

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



REQUEST FOR QUOTATIONS

**For “REVAMPING EXSITING WEBSITE OF MAHARASHTRA WATER RESOURCES
REGULATORY AUTHORITY”**

DATE -09th April, 2025

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SECTION-1: Invitation of Quotation

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

Bidder/ Agencies are advised to study this RFQ document carefully before submitting their Quotations in response to the RFQ 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. :022-69372000

Email mwrra@mwrra.in | mwrralibrary@yahoo.co.in

1. Bidders can submit their quotations in an enclosed envelope by post clearly stating “RFQ for revamping existing website of MWRRA” at Maharashtra Water Resources Regulatory Authority.
2. Bidders may also opt to send in their quotations via email at mwrra@mwrra.in | mwrralibrary@yahoo.co.in
3. All the Quotations shall be received latest by **3pm, on 21st of April, 2025**. In case any quotation is received after the stipulated time, the quote shall be rendered cancelled and shall not be eligible for evaluation.
4. One vendor can place in only a single quotation in response to the notice. If the vendor is found to be responding with more than one quotation, all the quotes from that vendor will be rejected.

Key Dates and Events:

Sr. No.	Information	Details
1.	Date of floating the Quotation	09/04/2025
2.	Last date of submitting Quotation	21/04/2025
3.	Bid Opening Date	23/4/2025
4.	Award of Contract	01/5/2025

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.

Eligibility Criteria for Bidder

- i. The Bidder, if applicable, should have an average annual turnover of **Rs. 3 lakhs** in the last three financial years (2021-22, 2022-23 and 2023-24).
- 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 for a minimum value of **Rs. 3 lakhs**. 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 & 3. The template for submission of the financial bid has 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

Maharashtra Water Resources Regulatory Authority (MWRRA) wishes to engage a vendor to Revamp & Redesign the existing Website of MWRRA (hereafter referred to as “Service Provider”, “Selected Agency”, “Vendor”, and “Bidder”).

The selected bidder shall perform the following as a brief scope of activities where bidder has to

1. Revamp and Redesign of existing official website;
2. Develop inbuilt Content Management System conceptualized to allow update data/information in specified range of the then need;
3. Training and Capacity building for all/designated MWRRA officials for content updating.

The existed website of Maharashtra Water Resources Regulatory Authority (MWRRA) is apparent at URL <https://mwr.ra.maharashtra.gov.in>

The website currently displays English contents. The participating bidder shall have to study in detail the existing website, Functional Organization “Maharashtra Water Resources Regulatory Authority” (MWRRA) 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.

Scope of Content

The MWRRA web portal will be the interface of information for the citizens and other stakeholders. It is thus important that comprehensive, correct and up to date information is made available over the portal. The MWRRA portal will have the following type of contents.

A) Primary Content

Primary content shall be original content that is sought by target audience of the website which could be citizens, business community, overseas citizens or other government departments or even government employees. And it shall be designed in accordance with the GIGW guidelines.

The section will include:

- 1) About us;
- 2) Entitlements;
- 3) Bulk tariff;
- 4) Dispute Resolution;
- 5) Orders;
- 6) Project clearance;
- 6) Groundwater;
- 7) Library;
- 8) Contact us;

The specific details of the section shall be provided to the bidder upon successful selection and may not be limited to the elements listed here.

B) Secondary Content

Secondary content is generated from the assortment, packaging of primary content to suit the requirement of different audience, events and occasions examples of such content are advertisements/banners/spotlight/media gallery/related sites.

The secondary content will have a left vertical menu and a highlighted icon based link on the front of the web portal.

The Icon based content will contain the following:

1. Stakeholder consultation
2. Petitions (Petition management system)
3. Tariff
4. Groundwater
5. Entitlements
6. Hearing Schedule
7. Integrated State Water Plan

The vertical list of content is expected to contain

1. Latest Orders
2. tender/quotations
3. Public notice
4. Press release
5. Vacancies
6. Links
7. Resource library
8. Feedback
9. RTI
10. Archives
11. FAQs
12. Photo/video Gallery
13. Social media updates
14. Careers
15. Event calendar

C) Tertiary Content

1. About the Site
2. Navigation aids sections such as online help, site map, and search
3. Terms and Conditions with respect to the usage of content on the site
4. FAQs
5. User Feedback
6. Help
7. Disclaimer

The website content may not be limited to the list provided here, and may be subject to modifications as per MWRRA's requirement.

