

**MAHARASHTRA WATER RESOURCES REGULATORY AUTHORITY  
(MWRRA)**



**REQUEST FOR PROPOSAL**

**For “REVAMPING EXSISTING WEBSITE OF MAHARASHTRA WATER RESOURCES  
REGULATORY AUTHORITY AND ITS MAINTENANCE FOR 3 YEARS”**

**DATE –**

**Address :**

**Maharashtra Water Resources Regulatory Authority (MWRRA)  
9<sup>th</sup> Floor, World Trade Centre – 1, Cuffe Parade,  
Mumbai, Maharashtra – 400 005.  
Telephone No. 022 2215 2019  
Email Id : [mwrra@mwrra.in](mailto:mwrra@mwrra.in)  
Website : [www.mwrra.maharashtra.gov.in](http://www.mwrra.maharashtra.gov.in)**

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## SECTION -1 : INVITATION FOR PROPOSAL

Maharashtra Water Resources Regulatory Authority (MWRRA) hereby invites Quotations for revamping of its existing website Design & its maintenance for 3 years.

Bidder/ Agencies are advised to study this RFP document carefully before submitting their Quotations in response to the RFP Notice. Submission of a Quotation in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

**For any type of clarifications, bidders can contact at**

**MWRRA Contact No.:**

**Email [mwrara@mwrara.in](mailto:mwrara@mwrara.in)**

1. Bidders can submit their quotations in a sealed envelope in person or by post clearly stating "RFP for revamping existing website of MWRRA & its maintenance for 3 years" at Maharashtra Water Resources Regulatory Authority.
2. All Quotations shall be received latest by 01.04.2022 up to 5.00 pm. In case any quotation is received after the stipulated time, the quote shall be rendered cancelled and shall not be eligible for evaluation.
3. One vendor can submit only one quotation in response to the notice. If the vendor is found to be responding with more than one quotations, all the quotes from that vendor will be rejected.

- **Key Dates and Events:**

Sr. No.	Information	Details
1.	Date of Floating the Quotation	25.03.2022
2.	Last date of submitting Quotation	01.04.2022 upto 5.00 pm
3.	Bid opening Date	04.04.2022
4.	Award of Contract	06.04.2022

- **Completeness of Response**

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

- **Pre-Qualification Criteria**

- I. The Bidder, if applicable, should have an average annual turnover of Rs. 3 Lakhs in the last three financial years (2018-19, 2019-20 and 2020-21).
- II. The Bidder should have been in operation since last three years from the date of submission of the bid.
- III. The Bidder should have **designed, developed, hosted and maintained** at least **2 web Portals for clients in India in last 3 years** out of which at least 1 portal's overall project value should be Rs. 3 lakhs or more. Project overall cost could include design, development, hosting, maintenance and support etc.
- IV. None of the bidders should be blacklisted by any Central/State Government/UT's/Urban Local Body in India for failure to perform or deliver services as on the date of submission of the bid.

- **Process of Evaluation**

1. The Bidder shall be evaluated solely on their financial bids against the scope of work defined in section-2. The templates for submission of the financial bid have been provided in Annexure-1.
2. The lowest Bidder L1 among all the quotations received will be awarded the contract. However, Maharashtra Water Resources Regulatory Authority (MWRRA) reserves the right to reject any or all proposals without assigning reasons thereof.
3. In case of Single Bid, MWRRA reserves the right to accept or reject the bid on approval of competent Authority at its discretion.



## Section 2 : Scope of Work

1. Maharashtra Water Resources Regulatory Authority (MWRRA) intends to engage a vendor to Revamp & Redesign the existing Website of MWRRA (hereafter referred to as "Service Provider", "Selected Agency", "Vendor", and "Bidder").
2. The existing website of Maharashtra Water Resources Regulatory Authority (MWRRA) is apparent at URL <http://www.mwrra.maharashtra.gov.in>
3. The website currently displays English contents. The participating bidder shall have to study in detail the existing website, in the context of all relevant laws, rules and regulations and has to proceed for GAP Analysis to finalize necessary revamping by necessary write-up and ideas as well as addition of new contents if required.
4. The selected bidder shall perform the following as a brief scope of activities where bidder has to
  - I. Revamp and redesign of existing official website;
  - II. Training and Capacity building for all/designated MWRRA officials for content updation.
  - III. To make the website in bilingual formats i.e. English & Marathi.
  - IV. Security Audit of the website should be done periodically.
  - V. Maintenance of website for 3 years from date of work order.
  - VI. Any other incidental work.
5. The website contents may not be limited to the list provided here, and may be subject to modifications as per MWRRA's requirement.

