory and departmental returns required by the Director General of Police and by the Government, in the prescribed formats.
- Support access control on reports so that a user sees only data within the assigned department, session or stream scope.

21.14.12 Library Management Module

Purpose: This module shall manage library operations, academic content handling, and the Academy museum and reading facilities.

Functional requirements:

- Maintain a catalogue of books, journals, periodicals, reports and digital resources with accession number, classification, author, publisher, edition, year, language and location.
- Maintain an accession register in the prescribed form with acquisition reference, cost and mode of acquisition.
- Support digital catalogue management with search by title, author, subject, classification and keyword, accessible to members online.
- Maintain member registration for cadets, in-service participants, faculty and staff, with membership category, entitlement and validity drawn from the establishment and trainee masters.
- Manage book issue, return, renewal and reservation, with entitlement limits by member category and configurable loan periods.
- Compute overdue fines and penalties automatically and post them to the member's account for recovery through the Finance and Administration Module.
- Maintain a books handover management process recording bulk issue of books and course dossiers to a session, squad or department, with acknowledgement and return on completion of the course.
- Manage course content updation, recording the version of each dossier, bare act, manual or reading set in circulation, and withdrawing superseded copies when a syllabus version changes.
- Manage photocopy and reprographic services with job request, quantity, purpose, authorizing officer, cost computation and recovery, and maintain consumable stock for the reprographic unit.

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- Maintain stock management of library material with periodic stock verification, variance reporting and weeding of obsolete or damaged material under sanction.
- Maintain inventory management of library furniture, equipment and reading-room assets, linked to the dead stock register.
- Manage acquisition with indent, approval, purchase order, receipt and accessioning, and manage journal and database subscription renewal with alerts.
- Record reading-room and Dnyansagar facility usage with member entry, seat occupancy and timing.
- Provide digital library and electronic resource access with authentication, usage tracking and license compliance.
- Maintain the museum and Shatabdi Hall exhibit register with exhibit description, provenance, condition, location and photograph.
- Record exhibit condition monitoring, conservation action and movement of exhibits.
- Manage museum visitor booking and guided-tour scheduling, including visits by training sessions and external groups.
- Maintain the Library as a separate fund and cost center and post all receipts and payments to the Finance and Administration Module.
- Produce reports on catalogue and accession position, issue and return status, overdue and fine recovery, member activity, most and least used titles, stock verification variance, acquisition and subscription status, reprographic service volume and cost, and museum visitor statistics.

21.14.13 Wireless Department Management Module

Purpose: This module shall manage the wireless department's communication equipment and electronic assets through their full lifecycle.

Functional requirements:

- Maintain an inventory of radio and wireless sets, repeaters, antennae, satellite terminals, control and power supply cards, and accessories, with make, model, serial number, frequency band, call sign and condition.
- Maintain the Inward Register in Form 1 of the Maharashtra State Police Wireless Message Department capturing serial number, description, stock number, quantity received, rate, value in rupees and paise, source of receipt, certificate or reference number and date, ledger page number, recording officer and remarks.
- Maintain the Outward Register in Form 7 capturing date, serial number, stock number, description with part number, quantity dispatched, rate and value, recipient, outward voucher number and date, ledger page number, recording officer and remarks.
- Maintain the stock ledger to which both registers post, with running balance by stock number, preventing outward entries exceeding the balance.
- Print all three registers in the prescribed statutory formats for inspection and audit.
- Maintain the Dead Stock and Movable Property Register for capital communication and audio-visual assets, with purchase authority and date, quantity, value, disposal particulars, amount recovered and credited to the treasury, amount written off and closing balance.
- Record each capital item individually by serial number, so that a multi-unit purchase such as a set of conference delegate units is traceable unit by unit.
- Record the location or hall in which each item is installed and update it on relocation.
- Attach the supplier invoice to each register entry capturing basic price, taxable value, tax rate and amount and total, so that recorded value is derived rather than re-keyed.

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- Maintain a consumables sub-ledger for cells, batteries, connectors and similar items with the purpose of issue recorded, so that consumption is attributable to the using department.
- Alert when the balance of any consumable falls below a configurable reorder level and generate the indent.
- Record receipt of stores from the Range Store and from other police units against their reference, and record dispatch to other units with acknowledgement.
- Record allotment of communication equipment to posts, patrols, officers and events with issue and return acknowledgement, and interface with the Duty Allocation and Deployment Module for equipment issued to guard points.
- Maintain frequency and call-sign allocation records with the associated licenses and authorizations, validity and renewal alerts.
- Maintain the message log where messages are transmitted or received on the police wireless network, with time, originator, addressee, priority and disposal.
- Maintain battery, charger and power-supply records with issue, charging cycle and replacement.
- Manage service requests for defective equipment with fault reporting, assignment, repair, and dispatch to the Range or State workshop, tracking turnaround against service-level targets.
- Maintain asset lifecycle status for every item — in use, under repair, condemned, disposed — with the date of each transition and the authority for condemnation.
- Maintain audio-visual installations at Academy venues with equipment installed at each, including conference systems recorded unit by unit with the seating position or channel assigned.
- Support periodic physical verification by the store's verification wing, recording verifying officer, date, quantity found and discrepancy, and print the verification certificate.
- Route write-off, condemnation and disposal proposals through the prescribed workflow with sanction, mode of disposal, realization and credit to the treasury recorded.
- Produce the Inward Register, Outward Register, stock ledger, Dead Stock Register, equipment serviceability and allotment report, service request performance report, consumables consumption report, license and authorization expiry report, and physical verification variance report.

21.14.14 Cadet Mess Department Module

Purpose: This module shall manage the Cadet Mess, which provides meals to trainees under training at the Academy.

Functional requirements:

- Maintain a food item master with description in Marathi and English, category, unit of measure, whether the item is a raw provision or a prepared item, and standard rate.
- Maintain the mess inward register in the existing format, recording for each date the description of the item, quantity or weight, rate, extended amount, debit and running balance.
- Record outward issue of provisions and prepared items to the kitchen and to service, with quantity and purpose.
- Maintain a food item stock ledger with opening balance, receipts, issues, wastage and closing balance by item.
- Maintain a daily dining strength drawn automatically from the trainee master and adjusted for declared absences, leave and outdoor attachment.
- Reconcile receipts of prepared items against the dining strength for the day and report variance, so that quantities drawn materially above or below strength are visible.

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- Maintain cyclic and daily menus with festival and special menus, and publish the menu to trainees.
- Compute the raw material and prepared-item requirement from the menu and the dining strength, and generate the indent.
- Record actual meals served by meal session and by category of diner.
- Maintain duty officer management for the mess, recording the officer and staff on duty for each meal session and each day, with a roster.
- Maintain a mess ledger recording all receipts and payments of the Cadet Mess fund, with daily and monthly totals, posting to the Finance and Administration Module.
- Raise mess charges against each trainee's individual account and pass them to salary recovery.
- Maintain vendor and rate contract records for provisions, milk, vegetables and meat, with contracted rates, validity and performance history, and validate every bill against the contracted rate.
- Record goods receipt with challan, quantity, quality inspection result and rejection.
- Maintain reorder levels, expiry and shelf-life tracking, and generate indents automatically on breach.
- Conduct periodic physical verification of provisions with variance reporting and a write-off workflow for spoilage.
- Maintain a mess committee record with membership, minutes, resolutions and action taken, and record complaints on food quality and service with resolution and escalation.
- Maintain food safety records including licenses, water testing, pest control and hygiene inspections with renewal alerts, and medical fitness records of food handlers.
- Compute cost per head per meal and per day and compare it against the rate recovered.
- Produce the inward register, stock ledger, daily dining strength and meals served report, consumption monitoring report, variance report against strength, mess ledger, outstanding dues report, and cost per head analysis.

21.14.15 IP and GO Mess Department Module

Purpose: This module shall manage the officers' messes of the Academy, provide accommodation and cater to officers, official guests and authorized visitors.

Functional requirements:

- Maintain a room and suite master for the IP Mess and GO Mess with suite number, type, whether air-conditioned, capacity and current condition.
- Maintain the notified tariff card as configurable master data with effective-dated revision and the authority approving each revision, retaining superseded tariffs so that any past bill can be verified against the rate then in force.
- Support accommodation rates banded by mess, by suite or suite range, and by whether the suite is air-conditioned.
- Support differential rates by occupant class — officers of the Maharashtra cadre, officers of other cadres, and relatives or acquaintances of police officers, each further distinguished by whether they are from within or outside Maharashtra — and derive the applicable rate automatically from the occupant's recorded status.
- Manage booking requests from officers, official guests and authorized visitors, with approval workflow, and record the occupant's cadre and place of posting so that the correct tariff band is applied.

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- Track suite availability and prevent double booking, and support advance booking, modification and cancellation.
- Record check-in and check-out with date and time, and compute accommodation charges by night at the applicable band rate.
- Maintain a food item master and item-wise meal rates, including separate rates for vegetarian and non-vegetarian meals with sub-rates by principal ingredient, breakfast, tea, coffee, milk and short eats.
- Support items charged at prevailing market rate, requiring the rate to be entered and authorized at the time of billing, and report such items separately.
- Maintain food item inventory with inward and outward registers, stock ledger, reorder levels and physical verification.
- Maintain menu management with daily and standing menus and item availability.
- Record meals and other chargeable items consumed by each occupant against the room or member account.
- Maintain member accounts for officers messing on a running basis, with monthly billing and recovery.
- Generate the consolidated bill on check-out showing accommodation and catering charges separately, and accept payment by cash, card, electronic transfer and authorized salary recovery.
- Maintain a mess ledger recording all receipts and payments of the IP and GO Mess fund, posting to the Finance and Administration Module.
- Maintain guest accommodation tracking with guest particulars, sponsoring officer, purpose of visit and duration, and integrate guest entry with the gate visitor record.
- Maintain vendor and rate contract records and validate bills against contracted rates.
- Maintain kitchen and mess equipment inventory with maintenance schedule and breakdown record.
- Maintain food safety and food handler medical records with renewal alerts.
- Produce occupancy and vacancy reports, accommodation revenue by suite band and occupant class, meal consumption reports, mess ledger, tariff compliance report showing any billing at a rate other than the notified rate, outstanding dues report, and profitability statement.

21.14.16 IT Department Management Module

Purpose: This module shall manage the Academy's information technology assets, services and specialist laboratories.

Functional requirements:

- Maintain an information technology asset register covering desktops, laptops, servers, printers, scanners, projectors, display panels, network switches, routers, firewalls, uninterruptible power supplies and end-point devices, with configuration, serial number, warranty, location and owning charge.
- Maintain the inward and outward registers for information technology stores, with stock ledger and running balance.
- Maintain software license records with product, version, license type, number of seats, procurement reference, validity and renewal alerts, and report license usage against entitlement.
- Record assignment of information technology assets to officers, departments and trainees, with issue and return acknowledgement, and link trainee laptops declared at joining to the trainee record.

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- Maintain asset tracking with current location, current holder and movement history for every asset.
- Maintain asset lifecycle status — procured, in use, under repair, condemned, disposed — with the date and authority for each transition, and post disposals to the dead stock register.
- Provide an information technology complaint ticketing system allowing any user to log a complaint, with categorization, priority, assignment, resolution and closure, service-level targets, escalation and user satisfaction capture.
- Manage service requests for installation, configuration, relocation, access provisioning and data restoration, distinct from fault complaints.
- Maintain preventive maintenance and annual maintenance contract records with vendor, coverage, expiry, claim history and renewal alerts.
- Maintain hardware and software tracking with configuration baselines, patch status, antivirus coverage and end-of-support alerts.
- Maintain network and connectivity records including internet links, bandwidth, service provider, contract and uptime, and record outages with duration and cause.
- Provision and de-provision user accounts automatically from the establishment and trainee masters, so that accounts are created on joining and withdrawn on relieving.
- Maintain information security records covering access review, backup verification, vulnerability remediation and the security incident register.
- Maintain the asset and configuration record of the Cyber Lab, the e-Studio and the OMBIS System Lab, including specialist hardware, forensic tools and licensed software.
- Support booking of the laboratories against training sessions and interface with the Training Management Module so that hands-on practical sessions reserve the required laboratory and seat count, and record laboratory utilizations.
- Maintain the e-Studio content production record with recordings made, course and topic, faculty featured, format, duration and storage location, and pass content to the Learning Management System module.
- Record issue and return of specialist equipment and storage media with chain of custody where forensic material is involved.
- Maintain the administration record of the OMBIS system including user accounts, access rights and periodic review.
- Maintain audio-visual installations by venue with equipment installed, and support booking of a venue together with its equipment and an operator.
- Maintain the consolidated event procurement tracking register for major Academy ceremonies, reproducing the existing columns — description of work, officer responsible, firm to which the supply order was issued, supply order number and date, bill number and date, date of receipt in office, sanction date and outward number, amount, and fund head — and track each element from requirement through supply order, delivery, bill, sanction and payment.
- Maintain a photographic and videographic assignment register with event, date, location, photographer or firm engaged and deliverable required, and maintain the Academy media archive indexed by event, date, session and subject with access control and retention rules.
- Produce the asset register by category location and charge, complaint and service request performance report against service levels, license entitlement and renewal report, annual maintenance contract expiry report, laboratory and venue utilizations report, network uptime report, asset lifecycle and disposal report, and event procurement status report.

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21.14.17 Sports Department Management Module

Purpose: This module shall manage the Academy's sports facilities, equipment and activities, and the membership of the swimming pool, gymnasium.

Functional requirements:

- Maintain a sports inventory with item description, category, quantity, make, serial number where applicable, condition, location and owning facility.
- Maintain inward and outward management for sports goods with receipt against supplier and challan, issue to facilities, sessions and individuals, and stock ledger with running balance.
- Record sports item assignment to a named person, squad, facility or event, with issue and return acknowledgement and condition on return.
- Maintain sports item tracking with current location and holder, and movement history.
- Maintain sports item lifecycle management — procured, in use, under repair, condemned, disposed — with the date and authority for each transition.
- Maintain equipment maintenance monitoring with servicing schedules for gymnasium equipment, repair records, breakdown logs and condemnation.
- Maintain a facility master for the swimming pool, new gymnasium, old Gymnasium Hall, tennis hall and sports grounds, with capacity, operating hours, seasonal availability and the In-Charge Officer.
- Maintain session and slot definitions per facility with separate slots for trainees, officers, family members and women, and capacity limits per slot.
- Support slot booking by members and record actual attendance at the facility by card or biometric.
- Capture the swimming pool membership application electronically with full name, designation, age, place of posting, correspondence address, and office and residence telephone numbers, and generate the numbered and dated application.
- Capture the applicant's election of monthly or annual membership and the declaration of whether the applicant is able to swim, and use the latter to determine slot and supervision requirements.
- Capture the applicant's acknowledgement of personal responsibility and of the management's non-liability in the event of accident, and the undertaking to pay the fee and abide by the rules, retained as an executed declaration.
- Require the Medical Officer's certificate of fitness before the application may proceed, recording the examining officer, date and validity, and certifying freedom from contagious disease, fits, epilepsy, skin disease and other conditions affecting other users.
- Record the decision of the Director or Deputy Director to grant or refuse admission with date and, where refused, the reason.
- Issue a numbered admission card on approval with photograph and validity, integrated with facility access control, and prevent entry where membership has lapsed or the medical certificate is not valid.
- Maintain membership categories with the fee applicable to each, track expiry, issue renewal reminders, and require a fresh medical certificate on renewal at the prescribed interval.
- Record suspension or cancellation of membership for breach of rules with the authority and period.
- Maintain the fee schedule by facility, category and period, raise demands, accept payment, and post receipts to the Swimming Pool and Fitness Centre funds in the Finance and Administration Module.

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- Maintain a calendar of sports events, tournaments, inter-squad competitions and the annual sports meet, with entries, fixtures, results and prizes.
- Maintain a record of trainees and staff representing the Academy at external tournaments with event, level and result.
- Maintain the swimming pool water quality log with chlorine, pH and clarity readings at the prescribed frequency and alerts on readings outside limits, and maintain filtration plant and dosing equipment maintenance records.
- Maintain the lifeguard duty roster and record lifeguard presence for every session in which the pool is open, and maintain safety equipment inventory and inspection records.
- Maintain an incident register for the pool and gymnasia recording accidents, near misses, rescues and medical emergencies with action taken, linked to the Health and Medical Services Module.
- Produce the sports inventory and stock position, issue and return report, equipment maintenance due report, membership register with medical clearance status, applications pending certification or decision, facility utilization by slot and member category, subscription realization and outstanding report, event and tournament results, pool water quality compliance report, and facility incident report.

21.14.18 Court Case Management Module

Purpose: This module shall manage all litigation to which the Academy is a party, before the Maharashtra Administrative Tribunal, the High Court, the Supreme Court and other fora.

Functional requirements:

- Maintain a case register recording the forum, case type, original application or petition number and year, date of institution, the applicant or petitioner, the respondents as described in the cause title, and the subject of the case.
- Classify cases by subject category — eligibility and disqualification, waiting list, seniority, extension of time, promotion, disciplinary matters, recruitment and service conditions — so that recurring categories of litigation are visible.
- Record the officer responsible for filing the affidavit in each case, and the affidavit status as not prepared, draft prepared, draft filed or filed, with the date of each stage.
- Record the next hearing date and maintain the complete history of hearing dates, so that adjournments are visible rather than overwritten.
- Update case status at each hearing with the proceedings recorded, the direction given and the next step required.
- Assign a lawyer to each case, maintaining a panel of advocates and Government pleaders with contact details, area of practice and engagement terms, and record the fee agreed, billed and paid through the Finance and Administration Module.
- Provide a document repository against each case for the application or petition, annexures, parawise remarks, draft and filed affidavits, written statements, court orders, judgments and appeal papers, indexed and searchable.
- Provide case notifications and alerts to the responsible officer, the advocate and the Deputy Director in advance of each hearing date, and escalate where the affidavit has not been filed as the hearing approaches.
- Maintain a record of proceedings and of interim orders.
- Maintain a caveat and notice register for legal notices received and replies issued.
- Provide hearing status tracking on a single screen for all live cases, showing forum, next date, affidavit status and responsible officer.

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- Produce the case register with next hearing dates and affidavit status, cases at risk where hearing is imminent and affidavit not filed, case outcome and compliance pendency report, advocate-wise case load and fee report, and litigation analysis by subject category and by year to identify systemic causes.

21.14.19 Course Director Module

Purpose: This module shall provide the Course Director, Session Director and Deputy Director (Training) with academic planning, faculty allocation and course monitoring for the indoor training programmed.