Development of new modules as required:

In case MWRRA requires to develop a new module which is not under the scope, MWRRA may ask for the services of the bidder's staff as per the requirement of the Change. This change would form the part of **change request management process**. Bidder will be asked to submit a formal change request note along with the man-month effort estimation and schedule of deployment of resources. Commercial rates specified by the bidder for various categories of resources will be taken as base for reviewing the change request submitted by the bidder. Post the approval of MWRRA the Change request will be processed and the activity can be completed. Any change request would be mutually agreed between the selected bidder and MWRRA post successful negotiations.

Project Planning and Management: Initial Phase

In this phase, Bidder shall do the following activities:

A) Report on Deficiencies in Current Website & Recommendations for proposed website

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.

B) Development Tools

The bidder shall prefer to use open source development tools for website development. The development tools shall be discussed with relevant MWRRA authority for the final approval.

C) 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 relevant MWRRA authority, Bidder shall start work on development.

Development phase:

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

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 without knowing any technical knowledge of web programming.

The revamped solution must be capable of creating multiple users credentials with the privilege to modify/update contents.

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.

CMS shall support creation of navigation, breadcrumb and sitemap that will be published and rendered on Portal.

Look & Feel

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

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 Themes & Navigation strategy.

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

Dynamic Updates of Contents

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

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.

Testing

A) Stress and Performance Testing

1. The Bidder shall set up the performance environment and deploy the applications on this

environment for testing.

2. The Bidder shall load test the websites and portals to enable understanding of performance and behavior of the websites and portals simulating large number of users and high-load conditions.
3. Appropriate reports indicating the performance results done using performance testing tools to be made available to the satisfaction of MWRRA.

B) 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 be cert-in empanelled agencies.

C) User Acceptance Testing

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

1. Share the project plan well in advance with MWRRA and accordingly the team should work to complete the UAT on time.
2. The successful bidder is expected to assist the MWRRA 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 stakeholders on acceptance of the test cases.
3. The successful bidder would also be responsible to independently test the CMS, revamped websites and portals for its working and also assist the MWRRA's core team in the testing post the installation on the new hardware.
4. Bidder to provide dedicated team for UAT.
5. Customization of the application software, if required has to be done by the bidder at no additional cost to the MWRRA based on the UAT observations and GIGW guidelines to meet the functional requirements.
6. The team should report daily status to the MWRRA's IT head or the person responsible for the rollout at MBMC end.
7. Any deviation in the scheduled UAT plan has to be immediately communicated to the MWRRA.

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 MWRRA.
3. At the time of handing over, Development Components shall become the sole property of the MWRRA.

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 month free technical support (Stabilization period) after the delivery of the website. The SLA will become active after the completion of 1 month 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 Fixture
 - iii. Malfunction Errors

General Requirements: Website Revamp/ Redesign

MWRRA envisages providing multiple services to the stakeholders through the portal. These will include:

Petition management system:

Search:

1. Citizen/ website users should be able to search within website.
2. The website should provide metadata and 'full text search' based on elastic search functionality.
3. For providing search functionality the website should comply within defined processes for defining metadata, managing metadata schema changes and master data changes.
4. Search must allow the archived content to be included (or excluded). Advanced search facility based on multiple filters should be provided.
5. Advanced search facility based on multiple filters should be provided.

Web Content Management System (WCMS):

1. Web Content Management System Module – Authorized MWRRA users shall able to upload the Content such as Photos, News, Project Information, Contact details etc. on website. It should facilitate rich text editors for content uploading. Contents must be in Unicode format. Content Management System should have following features or capabilities:
2. Content Authoring, Publishing, Delivery, Content Storage Management, Content exit and Archival Should have preconfigured generic templates and workflows for the content management Distributed authorship of portal content across divisions. Separation of content from presentation, which allows authors to focus on content rather than web design.
3. Management of revision, approval, publishing and archiving processes in an easy and automated manner. Centralized template management for consistency within portal. Content repurposing for different audiences and different interfaces. Facilitated metadata generation and management which enables effective content discovery.

4. Content storage management of all types of content; text graphic, audio, video etc. In context contribution, purview, updates and approvals. Email notifications for automated content edits and reviews. Native content conversion to web formats. Both dynamic and scheduled publishing models. WCMS should be able to generate content feeds. WCMS should be able to be integrated with any workflow systems, which supports e-forms.