- **Project Planning and Management:**

1. **Report on Deficiencies in Current Website & Recommendations to the deficiencies.**

The bidder is required to discuss deficiencies in current website. For this purpose, MWRRA will arrange discussion session with relevant employee(s) of the MWRRA. After identifying deficiencies, Bidder is required to provide recommendations in the form of report to overcome these deficiencies with best available solution to develop a more attractive, interactive & informative website.

2. **Prototype of Revamped Website**

After a final go-ahead is provided by MWRRA, the Bidder is required to present wireframes followed by Min. 5 browser enabled prototype of website. The Bidder is also required to provide site map. Once the prototype is approved by the MWRRA authority, Bidder shall start work on development and submit the design document for approval.

- **Development Phase:**

In this phase, Bidder shall develop the website as per approved prototype. The bidder shall include but not limit to the following elements and/or as decided in initial phase.

### **1. Content Management System**

The current website must be developed/revamped on the concept of Web Content Management System (WCMS) keeping in consideration so that each section, page & content of the website is preferably managed through Admin Panel.

It should simplify the publication of content on website so that creators/publishers of the web content can create, submit & manage the content.

The revamped solution must be capable of creating multiple user credentials with the privilege to modify/update contents with the approved of the Officer authorized by the Secretary.

### **2. Easy Navigation**

The website should be designed in such a way so that user level navigation is easier. Links & sub links provided in current website should be grouped in two or three layers (as required) of Navigation on top or/and left side of the web pages. The Navigation and landing page should meet the international web standards.

### **3. Look & Feel**

The website should be revamped by using some strategy of water related themes so that each section of the website has symmetry in look & feel based on MWRRA's objectives and logo.

### **4. Design Interface**

The content in web pages should be a mixture of text, images, downloads & videos (where needed) and have symmetry in look & feel based on MWRRA's objectives and logo.

### **5. Sections Wise Distribution of Contents**

All content in website should be distributed in sections and sub-sections. Each section and sub-section should carry specific content type and should have easy navigation within that section and other related sections.

### **6. Dynamic Updates of Contents**

The content in each section of the website should be able to dynamically update without updating the entire page.

### **7. Administrator's Control Panel**

A web based control panel is required to centrally administer the content, theme, navigation, design, sections, pages, users and database(s) of the website.

### **8. Security Testing**

1. The websites and portals should comply with the security guidelines published by OWASP® (Open Web Application Security Project).
2. Appropriate reports indicating security testing results done using web security and penetration testing tools to be made available to the satisfaction of MWRRA.

3. Modules being developed for the websites and portals must go through mandatory Quality Control and QA testing. Security audit should be done from empanelled agencies and the certificate has to be submitted to the authority before hosting.

#### **9. User Acceptance Testing**

As part of the User Acceptance Testing, the MWRRRA expects the following from bidder:

1. Share the project plan well in advance with MWRRRA and accordingly the team should work to complete the UAT on time.
2. The successful bidder is expected to assist the MWRRRA in performing UAT of the solution as part of deployment and subsequent changes. The successful bidder will prepare test cases and shall be responsible for securing necessary approval from the officer authorized by MWRRRA.