Functional requirements:

- Maintain the syllabus for each course and each syllabus version, structured by paper, topic and sub-topic, with the sanctioned number of lectures against each.
- Maintain the paper master reflecting the current curriculum.
- Support syllabus versioning so that a change in law or curriculum does not alter the record of sessions already completed, and record the effective session from which a version applies.
- Manage curriculum reform proposals with the proposing officer, justification, approval and the syllabus version to which each change applies.
- Maintain a faculty master with designation — Law Instructor, Assistant Director, Deputy Director, Forensic Expert, Medical Officer — qualification, and the papers each is competent to teach.
- Maintain faculty course assignment, recording for each session and each paper the faculty allotted, and the number of lectures allotted to each.
- Generate the paper-wise faculty allocation sheet listing under each paper the instructors assigned to it, in the existing printed form, for circulation with the timetable.
- Prepare the weekly class assignment for each group of a session, allocating paper, topic, lecture number, faculty and training hall to each of the six periods of the day.
- Support both timetable layouts in use — the session-wise weekly timetable signed by the Session Director, and the group-wise daily timetable covering a stated week signed by the Deputy Director (Training) — generated from the same underlying schedule.
- Detect and prevent conflicts of faculty, training hall and group at the point of assignment.
- Record faculty availability, leave, deputation and external duty, and exclude unavailable faculty from assignment.
- Track faculty lecture workload per week, month and session against a configurable norm, and report over-loaded and under-utilized faculty.
- Support substitution and re-allocation of a lecture when the assigned faculty is unavailable, with automatic notification to affected trainees and to the hall.
- Route the drafted timetable for approval and digital signature and publish it to the Director, the Deputy Director (Training), Session Directors, faculty, trainees and the notice board, with version history.
- Monitor course schedule adherence, recording for each scheduled lecture whether it was delivered, not delivered, postponed or substituted, with a reason code.
- Compute and display, per paper and per faculty member, total allotted lectures, lectures delivered to each group, lectures remaining and percentage completion, replicating the Academy's existing tracker.
- Roll completion figures to paper level, session level and the combined all-subject percentage, and flag papers falling materially behind schedule for escalation to the Session Director and Deputy Director (Training).

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- Flag any paper or faculty member where lectures delivered exceed the sanctioned allotment, so that over-delivery is visible and can be regularized.
- Maintain topic-level coverage so that syllabus completion is verifiable independently of lecture count.
- Plan and record educational visits, guest lectures and special sessions, with host institution, coordinating officers, transport requisition and trainee nominal roll.
- Maintain course material, presentations, case studies and reading references against each topic, and publish them to trainees through the Learning Management System.
- Capture trainee feedback on lectures and faculty, compute faculty-wise and paper-wise scores, and report adverse feedback to the Deputy Director (Training).
- Produce the weekly and daily timetables in the existing signed formats, the paper-wise faculty allocation sheet, the lecture completion report by paper and faculty, faculty workload and utilization report, syllabus coverage report, training hall utilization report, and the academic progress dashboard for the Director.

21.14.20 Outdoor Management Module

Purpose: This module shall manage the outdoor training programmed of the Academy — drill, parade, physical training, field craft, unarmed combat, weapon handling and ground activities — including outdoor faculty, schedules, assessment and discipline.

Functional requirements:

- Maintain an outdoor faculty master with drill instructors, physical training instructors, weapon training instructors, riding instructors and the swimming instructor, with qualification, specialization and the outdoor subjects each is competent to conduct.
- Record outdoor faculty availability, leave and external duty, and exclude unavailable instructors from assignment.
- Maintain the outdoor subject master with drill, parade, physical training, running and endurance, obstacle course, unarmed combat, field craft and tactics, weapon handling, firing practice, equitation and swimming, with the sanctioned periods for each.
- Prepare the weekly outdoor class assignment for each group and squad of a session, allocating subject, instructor and ground or facility to each outdoor period.
- Maintain faculty assignment and faculty training assignment, recording which instructor conducts which outdoor subject for which squad across the session.
- Maintain batch schedule management, coordinating outdoor periods with the indoor timetable so that a squad is not scheduled for both at the same time.
- Allocate grounds, parade square, obstacle course, gymnasia, swimming pool and firing range to outdoor periods, and detect conflicts with other users.
- Support seasonal and weather-dependent rescheduling, with notification to squads and instructors.
- Schedule drill and parade practice, ceremonial rehearsals and the Passing Out Parade, and record participation and turnout.
- Record outdoor attendance per squad and per period, integrated with the overall trainee attendance record.
- Record physical efficiency test events, results per trainee and grading against prescribed standards, with retest scheduling for those below standard.
- Record outdoor subject assessment and examination marks, including drill, physical training, weapon handling, firing and swimming, and pass them to the trainee result computation.

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- Manage examination of outdoor subjects with examiners appointed, assessment criteria, marks entry and moderation.
- Maintain a punishment management record for outdoor discipline, recording the occurrence, the instructor reporting it, the enquiry, the punishment awarded, the awarding authority and completion of the punishment.
- Maintain a reward and commendation record for outstanding outdoor performance.
- Record ground activity tracking with the activity conducted, squad, instructor, duration, ground used and remarks.
- Record injuries sustained during outdoor training with circumstances, first aid given and referral, linked to the Health and Medical Services Module and to the training-hazard acknowledgement executed by the trainee.
- Record medical restrictions on outdoor participation notified by the Medical Officer, and exclude restricted trainees automatically from affected activities for the stated period.
- Maintain outdoor equipment and stores including drill and physical training equipment, obstacle course fittings and protective equipment, with issue, return and condition.
- Coordinate weapon and ammunition requirement for outdoor periods with the Ammunition and Weapon Department Module, and horse allotment with the Horse Stable Management Module.
- Record ceremonial and election bandobast duties performed by trainees with deployment, period and authority.
- Produce the outdoor timetable, instructor workload report, squad-wise outdoor attendance report, physical efficiency test results and remedial list, outdoor assessment results, punishment and reward register, injury analysis by activity, ground and facility utilization report, and outdoor progress dashboard for the Deputy Director (Training).

21.14.21 Health and Medical Services Module

Purpose: This module shall manage the Academy dispensary, the medical records of trainees and staff, and the fitness certification on which admission, training and facility access depend.

Functional requirements:

- Maintain a unique patient record for every trainee, member of staff and authorized dependent, linked to the trainee master or establishment record so that identity particulars are not captured twice.
- Capture the Medical Case Record with every field of the statutory form — hospital, registration number, ward, bed number, date and time of admission, date and time of discharge or death, Medical Officer under whose care, attending student, name, age, sex, caste, income, address, occupation, next of kin with address, and referring person.
- Record provisional diagnosis and final diagnosis as distinct fields, supporting coding against a standard classification while retaining the free-text entry.
- Record the result of each episode as one of the prescribed outcomes — cured, relieved, unrelieved, absconded or died — and require it before the record may be closed.
- Maintain the running clinical record in the prescribed three-column form of date, clinical notes, and treatment and diet, with unlimited continuation sheets.
- Record for each prescription the drug, dose, route, frequency and number of days for which it is to be continued, with dietary orders alongside.
- Print the Medical Case Record and its continuation sheets in the statutory format.
- Restrict access to the clinical record to Medical Officers and authorized medical staff and exclude it from general reporting.

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- Maintain an out-patient register with daily attendance, presenting complaint, diagnosis, treatment given and disposal.
- Maintain ward and bed inventory with occupancy, and record admission, transfer and discharge against the bed.
- Maintain a duty roster for Medical Officers, nursing and paramedical staff, and record the officer on call.
- Record referral to the Civil Surgeon, the Government medical college or an empaneled hospital with reason, referral letter and outcome on return.
- Maintain an emergency and accident register recording injuries sustained during outdoor training, physical training, firing practice, equitation and sports, with circumstances and treatment, linked to the trainee record and to the module in which the injury occurred.
- Record ambulance availability and use, linked to the vehicle record in the Vehicle Management Module.
- Record the pre-joining panel of investigations produced by each candidate and the Medical Officer's opinion, and maintain the separate file of those opinions directed by the Director.
- Issue the Medical Officer's certificate of fitness for swimming in the prescribed form, certifying personal examination, physical and mental fitness and freedom from contagious disease, fits, epilepsy, skin disease and other conditions affecting other users, and route it to the Sports Department Module for the admission decision.
- Issue fitness and unfitness certificates for training, examination, sports participation and duty, with validity period.
- Record temporary medical restriction from outdoor training, physical training or specific activities with the period, visible to outdoor training staff and to the attendance computation.
- Record sick report and recommendation of rest with the number of days, and pass it to the leave and attendance record.
- Maintain the record of medical examination conducted through the Civil Surgeon or Government medical college on joining, and track dispatch of fitness certificates against the deadline set by the Director General of Police.
- Maintain periodic medical examination schedules for staff in prescribed categories including food handlers and drivers, with due-date alerts.
- Maintain a medicine and consumables stock ledger by item, batch and expiry date, deplete stock on dispensing, and prevent dispensing of an expired batch.
- Alert on medicines nearing expiry and on stock below reorder level, and generate the indent.
- Maintain a register of narcotic, scheduled and controlled drugs with the statutory issue and balance record, and record return, expiry and destruction with the prescribed certificate.
- Maintain medical equipment inventory with calibration and maintenance schedules, and conduct periodic physical verification of medical stores.
- Maintain immunization records with schedule and due-date alerts, and plan and record health camps, screening drives and awareness sessions.
- Record communicable disease occurrences and outbreak response with notification to the Director and to the public health authority where required.
- Maintain mental health and counselling support records with access strictly limited to counselling staff and the Medical Officer.
- Process medical reimbursement claims of staff with rule-based entitlement validation and route them for payment.

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- Produce out-patient and in-patient attendance reports, diagnosis-wise morbidity report, injury report by activity, pharmacy stock expiry and consumption report, fitness certification pendency report, and periodic medical examination compliance report.

21.14.22 Estate, Facilities and Works Module

Purpose: This module shall manage the Academy's land, buildings, venues, utilities and construction works.

Functional requirements:

- Maintain a land and building register with survey particulars, area, year of construction, structure type, condition, plinth area and current use.
- Maintain a space and room master for every building, including the Main Administrative Building, Administrative Building, Training Building, Deputy Director (Administration) Office Building, Dnyanmandir with classrooms GM-1 to GM-4 and Manthan, Academy Hall, Shatabdi Hall, Open Air Theatre and Dnyansagar.
- Support booking of Academy Hall, Open Air Theatre, Manthan Hall and conference facilities, with equipment and operator requirements passed to the IT Department Module.
- Maintain a preventive maintenance schedule for buildings, electrical installations, water supply, sanitation, lifts, fire safety systems and air-conditioning, with due dates and completion recording.
- Provide a complaint and work-order ticketing system for civil, electrical, plumbing, carpentry and horticulture faults, with category, location, priority, assignment, resolution and escalation against service-level targets.
- Maintain sanitation and water supply operational logs including water storage and supply, tanker receipts, quality testing and sanitation rounds.
- Maintain the garden and horticulture record with areas maintained, planting, seasonal work and consumables.
- Manage construction works supervision with the estimate, administrative and technical sanction, tender and award, measurement book entries, running-account bills, quality checks, extension of time, completion certificate and defect liability period.
- Maintain the interface with the Public Works Department for works executed through that department, recording references, correspondence and progress.
- Monitor energy and water consumption by building and by hostel and report abnormal consumption.
- Maintain the ceremonial installations record including the 103-foot flag mast, with inspection, maintenance and flag replacement schedule.
- Maintain a facility asset register for fixed installations, linked to the dead stock register, with condition assessment and replacement planning.
- Maintain contractor and agency records for housekeeping, security support, horticulture and maintenance contracts, with scope, rates, validity and performance monitoring.
- Record contract labor and construction worker particulars with identity card details and expose them to the Duty Allocation and Deployment Module for site verification during patrolling.
- Maintain a fire safety and emergency preparedness record with equipment inventory, inspection, drills conducted and deficiencies.
- Produce the building and space register, booking and utilization report, maintenance due and overdue report, complaint pendency and ageing report, works progress and expenditure report, utility consumption report, and contractor performance report

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21.15 Learning Management System (LMS)

21.15.1 Platform and Technology Statement

The Learning Management System shall be implemented on Moodle LMS, the open-source learning platform distributed under the GNU General Public License version 3 (GPLv3). The following conditions shall govern the platform:

Release and support: The Bidder shall deploy the Long Term Support (LTS) release of Moodle LMS current at the time of contract signing, and shall maintain the platform on a vendor-supported release for the entire contract period, including all security releases and at least one major LTS upgrade where the contract period spans an LTS transition.

No proprietary edition required: The solution shall be delivered on the open-source Moodle LMS distribution. No licensed or partner-restricted edition (including Moodle Workplace) shall be required to meet the requirements of this Section. Where a requirement can only be met by a licensed product, the Bidder shall state this explicitly in the technical bid together with the licensing basis.

Customisation standard: All customisation shall be delivered as standard Moodle plugins (local, mod, block, report, auth, enrol or theme type as appropriate). Modification of Moodle core code ('core hacks') is expressly prohibited. All custom plugins shall pass the Moodle Code Checker and shall include automated tests where the plugin implements business logic.

Source code and intellectual property: Complete source code of all custom plugins, themes, configuration scripts and integration middleware developed under this contract shall be delivered to MPA in a version-controlled repository, together with build and deployment documentation. Custom plugins derived from Moodle shall be licensed GPLv3 in accordance with the Moodle licence, with MPA holding perpetual, irrevocable and royalty-free rights of use, modification and redistribution.

Upgrade safety: The Bidder shall demonstrate, at each release, that all custom plugins are compatible with the deployed Moodle version and shall remediate any plugin rendered incompatible by a security or LTS upgrade at no additional cost during the contract period.

21.15.2 Scope Boundary between the LMS and the ERP

The Unified Portal comprises an ERP platform and an LMS platform sharing a common user directory, a common master data set and a common reporting layer. To eliminate duplicated masters, conflicting records and ambiguous ownership at the time of acceptance, the following architectural principle shall apply and shall override any contrary implication elsewhere in this RFP:

The LMS is the system of record for learning, academic assessment and learner-facing training interaction. The ERP is the system of record for academy operations, personnel, infrastructure, inventory, physical security and institutional reporting. No data element shall be mastered in both systems.

The authoritative system of record for each function is set out below. The consuming system shall obtain the data through the defined integration interface and shall not maintain an independent editable master.

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Function / Data	System of Record	Consumed by
Personnel and cadet master record, service and demographic data	ERP	LMS, as identity and profile subset
Faculty and staff human resource record, workload, honorarium	ERP	LMS, as teaching assignment only
Facility, ground, range and hall booking; master academy timetable	ERP	LMS, as published schedule (read-only)
Batch definition, roster and lifecycle	ERP	LMS, as cohort and group structure
Physical training, parade, weapon training, outdoor and firing range performance	ERP	ERP consolidated result
Ammunition, armoury, stores and inventory	ERP	—
Gate pass, gate movement and physical access control	ERP	LMS, as movement events for leave reconciliation
Dues, library, stores and administrative clearance	ERP	LMS, for examination and certificate eligibility
Consolidated result and passing-out merit list	ERP	—
Institutional and executive business intelligence dashboards	ERP	—
Course structure, learning content and learning outcomes	LMS	ERP, as course catalogue reference
Academic assessment, academic marks and academic gradebook	LMS	ERP, for consolidated result
Session-wise training attendance of learners	LMS	ERP, for operational reporting
Learner leave application and sanction	LMS	ERP, as sanctioned leave record
Disciplinary memoranda and conduct ledger	LMS	ERP, for service record
Training certificates issued on course completion	LMS	ERP and external repositories

Where this Section and any other Section of this RFP describe the same function, the allocation in the table above shall prevail.

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21.15.3 LMS Module Inventory

The LMS shall comprise the following thirteen modules. Each module shall be delivered as a working, configured and tested component of the integrated Unified Portal.

Sr. No.	Module	Delivery Basis
1	User Management and Access Control	Core platform configuration
2	Course and Curriculum Management	Core platform configuration
3	Batch and Cohort Management	Core platform configuration with ERP synchronisation
4	Digital Learning and Content Delivery	Core platform configuration
5	Live Virtual Classroom	Integration with designated conferencing service
6	Assignment Management	Core platform configuration
7	Quiz and Online Assessment	Core platform configuration
8	Examination and Academic Gradebook	Core platform with custom extension
9	Attendance Management	Platform plugin with custom extension
10	Leave Management	Existing plugin, configured and extended
11	Disciplinary and Memo Management	Existing plugin, configured and extended
12	Certificate Management	Existing plugin, configured and extended
13	Communication and Notice Board	Core platform configuration

21.15.4 Common Requirements Applicable to All LMS Modules

The following requirements apply to every module described in this Section and shall not be treated as optional or separately priced items.

Authentication, Identity and Access

The LMS shall not maintain an independent credential store for routine users. Authentication shall be delegated to the identity provider designated for the Unified Portal through SAML 2.0 or OpenID Connect, with the ERP or a dedicated identity service acting as the identity provider. The specific identity provider and protocol shall be fixed during the FRS/SRS stage.

A break-glass local administrator account shall be retained, protected by multi-factor authentication and subject to logged, time-bound use.

Multi-factor authentication shall be enforced for all administrative and evaluative roles (system administrator, examination cell, course director and above).

Access control shall use Moodle's role and capability framework. Roles shall be assigned at the appropriate context (system, category, course, activity) and shall follow the principle of least

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privilege. Custom roles shall be creatable and modifiable by the MPA system administrator without source code changes.

Password policy, session inactivity timeout, and account lockout thresholds shall be configurable and shall be set in accordance with CERT-In guidance and MPA's information security policy. The applicable values shall be fixed during the FRS/SRS stage and shall include a documented account unlock procedure.

Bilingual Support and Localisation

The user interface shall be available in English and Marathi, with per-user language selection and an MPA-configurable default.

Interface strings not present in the Moodle community language pack shall be supplied by the Bidder through the standard Moodle language customisation facility.

Translation of academic and training content is the responsibility of MPA unless otherwise agreed. The platform shall support parallel content in both languages within a course.

All dates, numbers and name fields shall support Indian conventions and Devanagari input.

Accessibility

The learner-facing and staff-facing interfaces shall conform to WCAG 2.1 Level AA and to the Guidelines for Indian Government Websites (GIGW 3.0). A third-party accessibility conformance report shall be furnished at User Acceptance Testing.

Mobile Access

The platform shall be accessible through responsive web interface on desktop, tablet and mobile browsers.

Mobile application access shall be delivered through the official Moodle Mobile application with MPA site configuration enabled, providing course access, content download for offline study, notifications and assessment participation as supported by the application.