Feedback:

1. Should have options for online filling the feedback form. Necessary field such as: contact detail i.e. Name, ward no, address, City, Pin code, State, e-mail, Phone no. & Comment Box should be available.
2. It should be Bilingual, Printable with Logo & as a letter head, e-mail facility, Report generated.

User Administration

Provide web-based administration interface. Allow portal administrator to delegate the administration function. Reduced server-side coding so that the focus can be more on front-end development and faster roll-outs.

Development of any new functional application module / services as required by MWRRA in future.

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

Security Audits

Website to be Security Audited by the Cert-In empaneled 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 MWRRA 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 GoI
- ii. e-Governance Policies of GoI and GoM / DIT

- iii. GoI Guidelines of Websites
- iv. W3C Standards
 - v. WCAG standards like 2.0 AA, xHTML1.0
- vi. Website Guidelines by DIT, GOM
- vii. Unicode compliance

Site Logs

The Solution Provider shall be responsible to provide following features in website for tracking & logging. These features must be capable enough to produce both graphical & text based reports & must have export capabilities in spreadsheet.

1. Web Traffic (Hourly, Daily, Weekly, Monthly & Yearly) via Google Analytics
2. Page wise web traffic via Google Analytics
3. Browser Identification
4. Top most visited pages via Google Analytics
5. Least most visited pages via Google Analytics
6. Length of stay on each page via Google Analytics
7. Site counter
8. User Installation Analytics
9. Bandwidth usage
10. Disk space usage of web hosting

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 & Extendibility

1. The Solution shall provide a scalable architecture. It should be compactible 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 MWRRRA.
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.

Hosting

- Hosting shall be provided by the vendor for the first 3 months from the date of Go-Live.
- The hosting shall include the following:
 - All compute infrastructure like web servers, application servers, database servers, etc.
 - Software Licenses (Database, Application, etc.)
 - SAN storage space
 - Backup Services (including file system and database)
 - Networking components like high availability switches, routers, firewalls, etc.
 - Load Balancers
 - Any other components required for functioning of the proposed solution

Requirements Compliance for Website revamping:

#	Technical Requirements
1	Architectural and Design aspects
1.1	The websites and portals should have support for AJAX, JavaScript, JQuery, CSS3. It Should support broad range of standards for example DOM 1.0, HTML 5, HTTP, HTTPS, MathML, ODBC , ODF (IS26300) , Open XML (IS29500), OpenSearch, OpenType, PDF 1.7, PDF/A, RTF, RSS, ATOM, SOAP, SVG, REST, UDDI, Unicode, URI/URN XML Schema, WebDAV, WSDL, WSRP, XHTML, XML, XML Web Services, XMLDsig, XPATH, XPS, XSLT.
1.2	The websites and portals shall have image and graphic components in jpeg, png and gif formats and the same shall be compressed without losing on visual quality as far as possible to allow faster downloads.
1.3	A consistent page layout should be maintained throughout the site. This means that the placement of navigation and text elements should be uniform across the websites and portals.
1.4	Graphics, Buttons and icons should be properly presented so that it can hold the user's attention, add interest to the websites and portals and clearly convey the meaning.
1.5	The descriptive content shall be primarily derived from the existing websites and portals and associated sites; however, the bidder shall be responsible for the migration of overall content, including setting up of new content that may be desired. Content and data migration from the existing websites and portals into the new websites and portals shall be carried out by the bidder.