#### **• Delivery Phase**

1. In delivery phase, the solution provider shall be responsible to publish the website and all of its content.
2. In delivery phase, Solution provider shall also be responsible to hand over in writing all development components like source code, passwords, databases, text, graphics or any other relevant material to MWRRRA.
3. At the time of handing over, Development Components shall become the sole property of the MWRRRA.
4. At the time of the delivery phase, a Service Level Agreement (SLA) would be signed by both parties. The duration of SLA would be of initially 3 years after handing over the said project.
5. The solution provider shall provide 3 months free technical support (Stabilization period) after the hosting of the website. The SLA will become active after the completion of period of free technical support.
6. Technical support includes but not limited to the following.
  - I. Source code and database update and support
  - II. Bugs Fixing
  - III. Malfunction Errors

#### **Development of any new functional application module/services as required by MWRRRA in future.**

The Bidder should have to Design, Develop, Customize, Configure, and Integrate and deploy envisaged modules as per the requirements proposed by MWRRRA from time to time in future. It would become a part of change request management.

#### **• Security Audits**

Website to be Security Audited from empanelled Security Auditors or Government of Maharashtra empaneled Security Auditors. Cost for Security Audit of website should be part of the proposal as cost of the same will be borne by bidder.

The service provider needs to update the system in response to any adverse findings in the report, without any additional cost to MWRRRA ensure complete security audit done



successfully. MWRRA may also depute auditors to conduct security check/vulnerability test/penetration test.

The portal must have necessary security measures in place and should not have any loopholes that can be exploited. Portal should also support latest security certificates like SSL 3.0. If required, portal should have the ability for integration with any active directory server (Supporting LDAP).

- **Compliances for Standards**

The website/Portal shall be fully compliant as per the following Guidelines:

- i. e-governance Standards of Gol
- ii. e-governance policies of Gol and GoM/DIT
- iii. Gol Guidelines of Websites
- iv. W3C Standards
- v. WCAG standards like 2.0 AA, xHTML 1.0
- vi. Website Guidelines by DIT, GoM
- vii. Unicode Compliance

- **Technical Documentation**

The Bidder must deliver, at the minimum, documentation on the following for each solution implementation:

1. Business Requirements Document
2. System Requirement Specification Document
3. Detailed functional and technical scope document
4. Detailed Logical Design Document and Data Dictionary
5. Source code and customization documentation
6. Unit, Integration, Security Testing Plan
7. User Manuals
8. Security policy and procedure for portal

- **Scalability & Extensibility**

1. The Solution shall provide a scalable architecture. It should be compatible for integration of existing as well envisaged modules.
2. The Solution shall support both horizontal and vertical scaling.
3. The Solution shall provide for expansion of data storage as needed to accommodate increased volume of data based on approved Capacity Plans by MWRRA.
4. The Solution should also make use of a distributed cache to enhance the scalability of the system.
5. Portal should be able to expose its services to third party
6. Systems/applications with REST/SOAP services or APIs. Portal applications should be able to integrate seamlessly with any other application.
7. Portal should extend its capability to easily integrate with existing MWRRA Citizen Services.



8. The CMS/Portal shall have a well-defined framework for extending the functionality of the core product, by adding more modules. This will enable MWRRA to request an additional module or set of modules without impacting either the core CMS application or other modules already in service.

## **General Conditions of Contract**

- **Settlement of Disputes**

- a) Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If the party fails to respond within 30 days, or the dispute can not be amicably settled within 60 days following the response of the party, arbitration clause stated below shall become applicable.

- **Confidential Information**

MWRRRA and the successful bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to during or following completion or termination of the Contract.

- **Change in Law and Regulations**

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and /or the Contract, Price, then such Delivery Date and /or Contract Price shall be correspondingly increased or decreased to the extent that the successful Bidder has thereby been affected in the performance of any of its obligations under the Contract.

- **Extension of Time**

If at any time during performance of the Contract, the successful bidder encounters conditions impeding timely delivery of the components or services or completion of Related Services, the successful bidder shall promptly notify MWRRRA in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the successful bidders' notice, MWRRRA shall evaluate the situation and may at its discretion extend the successful bidder's time for performance in writing.

Delay by the successful Bidder in the performance of its Delivery and Completion obligations shall render the Bidder liable for disqualification for any further bids in MWRRRA, unless an extension of time is agreed mutually.

- **Applicable laws**

- i. The contract shall be interpreted in accordance with the laws prevalent in India.