Where MPA requires a branded application published under an MPA developer account, or custom in-app screens for MPA-specific plugins, this shall be treated as a distinct deliverable. Requires FRS/SRS clarification: MPA to confirm whether a branded mobile application is within scope, as this materially affects the mobile deliverable.

Notifications

The platform shall dispatch notifications through in-application message, email and SMS channels using the notification services provided by MPA.

SMS gateway provision, DLT template registration and SMS transaction cost shall be borne by MPA, consistent with the Technical Requirements of this RFP. The Bidder shall integrate with the gateway made available.

Users shall be able to configure notification preferences per channel, except for notifications designated as mandatory by MPA.

Data Protection, Audit and Retention

Processing of personal data shall comply with the Digital Personal Data Protection Act, 2023, including purpose limitation, access control and defined retention.

A data retention and archival schedule shall be defined during the FRS/SRS stage for learner records, assessment records, disciplinary records and system logs. Records shall not be deleted outside this schedule; status-based archival shall be used in place of deletion.

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The system shall maintain an audit log capturing user identity, action, source IP address, user agent and system timestamp for authentication events, role assignments, permission changes, grade changes, assessment configuration changes and record archival. Log timestamp precision shall be the precision provided by the platform logging framework.

Audit logs shall be exportable and shall be retained for the period defined in the retention schedule.

Reporting and Data Exchange

All modules shall expose their data to the reporting layer. Operational and academic reports within the LMS shall be built using Moodle's report builder and custom report plugins.

Institutional and executive dashboards shall be delivered by the ERP reporting module. The LMS shall expose the necessary datasets to the ERP reporting layer through documented web services; the LMS shall not implement a parallel executive business intelligence layer.

All reports shall be exportable to PDF, XLSX and CSV.

21.15.5 Module 1 — User Management and Access Control

Purpose

To provide a controlled identity and authorisation framework within the LMS that reflects the organisational structure of the Academy, enforces role-based access to learning and assessment functions, and maintains a complete audit trail of access and privilege events.

Functional Requirements

The LMS shall consume user identities from the Unified Portal identity provider. User records shall be provisioned and de-provisioned automatically on the basis of events published by the ERP personnel and cadet masters.

The system shall support organisational representation through category, cohort and group structures corresponding to wing, course, batch, company, platoon and section.

Role-based access control shall govern access to courses, content, assessments, grades and administrative functions. Roles shall be assignable at system, category, course and activity context.

The MPA system administrator shall be able to define custom roles and modify capability assignments through the administrative interface without source code modification.

Bulk provisioning shall be supported through validated CSV upload and through web service for ERP-driven synchronisation, with pre-import validation and an error report identifying rejected records and the reason for rejection.

User account status shall support active, suspended and archived states, driven by the corresponding lifecycle state in the ERP master.

Segregation of duties shall be enforced within a single course context: a user holding an evaluative role in a course shall not concurrently hold a learner role in the same course. Cross-context role combinations (for example, an in-service officer who is a learner in one course and an instructor in another) shall be permitted.

All authentication attempts, role assignments, capability overrides and profile modifications shall be recorded in the audit log.

Workflow and Business Rules

Identity lifecycle: ERP creates or updates personnel or cadet record, publishes event, LMS provisions or updates account, role and cohort membership are applied by rule, account is activated, and access is logged continuously until the ERP publishes an archival event.

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User records shall not be deleted from the LMS. Lifecycle transitions shall result in suspension or archival with retention of assessment and participation history.

Manual creation of accounts shall be restricted to the system administrator role, shall require a recorded justification, and shall be reported monthly for review.

User Roles

System Administrator — platform configuration, role definition, plugin management, integration configuration.

LMS Administrator — user and cohort administration, course allocation, operational parameters.

Training Head / Course Director — role assignment within their category or course scope.

Faculty / Instructor — access to assigned courses and learners only.

Cadet / Officer Trainee — self-service access to own profile, enrolled courses and own records.

Integration Points

Unified Portal identity provider (SAML 2.0 / OpenID Connect).

ERP personnel and cadet masters, through web service, for provisioning and lifecycle events.

Reports and Dashboards

Active, suspended and archived user report; role and capability assignment matrix; authentication and lockout log; privilege change report; inactive account report.

21.15.6 Module 2 — Course and Curriculum Management

Purpose

To govern the creation, structuring, delivery, revision and archival of all academic, legal, procedural and professional courses conducted by the Academy, and to map course content to defined learning outcomes.

Functional Requirements

The system shall support a course hierarchy of programme, course, module, topic and sub-topic through category and section structures.

The content repository shall support SCORM 1.2 and SCORM 2004, H5P interactive content, PDF, MP4 video, HTML5, audio and document formats.

Sequential learning pathways shall be enforced through completion conditions and access restriction rules, permitting a topic or assessment to be released only on satisfaction of defined prerequisites.

Learning outcomes shall be defined in a competency framework and mapped to courses, activities and assessments, supporting outcome-based reporting of attainment.

Course templates shall be provided so that recurring courses can be instantiated consistently for successive batches.

Course revision control shall be maintained: on syllabus revision, the prior course shall be retained in a read-only archived state so that the assessment record of previously enrolled learners remains intact and auditable. Requires FRS/SRS clarification: MPA to confirm whether formal version numbering of course content is required, as this determines whether a custom versioning plugin is needed in addition to archival.

Completed courses shall be archived to a read-only state with retention of enrolment, activity and grade history.

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Workflow and Business Rules

Syllabus drafting, course structure creation, learning outcome mapping, content upload, course director verification, training head approval, publication, enrolment, delivery and archival.

A revision published after a course has commenced shall not alter completed assessment records of currently enrolled learners.

A course shall not be published until mandatory metadata, outcome mapping and completion criteria are configured.

User Roles

Training Head — approval of new course structures and major syllabus revisions.

Course Director — course configuration, content validation, outcome mapping.

Faculty — content upload and topic scheduling within assigned courses.

Integration Points

ERP training management, for course catalogue and course-to-batch allocation.

ERP library module, for reference to catalogued digital resources.

Reports and Dashboards

Syllabus coverage matrix; outcome attainment report; course completion overview; content inventory and revision log.

21.15.7 Module 3 — Batch and Cohort Management

Purpose

To organise learners into the training groupings used by the Academy, to control enrolment into courses on the basis of those groupings, and to maintain the learning-side record of a learner's progression through a batch.

Functional Requirements

Batches shall be represented as cohorts, with sub-groupings for company, platoon, squad and section represented as groups and groupings within courses.

Batch definitions, intake codes, capacity and calendar dates shall be sourced from the ERP training management master. The LMS shall not permit independent creation of a batch that does not exist in the ERP master.

Enrolment into courses shall be driven by cohort membership, with automatic enrolment and un-enrolment on change of membership.

Instructors shall be assignable to a batch, to a course, and to specific groups within a course.

Transfers between batches, term repeats and holds shall be received from the ERP and reflected in LMS enrolment and grouping, with the prior learning record retained and the change recorded in the audit log.

Learners shall not hold concurrent active enrolment in two primary basic training programmes.

Workflow and Business Rules

ERP publishes batch definition and roster, LMS creates cohort and group structure, cohort-based enrolment executes, instructors are assigned, delivery proceeds, and on batch closure the cohort and its courses transition to archived state.

Group and platoon reassignment within a batch shall be permitted only to authorised roles and shall be logged.

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User Roles

LMS Administrator — execution of cohort and group structure and bulk enrolment.

Training Head / Course Director — instructor assignment and group configuration.

Integration Points

ERP training management, for batch master, roster and lifecycle events.

Reports and Dashboards

Cohort and group composition report; enrolment status by batch; instructor allocation report; transfer and term-repeat log.

21.15.8 Module 4 — Digital Learning and Content Delivery

Purpose

To deliver structured, multi-format learning content to learners for self-paced and instructor-led study, and to record learner engagement with that content.

Functional Requirements

The platform shall deliver SCORM 1.2 and 2004 packages, H5P interactive content, video, audio, PDF and HTML content through native activity types, with resume-from-last-position behaviour for tracked content.

Content shall be classified by sensitivity level. Access to restricted content shall be governed by role and cohort, and restricted content shall be rendered in view-only mode with download disabled.

Restricted content rendered on screen shall carry a dynamic visible watermark bearing the viewing user's identifier and access timestamp, to permit attribution of any unauthorised capture.

Learners shall be able to bookmark content, maintain private notes and track their own completion progress.

Moderated discussion forums shall be provided at course and topic level, supporting question-and-answer and case discussion, with subscription and digest options.

Content packages designated as available offline shall be downloadable through the mobile application within the access rights of the learner.

Engagement shall be tracked, including access events, time on activity, video completion where the player reports it, and activity completion status.

Where MPA requires learning records in xAPI format, the platform shall emit xAPI statements to an external Learning Record Store. Requires FRS/SRS clarification: the Learning Record Store is a separately licensed product; MPA to confirm whether an LRS is within scope and, if so, whether it is to be supplied by MPA or by the Bidder.

Workflow and Business Rules

Content authoring or upload, sensitivity classification, placement in course, access rule configuration, publication, learner engagement, and engagement logging.

Content classified as restricted shall not be downloadable, printable or available offline.

Mandatory content shall be enforced through completion conditions gating subsequent activities.

User Roles

Faculty / Content Author — content creation, upload, completion criteria configuration, forum moderation.

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LMS Administrator / Information Security Officer — sensitivity classification policy and content access policy.

Cadet — content access, notes, forum participation, personal progress view.

Integration Points

ERP library module, for catalogued reference material.

External Learning Record Store, subject to the clarification above.

Reports and Dashboards

Learner engagement report; content access and completion matrix; incomplete mandatory content report; forum activity report; restricted content access audit log.

21.15.9 Module 5 — Live Virtual Classroom

Purpose

To conduct live online sessions within the LMS so that guest experts, senior officers and external specialists can deliver lectures and briefings to learners, and so that participation is recorded against the course.

Functional Requirements

Live sessions shall be scheduled and joined from within the course, without separate manual distribution of meeting links.

The platform shall support integration with the conferencing service designated by MPA. Requires FRS/SRS clarification: MPA to designate the conferencing service. Where MPA designates the platform's native open-source conferencing activity, the Bidder shall provision and operate the conferencing server; where MPA designates a commercial service, MPA shall provide the necessary subscription and API credentials.

Participant join and leave times and total duration shall be captured automatically and made available for attendance purposes.

Sessions shall support screen sharing, shared whiteboard, moderated chat, polling and breakout rooms, to the extent supported by the designated conferencing service.

Session recordings shall be retained and published to the course, with access governed by course enrolment and an MPA-defined retention period.

Workflow and Business Rules

Session creation in the course, calendar entry and notification, learner authentication and join, session conduct and recording, participation log capture, and publication of the recording.

Participation duration below an MPA-defined threshold shall be reported as partial attendance and shall be referred to the Attendance module for treatment.

Recording access shall lapse on batch archival unless extended by the Course Director.

User Roles

Faculty / Host — session conduct and moderation.

Course Coordinator — session scheduling and guest access provisioning.

Cadet — participation and access to permitted recordings.

Integration Points

Designated conferencing service.

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LMS Attendance module, for participation data.

Reports and Dashboards

Session participation report; session duration log; recording access report.

21.15.10 Module 6 — Assignment Management

Purpose

To manage the setting, submission, evaluation and feedback of written coursework, case studies, investigation reports and project work.

Functional Requirements

Instructors shall create individual and group assignments with due date, cut-off date, permitted file types, submission size limits and grading method.

Grading shall support simple point grading, marking guides and analytic rubrics, with rubric criteria published to learners in advance where the instructor so elects.

Evaluators shall annotate submitted documents within the browser, including inline comment, highlight and freehand annotation on PDF submissions, and shall provide file and audio feedback.

Blind marking shall be supported, concealing learner identity from the evaluator until grades are released.

Marking workflow with defined evaluation states and a moderation step before release of grades shall be supported.

Submissions after the due date shall be accepted until the cut-off date and shall be flagged as late. Where MPA requires automatic mark deduction proportionate to delay, this shall be delivered as a custom extension. Requires FRS/SRS clarification: MPA to confirm the late-submission penalty rule.

Extensions to individual learners shall be grantable by authorised roles with the reason recorded.

The platform shall provide the standard plagiarism integration interface. Requires FRS/SRS clarification: originality checking requires a licensed third-party service; MPA to confirm whether such a service is within scope and, if so, the licensing basis and the threshold at which a submission is referred for review.

Workflow and Business Rules

Assignment creation, publication to course and calendar, learner submission, originality check where applicable, evaluation and annotation, moderation where applicable, grade release, and learner review of feedback.

Submission after the cut-off date shall be rejected by the platform unless an extension has been recorded.

Released grades shall flow to the course gradebook automatically.

User Roles

Faculty / Evaluator — assignment definition, evaluation, feedback.

Course Director — moderation, extension approval, review of score distribution.

Cadet — submission, tracking of evaluation status, review of feedback.

Integration Points

LMS gradebook.

Third-party originality checking service, subject to the clarification above.

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Reports and Dashboards

Submission status tracker; evaluation progress report; score distribution; late submission and extension log.

21.15.11 Module 7 — Quiz and Online Assessment

Purpose

To conduct formative and summative online assessment with controlled question banks, automated scoring for objective items and statistical evaluation of question quality.

Functional Requirements

A shared question bank shall be maintained, organised by category, sub-category and tag, permitting classification by subject, topic, difficulty and cognitive level.

Supported question types shall include multiple choice, multiple response, true or false, matching, numerical, short answer, essay, drag and drop, and questions incorporating images or video.

Question and answer option order shall be randomised per attempt, and questions shall be drawn at random from designated bank categories so that no two learners receive an identical paper.

Marking schemes shall support positive marking, negative marking, partial credit and per-question weighting, configured before the assessment opens.

Assessments shall support timing controls, attempt limits, access windows, password protection and network address restriction.

Integration with a secure examination browser shall be provided for high-stakes assessment, enforcing kiosk-mode restriction of navigation, copy, paste and external application access on managed examination workstations.

Objective questions shall be graded automatically on submission; descriptive questions shall be routed for manual evaluation.

Post-assessment statistical analysis shall be produced, including facility (difficulty) index, discrimination index and distractor analysis, for review of question quality.

Assessment attempt logs, including access, page navigation and submission events, shall be retained for audit and review of irregularities.

Requires FRS/SRS clarification: where MPA requires remote proctoring with camera or screen monitoring, this requires a separately licensed third-party service and a defined privacy basis under the Digital Personal Data Protection Act, 2023. MPA to confirm whether remote proctoring is within scope. High-stakes assessment conducted in supervised examination laboratories with a secure examination browser is the recommended baseline.

Workflow and Business Rules

Question authoring and review, blueprint definition, assessment configuration, security configuration, publication, conduct, automatic and manual grading, statistical analysis, and grade release.

Marking scheme and negative marking rules shall be locked once the assessment opens and shall not be modifiable after any learner submission.

Question bank content designated as confidential shall be accessible only to the examination cell and authorised subject experts, and all access shall be logged.

User Roles

Examination Cell — question bank governance, blueprint authorisation, high-stakes assessment control.

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Faculty / Subject Expert — question authoring, evaluation of descriptive responses.

Cadet — attempting assessments and viewing permitted results.

Integration Points

LMS gradebook.

Secure examination browser on managed examination workstations.

Reports and Dashboards

Assessment score register; item analysis report; attempt and access log; question bank utilisation report; assessment irregularity report.

21.15.12 Module 8 — Examination and Academic Gradebook

Purpose

To consolidate all academic assessment conducted within the LMS into a controlled academic gradebook, to apply the grading policy of the Academy to academic subjects, and to transmit the resulting academic outcome to the ERP for compilation of the official result and the passing-out merit list.

Assumption: the official consolidated result and the passing-out merit list, which combine academic outcomes with outdoor, physical, weapon, firing and conduct outcomes, are compiled and published by the ERP. The LMS is the system of record for academic marks only. Requires FRS/SRS clarification if MPA intends otherwise.

Functional Requirements

The gradebook shall organise assessment into weighted categories per course, supporting configurable aggregation, and shall compute course-level and programme-level academic outcomes.

Grading schemes shall support percentage, letter grade, grade point and pass or fail treatment, configurable per course.

Marks for offline written examinations shall be captured through a controlled marks entry interface and through validated bulk upload, with entry restricted to authorised roles and every entry and revision recorded in the audit log.

Grade moderation and grace mark application shall follow a defined workflow with reviewer and approver roles, and the reason for every adjustment shall be recorded.

Re-evaluation and re-totalling requests shall be raised, tracked and disposed within the system, with the outcome and the authorising officer recorded.

On sanction by the competent authority, the academic result for a course or batch shall be locked. A cryptographic hash of the locked dataset shall be generated and stored to permit later verification that the record is unaltered. Post-lock correction shall be possible only through a formal correction workflow requiring approval at the level that sanctioned the original result, and shall retain both the original and corrected values.

Examination eligibility shall be evaluated against attendance and disciplinary status held within the LMS, and against dues and clearance status obtained from the ERP. The eligibility determination shall be exposed to the ERP for issue of the hall ticket.

Academic mark sheets and academic transcripts generated from the LMS shall be available where MPA requires them; the official consolidated mark sheet and merit list remain an ERP output.

Academic results, course-level outcomes and eligibility status shall be published to the ERP through a documented web service.

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Workflow and Business Rules

Assessment conduct, marks capture, moderation and grace mark application, academic result compilation, sanction by competent authority, lock and hash, and publication to ERP.

A learner shall meet the minimum academic pass standard defined for the programme; combined qualification criteria across academic and non-academic components are evaluated by the ERP.

Marks shall not be visible to learners until the result is released by the competent authority.

User Roles

Controller of Examinations — grading scheme configuration, moderation, grace mark policy, result compilation.

Director / Additional Director — sanction of academic results and authorisation of post-lock corrections.

Faculty / Evaluator — marks entry within assigned courses.

Cadet — view of own released results.

Integration Points

ERP training management, for result publication and merit list compilation.

ERP finance and administration, for dues and clearance status.

LMS attendance and disciplinary modules, for eligibility determination.

Reports and Dashboards

Academic tabulation register; individual academic mark sheet; grade distribution analysis; marks entry and revision audit log; re-evaluation register; examination eligibility report.

21.15.13 Module 9 — Attendance Management

Purpose

To record and report learner attendance for scheduled training sessions, to compute attendance percentages against the standards of the Academy, and to make attendance data available for examination eligibility and disciplinary action.

Functional Requirements

Attendance shall be recorded per session against the published training schedule, rather than on a daily basis, with configurable attendance status values including present, absent, late, excused and on approved leave.