1.6	Graphics used in modernizing the websites and portals shall not be very large in size and the bidder shall ensure that the graphics do not slowdown the page load-time. The bidder shall also ensure that the websites and portals shall have an acceptable performance on different type of internet connection such as, <ul style="list-style-type: none"> • Dial-up • Broadband • High speed internet • GPRS
1.7	The websites and portals should be compliant to the latest versions of W3C standards on 'Web Design and Applications' standards available at http://www.w3.org/standards/webdesign/
1.8	Be able to operate in Windows or UNIX or LINUX operating system.
2	Accessibility
2.1	The websites and portals designed shall be in compliance with WCAG (Web Content Accessibility Guidelines) 2.0. http://www.w3.org/TR/WCAG20/
2.2	The websites and portals designed shall be in compliance with GIGW (Guidelines for Indian Government website) guidelines.- http://web.guidelines.gov.in/
2.3	The websites and portals must be in compliance to all guidelines given by statutory/vigilance authorities during the contract period.
2.4	The websites and portals should be compatible with all major Internet browsers like Internet Explorer, Google Chrome, Mozilla Firefox, Safari. Should support IE 7.0 and above and the latest versions for the other mentioned browsers.
2.5	Page load time must be optimized and the bidder ensures that the websites and portals adjust automatically as per the screen resolution of the website visitors from multiple devices (responsive design). The websites and portals shall automatically expand/compress itself as per the screen resolution. There shall be no horizontal scroll in the website/portal structure.
2.6	The websites and portals shall be accessible through multiple devices such as desktops, laptops, mobile phones, smart phones, smart devices and kiosks. This shall be operable through mouse, keyboard, stylus and touch-screen.
3	Interoperability
3.1	The solution should be flexible that exposes integration points at many levels, including presentation, proxy, web services.
4	Availability
4.1	The Solution shall be highly available via various mechanisms, e.g. data replication, clustering and backup configuration.
4.2	The Solution shall up porter organization of databases, indexes and configurations online without the need for any downtime.
4.3	The bidder shall release upgrades and patches that shall be applied with minimal loss of system availability during production hours.
4.4	The Solution shall allow data loading to support 24/7 environments with no window where system is down when loading data.
5	Scalability
5.1	The Solution shall provide a scalable architecture.
5.2	The Solution shall support both horizontal and vertical scaling.

5.3	The Solution shall provide for expansion of data storage as needed to accommodate increased volume of data based on approved Capacity Plans by MWRRA.
5.4	The Solution should also make use of a distributed cache to enhance the scalability of the system.
6	Performance
6.1	Websites response time during peak agency level operations shall be 2 seconds or less for 95 percent of the search and lookup queries (does not include adhoc queries and analytics). Maximum response time shall not exceed 10 seconds except for agreed to exclusions. Response time is defined as the time elapsed after depressing an ENTER key (or clicking on a button that submits the screen for processing) until a response is received back on the same screen
6.2	The bidder should evaluate the necessity of introducing a Content Delivery Network for faster content delivery.
6.3	To run independent of IP Address i.e. IP Addresses should be not be hard coded in the source code/configuration
6.4	The solution shall have the ability to support session replication and transparent failover using high-availability architectural options.
6.5	The Bidder must build the websites and portals such that expansion of the system can be achieved with a minimum of additional system administration burden and staffing.
6.6	Websites and portals architecture must comply with 99.50% availability.
6.7	Websites and portals administration staffing requirements and workload should be minimally impacted with expanded system usage.
6.8	The websites and portals may lose no more than last 15 minutes of the day data in the event of a major incident. (Recovery Point Objective)
6.9	The websites and portals shall be restored within 1 hr of service in the event of a major incident. (Recovery Time Objective)
6.10	The Solution shall use fully redundant network and hardware.
6.11	The Solution shall support virtualization to expedite disaster recovery.
6.12	The Solution shall have the ability to support either a Production and hot (real time replication) disaster recovery design or a multi host site Production design that would allow one site to seamlessly be offline and the other site would maintain service without interruption.
6.13	The Solution shall include a disaster recovery plan and provide contingency plans for client lookup capabilities and online collaboration in the event of a disaster.
6.14	The Solution shall provide the ability to recover from data loss due to end user error and end application error.
6.15	The Solution shall provide the ability to perform archival/incremental backups and the ability to perform database backups.
6.16	The Solution shall provide tools for managing an environment that supports both high availability and disaster recovery.
7	Capacity - Current and Forecasted
7.1	The Solution shall be designed to support the websites and portals and any anticipated expansion in scope of connectivity.
7.2	Bidders should propose hardware according to specifications.