- ii. Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Department about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Quotation and shall indemnify, keep indemnified, hold harmless, defend and protect MWRRA and its employees/officers/staff/personnel/ representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
- iii. Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate MWRRA and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequence that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and MWRRA will give notice of any such claim or demand of liability within reasonable time to the bidder.
- iv. All legal disputes are subject to the jurisdiction of Mumbai only.



### Section 3 : Financial Bid

#### Guidelines for Preparation Financial Proposal

Financial Proposal should confirm the following:

1. The unit rate quoted will be binding upon the successful bidders irrespective of the actual quantity during the award of contract.
2. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
3. Prices shall be quoted entirely in Indian Rupees. All prices should be rounded off to the nearest Indian rupees (if the first decimal value is 5 (five) or above it should be rounded up and below 5 (five) should be rounded down. In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.
4. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the successful bidder for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified in the contract. **The price quoted would be inclusive of all taxes except GST. GST payment shall be made to the bidder at actuals.**
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be treated as non-responsive and rejected.
6. The amount state in the financial proposal, adjusted in accordance with the above procedure, shall be considered as binding on the Bidder for evaluation.

- Mode of payment schedule :-

Sr. No.	Deliverable	% Payment release
1.	Report on deficiencies in the current website and recommendations.	20%
2.	Prototype and design document approval of revamped website	20%
3.	Successful VAT	20%
4.	Go Live	10%
5.	After handing over	30%
6.	Maintenance cost per year	After completion of each year



**Annexure - I**

**Template for financial proposal**

**Letter Format for Financial Proposal**

(To be submitted on the Letterhead of the bidder)

[Location, Date]

To,

The Secretary

Maharashtra Water Resources Regulatory Authority (MWRRA)

9<sup>th</sup> Floor, World Trade centre-1,

Cuffe Parade,

Mumbai – 400 005.

Ref : RFP Notification no<<>>

**Subject : Submission of Quotation in response to the RFP for “Revamping existing website of MWRRA & its maintenance for 3 years”**

Dear Sir,

We, the undersigned, offer to provide the services for **“Revamping existing website of MWRRA and its maintenance for 3 years”** in accordance with your Request for Quotation dated [Insert Date]. Our attached Financial Quotation is for the sum of [Insert amount(s) in words and figures]. We are aware that any conditional financial offer will be outright rejected by MWRRA. This amount is inclusive of all taxes except GST. GST shall be paid separately.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal (90 days) from the date of opening of the Quotation.

We are aware that MWRRA reserves the right to accept or reject any or all bids without assigning any reasons thereof.

We remain,

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory :

Date and Stamp of the Signatory :

Name of firm :

Note : Please upload Price/ Financial Bid-Covering Letter in the given below format.

**Table 1 : Overall financial quotation towards application development, hosting and change request for the contract period**

Sr. No.	Particulars	Total Amount in Figure (Rs.) exclusive of GST
1.	Total in figures (Sum of Table 1.1)	
2.	Total in words (Sum of Table 1.1)	
3.	Total in figures (sum of Table 1.2)	
4.	Total in words (Sum of Table 1.2)	

The complete financial template along with Covering letter, Table 1 and Table 1.1, need to be provided in PDF as part of the financial bid.

**Table 1.1 Design, Development, Testing, Security Audit, Training and Maintenance Cost for the entire contract period of 1 year for the portal**

Sr. No	Item-wise amount	Lump sum amount in Figure (Rs.) exclusive of GST
1.	Design, Development, Testing Cost	
2.	Software license cost, if any	
3.	Security Audit	
4.	Training	
	<b>Total Cost of Development Training and Audit of Portal (sum of rows 1,2,3,4 and 5)</b>	

**Table 1.2 Total Maintenance cost**

Sr. No	Maintenance cost	Amount in figure (Rs.) exclusive of GST
1.	Maintenance cost for 1 <sup>st</sup> year	
2.	Maintenance cost for 2 <sup>nd</sup> year	
3.	Maintenance cost for 3 <sup>rd</sup> year	
	<b>Total cost of maintenance for 3 years</b>	