Instructors shall mark attendance through the web interface and through the mobile application, including where network connectivity is unavailable at the point of capture, with synchronisation on restoration of connectivity.

Learner self-marking within a session window, with instructor confirmation, shall be supported where MPA elects to use it.

The module shall accept attendance events from the ERP where attendance is captured by biometric, card or other devices operated as part of academy infrastructure. The LMS shall consume normalised attendance events through a defined interface and shall not integrate directly with attendance hardware.

Attendance status shall be reconciled automatically against sanctioned leave held in the Leave Management module, so that absence covered by sanctioned leave is not recorded as unauthorised.

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Absence not covered by sanctioned leave shall be flagged as unauthorised absence and shall be available to the Disciplinary and Memo Management module for action.

Attendance percentage shall be computed per course and per programme and shall be evaluated against the minimum thresholds defined by MPA, with warning notifications to the learner and the course director on breach.

Manual amendment of a recorded attendance status shall require a recorded justification and shall be logged with the identity of the amending user.

Workflow and Business Rules

Session generation from the published schedule, attendance capture, reconciliation against sanctioned leave, flagging of unauthorised absence, threshold evaluation, and reporting to the course director.

Attendance data shall be locked for amendment after a period defined by MPA, following which change shall require approval of the Course Director.

Attendance shall be a determinant of examination eligibility, evaluated by the Examination and Academic Gradebook module.

User Roles

Faculty / Instructor — attendance capture and amendment requests within assigned sessions.

Course Director — review of attendance, approval of amendments and condonation for authorised duty.

Cadet — view of own session-wise and cumulative attendance.

Integration Points

ERP, for the published training schedule and for device-captured attendance events.

LMS Leave Management module and Disciplinary and Memo Management module.

Reports and Dashboards

Session-wise attendance register; cumulative attendance percentage report; shortage of attendance report; unauthorised absence report; attendance amendment audit log.

21.15.14 Module 10 — Leave Management

Purpose

To manage the application, approval, sanction, tracking and reconciliation of learner leave, and to ensure that sanctioned leave is reflected correctly in attendance and training records.

This module shall be delivered by configuration and extension of an existing, proven Moodle leave management plugin, adapted to the leave categories, approval hierarchy and business rules of the Academy.

Functional Requirements

The module shall support the leave categories applicable to learners at the Academy, including casual leave, medical leave, emergency leave, bereavement leave and station leave, each with its own entitlement, documentation requirement and approval path.

Learners shall submit leave applications through the web and mobile interface, stating category, period, reason, address during leave and contact details, with supporting document upload where the category requires it.

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Applications shall route through a configurable multi-level approval hierarchy determined by leave category and duration, with each authority able to recommend, approve, reject or return the application for clarification.

Every action in the approval chain shall record the acting authority, the action, the remarks and the system timestamp.

Leave entitlement and balance shall be maintained per learner per category, with automatic deduction on sanction and restoration on cancellation.

Business rules shall be configurable, including maximum leave permissible in a programme, cumulative leave thresholds triggering review, minimum notice period, and blackout periods during which leave is not granted.

On sanction, the module shall notify the learner and publish the sanctioned leave record to the Attendance module and to the ERP.

Actual return shall be recorded against the sanctioned period. Where the ERP publishes gate movement events, the module shall reconcile actual departure and return against the sanctioned period and shall flag overstay.

An overstay or an unauthorised absence identified by this module shall be referred to the Disciplinary and Memo Management module for action.

Medical leave and extension of medical leave shall require attachment of the certificate prescribed by MPA before sanction.

Workflow and Business Rules

Application, validation against entitlement and business rules, multi-level approval routing, sanction, notification, publication to attendance and ERP, return recording, reconciliation, and closure or referral for overstay.

Leave shall not be sanctioned where the learner has a scheduled examination or a mandatory training commitment within the applied period, unless overridden by the Course Director with recorded reasons.

Leave taken beyond the cumulative threshold defined by MPA shall trigger a review of the learner's continuation in the programme, to be recorded and referred to the competent authority.

User Roles

Cadet — application, tracking of status, view of balance and history.

Course Coordinator / Course Director / Training Head / Additional Director — approval at the level determined by category and duration.

LMS Administrator — configuration of categories, entitlements, approval hierarchy and business rules.

Integration Points

LMS Attendance module, for sanctioned leave.

LMS Disciplinary and Memo Management module, for overstay and unauthorised absence.

ERP, for publication of sanctioned leave and for receipt of gate movement events. Issue of the physical gate pass and control of the academy gate are functions of the ERP.

Reports and Dashboards

Leave register by learner, batch and category; pending approval report by authority; leave balance report; overstay and breach report; medical leave register; leave utilisation analysis.

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21.15.15 Module 11 — Disciplinary and Memo Management

Purpose

To digitise the issue of memoranda for misconduct, the submission of explanations, the award and execution of punishment, the disposal of appeals, and the maintenance of a conduct ledger for each learner.

This module shall be delivered by configuration and extension of an existing, proven Moodle disciplinary and memo management plugin, adapted to the fault catalogue, punishment schedule and approval hierarchy of the Academy.

Functional Requirements

Memoranda shall be issued manually by authorised staff and automatically on system-detected breaches, including unauthorised absence referred by the Attendance module and overstay referred by the Leave Management module.

A configurable catalogue of fault codes shall be maintained, classified by category and gravity, with the punishment options and conduct point implications defined against each.

Supporting evidence, including documents and images, shall be attachable to a memorandum.

The memorandum shall be delivered to the learner through the platform and mobile notification, with acknowledgement of receipt recorded.

The learner shall submit a written explanation within a configurable time window, with the countdown visible to the learner and non-submission recorded as such.

The disciplinary authority shall review the explanation and either drop the memorandum or award punishment from the configured schedule, recording reasons in either case.

Execution of awarded punishment shall be recorded and certified by the designated officer before the memorandum is closed.

The learner shall be able to appeal an award to the designated appellate authority within a configurable period, and the appellate decision and its reasons shall be recorded.

A conduct ledger shall be maintained per learner, recording conduct point adjustments arising from memoranda and awards, with the running balance available to authorised roles.

Accumulation of adverse conduct points beyond a configured threshold shall raise an alert to the competent authority for consideration of formal inquiry. The system shall record the alert; it shall not itself determine any consequence.

The complete disciplinary history of a learner shall be retained and shall be publishable to the ERP for incorporation in the service record.

Workflow and Business Rules

Detection or observation of the breach, categorisation, memorandum issue, delivery and acknowledgement, explanation within the prescribed window, review by the disciplinary authority, award or closure, execution and certification, appeal where preferred, appellate decision, and conduct ledger update.

A memorandum shall not be closed until either the award has been certified as executed or the memorandum has been formally dropped.

All disciplinary records shall be retained for the period prescribed in the retention schedule and shall not be deleted.

User Roles

Director / Additional Director — appellate authority and sanction of major punishment.

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Course Director / Training Head — issue of memoranda, review of explanations, award of punishment.

Faculty / Instructor — issue of routine memoranda within the categories authorised to them.

Cadet — receipt of memoranda, submission of explanation, view of own conduct history, preferring of appeal.

Integration Points

LMS Attendance and Leave Management modules, for automatic referral.

ERP, for publication of disciplinary outcomes to the service record and for conduct input to the consolidated result.

Reports and Dashboards

Disciplinary register; conduct point ledger by learner and batch; pending explanation report; pending execution report; appeals register; repeat defaulter report; misconduct category analysis.

21.15.16 Module 12 — Certificate Management

Purpose

To generate, issue, record and permit verification of certificates awarded on completion of training conducted through the LMS.

This module shall be delivered by configuration and extension of an existing, proven Moodle certificate generation plugin, adapted to the certificate types, templates and issuing authorities of the Academy.

Functional Requirements

Certificate templates shall be configurable through a template designer, supporting placement of text, dynamic data fields, images, emblems, signature images and background artwork, without source code modification.

Separate templates shall be maintained for each certificate type required by MPA, including course completion, in-service course, merit and commendation certificates.

Certificate issue shall be conditional on satisfaction of defined criteria, including course completion, academic result and absence of outstanding disciplinary or clearance holds obtained from the ERP.

Each certificate shall carry a unique certificate number and a verification code, and shall be reproducible from stored data at any later date.

A verification facility shall be provided permitting a third party holding the certificate number and verification code to confirm the authenticity and particulars of the certificate. Requires FRS/SRS clarification: MPA to confirm whether the verification facility is to be exposed publicly on the internet, as this has hosting and security implications.

Certificates shall be issuable individually and in batch, and shall be available to the learner for download and retained in the learner's record.

Reissue of a duplicate certificate shall be permitted only on approval, shall be distinctly marked as a duplicate, and shall record the requesting and approving authority.

Requires FRS/SRS clarification: where MPA requires certificates to bear a cryptographic digital signature applied through a Class 3 signing certificate, or to be deposited to a government digital repository, these require procurement of signing certificates and hardware tokens by MPA and onboarding of MPA with the repository operator. MPA to confirm whether these are within scope and to confirm that it will procure the certificates and secure the necessary onboarding.

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Workflow and Business Rules

Verification of eligibility, template selection, data merge, generation, recording in the certificate register, notification to the learner, and availability for download and verification.

A certificate shall not be generated where an eligibility condition or a clearance hold is unsatisfied.

The certificate register shall be permanent and shall not be deleted.

User Roles

LMS Administrator — template configuration and issue rules.

Course Director / Training Head — authorisation of issue for a course or batch.

Cadet — download of own certificates.

Integration Points

LMS Examination and Academic Gradebook module, for eligibility.

ERP, for clearance status and for publication of the issued certificate to the service record.

Reports and Dashboards

Certificate issue register; certificate type and batch summary; duplicate issue register; verification request log.

21.15.17 Module 13 — Communication and Notice Board

Purpose

To provide controlled, targeted and auditable communication to learners and training staff within the learning environment.

Functional Requirements

Announcements shall be publishable at platform, category, course and cohort level, with dispatch through in-application notification, email and, where designated, SMS.

Communications shall be targetable by cohort, group, course enrolment and role.

Communications designated as mandatory shall require acknowledgement by the recipient, and acknowledgement status shall be reported to the issuing authority.

A notice board view shall present current notices to the learner on the platform dashboard and mobile application, with archival of expired notices.

Moderated discussion forums shall be provided for academic discussion, with subscription, digest and moderation controls.

Direct messaging between learners and instructors shall be available and shall be subject to the retention and audit provisions of this Section.

SMS dispatch shall be reserved for categories designated by MPA as urgent, and the system shall enforce the designation at the point of dispatch.

Requires FRS/SRS clarification: publication of the Daily Routine Order is an academy-wide administrative order affecting staff and operations beyond the learning environment, and is more appropriately issued from the ERP. MPA to confirm the system from which the Daily Routine Order is issued; the LMS shall display it to learners in either case.

Workflow and Business Rules

Drafting, selection of audience, approval where the category requires it, dispatch, display, acknowledgement tracking where mandatory, and archival.

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Communications shall be retained and shall be retrievable as evidence of dispatch and acknowledgement.

User Roles

Training Head — authorisation and issue of academy-wide learning communications.

Course Director / Coordinator / Instructor — issue of course and batch communications, forum moderation.

Cadet — receipt, acknowledgement and participation in permitted forums.

Integration Points

MPA email and SMS gateway services.

ERP, for display of academy-wide orders within the LMS.

Reports and Dashboards

Communication dispatch register; acknowledgement status and defaulter report; forum activity report; SMS dispatch audit report.

21.15.18 Integration Requirements

All integration between the LMS and the ERP shall be implemented through documented, versioned and authenticated interfaces. The Bidder shall publish an interface specification for review and approval during the FRS/SRS stage, covering at minimum the interfaces listed below.

Identity and access: authentication assertion from the designated identity provider; provisioning, update and lifecycle events for personnel and learner accounts.

Organisational structure: batch, company, platoon, section and course allocation, published by the ERP and consumed by the LMS.

Training schedule: published session schedule, consumed by the LMS for session generation and attendance.

Attendance events: device-captured attendance events published by the ERP and consumed by the LMS.

Leave: sanctioned leave published by the LMS to the ERP; gate movement events published by the ERP to the LMS.

Discipline: disciplinary outcomes and conduct ledger published by the LMS to the ERP.

Academic results: course-level academic results, grades and examination eligibility published by the LMS to the ERP.

Clearance status: dues, library, stores and administrative clearance published by the ERP to the LMS.

Certificates: issued certificate records published by the LMS to the ERP.

Reporting: LMS datasets exposed to the ERP reporting and analytics layer.

Each interface shall define its data contract, direction, trigger, frequency, authentication mechanism, error handling, retry behaviour and reconciliation procedure. Interfaces shall be idempotent and shall support replay without duplication. A reconciliation report shall be produced for each interface at a frequency defined by MPA, identifying records that failed to synchronise.

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21.15.19 Exclusions from the LMS Scope

The following are expressly excluded from the scope of the LMS and are provided here to prevent ambiguity at the time of acceptance. Where any of these functions is required, it is delivered by the ERP or by MPA.

Supply, installation, commissioning or maintenance of any hardware, including biometric devices, cameras, access control equipment, timing equipment, target systems, tablets, signage displays, network equipment and cryptographic tokens.

Physical access control at academy gates and premises, including gate pass issue, sentry verification and turnstile operation.

Personnel and human resource administration, including service records, postings, workload norms, honorarium and payroll.

Facility, ground, range and vehicle booking, and preparation of the master academy timetable.

Inventory and armoury management, including ammunition issue, return and reconciliation.

Recording and computation of physical training, parade, weapon training, outdoor training and firing range performance.

Compilation and publication of the consolidated result and the passing-out merit list.

Institutional and executive business intelligence dashboards.

Provision of SMS gateway capacity, DLT template registration and SMS transaction charges.

Procurement of third-party licences and subscriptions, including originality checking services, remote proctoring services, Learning Record Store products, commercial conferencing subscriptions and digital signing certificates, unless expressly included following the clarifications recorded in this Section.

Translation of academic and training content into Marathi or any other language.

21.15.20 Assumptions and Dependencies

The requirements of this Section are stated on the following assumptions. Where an assumption does not hold, the affected requirement shall be revisited during the FRS/SRS stage.

MPA shall designate the identity provider for the Unified Portal and shall make it available for integration.

The ERP shall be the system of record for the functions allocated to it in clause 21.15.2 and shall expose the interfaces listed in clause 21.15.18.

MPA shall provide email and SMS services as stated in the Technical Requirements of this RFP.

Where integration with an external government or third-party system is required, MPA shall obtain the necessary authorisation, credentials and access, and shall facilitate the technical engagement. The Bidder's obligation is limited to implementing the integration against the interface made available; the Bidder shall not be held responsible for the unavailability, withdrawal or change of a third-party interface outside its control.

Existing hardware to be integrated shall expose a documented interface. Where it does not, the affected requirement shall be treated as a change under the change management process.

Learner volumes, concurrency at peak assessment periods and content storage volumes shall be provided by MPA during the FRS/SRS stage and shall form the basis of infrastructure sizing and of the performance criteria in the Non-Functional Requirements of this RFP. Performance and capacity commitments are stated in that Section and not in this Section.

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MPA shall nominate the officers who will act as approving authorities in each configurable workflow described in this Section.

21.16 Report, Analytics, Security and Architecture

21.16.1 Executive Reports and Analytics Dashboards

a. Purpose & Objectives

The Executive Reports & Analytics Dashboards module shall aggregate data across all administrative, academic, physical, firing, attendance, leave, and disciplinary modules. It provides actionable insights for executive leadership, training commanders, and external government oversight bodies.

b. Detailed Functional Requirements

- Role-Tailored Executive Dashboards: Dynamic, visual analytics interfaces designed for the Director, Additional Director, Training Heads, and Course Directors.
- Cross-Module Predictive Analytics: AI/ML models to predict cadet performance risks, identify attrition trends, and detect early signs of physical or academic struggles.
- Custom Ad-Hoc Report Builder: Drag-and-drop report creator allowing administrators to combine fields across any module, apply filters, and generate custom export files (PDF, XLSX, CSV).
- Automated Scheduled Reporting: Automated generation and email delivery of daily, weekly, or monthly operational summaries to specified authorities.
- Interactive Drill-Down Capabilities: Executives can click through macro-level charts (e.g., Academy Pass Percentage) down to individual cadet micro-records.

d. User Roles & Approval Matrix

- Director & Executive Leadership: Read-only access to macro and micro analytics, predictive models, and academy performance summaries.
- LMS Administrator: Configures data extraction pipelines, designs custom report templates, manages automated report schedules.

e. Notifications & Integration Points

- Notifications: Automated weekly executive summary emails, critical performance drop threshold alerts, automated report delivery notifications.
- Integration Points: Business Intelligence (BI) tools (PowerBI, Tableau), Data Warehouse Engines, and All Underlying LMS Modules.

f. Module Reports & Dashboards

- Dashboards: Director's 360-Degree Academy Overview, Academic & Physical Excellence Heatmap, Attrition & Risk Radar, Operational Resource Matrix.
- Reports: Master Academy Annual Performance Report, Comprehensive Cadets Ranking Matrix, Cross-Cohort Historical Comparative Report.

g. Benefits & Future Scalability

- Benefits: Enables evidence-based decision making, flags struggling cadets early for remedial intervention, and simplifies reporting for state government reviews.
- Scalability: Built on enterprise data warehouse architectures capable of storing decadal training metrics without query slowdowns.

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21.16.2 Enterprise Security and Data Protection

a. Purpose & Objectives

The Enterprise Security & Data Protection Module enforces zero-trust architecture, multi-layered data security, cryptographic privacy, access control monitoring, and regulatory compliance across the entire MPA LMS infrastructure.

b. Detailed Functional Requirements

- Role-Based Access Control & Zero-Trust Architecture: Strict least-privilege principle enforced for all API transactions, database reads, and administrative operations.
- Vulnerability & Penetration Testing Compliance: The platform must hold valid OWASP Top 10 and CERT-In certified Safe-to-Host security clearance from an empaneled auditor before Go-Live.
- Session Security & Anti-CSRF/XSS Protection: Enforce HTTP Strict Transport Security (HSTS), secure cookies, Anti-CSRF tokens, SQL injection prevention, and cross-site scripting filters.
- Automated Backup & Disaster Recovery (DR): Scheduled automated database snapshot backups every 12 hours, differential backups daily, and full image backups weekly. Disastrous RPO (Recovery Point Objective) shall be less than 15 minutes; RTO (Recovery Time Objective) shall be less than 2 hours.

c. Workflows & Business Rules

- Business Rules:
  - Administrative accounts attempting access from non-whitelisted IP ranges shall be blocked and flagged for security review.
  - Database connection strings and security keys must be stored in hardware security modules (HSM) or secure vault repositories, never hardcoded.

d. User Roles & Approval Matrix

- LMS System Administrator: Executes system updates, manages cryptographic certificates, oversees backup schedules.

e. Notifications & Integration Points

- Notifications: Real-time SMS and email alerts sent to security teams upon detection of brute-force login attempts, SQL injection probes, or unauthorized data export attempts.
- Integration Points: State Data Center (SDC) SIEM Systems, Web Application Firewalls (WAF), Hardware Security Modules (HSM), and CERT-In Audit Platforms.

f. Module Reports & Dashboards

- Dashboards: Real-Time Security Operations Center (SOC) Console, Threat & Probe Visualizer, Backup & DR Health Monitor.
- Reports: Security Audit Log Report, Vulnerability Assessment Report, Access Violation Log, DR Failover Test Verification Log.