7.3	100-120 MB YOY increase in content (pages and documents)
8	Security
8.1	The websites and portals should comply with the security guidelines published by OWASP (Open Web Application Security Project) - https://www.owasp.org/index.php/Main_Page
8.2	The solution shall adhere to the principle of “Fail Safe” to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.
8.3	The websites and portals shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure, or modification of information.
8.4	The Solution shall support security at the object level (e.g. Table, View, and Index).
8.5	The Solution shall support security at the row and column level.
8.6	The Solution shall support auditing at the object level (i.e. Table, Column).
8.7	The Solution shall provide the ability for concurrent users to simultaneously view the same record, documentation and/or template.
8.8	The Solution shall provide protection to maintain the integrity of data during concurrent access.
8.9	The Solution shall be configurable to prevent corruption or loss of data already accepted in to the Solution in the event of a Solution failure.
8.10	The Solution shall support protection of confidentiality of all content delivered over the Internet or other known open networks via encryption using triple-DES (3DES) or the Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TLS), Secure Sockets Layer (SSL), Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors.
9	Web Application Scalability and Extensibility
9.1	The Solution shall be designed for ease of maintenance and readily allow future functional enhancements. This shall be accomplished through use of modern design principles like applying principles of modularity, interface abstraction, and loose coupling.
9.2	The Solution shall be adequately flexible to keep up with the changing technology.
9.3	The Solution shall be scalable and adaptable to meet future growth and expansion/contraction needs such that the websites and portals can be expanded on demand and be capable of retaining its performance levels when adding additional users, functions, and data.
9.4	The webpages shall be highly re-configurable, providing ability to reposition and rename field labels / data fields, remove or “turn-off” unused fields, maintain data, and allow addition of custom-defined fields.
9.5	The Solution shall provide the ability to create and/or modify edits and business rules which determine the correctness/integrity of data.

10	Quality Assurance & Acceptance
10.1	The bidder is required to develop and implement quality assurance processes and procedures to ensure that the websites and portals development and operations are performed to meet the quality standards that are relevant to each area in all project phases.
10.2	The bidder is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing
10.3	<p>In order to ensure that such a QA mechanism is effective and acceptance of the website, the following tests are required for acceptance:</p> <ul style="list-style-type: none"> • Unit Testing: Basic validation of developed components by developers. Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications. • System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases. • UAT: User Acceptance Testing (UAT) validation of the Website Solution and assurance that it meets both functional and technical requirements • Stress and Performance Testing: Load testing enabling understanding of performance and behavior of Website Solution under large number of users and high-load conditions. Performance testing should also be done on different type of internet connections with variable speeds accessible through various devices such as, <ul style="list-style-type: none"> • Dial-up • Broadband • High speed internet • GPRS • Proxy through LAN <p>Appropriate reports indicating the performance results done using performance testing tools to be made available to the satisfaction of MWRRA.</p>
14.4	Selected bidder is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Solution. Selected bidder is expected to follow minimum CMMi level 3 processes.
14.5	Selected bidder to describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well. Sample documents to be enclosed as part of the technical proposal.

Functional Requirement Specification of Website

#	General Requirements
1	Appearance
1.1	The website design should adhere to the branding guidelines of MWRRA.

1.2	The bidder is responsible for designing the sitemap. The sitemap shall be designed in a hierarchical visual model. The sitemap should be updated dynamically in case of page addition / removal.
1.3	The site map shall show the user a diagram of the entire site content. It shall help users navigate through the website.
1.4	The bidder shall provide support to the MWRRA for STQC certification upon the completion of the project and the website designed shall be compliance with WCAG 2.0, GIGW guidelines and OWASP security guidelines.
1.5	The bidder shall provide links to the external governmental and non - governmental sites, other regulatory/statutory authorities. The bidder shall incorporate a facility of a disclaimer message which shall be displayed to the visitors when these links are clicked.
1.6	The bidder shall use bullet points and lists wherever possible and avoid the use of long paragraphs of text. The bidder shall also provide headings and sub-headings of any written material and the material written by the bidder shall be professional, avoiding jargon and technical terms.
1.7	Bidder shall ensure that the font used across the website shall remain consistent.
1.8	It is bidder's responsibility to edit, optimize and incorporate content in the form of texts, photographs, images and videos provided by MWRRA into the website. The texts, photographs, images inserted shall be readable in the print format and print correctly in A4 size paper.
1.9	Bidder to provide alternate text for non-text elements such as images, audio/video clips and multimedia presentation. The bidder shall provide a mechanism to control audio, video, multimedia presentation that starts automatically.
1.10	The bidder shall provide a mechanism to control audio, video, multimedia presentation that starts automatically.
1.12	The bidder shall standardize the buttons and navigation graphics for all the pages, where appropriate for the design.
1.13	The bidder shall understand that the text can be quite longer or smaller in different language and therefore the website designed will need to take this into account.
1.14	The Website shall be readable whether Cascading Style Sheets switched off or not loaded.
2	Web Analytics
2.1	The system shall provide MWRRA in analyzing the popularity of the website and visitors behavior pattern on the website.
2.2	The system should facilitate the view of hits separately for bi-lingual website. Analysis of visitor hits on the website should be possible by filtering the data based on certain parameters such as date range, specific page hit. The administrator shall be able to login once to view the number of hits, traffic coming from a specific search engine, keywords used on search engine, repeat and unique visitors and visitor's state and countries. It shall also generate analytics on peak usage time during a particular day/week/month/year.
2.3	The system shall also provide a facility to generate dashboards on the website visitor's behavior on a weekly, monthly, quarterly and annual basis. It shall also be capable of generating detailed reports which shall be downloadable in multiple formats. The

	<p>formats in which the reports shall generate shall be in the formats mentioned below but not limited to these:-</p> <p>.xls</p> <p>.pdf</p> <p>.html</p> <p>.csv with option</p>
3	Marquee
3.1	The system should support configuring a scrolling marquee. The marquee speed, direction and behaviour should be configurable.
3.2	The website shall have a marquee and the ability to turn it on/off.
4	Workflow
4.1	The system should allow creating predefined workflows that can be associated with content of the website.
4.2	The system shall provide a trigger facility to send a reminder notifying about the expiry date of the content and once the notification is sent, it shall be ensured that either the content is placed in the archive section or the expiry date is extended.
5	Document Viewer
5.1	Out of box content components like document viewer /catalogue to be available that helps in previewing content without downloading content.
6	Mobile / Tablet Support
6.1	Should support Adaptive page templates - shows content that is device agnostic
6.2	Should support responsive page templates
6.3	Mobile Device Preview
7	Other Requirements
7.1	The system should provide web crawler search capabilities that are configurable to collect specific content from the internet to be displayed on the website.
7.2	The system should allow rating of content by the user. The rating can then be used to display content on the website as per its popularity or to best plan for future content that best meets the needs of the user.
7.3	The feedback provided from website visitors shall be emailed to the designated officer mail id. The system shall be designed in such a way that the designated officer or user department shall be able to respond to the visitor in a timely manner on the e-mail id provided. The feedback given by the customer and the response given by the MWRRA user to be time stamped.

7.4	The bidder shall style all the aspects of the core functionality on the website and all the extensions shall be styled through Cascading Style Sheets. The website design shall comply with the web standards i.e. HTML5 and CSS3 and this shall be flexible keeping future development in technology.
8	Self-audit report for compliance with Guidelines for Indian Government Websites
8.1	The Government of India has launched “Guidelines for Indian Government websites” in February 2009. These guidelines are now part of the Central Secretariat Manual of Office Procedures (CSMOP) and it is advisable that all Indian Government websites are developed in compliance to guidelines defined in this document. This website should be developed keeping this requirement in consideration and the bidder must ensure compliance with the guidelines.
8.2	The website must be audited against these guidelines and detailed audit report along with compliance certificates must be presented.

Project Timeline, Deliverables and Payment Schedule

Sr. No.	Milestone	Timelines T = Date of Award of contract (Work Order)
1	Preparation of SRS, FRS	T+ 10 days
2	Completion of development of portal	T + 40 days
3	User Acceptance Testing and closures of changes for Portal, if any	T+45 days
4	Go-live of portal	T+50 days

Service Level Requirements/Agreements:

- The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Implementation Agency to MWRRA for the duration of this contract period of the Project.
- Timelines specified in the above section (**Work Completion Timelines and Payment Terms**) shall form the Service Levels for delivery of Services specified there-in.
- The project Service Level Agreement are proposed to be performance based. For purposes of Service Level Agreement, the definitions and terms as specified along with the following terms shall have the meanings set forth below:
 1. **“Uptime”** shall mean the time period for which the specified services / components with specified technical and service standards are available for the application. Uptime, in percentage, of any component (Non-IT and IT) can be calculated as:

$$\text{Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})]\} * 100$$

2. **“Downtime”** shall mean the time period for which the specified services / components with specified technical and service standards are not available for the Users, the scheduled outages / Planned Maintenance time planned in advance for application, related infrastructure and link failures. This includes Servers, Routers, Firewall, Switches, all servers and any other IT and non-IT infrastructure, their subcomponents etc. at all Project locations etc. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.