21.16.3 ERP Security and Access Control

The system shall provide the following security controls across all modules.

- Role-Based Access Control mapped to the Academy hierarchy — Director, Joint Director, Deputy Directors, Assistant Directors, Session Directors, Police Inspectors, Law Instructors, Medical Officers, ministerial staff, trainees, vendors and auditors.

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- Access rights derived from the charge an officer holds under the Academy's charge allocation order, so that appointment to a charge grants the corresponding module access and relinquishment withdraws it automatically.
- Secure authentication with single sign-on and multi-factor authentication for privileged and financial roles.
- Department-level, session-level and stream-level data segregation, so that a user sees only records within the assigned scope.
- Audit logs recording every transaction and every access to restricted data, retained in tamper-evident form.
- Encryption of data in transit and at rest, with masked display of Aadhaar numbers, bank account numbers, caste, religion and medical particulars to unauthorized roles.
- Backup and recovery in accordance with the defined recovery objectives.
- Activity tracking with session management, idle timeout and concurrent-session control.
- Periodic access review, with a report of users holding rights not warranted by their current charge.
- Compliance with the applicable Government of Maharashtra and Government of India information security and data protection requirements, and a security audit by a CERT-In empaneled auditor before go-live.

21.16.4 ERP Security Requirements (Detailed)

a. User Role/ Authorization Control Requirements

The users and various stakeholders of the proposed Unified Portal application should be entrusted with application security so that they can be rest assured that their data are safe. From project, the application must adhere to the security policies of role-based access so that a designated user should be able to view the designated content.

To meet all these requirements, while architecting the solution a specific focus needs to be put in for Authentication and Authorization encompassing a secure behavior of single sign on and user auditing features.

- Admin module to manage user roles, permissions, access levels.
- Role-based access control of features, menus, data.
- Developer users can view their own projects and applications.
- MPA officers can view/manage all projects based on department.
- Edit/modify restrictions on critical data fields.
- Data anonymization for reports/dashboards for public view.
- Authentication using secure passwords and multi-factor.
- Audit trails for modifications, transactions, logging in/out.
- Configurable user registration approval workflow.
- Permission control for document upload/download.
- Mobile app access to limited features for field work.
- Authentication integration with external ID systems if needed.
- Activity monitoring to detect unauthorized usage patterns.

b. User Administration Requirements

For the proposed solution the security framework will consists of the following logical services:

- Role based access control to allow/restrict portal and application features per user role.

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- Audit trails to capture all user activities like logins, data access, changes etc.
- Configurable rules to detect anomalous usage patterns for security.
- Audit reports on user activities can be generated for analysis.
- Block access to users displaying malicious behavior based on audit logs.
- Session management with token-based authentication and timeouts
- Authentication against LDAP before allowing access to applications.
- Granular authorization checks for critical operations within applications
- Audit trails for capture of all user actions within applications

21.16.5 Access Type Security Table

Access Type	Security Mode	Security Basis
Web Site/Web Service Access	HTTPS	Transport Layer Security WS-Security
Application Functionality Access	User ID/encrypted Password	Authentication Service
Database Access	Encryption of sensitive fields in Database	MD5/SHA2
Database Access	Host Intrusion Detection System	Detects intrusion on Database Host
Network Access	Firewall Configuration based on allowable IPs	Reverse Proxy to authenticate source IPs
Network Access	Intrusion Prevention System	Device to detect unauthorized access and intrusion
Physical Security	All USB Ports, CD Write will be disabled	Prevent unauthorized access and intrusion

The overall solution security is dependent on the following categories:

a. User Security

- Authentication of user identities via strong passwords, multi-factor authentication
- Enforce periodic password changes to prevent reuse of old passwords.
- Lock user accounts after a defined number of invalid login attempts.
- Timeout inactive sessions automatically after configurable duration
- Role based access control to allow user access as per role and permissions.
- Option to define user entitlements up to field and record level.
- Audit trails to capture all user activities like logins, data access etc.
- Monitoring user activities and transactions to detect anomalous behavior.
- Blocking suspicious users displaying malicious activities based on threat intelligence.
- Masking and anonymizing sensitive information for analytics/reporting

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- Encryption of confidential user data like biometrics, ID numbers etc.
- Validating all user inputs on forms like contact details, residence info etc.
- Protection against script injections, cross site attacks in user inputs
- MFA/CAPTCHA during sensitive transactions like money transfers
- Secure forgotten password and account recovery mechanisms
- Allow user access only from registered devices or IP ranges.
- Data residency controls user data within a country.

b. Application Server Security

- Monitor the standard secure configuration baseline for OS, firewall, web server, etc provided the server providers.
- Enable server access only through VPN, jump servers or private subnets.
- Restrict administrative access to application servers on a need basis.
- Setup user access controls and privilege management on servers
- Monitor server access logs and activities for anomalies.
- Implement controls against DDoS, brute force, and web attacks.
- Monitor if WAF is deployed by the server provider to filter malicious web traffic to servers.
- Enable web server security modules like mod security.
- Encrypt sensitive application data at rest and in transit.
- Perform regular vulnerability assessment and penetration testing.
- Setup monitoring and alerts on key server performance metrics
- Adhere to secure deployment procedures using DevOps tools.
- Achieve high server availability through clustering and load balancing.
- Follow defined change management process for server updates.
- Maintain inventory of servers with details like IPs, configs, owners etc.

c. Application Security

Types of Intrusions:

- Cross-site request forgery (CSRF/XSRF) — a type of malicious exploit of a website whereby unauthorized commands are transmitted from a user that the website trusts. Unlike cross-site scripting (XSS), which exploits the trust a user has for a particular site, CSRF exploits the trust that a site has in a user's browser. To prevent this, the application should enable cookie time-out feature and ensure there's no crossdomain.xml file granting unintended access.
- Phishing Attacks — In the field of computer security, phishing is the criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords, and credit card details by masquerading as a trustworthy entity in an electronic communication. Anti-phishing measures have been implemented as features embedded in browsers, as extensions or toolbars for browsers, and as part of website login procedures. The following are some of the main approaches to the problem:
  - Augmenting password logins
  - Eliminating phishing mail
  - Monitoring and takedown
- Weak passwords — Passwords which can be easily guessed or tracked are weak in nature. Weak passwords are the most popular door to a world of attacks. The system should enforce a strong password policy. While registering on the portal the user would have to provide strong passwords. Some tentative rules can be as follows:

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  - Should not match with login name.
  - Should not match with last three passwords.
  - Must be combination of characters and digits.
  - Must have at least one character out of special characters like: #, %, @, ~ etc.
- Application Audit Trail — A chronological set of records that provides complete evidence of all significant system events will be kept. The records are intended to be used for review and tracking system usage and for detecting and identifying intruders.

21.16.6 Solution Design and Technical Architecture

Solution Design

a. Considerations and Conclusions

The implementation of the proposed MPA's Unified Portal application requires careful architecting and design of service definition and exposure mechanism. The following aspects may be considered for the architecture and design:

- Expected Load
  - Horizontal Scalability should be verified in the solution architecture. Considering the considerable number of concurrent users interacting with the Unified Portal application and a considerable availability of uptime, mechanisms like Clustering and Load balancing should be considered in at least along with High Availability, Fault Tolerance and Reliability.
- Security
  - All business data will reside with the system database in a secured zone. Only applications server instances would have authorized access to the data.
  - The access to the various resources in the System to be protected by the Access Control List preserved either in the Application database or externalized in the protected file system.

21.16.7 Security (Architecture Layer)

The security services will cover the user profile management, authentication, and authorization aspects of security control. This service run across all the layers since service components from different layers will interact with the security components. All public content should be made available to all users without authentication. The service will authenticate users and allows access to other features of the envisaged Unified Portal application for which the user is entitled to.

- Website/ Web service access - HTTPS (Transport Layer Security) 256-bit SSL Encryption
- Database Access - Encryption of sensitive fields in database; Host Intrusion Detection System
- Network Access - Firewall configuration based on allowable IPs; Intrusion Prevention System
- Physical Security - All USB/C-type Ports will be disabled

21.16.8 Portal

This will be accomplished by the implementation of Unified Portal single online portal along with its integration with the Content Management System, Relational Data Store, Reports, etc. The contents of the portal will be available in English and will also serve for connecting people via integrated applications. The portal should be designed using language independent screens so that it can be easily scalable to a Multilanguage portal in the future.

- Scalable and extendable framework supporting diverse application integration and rapid application development and deployment

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- Effective information dissemination for various stakeholders
- Enhanced portal functionalities include personalized delivery of content, collaboration, and enriching GUI features
- Capability to handle multiple levels of workflow between both intra-department and inter-department

The solution will comprise several components, each of which will play specific roles in order to build the portal framework and integrating the different modules to render the desired information to the user.

21.16.9 C

21.16.11 Architecture Layers

The solution architecture for the proposed Unified Portal application will be based on the layered architecture approach, allocated with a different set of service components like presentation, business, security, data access and data storage components based on service-oriented architecture (SOA) concept.

Each layer would be loosely coupled with the adjacent layers providing demarcation of functionalities. Components in each layer will interact with components of neighbouring layers only.

The layered approach ensures a clean division of responsibility and makes the system more scalable, flexible, maintainable, and extensible with a high level of cohesion between components. The logical layers identified for the proposed architecture are as follows:

21.16.12 Client Layer

- This layer represents the users or actors who will be using the proposed system, managing various modules of the application as identified in the application functional scope. The access to the application will be over the internet/intranet and any standard browser can be used to access the application from any machine that is connected to the internet/intranet. Given that the client machine can have variable internet bandwidth, the presentation layer of the application will be kept thin in order to cater to low bandwidth clients.

21.16.13 Presentation Layer

- The presentation layer encapsulates all presentation logics required to service the users that access the system. This layer intercepts all client http/https requests initiated from the client layer, authenticates the users, conducts session management, controls access to business services, constructs the response suitable to access devices and delivers the http response back to the client. The key services offered by this layer are as follows:
  - Web Server — A reliable and relatively easy to configure Web Server, which will provide a full range of Web server features is required for the Unified Portal Application. The Web Server should include SSL, and virtual domains and support plug-in modules for extensibility which can be used for any federated topology, in the near future.
  - Application Server — The Application Server should be optimized for Standards and Interoperability, Enterprise Beans and Persistence, Naming and directory interface support, Two-phase commit transaction support, Framework and Web Application Services, Caching, Clustering, and High Availability, Security Services, Integration and Messaging Services.
  - File Upload — Authorized users after login into the Unified Portal application might select files to upload data sources in the database. The upload will occur over the http/https protocol.

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  - Web Services — Invoking services of remote Applications, Web Sites (provided they are web service enabled) or Databases for retrieving business data in the context of the proposed Unified Portal solution will be materialized using Web Services in the Integration Layer.
  - Caching Services — This service will leverage the powerful caching techniques of the underlying application server caching services. The Application Server's powerful web caching and compression technologies can be leveraged to optimize portal performance and more efficiently utilize low-cost, existing hardware resources. Built-in workload management features ensure application reliability and help maintain quality of service under heavy loads.

21.16.14 Business Layer

All business processing for the proposed Unified Portal application will be centralized in this layer. It receives requests from the presentation tier, processes the business logic based on the requests, and mediates access to the other underlying layer (data access layer or integration layer) resources.

- This layer will also host the application infrastructure components like content management services, data schema management services, database access services, session management, notifications etc.
- Usage Logging Services — The Usage Logging services will be provided conjointly by the Logging services provided by the Application Server from the Application Container point of view and the Logging services from the Application point of view. Every usage of the application and server resources will be monitored in the four aspects mentioned below:
  - Info: Information only and on demand
  - Debug: Debug information helpful during development and enhancement activities
  - Warn: Warning Information informing the Administrator to take up risk mitigation activities
  - Error: Error information which needs involvement of the Operational Team for correction
  - Fatal: Fatal information which needs immediate involvement of the Operational Team to rectify the abnormal situation and bring the system to normalcy.
- Support Services — These services will provide support and common functionality to other portal and application infrastructure components. The following are some of the key support components to be provided by this service: Audit Trail Services — will maintain a historical record of transactions that have been applied to an object or set of objects. The record should contain enough detail to determine how the objects affected by the transactions reached their current state. Audit Trail Services in portal can be implemented through the System artefacts following the Prototype design pattern and using database functionalities like trigger or stored procedures.
- Exception, Error Handling & Logging Services — A robust and reliable application error handling mechanism should be part of the basic infrastructure which will handle normal situations as well as unexpected application errors. Error detection, error handling, propagation of error information and error logging capabilities should be considered to make the application robust. Logger will be used to log the system debug activities, errors, and exceptions with different severity levels. All errors would be logged with error code, error level and error message along with timestamp.
- Management and Monitoring — This service will provide administration, management and monitoring functionality for system software and application links to internet, hardware nodes etc. This service cuts across the presentation, business and integration layers. These services will help automate processes covering aspects like performance monitoring, network monitoring, incident management, data backup, disaster management etc. The System

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Monitoring and Management Tool employed for the proposed Unified Portal application will monitor the entire IT infrastructure to ensure systems, applications, services, and business processes are functioning properly. In the event of a failure, it can alert technical staff of the problem, allowing them to begin remediation processes before outages affect business processes, end-users, or customers. The Management & Monitoring interface to the Unified Portal service deployed in the Application Server is the Management Console to inspect and manage Application Server services.

21.16.15 Data Access Framework

- The Data Access Framework API should be able to access any kind of tabular data, especially data stored in a Relational Database. The framework helps one to write applications that manage these three programming activities:
- Connect to a data source.
- Send queries and invoke /SQL Stored Procedures to the database.
- Retrieve and process the results received from the database in response to the respective query.

Using the API, applications can execute SQL statements, retrieve results, and propagate changes back to an underlying data source. The API can also interact with multiple data sources in a distributed, heterogeneous environment.

21.16.16 LMS Technical Architecture and Infrastructure

a. Purpose & Objectives

The Technical Architecture & Infrastructure framework specifies the software, hardware, cloud deployment, scalability, and network design required to host the custom Moodle Enterprise LMS at the Maharashtra State Data Center (SDC) or a MeitY-empaneled Cloud Service Provider (CSP) borne by MPA.

b. Technical Specifications

- High-Availability Database Cluster: Enterprise PostgreSQL / MySQL cluster operating in Multi-AZ active-passive/active-active setup with continuous replication and automatic failover.
- In-Memory Caching & Session Storage: Redis Enterprise cluster for distributed session management, fast routing, and database query caching.
- Scalable Distributed Object Storage: S3-compliant distributed object storage cluster for secure multimedia files, SCORM packages, and scanned documents.
- Load Balancing Layer: NGINX Plus / HAProxy enterprise load balancers managing SSL termination, Web Application Firewalling (WAF), and traffic distribution across application pods.
- API Gateway & Web Services: RESTful APIs as reuqired

d. Non-Functional System Metrics

- Availability: 99.9% uptime requirement (excluding scheduled maintenance windows).
- Concurrent Usage: Support for at least 5,000 active concurrent users without performance degradation.
- Response Latency: Web page rendering under 1.5 seconds; API microservice response under 200 milliseconds.
- Scalability: Horizontal auto-scaling capable of doubling processing capacity within 3 minutes of load threshold breach.

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21.17 Infrastructure, Operations & Non-Functional Requirement

21.17.1 Data Backup, Restore and Archiving Requirements Infrastructure

Backup and recovery services will provide important facilities to back up Unified Portal application databases so that Unified Portal application administrator can recover the data and be up and running again in case problems occur.

They should offer a variety of backup strategies from which the administrator can choose the methods that best suit the requirements for the Unified Portal installation as follows:

- Types of backups - Logical versus physical, full versus incremental, and so forth.
- Methods for creating backups.
- Recovery methods, including point-in-time recovery.
- Backup scheduling, compression, and encryption.
- Table maintenance, to enable recovery of corrupt tables.

21.17.3 Performance Requirement

The Unified Portal application should be capable of handling multiple complex transactions with ease. Following are the key performance indicators that need to be adhered to while designing/deploying the proposed solution.

- Response Time: It is expected that application response time should be of a maximum of 7 seconds the expected concurrent transactions and users
- Throughput: Throughput is the time required to complete the user request sent to the application. The faster the throughput greater the application performance.
- Robustness: The Unified Portal application will be robust in nature and can sustain the invalid inputs, stress, and can handle run time exceptions with industry standard exception handling methods
- Scalability: The application will be capable enough to handle maximum number of concurrent users or to pull/fetch high amounts of data using minimal system resources without impacting the application performance.

21.17.4 Environment Requirements

a. Connectivity/ Networking Requirements

The solutions envisaged for Unified Portal will be a web-based content and application service management system and can be accessed via internet over the HTTPS protocol with 256-bit secured socket layer (SSL).

Bandwidth: The solution should provide user centered design for ensuring minimum usage of bandwidth while providing rich features and user experience resulting in higher user productivity.

21.17.5 Operating Environment Requirements

21.17.5.1 Project Management

Project management will play a vital role in the success of any project. The following aspects need to be focused to ensure the smooth execution of the project in an assigned time frame.

- Project Charter: Project charter must be designed and signed off prior to commencement/execution of the project.
- Creation and maintenance of Requirements Traceability Matrix
- Identifying risk and create mitigation plan to address the risk.

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- Track and update the risk mitigation plan in timely manner.
- Drafting and signoff of project documents as
- System requirements specifications
- System design documents (High/Low level)
- Test Cases
- User Acceptance Test Criteria
- User Manual
- System configuration manual

a. Escalation Metrics

- Prior to commencement of project execution, escalation metrics to be defined to address complex operational issues.

b. Training and Capacity Building

- Identifying perspective users of the system and training the users for systems day to day operations along with system configurations
- Identifying and creating system administrators among the user groups
- Creating training schedules and conducting training
- Creating training materials
- Recording feedback of the users after completion of training.
- Updating the training contents as per user feedbacks

c. Change Management

- Define Change Management guidelines.
- Establish procedures and protocols to respond to change requests (CRs) not defined in the SRS
- Explain institutionalization of Change Management Committee and CR handling mechanism
- Showcase the lifecycle of CR and the roles performed by each stakeholder involved in the CR lifecycle.

21.17.5.2 Maintenance Requirements

a. Routine/ Scheduled Maintenance Requirements

Periodical maintenance schedules ensure Integrated ERP & Learning Management System (LMS) application availability to users with flawless usability. Following are the methodologies to be followed to get optimum application performance. The maintenance schedule always falls in non-working hours only.

Corrective Maintenance

- Corrective Maintenance schedule needs to be drafted prior. If it includes bug fixes/enhancements, effective patch deployment methodology to be followed with appropriate patch deployment document.
- The patch deployment document need to content, fixes done, patch version, steps to follow, backup instructions for existing files and repositories.
- Before deployment of patch, complete application back up has to be ensured to be moved on backup repository.
- At any point of time, roll back provision has to be made available to any prior application version.

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- Until unless the patch is tested and certified by application administrator on staging, will not be deployed on production environment.

21.17.5.3 Training Requirements

To make any Integrated ERP & Learning Management System (LMS) a success it is important to plan an end-user training strategy before rolling out the new system, and make sure the plan is scalable so it can grow with the scope.

The IT vendor should plan a rigorous training program for the stakeholders to enable a wider outreach of the system. Apart from giving the users hands-on experience of using the system, the training programs also act as a feedback mechanism.

It is expected the IT vendor should clearly prepare a detailed training plan for the system rollout to ensure smooth implementation of the system across the state.

- Training Needs Assessment — The Training Needs Assessment identifies gaps in the knowledge, skills or abilities of impacted stakeholders compared to levels required to support and sustain the changes implemented.
- Training Methods — This section should describe the training methods selected based on the options available and recommended for use by the project. Some of the examples can be:

1. Individual hands-on instructor
2. Trainer to Trainer
3. Hands-on classroom style instructor-led training
4. Seminar style group demonstration
    - Training Facilities and Training Material — The following is a list of the equipment and facilities preparation that will be required for classroom training sessions:

1. An instructor's computer, attached to a projector.
5. A projection screen.
6. One computer for each learner (for hands-on systems training)

21.17.5.4 Training Materials Description

Training Roadmap	Description	Developer	Reviewer	Instructor
Instructor guides/manuals/classroom slides	Reinforce or supplement a lecture or demonstration. Present the scope and features of the Integrated ERP & Learning Management System (LMS)	ABC	DEF	GHI

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Training Roadmap	Description	Developer	Reviewer	Instructor
Quick Reference Guides	Act as a job aid to assist the users who are using the system for the first time. Remind users of key features, options, and methods of working with the Integrated ERP & Learning Management System (LMS) application	ABC	DEF	GHI

A preliminary training schedule consists of the key training program activities. The training schedule will continue to evolve as the project progresses and additional details become available. The Training Needs Assessment, Training Curriculum, and Content Development Tracker will be critical inputs to the creation of the detailed training schedule.

Activities	Responsible	Target Date
Training Plan / Develop high-level training schedule	Training Lead	TBD
Training Materials / Develop course outlines	Training Lead / Training Developer	TBD

21.17.5.5 Document Requirements

To ensure that developers and stakeholders are headed in the same direction, to accomplish the objectives of Integrated ERP & Learning Management System (LMS) application effective documentation is imperative.

The vendor would be required to create the following documents in detail through the whole software development lifecycle (SDLC). These documents would explain product functionality, unify project-related information, and allow for discussions of all significant questions arising between stakeholders and developers.

The documentation of the Integrated ERP & Learning Management System (LMS) application would be divided into two main categories:

- Product Documentation — Product documentation describes the product that is being developed and provides instructions on how to perform various tasks with it. Product documentation can be further broken down into:
  - System documentation — Represents documents that describe the system itself and its parts. It includes requirements documents, design decisions, architecture descriptions, program source code, and help guides.
  - User documentation — Covers manuals that are mainly prepared for end-users of the product and system administrators. User documentation includes tutorials, user guides, trouble Project manuals, installation, and reference manuals.
- Process Documentation — Represents all documents produced during development and maintenance that describe well, process. The common examples of process-related documents are standards, project documentation, such as project plans, test schedules, reports, meeting notes, or even business correspondence.

21.17.5.6 Product Documentation

i. System Documentation

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SN	Type of Document	Particulars
1	Software Requirement System	Defines the functions and capabilities that a software system needs to provide, as well as the constraints that it must respect. The SRS would provide the basis for all subsequent project planning, design, coding, and testing for the Integrated ERP & Learning Management System (LMS) application. A version-controlled SRS needs to be maintained by the IT vendor for Integrated ERP & Learning Management System (LMS) application.
2	Software architecture document	Describes the main architectural decisions of the solution and should comprise the following information sections: Software design document template; Architecture & Design Principles; User Story description; Solution details; Diagrammatic representation of the solution
3	Source Code Document	Source code document explains to the users how the code works. The source code document should include but not limited to, the following details: HTML generation framework and other frameworks applied; Type of data binding; Design pattern with examples (e.g., model-view-controller); Security measures; Other patterns and principles
4	Quality assurance document	Quality assurance documents are used in the management, coordination, control, delivery, or support of a system required for quality assurance purposes. The document should define in detail the following: Test strategy; Test plan; Test case specifications; Test checklists
5	Maintenance and help guide	This document should describe known problems with the system and their solutions. It also should represent the dependencies between different parts of the system.
6	User Acceptance Test Criteria (UAT)	This document should describe the acceptance criteria in context with the software requirement specifications.

ii. User Documentation

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SN	Type	Particulars
1	End Users	The end user documentation should aim to cover all the use cases and type of users. The end-user documentation here would be required for Applicants (Developers, individuals etc.) and Departments (MCGM, Police etc.) separately. It should include the following sections: User Guidelines; FAQs; Tutorials; Embedded assistance
2	System Administrator	The system admin document should describe the functionalities of the product and should provide instructions on how to deal with malfunction/errors in the system.

21.17.5.7 Process Documentation

SN	Type	Particulars
1	Process Documentation	The IT vendor should prepare process documentation that covers all activities surrounding the product development. The process documentation should include Plans, estimates, and schedules; Reports and metrics; Coding & UX Standards

21.17.5.8 Non-Functional Requirements of the Integrated Solution

The non-functional requirements relating to performance, availability, deployment, implementation, operations and others are listed in the subsequent subsections. Based on the assessment of the requirements listed below, SI shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution.

i. Technical Solution Architecture Requirements

- The Unified Portal solution needs to be designed using robust and proven software and hardware technologies like Service-Oriented Architecture (SOA) and open industry standards.
- The solution architecture should be built on sound architectural principles enabling fault-tolerance, high-performance, and scalability both on the software and hardware levels.
- The system should be designed to have good performance even while connected on low Bandwidth.
- The system should be developed to be deployed in a 3-tier data center architecture.
- The system should support SSL encrypted connections.
- The system should be designed for access through browser-based systems and must impose minimal requirements on the client device.
- The system should use HTTPS as the communication protocol.
- The system should run perfectly on all common browsers.
- The system should be compliant with W3C, WCAG, GIGW and other Government of India guidelines.
- The system must be available to users: 24/7 (on all days of the week)

ii. Software Architecture Requirements

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- Software architecture must support web services standards including XML, SOAP, REST, AWS, UDDI and WSDL.
- Software architecture must support appropriate load balancing for scalability and performance.
- Software architecture must support flexibility in adding functionalities or applications.
- Software architecture components should utilize the high availability, clustering, and load balancing features available in the proposed hardware architecture to increase system performance and scalability features.
- Software architecture must support trace logging, error notification, issue resolution and exception handling.
- The system should provide for role-based control for the functionality within the system.
- All error messages produced by the System must be meaningful, so that they can be appropriately acted upon by the users who are likely to see them.

iv. Development, Testing, Staging and Production Requirements

- Appropriate development, test, and staging hardware environments should be provided and explained how they are related to production environment. This must be supported by explanations on how the development, test, and staging environment support the implementation activities of Unified Portal.
- Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, documentation, change control processes and procedures to manage deployment of solution.
- The test, development, and staging environment should include required workstations, desktops, and tools appropriate to support development, testing, staging and deployment tasks.
- The development, test and staging hardware environments must include similar operating systems, software components, products and tools to those of production environment.
- The development, test and staging environments should be independent logically and physically from the production environment and of each other.
- The development environment should be used for development and should be configured to allow access for developers' workstations.
- The staging environment should be used for functional and user acceptance testing, stress testing and performance benchmarking.
- The test environment should be used as a testing environment of Unified Portal and its software components and products. The test environment should be a scaled-down configuration of the production environment.

v. Security Requirements

- A secure solution should be provided at the hardware infrastructure level, software level and access level.
- Confidentiality of sensitive information and data of users and portal information should be ensured.
- Appropriate mechanisms, protocols and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage should be implemented.
- The system should ensure high standards of security and access control through the following at a minimum:
  - Prevent cross site scripting

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- Validate and encode the incoming data/ user request
- Prevent SQL injection
- Prevent cross frame scripting, URL modification and any type of man in the middle attack
- Sanitize the user inputs
- Do not allow hard delete and perform only soft tagging the row for deletion
- Sensitive information like username, password etc. should not be visible in the URL
- The system should maintain audit trail for all critical actions taken in the system.

vi. Monitoring and Management Requirements

- The Unified Portal should provide monitoring and management of the entire Solution including all software components and applications.
- The monitoring and management should monitor health of software and hardware infrastructure running the Unified Portal covering operating system, database, software components, applications, servers and other related software and hardware components.
- The system should record the IP address of the client machine/ device in the audit trail.

vii. Performance and Scalability Requirements

- The design of the Unified Portal should be scalable to handle increasing number of users.
- Unified Portal should provide measurable and acceptable performance requirements for users, for different connectivity bandwidths.
- The Unified Portal should provide optimal and high-performance Portal Solution satisfying response time for slow Internet connections and different browsers.

viii. Implementation Requirements

- The SI is expected to develop, test, stage and deploy all functional modules of the Single Window software and any hardware components of technical & functional requirements.

ix. Project Management

- SI is required to describe in detail project management processes, methodologies and procedures.
- Describe the change management procedures to handle such things as "out-of-scope" requests or changing business needs while the project is underway.
- Describe what procedures will be used to keep the project on track and what escalation procedures will be employed to address any problems with project progress.
- Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.
- Describe the proposed conflict resolution/ escalation process between the SI and hosting partner to handle project or contractual disputes.
- SI is required to describe the proposed project structure identifying all project individuals including project manager, business analysts, software developers, QA engineers, hardware/ network engineers, administrators, Change Management experts and others.

x. Estimated Users

- It is estimated that the user base should be around 600 across the state of Maharashtra and the number of concurrent users would be around 200. The number of active users per day is expected to not vary much over a year and is expected to be around 300. However, active users may become inactive users due to transfers, retirements etc. and new user

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credentials may require to be created. This is the indicative and estimated user count and may increase in future.

21.18 Delivery and Acceptance

Implementation Methodology and Phased Scope

21.18.1Implementation Approach

The System Integrator (SI) shall execute the project using an Agile-Waterfall Hybrid Methodology, ensuring structured governance for compliance while allowing rapid iteration on user feedback.

Implementation Phases (Flow):

- PHASE 1: INCEPTION & SRS SIGN-OFF — Requirement Gathering -> Gap Analysis & FRS -> System Requirement Specification (SRS) Approval
- PHASE 2: DESIGN, BUILD & CUSTOMIZATION — UI/UX Wireframing -> Core Module Development -> Custom Workflows & API Integration
- PHASE 3: HARDWARE INTEGRATION & MIGRATION — Biometric & Gate Hardware Sync -> Legacy Data Cleaning & ETL -> Test Environment Migration
- PHASE 4: UAT, CERT-IN AUDIT & GO-LIVE — User Acceptance Testing (UAT) -> Security VAPT & CERT-In Certification -> Production Cutover & Go-Live
- PHASE 5: OPERATIONS, HYPERCARE & O&M — 24/7 Hypercare Support -> Capacity Building & Training -> Long-Term Operations & Maintenance (O&M)

21.18.2Implementation Phases & Timelines

Phase	Duration	Scope & Key Milestones
Phase 1: Inception	Weeks 1 – 4	As-Is assessment, Requirement Gathering, FRS/SRS Preparation, Architecture Blueprint Sign-off
Phase 2: Customization	Weeks 5 – 16	Core Moodle Customization, Module Buildout (Indoor, Outdoor, Leave, Memos), API Development
Phase 3: Integration	Weeks 17 – 20	Biometric Hardware Sync, App Store Submissions, Data Migration from Legacy Systems
Phase 4: Testing & UAT	Weeks 21 – 24	User Acceptance Testing (UAT), CERT-In Security Audit, Performance Load Testing, Go-Live Clearance
Phase 5: Hypercare & O&M	Weeks 25 – 30	6-Week Hypercare Onsite Support, Capacity Building, Handover to Operations & Maintenance (O&M) Team

21.18.3Comprehensive Project Deliverables

- The System Integrator (SI) shall submit the following signed-off deliverables during the project lifecycle:
  - Software Requirement Specification (SRS): Detailed document covering functional and non-functional requirements.

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- System Design Document (SDD): High-Level and Low-Level Architecture blueprints, Database Schemas, Data Flow Diagrams, and API Catalog (if applicable).
- Customized Moodle Enterprise Platform: Fully functional, source-code audited LMS software installed on Data Center servers provided by MPA.
- Native Mobile Applications: Production-ready iOS (IPA) and Android (APK) binaries submitted to respective App Stores. App Store credentials details shall share by MPA with successful bidder
- Biometric & External API Integration Connectors: Source code, documentation, and operational drivers for hardware/software integrations.
- Data Migration Plan & Execution Sign-Off: Verification logs certifying complete, error-free migration of legacy cadet data.
- CERT-In Safe-to-Host Certificate: Official clearance certificate issued by an empaneled cybersecurity auditing agency.
- User Manuals & Standard Operating Procedures (SOPs): Role-based user guides, administration manuals, video tutorials, and technical troubleshooting guides.
- User Acceptance Testing (UAT) Sign-Off Matrix: Module-by-module test execution scripts verified and signed off by the MPA Committee.
- Comprehensive Training Sessions: Onsite training programs for Administrators, Faculty, Outdoor Instructors, Wardens, and Executive Leadership.
- Disaster Recovery (DR) Execution Plan: Validated Business Continuity Plan (BCP) and DR Failover Procedure Manual.
- Annual Operations & Maintenance (O&M) SLA Support: Signed Service Level Agreement covering technical support, security patching, and system updates for two (2) years.

21.18.4Conclusion

These As-Is and To-Be recommendations indicate ample opportunity for developing a more defined and optimized mechanism for processing approvals online, that is quick and easy. There is a dearth of robust Unified Portal for Maharashtra Police Academy, and the Unified Portal (MPA) has taken up the initiative of developing one that will stand the test of time and change. This document has outlined the proposed solutioning and the scope of process optimization that is feasible and required. From an applicant's perspective, understanding and checking approver bodies that are so vivid in nature and involve multiple conditions, do surely appear complex and cumbersome at the first go.

The Unified Portal would go a long way in building the image of the State as such business-friendly initiatives are always appreciated and accepted by the masses.

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22. ANNEXURES

22.1 Annexure A: Clarification Seeking Format

All enquiries from the bidders relating to the General and Special T&C must be submitted in writing (along with email mentioned above) in the following format:

Name of Bidder:

Name and position of person submitting request:

Full formal address of the organization including phone, fax and email id:

Sr. No.	Document Reference(s) section number	Document Reference(s) page number	Content of T&C requiring Clarification	Points of clarification required

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

Contact No, Email ID

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22.2 Annexure B: Technical Bid Document Format

#	Item	Enclosed (Yes / No)	Page No
1.	Technical Proposal Covering Letter (on company letterhead)		
2.	Authority Letter / Board Resolution authorizing signatory		
3.	Certificate of Incorporation / Registration		
4.	Particulars of Bidder (as per Annexure B-1 below)		
5.	Copy of valid PAN Card		
6.	Copy of GST Registration Certificate		
7.	CA Certificate for Average Annual Turnover (IT/ITeS)		
8.	Audited Balance Sheets and P&L for last 3 FYs		
9.	CA Certificate for Positive Net Worth		
10.	Work Orders / Completion Certificates for qualifying projects		
11.	Copies of valid ISO 9001, ISO 27001, and CMMI Level 3 Certificates		
12	Self-Declaration of Non-Blacklisting (as per Annexure C)		
13	CVs of proposed key team members		
14	Approach and Methodology Document		
15	Proposed Technology Stack and Architecture Overview		
16	Preliminary Exit Management Plan		
17	Any other document required as per the RFP		

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company’s Seal

Contact No, Email ID

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22.3 Annexure C: Authority Letter

(On Company letterhead)

Date……...

To,

Director

Maharashtra police academy,

Nashik

<Bidder Representative's Name>, < Designation>, is hereby authorized to sign relevant documents on behalf of the Company in dealing with this Request for Proposal (RFP) for Selection of an IT Agency for Design, Develop, Implement, and Maintain a Unified Portal Development and Maintenance for the dept. <Ref No. and Date>. She/ He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you while processing above said Bidding.

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company’s Seal

Contact No, Email ID

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22.4 Annexure D: Particulars of Bidder

22.4.1 Organization Details

Details of the Organization	
Name of the Organization	
Nature of Legal Status (Company / LLP / Partnership)	
Nature of Business in India	
Date of Incorporation / Registration	
Registered Address	
Address of the Headquarters	
Website	
Contact Person Name	
Contact Person Designation	
Contact Phone Number	
Contact Email ID	

22.4.2 Financial Strength Details

Financial Information			
#	FY 2023-24	FY 2024-25	FY 2025-26
Revenue (in INR crores)			
Net worth (in INR crores)			
Other Relevant Information			
Mandatory Supporting Documents: Auditor Certified financial statements for the above-mentioned financial years. Certificate of Turnover from Digitization services from Chartered Accountant.			

22.4.3 Contact Details

Details of the Organization	
Name of contact person	

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Details of the Organization	
Contact Person's Mobile Number	
Contact Person's Email id	
Website	
Telephone Number	

22.4.4 D. Profile of Previous Project Experience

Relevant Project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Type of Client (Govt. / Semi- govt. / ULB / PSU / Corporate)	
Project Details	
Description of the project	
Modules / Features Delivered	
Total Value of the Project (₹)	
Other Details	
Project Duration (Start Date to End Date)	
Current Status (Completed / Ongoing)	
Supporting Document Reference	

For multiple projects please fill above format as many times. Project details not provided in above format shall not be considered for evaluation.