General Conditions of Contract

1. Quotations from Prospective vendors are invited for total solution i.e revamp, updating, security audit and maintenance through VPN connectivity, training and hosting of the <https://mwrra.maharashtra.gov.in>, The copy right and source code of the new website will be owned by MWRRA. The existing website content and link will be shared with prospective vendor for submitting the proposals for the above work.
2. The prospective vendor will be responsible for migration of existing website content and domain to new hosting platform by ensuring the integration of existing data content.
3. The prospective vendor will ensure the change of IP address and migration of domain name mwrra.maharashtra.gov.in
4. Prospective vendor must submit the proposal on the above requirements including the details of the technology for revamping and updating of website and proposed hosting platform and maintenance of website including training to MWRRA staff for updating the content.
5. The new website should be GIGW compliant and its security audit has to be done before hosting it in Government Community cloud as per the guidelines of DIT Government of Maharashtra.
6. Prospective vendor will ensure smooth migration of domain mwrra.Maharashtra.gov.in . The IP address of new hosting server will have to be updated in DIT registration by the new vendor as part of the migration plan.
7. Prospective vendor will enter into an agreement/contract with MWRRA and ensure that there is no data loss during migration.
8. UAT of new website after Migration will be done before go live after security audit.
9. If the existing web site is using any third party software, then licensing and login credentials have to be taken care off by the new vendor through proper coordination with previous vendor.
10. The work of revamping and hosting should be completed before 20-5-2025 as the previous contract is getting completed on 31-5-2025.
11. The Prospective vendor will ensure that there is no data loss of website during migration. In case of data loss is occurred during migration, the vendor will re-design the website at own cost.
12. Prospective vendor will create new public IP on AWS Account and get registered with DIT before starting migration process.

Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India.

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 that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, arbitration clause stated below shall become applicable.

b) Arbitration:

(i) In the case of dispute arising, upon or in relation to, or in connection with the contract between MWRRA and the Successful bidder, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of three arbitrators, one each to be appointed by MWRRA and the successful bidder, the third arbitrator shall be chosen by the two arbitrators so appointed by the parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators, appointed by the parties to reach a consensus regarding the appointment of the third arbitrator within a period of 30 days from the date of appointment of the two arbitrators, the Presiding arbitrator shall be appointed by the Chairman of MWRRA. The Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.

(ii) Arbitration proceedings shall be held in Mumbai, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(iii) The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by MWRRA and the successful bidder. However, the expenses incurred by each party in connection to the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

Confidential Information

MWRRA 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.

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MWRRRA shall not use such documents, data, and other information received from the successful bidder for any purposes unrelated to the Contract. Similarly, the successful bidder shall not use such documents, data, and other information received from MWRRRA for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.

Change in Laws 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 bidder's 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 MWRRRA 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 Request for Quotation for *revamping MWRRRA's existing website*

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 MWRRRA and its employees/ officers/ staff/ personnel/ representatives/agents from 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 and MWRRRA 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 Civil Courts, Mumbai only.

Assignment

Neither the MWRRRA nor the successful Bidder shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

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. At the time of award of the contract, work order would be issued on the actual quantity to be executed as decided by MWRRRA and work order amount would be adjusted as per the unit rate quoted in the bid. The total contract value would be the work order amount based on the actual quantity to be executed as decided by MWRRRA and shall not exceed 3lac rupees.
3. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
4. 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.
5. 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.**
6. 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 nonresponsive and rejected.
7. The amount stated in the financial Proposal, adjusted in accordance with the above procedure, shall be considered as binding on the Bidder for evaluation.

Template for financial proposal

Annexure -1

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)
9th floor, World Trade Centre-1,
Cuffe Parade, Mumbai-400005

Ref: RFP Notification no <<>>

Subject: Submission of Quotation in response to the RFQ for **“Revamping existing website of MWRRA for a period of 3 year”**

Dear Sir,

We, the undersigned, offer to provide the services for **“Revamping existing website of MWRRA for a period of 3 year”** 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.

Request for Quotation for *revamping MWRRA’s existing website*

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 above format.

Format for Financial Proposal

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)	

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 3 year for the portal

Sr. No.	Item-wise amounts	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	
	Total Cost of Development, Training and Audit of portal (sum of rows 1, 2, 3 and 4)	