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

Contact No, Email ID

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22.5 Annexure E: Self-Declaration for not being blacklisted

(On Company letterhead)

We, M/s _____ (Name of the Bidder) having our registered office at _____, do hereby solemnly declare that:

We are not blacklisted, debarred, banned, or restricted by any Central Government Ministry, State Government Department, Public Sector Undertaking, Autonomous Body, or Urban Local Body in India, as on the date of submission of this bid.

We understand that if this declaration is found to be false at any stage, MPA shall have the right to disqualify our bid, forfeit our EMD, and initiate such legal action as it deems fit.

Signed on behalf of M/s_____(Name of Bidder)

Place:

Date:

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

Contact No, Email ID

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22.6 Annexure F: Commercial Bid Format

Financial bid should be submitted online by Bidder in the form of PDF as per GEM Format.

Sl. No.	Item	Item Description	Qty	Unit Rate (₹, excl. GST)	Total Cost (₹, excl. GST)	GST @ 18%	Total (₹, incl. GST)
1	**Development of ERP System**	Design, Develop, Implement, and Maintain a Unified Portal Development and Maintenance	1 (Lump Sum)				
2	**O&M Support**	Operations and Maintenance support for Year 1 post Go-Live	1 Year				
3	**O&M Support**	Operations and Maintenance support for Year 2 post Go-Live	2 Year				
4		**GRAND TOTAL**					

Important Notes:

- The rate quoted shall be **firm and fixed** for the entire contract period.
- The quoted rate shall be **inclusive of all applicable taxes, levies, and statutory charges**, except GST which shall be shown separately.
- The bidder shall ensure the rate adequately covers all costs specified in the Scope of Work.
- No escalation of any kind shall be permitted once the bid is submitted.

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

Contact No, Email ID

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Date: 2026.11.02 14:55:06 IST

22.7 Annexure G: Commercial Proposal Covering Letter

(On Company Letterhead)

Tender No. MPA/ Date: / /2026

To,

Director

Maharashtra police academy,

Nashik

Reference: Request for Proposal (RFP) for Selection of an IT Agency for Design, Develop, Implement, and Maintain a Unified Portal Development and Maintenance.

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services, as required and outlined in the RFP.

We undertake, if our proposal is accepted, to the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually by us and MPA, Nashik or its appointed representatives. If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, acceptable to MPA, Nashik.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP and also agree to abide by this tender response for a period as mentioned in the RFP from the date of submission of the tender and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and MPA, Nashik.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, annexures and other documents and instruments delivered or to be delivered to MPA, Nashik is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead MPA, Nashik as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company’s Seal

Contact No, Email ID

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Date: 2026.11.02 14:55:06 IST

22.8 Annexure H: Technical Proposal Covering Letter

(To be submitted on the Bidder's official letterhead along with bid documents)

To,

Director

Maharashtra police academy,

Nashik

Subject: Bid in response to RFP No. MPA/IT/RFP/[Year]/[Serial Number] — For Selection of IT Agency for Design, Develop, Implement, and Maintain a Unified Portal Development and Maintenance.

Sir / Madam,

We have examined the RFP document and its addenda / corrigenda (if any), and we offer to provide all services as specified in the Scope of Work in conformity with the requirements, terms, and conditions of the RFP.

We hereby certify that:

- The information provided in this bid is true, accurate, and complete, and we understand that MPA may reject our bid or take legal action if any information is found to be false or misleading.
- We have not colluded with any other bidder to fix bid prices or restrict competition.
- We agree to be bound by the terms and conditions of this RFP for a period of **180 days** from the date of opening of the Technical Bid.
- We understand and accept that MPA is not bound to accept the lowest or any bid.
- If our bid is accepted, we undertake to execute the project in accordance with the RFP and provide a Performance Bank Guarantee as specified.

Place:

Date:

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company’s Seal

Contact No, Email ID

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22.9 Annexure I: Security Deposit / Performance Bank Guarantee Form (PBG)

(To be given by a Nationalized or a Scheduled Bank Only)

IN CONSIDERATION OF ……Through …… Office of Maharashtra Police Academy (MPA) for "Bid for Request for Proposal (RFP) for Selection of an IT Agency Design, Develop, Implement, and Maintain a Unified Portal Development and Maintenance" (hereinafter referred to as the "said work") on the terms and conditions of the AGREEMENT dated the …… day of …… 2026 executed between MPA on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as "the said AGREEMENT) and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish MPA in Guarantee of the Nationalized Bank for the sum of Rs ……. (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms, covenants, and conditions of the said AGREEMENT. We …… Bank Registered in India under Act and having one of our Local Head Office at …… do hereby guarantee to MPA in …… Department.

i. Due performance and observances by the Company of the term's covenants and conditions on the part of the Company contained in the said AGREEMENT, AND

ii. Due and punctual payment by the Company to MPA of all sums of money, losses, damages, costs, charges, penalties, and expenses that may become due or payable to MPA by or from the Company by reason of or in consequence of any breach, non-performance, or default on the part of the Company of the term's covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to MPA on demand without delay demur the said sum of Rs. ……. (Rupees only) together with interest thereon at the rate prescribed under from the date of demand till payment or such lesser sum, as may be demanded by MPA from us as and by way of indemnity on account of any loss or damage caused to or suffered by MPA by reason of any breach, non- performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to MPA thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

a. The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of MPA are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till MPA certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.

b. We shall not be discharged or released from liability under this Guarantee by reason of

i. any change in the Constitution of the Bank or

ii. any arrangement entered into between MPA and the Company with or without our consent.

iii. any forbearance or indulgence shown to the Company,

iv. any variation in the terms, covenants or conditions contained in the said AGREEMENT.

v. any time given to the Company, OR

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Date: 2026.11.02 14:55:06 IST

vi. any other conditions or circumstances under which in a law a surety would be discharged.

c. Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs…….. (Rupees Only).

d. We shall not revoke this guarantee during its currency except with the previous consent of MPA department in writing.

e. Always provided that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs…….. (Rupees…… only) and shall remain in force until MPA certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.

f. Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to MPA under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to MPA demand without any demur, such sum as may by demanded, not exceeding Rs…… (Rupees) and that the Bank will indemnify and keep MPA indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of MPA that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of MPA as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.

g. MPA shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of MPA or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.

h. That the absence of powers on the part of the Company or MPA to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said

i. AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity,

The Guarantor agrees and declares that for enforcing this Guarantee by against it, the

Courts at Nashik only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1……..

2……..

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1……..

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Date: 2026.11.02 14:55:06 IST

2……

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Date: 2026.11.02 14:55:06 IST

22.10 Annexure J: Team Composition

Project Team

Name of Staff with qualification and experience	On payroll since	Area of Expertise	Name of Staff with qualification and experience	On payroll since	Time committed for the engagement

Curriculum Vitae Format

Name				
Position:				
Date of Birth				
Education:				
2. Employment Record	From	To	Company	Position Held
3. Brief Profile				
4. Countries of Work Experience				
5. Languages				
6. Work Undertaken that Best Illustrates Capability to Handle the Task Assigned				

Thanking You,

Authorized Signatory (Name)

Name & Signature of Authorized Person

Company's Seal

Contact No, Email ID

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22.11 Annexure K: Format of Bank Guarantee for Earnest Money Deposit

To,

Director

Maharashtra police academy,

Nashik

Whereas <name of the Bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP < Bid for Request for Proposal (RFP) for Selection of an IT Agency Design, Develop, Implement, and Maintain an Unified Portal Development and Maintenance> dated (Hereinafter called "the Bid") to **The Director of Maharashtra Police Academy, Nashik** "the Purchaser"

Know all Men by these presents that we << >> having our office at <Address>> (hereinafter called "the Bank") are bound unto **The Director of Maharashtra Police Academy, Nashik** (hereinafter called "the Purchaser") in the sum of **Rs. **,**,*** (Rupees ---- lakhs only**) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <insert date>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

a. Withdraws his participation from the bid during the period of validity of bid document; or

b. Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed **Rs. **,**,*** (Rupees ---- lakhs only**)

II. This Bank Guarantee shall be valid up to <insert date>

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date> failing which our liability under the guarantee will automatically cease.

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Date: 2026.11.02 14:55:06 IST

(Authorized Signatory of the Bank)

Seal:

Date:

Name & Signature of Authorized Person

Company’s Seal

Contact No, Email ID

Digitally signed by BINAY KUMAR TIWARI
Date: 2026.11.02 14:55:06 IST

Government of Maharashtra

MAHARASHTRA POLICE ACADEMY, NASHIK

Office of the Additional Director General of Police & Director
Trimbak Road, Nashik – 422 007 | Phone: 0253-2352158 | Email: nodalofficer@mpanashik.gov.in

GeM Bid No.: GEM/2026/B/8147793 dated 12-10-2026/7961

Date: 29 / 10 /2026

Subject: Replies to pre-bid queries for the RFP for Unified Portal Development and Maintenance at the Office of the Director, Maharashtra Police Academy, Nashik.

The pre-bid meeting for the above-mentioned bid was held on 21-10-2026 in online and offline mode. The replies to the queries received from prospective bidders are given below. Similar queries received from more than one bidder have been consolidated and answered once.

A. Bidders who presented queries through mail but did not attended pre-bid meeting

Sr. No.	Name of the Bidder	Representative(s)	Mode of Queries
1	SATRA Services and Solutions Pvt. Ltd.	Juturu Alvin Joseph, Senior Vice President – Business Development	Email
2	Bharuwa Solutions Pvt. Ltd.	Ankit Rana, Manager	Email
3	Probity Software Pvt. Ltd.	—	Email
4	Shriji Enterprises	—	Email
5	Monaarch Sales Corporation	—	Email

B. Bidders present at pre-bid meeting

Sr. No.	Representative(s)	Name of the Bidder (Company)	Mode of Participation
1	Akshay Samal		Online
2	Amit Sharma	Amity Software Solution	Online
3	Balajee Gopalan	Oasys	Online
4	Binal Dave	Open Text	Online
5	Danish Hussain	Entralltech	Online
6	Rahul Panse	Entralltech	Online
7	Pradeep Rajguru	Entralltech	Offline
8	Deven Gandre	Fortune 4 u	Online

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Sr. No.	Representative(s)	Name of the Bidder (Company)	Mode of Participation
9	Dhananjay Mishra	----	Online
10	Dr. Om Mahajan	----	Online
11	Rohit Ranjan	Open Text	Online
12	Sameer Mhatre	Fortune 4 u	Online
13	Sanjeev Varshney	Daffodil Software	Online
14	Shital Badgujar	K K Wagh	Online
15	Vishal Choudhari	----	Online
16	Vinayak Pandav	KPMG India Pvt Ltd	Offline
17	Samadhan Dhabhade	Hiray Media & Technology	Offline
18	Suraj Thalange	Encure IT	Offline
19	Rohit Karpe	Insmart Tech Solution	Offline
20	Gokul Gorade	JMN Infotech Pvt Ltd	Offline
21	Chetan Yeole	ESDS Solution Pvt. Ltd	Offline
22	Mansi Singh	Pragyaware Informatics Pvt. Ltd.	Online

C. Replies to pre-bid queries

Sr. No.	RFP Page No.	RFP Clause / Section	Bidder's Query	MPA Response
1.	4	Pre-Bid Meeting	Request to conduct the pre-bid meeting in online/virtual mode instead of offline mode, to enable wider participation and uniform clarifications.	Accepted. The pre-bid meeting was conducted in both online and offline mode on 21-10-2026.
2.	14	Section 6, Clause 6.1 – EMD	Whether MSME bidders will be exempted from payment of EMD on submission of a valid Udyam Registration Certificate or equivalent proof.	Accepted. MSME bidders shall be exempted from payment of EMD on submission of a valid Udyam Registration Certificate.
3.	14	Section 6, Clause 6.1 – EMD	Request to allow submission of EMD in the form of a Bank Guarantee instead of a Demand Draft.	Not accepted. EMD shall be submitted by Demand Draft only, as per the RFP.
4.	13	Section 5, PQ-9	Request to allow bids from Joint Ventures/Consortiums, with cumulative qualification and experience.	No change. Bids from Joint Ventures/Consortiums shall not be accepted, as per the RFP.
5.	1, 6	Bid End Date;	Request to extend the bid submission date by at least two weeks (15 days)	Accepted. The last date of bid submission is extended to 13-

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		Tender Notice Sr. No. 11	from the date of publication of the pre-bid replies.	11-2026. The revised schedule shall be published through a corrigendum on the GeM portal.
6.	6	Duration of contract Tender Notice Sr. No. 3	Duration of Contract	Duration of contract will be 10 months go-live + 3 years
7.	21	TQ-5	Request to delete TQ-5, as the same experience is evaluated under TQ-3 and TQ-4 and integrated ERP + LMS orders are rare. The marks may be redistributed to TQ-3 and TQ-4.	Not accepted. MPA requires a bidder with experience in implementing an integrated ERP + LMS solution.
8.	20	Section A – TQ-3	Please clarify whether ₹2.5 Crore is the contract value of each project, and whether a Completion Certificate is required for each project.	A Work Order along with a Completion Certificate or Partial Completion Certificate is required for each project.
9.	20	a. Section A – TQ-4	b. Whether a single implementation covering all modules can be counted as one project. c. Whether the same project can be counted under both TQ-3 and TQ-4.	a. Yes b. No. The same project shall not be counted under both TQ-3 and TQ-4. Separate projects are required.
10.	20	Section A – TQ-5	Please define the minimum scope of an "integrated ERP and LMS system". It is suggested that it cover at least three core modules and be in operation for at least six months.	The integrated ERP and LMS project shall cover at least three modules.
11.	4	Tender Notice – Estimated Annual Cost	The estimated annual cost is shown as asterisks. Please disclose the estimated annual cost.	Bidders shall estimate the cost based on the scope of work.
12.	6, 27, 117	Tender Notice Sr. No. 3; Clause 16.1; Section 21.18.2; General	Please confirm the overall contract duration and the binding implementation timeline. The Tender Notice shows the duration as "-----"; the GeM bid document states 3 years 8 months; Clause 16.1 states 10 months for development, with Phase 4 Go-Live at T+28 to 32 weeks; Section 21.18.2 shows hypercare up to Week 30 and names Phase 5 differently. Please issue a single consolidated schedule.	Go-Live shall be achieved within 10 months from the date of signing of the contract, followed by 1 year of warranty and 2 years of O&M. This timeline shall be binding for milestones, payments and penalties.

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13.	27	Clause 16.1	Request to allow the sequence of development phases to be changed by mutual written agreement after the kick-off meeting, while retaining the payment percentages.	The phases given in the RFP are indicative. The payment schedule shall be finalised at the time of agreement.
14.	29, 30, 41, 44, 117–118	Clauses 17.4, 17.5, 21.3.5, 21.7, 21.9, 21.18	Please clarify the onsite manpower requirement: (a) minimum onsite headcount and roles during development; (b) whether the Project Manager must be stationed full-time at MPA Nashik; (c) whether development and testing may be carried out off-site; (d) whether MPA will provide seating, workstations and internet for the onsite team; and (e) the onsite requirement during O&M (data entry, helpdesk and functional support staff).	a. A minimum of 2 to 5 resources are required during development. The Business Analyst (BA) along with needed supporting staff shall be stationed full-time onsite at MPA Nashik till Go-Live, and the Project Manager (PM) shall work in hybrid mode as per requirement of project. b. The BA, not the PM, is required full-time onsite. c. Yes, development and testing may be carried out off-site. d. Yes, MPA will provide seating, workstations and internet connectivity. e. The onsite requirement during the O&M period, if any, will be communicated by MPA. The number of onsite days will be finalised at the time of agreement.
15.	38, 41	Section 20; Clause 21.3.8	Is the handover of source code part of the scope? Does it include source-code repositories, CI/CD pipelines, build configurations, database scripts and deployment scripts?	Yes. The complete source code, including repositories, CI/CD pipelines, build configurations, database scripts and deployment scripts, shall be handed over to MPA.
16.	38, 41	Section 20; Clause 21.3.8	If the vendor customises its own product and delivers it to MPA, the IP of the product should remain with the vendor.	Not accepted. MPA shall have full IP rights and source-code rights.
17.	39, 40, 50, 115	Clauses 21.1, 21.3.4, 21.13.7, 21.17.5.8 (iv)	Please confirm that MPA will provide and pay for the cloud hosting infrastructure for all environments (Development, Test, UAT, Staging, Production and DR), and that the bidder's role is limited to deployment and maintenance. Please also confirm that downtime caused by the hosting infrastructure, network or cloud service provider	Yes. MPA will provide, and bear the cost of, the hosting infrastructure for all environments. The bidder shall be responsible for deployment and maintenance. Downtime caused by the hosting infrastructure, network or cloud service provider shall be

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			will be excluded from the bidder's uptime SLA.	excluded from the bidder's uptime SLA.
18.	42, 49–99, 108, 116	Clauses 21.6, 21.13.2, 21.14, 21.15, 21.16.16, 21.17.5.8	Please provide the number of users by category, the expected peak concurrent users and growth. Clause 21.16.16 specifies 5,000 concurrent users, whereas Clause 21.17.5.8 specifies a peak of 200. Please confirm the concurrency baseline for sizing and load testing.	Total users: 3,500. Peak concurrent users: 800+. The solution shall be sized and load-tested for this concurrency.
19.	43, 50	Clauses 21.7, 21.13.7	Please provide details of existing systems, databases, data volumes, historical data period and file formats to be migrated; whether data cleansing, validation and reconciliation are in scope; and whether there is an existing LMS/Moodle implementation to migrate from.	At present, no data migration from legacy systems or any existing LMS is envisaged. Any migration requirement shall be finalised at the time of agreement.
20.	80, 98	Clauses 21.15.2, 21.15.18	Please clarify the system of record for shared data, and whether single sign-on and bidirectional synchronisation between ERP and LMS are required.	Data synchronisation between ERP and LMS is sufficient.
21.	49, 83, 118	Clauses 21.13.1, 21.15.4, 21.18.3	Will ERP and LMS have separate mobile apps, or one combined branded app? Request to restrict the mobile app to LMS learner functions, with ERP and administrative functions accessed through the web interface.	Accepted. Only the Moodle LMS mobile app is required. ERP and administrative functions shall be accessed through the web interface.
22.	39, 80, 81	General; Clauses 21.1, 21.15.1, 21.15.2	Request not to restrict the technology (Moodle, PostgreSQL, etc.) and to allow an alternative open-source or proprietary LMS that meets the functional requirements.	No change. Moodle is mandatory for the LMS.
23.	49, 98, 105–108	Clauses 21.13.1, 21.15.18, 21.16	Please provide the complete list of systems to be integrated (e.g. CCTNS, HR systems, Sevaarth, payment gateway, banks, biometric devices), with API availability, documentation, integration direction, data volumes and the department responsible for access.	Some applications may need to be integrated. The list of systems and API details shall be provided by MPA to the successful bidder and finalised at the time of agreement.
24.	43, 111	Clauses 21.7, 21.17.5.3	Please clarify the training expectations: (a) user categories and approximate number of users to be trained; (b) whether training is for end users, administrators or master trainers, and whether it is limited to	In-house MPA staff (approximately 100) will use the ERP, and cadets and trainers (approximately 1000) will use the LMS.

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			MPA administrators and data-entry staff; (c) number and duration of sessions; (d) training locations; and (e) language of training.	Training shall cover all these user categories. c to e – As per requirement in Marathi and English.
25.	125	Section 22.6 – Annexure F	For a 3-year contract, should a row for Year 3 O&M cost be added, or should bidders quote a quantity of 2 under Sr. No. 3 for Years 2 and 3?	Go-Live within 10 months, followed by 3 years of O&M. Bidders shall quote accordingly.
26.	12, 20	PQ-4 / TQ-1 – Average Annual Turnover	Request to consider FY 2022-23, 2023-24 and 2024-25 instead of FY 2023-24 to 2025-26, as the audit for FY 2025-26 may be in progress.	Accepted. Annual turnover for FY 2022-23, 2023-24, 2024-25 will be accepted.
27.	12	PQ-5 – Profit-Making and Positive Net Worth	Request to consider FY 2022-23, 2023-24 and 2024-25 for profitability and net worth.	The bidder shall be profit-making and have a positive net worth in FY 2022-23, 2023-24, 2024-25.
28.	13	PQ-6 – Relevant Project Experience	Request to broaden the criterion to include digital transformation, e-governance, workflow automation, training management, LMS, service portals and integrated government applications.	Not Accepted
29.	13, 20	PQ-6, TQ-3, TQ-4	Request to consider ongoing projects that have gone live or achieved phase completion or milestone acceptance.	Accepted. Ongoing projects that have gone live or achieved phase/milestone acceptance shall be considered.
30.	13	PQ-7 – Certificatio n	Request to accept ISO/IEC 27001:2022 in place of ISO/IEC 27001:2013, as 2022 is the current version.	Partly accepted. Certification mentioned in PQ-7 or advanced will be accepted.
31.	13, 20	PQ-7 / TQ-2 – Certificatio n	Request to award additional technical marks for CMMI Level 5, while retaining CMMI Level 3 as the minimum eligibility criterion.	Partly accepted. Certification mention in PQ-7 / TQ-2 or advanced will be accepted but no change in marking system is accepted.
32.	14, 127	Clause 6.7 / Annexure H	Clause 6.7 prescribes a bid validity of 120 days, whereas Annexure H prescribes 180 days. Please confirm the applicable bid validity.	The bid validity period shall be 180 days.
33.	16, 22	Clauses 7.1 / 12.1	Clause 7.1 prescribes two envelopes, whereas Clause 12.1 prescribes Envelopes A, B and C. Please confirm the online bid submission structure.	Bids shall be uploaded on the GeM portal in 2 envelopes. Pre-Qualification is not separately considered as envelop.
34.	19, 22	Clauses 10.2 / 12.3 – QCBS	Clause 10.2 specifies a QCBS weightage of 80:20, whereas Clause 12.3 specifies 70:30. Please confirm the applicable weightage.	The applicable QCBS weightage is 70:30 (Technical: Financial).

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35.	20	TQ-3 – Bidder's Experience	Request to reword the criterion to cover IT turnkey projects involving secure API-based integrations, workflow automation, digital transactions, audit trails and role-based access control for government departments, PSUs, ULBs or equivalent public-sector organisations.	Accepted.
36.	20	TQ-4 – Experience in ERP/LMS	Request to broaden the criterion to government digital transformation platforms with the listed functionalities.	Accepted.
37.	21	TQ-5 – Integrated ERP and LMS	Request to broaden the criterion to digital transformation, e-governance, workflow automation or integrated learning platforms, and to accept Go-Live Certificates or client references.	Integration of project with all above listed functionality is must.
38.	21	TQ-6 – Full-Time Core Technical Manpower	Request to allow sample CVs instead of named resources at the bidding stage, with personnel of equal or better qualification deployed at mobilisation, subject to MPA approval.	Accepted. The successful bidder may be required to deploy personnel possessing qualification and experience equal to or better than the sample profiles submitted subject to approval by the authority during project mobilization.
39.	20, 21	Section 11 – Technical Qualification Criteria	Section A is titled 70 marks, but TQ-1 to TQ-6 total 60 marks; TQ-7 is missing; Section B (TQ-8) carries 40 marks. Please issue a corrected table.	TQ-7 was excluded inadvertently. Section A (TQ-1 to TQ-6) shall carry 60 marks and Section B i.e (TQ-8) should be read as TQ-7 and shall carry 40 marks, totalling 100 marks.
40.	28	Clause 16.2 – Payment Terms	Please confirm that milestone achievement shall be based on the submission and acceptance of deliverables, and not on the invoice settlement date.	Accepted. Provided O&M Payments shall be released quarterly. The agency shall submit the invoice within 75 days.
41.	30	Clause 17.6 – Milestone Penalties (SLA A1)	Request to exclude delays attributable to MPA, other government agencies, OEMs or third parties from penalty calculation, and to extend timelines proportionately.	Penalties shall apply only to delays attributable to the bidder. Other cases shall be considered on a case-to-case basis with the approval of the Director MPA at his sole discretion.
42.	31, 108	Clauses 17.6 / 21.16.16 –	Clause 17.6 specifies 99.5% uptime, whereas Clause 21.16.16 specifies	The applicable uptime SLA is 99.5%.

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		Uptime SLA	99.9%. Please confirm the applicable uptime SLA.	
43.	32	Clause 17.7 – SLA Applicability	Request to allow a consolidated quarterly SLA compliance report, aligned with the quarterly O&M payment cycle.	Accepted.
44.	37, 44–46	Clause 19.4 (H); Sections 21.8, 21.10	Please define the change-management process and the term "Major Change", and confirm that the approved FRS/SRS will form the scope baseline, with any additional requirement processed through a formal Change Request with cost and timeline adjustments.	Yes. Any requirement beyond the RFP scope identified during the FRS/SRS stage shall be handled through the Change Request process and decided mutually by MPA and the agency.
45.	41, 43, 118	Clauses 21.3.10, 21.7, 21.18.3	Please clarify the responsibility and cost of VAPT, CERT-In and STQC audits (initial, yearly and re-audits) and of SSL certificate procurement and renewal, and the number of audit cycles expected.	Vendor/bidder shall bear the cost of the security audits (VAPT, CERT-In and STQC) and of the SSL certificates.
46.	44	Section 21.7 – O&M Support	Please confirm that MPA will provide the helpdesk tool and telephone lines, while the System Integrator will resolve technical tickets, and specify the helpdesk operating hours and SLA.	The helpdesk shall be provided by the bidder.
47.	44–46	Sections 21.8, 21.10 – FRS/SRS	Please confirm that the implementation timelines and milestones will be finalised after FRS/SRS approval and used for SLA and penalty calculation.	No change.
48.	49	Section 21.13.3 – Bilingual Application	Will MPA provide and validate Marathi translations for labels, master data, forms, reports, certificates, manuals and training content?	Yes. MPA will provide and validate the Marathi translations.
49.	71, 72	Section 21.14.16 – IT Department Management	Please provide details of the Cyber Lab, e-Studio and AMBIS systems, including technology stack, integration scope and API availability.	MPA will provide these details to the successful bidder.
50.	85	Section 21.15.6 – Course and Curriculum Management	Will MPA provide the course content (SCORM, H5P, documents, audio and video), or are content creation, digitisation and SCORM conversion within the bidder's scope?	Yes. MPA will provide the course content.
51.	88	Clause 21.15.9 –	Please confirm the virtual classroom platform to be integrated, and	MPA will provide the licence or API.

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		Virtual Classroom	whether MPA will provide the licences, APIs and credentials.	
52.	90	Clause 21.15.11 – Remote Proctoring	Is remote proctoring in scope? If so, please specify the examination volume and confirm whether MPA will provide the licences.	Currently Remote proctoring is not in scope but may be included through formal change request mechanism.
53.	96	Clause 21.15.16 – Certificate Management	Is a public certificate verification portal mandatory? If so, please provide the expected volumes.	Yes. A public certificate verification portal is required.
54.	99, 115	Infrastructure Requirements – Storage	Please provide the initial and projected storage requirement, annual growth and data-retention period.	Storage will be provided and managed by MPA.
55.	101, 109	Clauses 21.16.2, 21.17.1 – Backup and DR	Please confirm that the DR infrastructure will be provided by MPA, and provide the RPO, RTO and DR drill frequency.	The DR infrastructure will be provided and managed by MPA.
56.	125	Annexure F – Commercial Bid Format	Annexure F provides only three line items. Please confirm whether a lump-sum turnkey price covering the entire scope is to be quoted.	The cost shall be estimated by the bidder and quoted accordingly.
57.	89	Clause 21.15.10 – Originality Checking	Is integration with a licensed plagiarism-checking service mandatory? If so, please confirm that MPA will bear the licence cost.	Yes. If integration is required.
58.	85	Clause 21.15.6 – Course and Curriculum Management	Please confirm that all English and Marathi training content will be provided by MPA in a ready-to-use format.	MPA will provide only the required content
59.	38, 80	Section 20; Clause 21.15.1	Please confirm that MPA's ownership applies to project-specific customisations, source code and integrations, while pre-existing bidder IP and open-source components (Moodle, frameworks, libraries) remain governed by their respective licences.	Yes.
60.	50	Section 21.14.1 – Training Management	Please confirm that the digital signature solution will be provided by MPA.	MPA will provide the digital signature solution or API.
61.	52, 64, 99, 117	Sections 21.14.1, 21.14.9,	Please confirm that the biometric devices and integration will be facilitated by MPA, and share the	Yes. MPA will provide the biometric devices and the API, and will share the

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		21.15.19, 21.18.2	make, model, count and location of existing devices and SDK/API availability.	specifications before development.
62.	27	Clause 16.1	LMS Go-Live is mentioned in Phases 2, 3 and 4. Please clarify.	Phase 2: LMS modules; Phase3: ERP module and Integration with LMS ; Phase 4: Complete ERP.
63.	General	General	Request to include experience in large-scale IT systems and O&M for State Police Departments and other law enforcement agencies in the technical eligibility criteria.	No change.
64.	12	PQ-2 – GST Registration	Request to allow an undertaking to obtain GST registration in Maharashtra after award of contract and before commencement of work.	No change.
65.	49	Clause 21.13.4 – Document Management	Please confirm whether MPA currently uses any DMS, ECM, SharePoint, file server, shared drive, NAS or custom document repository.	MPA will share the details with the successful bidder.
66.	49, 50	Clauses 21.13.5 – Workflow and Notifications	Please provide the number of business workflows to be implemented on the configurable workflow engine, and confirm the expected level (configuration of approval levels, escalation and delegation, or a full no-code workflow designer).	Refer to the scope of work in the RFP.
67.	21	TQ-5	Please confirm whether each project under TQ-5 must be a single integrated ERP and LMS system, or whether separate ERP and LMS projects will each be considered for 5 marks.	No change. Separate ERP and LMS projects shall not be considered under TQ-5. Integration of project with mentioned functionality is must.
68.	20	TQ-4	Please confirm that "ERP / LMS" means either an ERP project or an LMS project will qualify independently, and that a project need not contain both.	Both ERP and LMS are required.
69.	20, 21	TQ-4, TQ-5	Request to consider ERP and LMS projects executed for private-sector clients (in India or abroad), with full or reduced weightage.	No change.
70.	13	PQ-6	Revision of Project value – we request authority to consider reducing minimum values required for a single qualifying project from the existing Rs. 3 Crores to Rs. 1.5 / 1.6 / 1 Crore	Tender term prevails. No change.

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71.	43, 50, 111, 118	Clauses 21.7, 21.13.7, 21.17.5.3, 21.18.3	Please confirm: (a) whether refresher training is required during the O&M period; (b) whether training is required for new users joining after Go-Live; (c) the expected number and duration of video tutorials; and (d) that MPA will provide the training venue, computers, projector and internet.	(a) Required. (b) Required. (c) Depending on the modules. (d) Yes, MPA will provide them.
72.	28, 31, 44	Clauses 16.1, 17.6, 21.7	Please confirm: (a) the number, roles and working hours of onsite O&M resources; (b) whether 24x7 support is expected for all incidents or only for critical incidents; (c) the complete list of O&M activities; and (d) whether onsite O&M manpower is to be priced within the O&M quote or charged separately at MAHAIT/DIT GR rates (Section 19.5).	(a) Will be discussed after Go-Live. (b) 24x7 support is required for critical incidents only. (c) Upgrades and maintenance. (d) Only out-of-scope modules will be charged separately.
73.	48, 52, 77, 81	Clauses 21.12, 21.14.1, 21.14.20, 21.15.2	Please confirm whether an Ammunition and Weapon (Armoury) module is in scope, and if so, share its functional requirements.	Presently not in scope.
74.	46, 47, 114, 116	Clauses 21.10, 21.12, 21.17.5.6, 21.17.5.8 (viii)	Please confirm that these references are not applicable and that the scope is limited to the MPA Nashik ERP and LMS.	Confirmed. The scope is limited to MPA Nashik only.
75.	108	Clause 21.16.16	Please confirm the hosting target (State Data Centre or a specific cloud service provider), and whether multi-AZ, auto-scaling and Kubernetes are available.	This will be handled by MPA.
76.	108	Clause 21.16.16 (b)	Please confirm whether open-source equivalents (Redis OSS, NGINX/HAProxy, community PostgreSQL/MySQL) are acceptable, or whether MPA will procure the licensed versions.	Open-source equivalents are acceptable.
77.	49, 118	Clauses 21.13.1, 21.18.3	Please confirm whether cross-platform frameworks (e.g. Flutter, React Native) are acceptable, and whether MPA already holds Google Play and Apple Developer organisation accounts.	The Play Store account needs to be created.
78.	64	Clause 21.14.9	Please confirm whether Sevaarth integration is in scope, whether	Sevaarth integration will be taken up if required.

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			payroll will continue in Sevaarth, and whether Sevaarth APIs are available.	
79.	65	Clause 21.14.10	Please confirm the payment gateway or bank, whether MPA will provide the merchant account, and whether integration with GRAS or treasury systems (IFMS/BEAMS) is required.	Bidders may also suggest a suitable payment gateway.
80.	44	Clause 21.7	Is digitisation of paper records (scanning and data entry) in the bidder's scope? If so, please share the estimated volume of records and pages.	This will be finalised at the time of agreement.
81.	100	Clause 21.16.1	Please confirm the expected outputs, the availability of historical cadet data for model training, and whether a rule-based or statistical risk score is acceptable in Phase 1.	Historical data is not required.
82.	43, 111, 116	Clauses 21.7, 21.17.5.3, 21.17.5.8 (x)	Will the solution be used only at MPA Nashik, or at other locations too? Please provide the number of sites for rollout and training.	Only at MPA Nashik.

D. General

1. The above clarifications shall form an integral part of the RFP document. In case of any conflict, these clarifications shall prevail over the corresponding provisions of the RFP.
2. All other terms and conditions of the RFP remain unchanged.
3. Bidders are advised to submit their bids taking these clarifications into account. Revised dates and any amendments shall be notified through a corrigendum on the GeM portal.
4. **Last date of submission of bid will be 13th November 2026.**

5. Implementation time line mentioned in 16.1 should be read as follows

Phase	Milestone	Deliverables	Timeline	Payment (% of TCV)
Pre-Phase	PBG Submission, Master Services Agreement (MSA) Signing, and Project Mobilization	Submission of Performance Bank Guarantee	Within 15 days of LOI (prior to T)	--

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Phase 1	Requirement Study and Analysis	Workflow mapping, BRD, SRS, Department discussion minutes, Signed requirement documentation	T + 4 to 6 Weeks	10% of TCV
	System Design and Customization	Module customization specifications, configured workflows, Approved UI/UX designs, Architecture blueprint, Database schema	T + 10 to 12 Weeks	10% of TCV
Phase 2	Development of LMS	Development of LMS modules	T + 20 to 24 Weeks	10% of TCV
	Testing and Validation	Functional test report, VAPT report, UAT sign-off, Performance validation report		
	Go Live of LMS	Go-Live		
Phase 3	Development of ERP and Integration with LMS	Development of ERP and Integration with LMS	T + 28 to 32 Weeks	20% of TCV
	Testing and Validation	Functional test report, VAPT report, UAT sign-off, Performance validation report		
	Go Live of LMS	Go-Live		
Phase 4	Deployment, Training, and Go-Live with both ERP and LMS integration	Production environments live, Staff training completed, User manuals delivered, Users onboarded	T + 36 to 40 Weeks = T2	20% of TCV
Phase 5	Operations, Maintenance, and Warranty	MIS reports, monitoring framework, escalation reports, O&M support activities	T2 + 3 Years	30% of TCV (paid quarterly)

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6. Delivery and acceptance – Implementation phases and timelines mentioned in 21.18.2 should be read as follows

Phase	Duration	Scope & Key Milestones
Phase 1: Inception	Weeks 1 – 4	As-Is assessment, Requirement Gathering, FRS/SRS Preparation, Architecture Blueprint Sign-off
Phase 2: Customization	Weeks 5 – 16	Core Moodle Customization, Module Build out (Indoor, Outdoor, Leave, Memos), API Development
Phase 3: Integration	Weeks 17 – 24	Biometric Hardware Sync, App Store Submissions, Data Migration from Legacy Systems
Phase 4: Testing & UAT	Weeks 25 – 32	User Acceptance Testing (UAT), CERT-In Security Audit, Performance Load Testing, Go-Live Clearance
Phase 5: Hypercare & O&M	Weeks 33 – 40	6-Week Hyper care Onsite Support, Capacity Building, Handover to Operations & Maintenance (O&M) Team

7. Tender clauses mentioned in above table C should be read as per amendments published in said table.

Date :- 29-10-2026

Place:- MPA, Nashik

OFFICE OF THE DIRECTOR ★ MAHARASHTRA POLICE ACADEMY, NASHIK ★

Deputy Director (Admin)
Maharashtra Police Academy,
Nashik

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