



INVITATION TO SUBMIT THE
REQUEST FOR QUALIFICATION cum EMPANELMENT
(RFQ cum RFE)

**For the Empanelment of Agencies for
Integrated Enterprise Governance and Operational Management
Platform Solutions**

Dated 19/05/2026

**MAHATMA PHULE RENEWABLE ENERGY AND INFRASTRUCTURE TECHNOLOGY
LIMITED (MAHAPREIT)**

A Government of Maharashtra Undertaking
Pinnacle Corporate Park B-501, Next to Trade Centre, Bandra Kurla Complex,
Bandra East, Mumbai 400051

<https://mahapreit.in>

MAHATMA PHULE RENEWABLE ENERGY AND INFRASTRUCTURE TECHNOLOGY LIMITED (MAHAPREIT)

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SECTION 1

DETAILED INVITATION TO OFFER NOTICE

MAHATMA PHULE RENEWABLE ENERGY AND INFRASTRUCTURE TECHNOLOGY LIMITED

RFQ No.: MAHAPREIT/IT/RFQ-01/2026

MODE OF SUBMISSION: Physical sealed-envelope submission to MAHAPREIT office, BKC, Mumbai (Offline mode). Refer to Section 3.9 for details.

Sealed bids are invited by MAHAPREIT, Mumbai, from prospective, reputed, experienced, and technically sound parties for the Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions through MAHAPREIT. The time schedule for various bidding phases is given in the detailed RFQ notice. The RFQ document is available for download from MAHAPREIT's official website <https://mahapreit.in> ; bid submission shall be made in physical sealed-envelope mode in accordance with Section 3.9 of this RFQ.

| Sr. No | Name of Work | EMD Fees Amount (Rs) | Period of Contract | Processing Fees (Rs) / Tender Fee (Rs.) |
|---------------|------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| 1 | Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions | Rs. 50,000/- (Refundable) | 3 Years (Extendable) | Tender Fee: Rs. 5,000/- (+18% GST) (Non-refundable) Processing Fee: Rs. 50,000/- (+18% GST) (Non-refundable) |

The RFQ shall be floated exclusively on the MAHAPREIT website (<https://mahapreit.in>), and a public notice for this RFQ shall also be issued through leading newspapers and other appropriate channels for wide circulation. The RFQ document is available for download from MAHAPREIT's website. Bid submission shall be made in physical sealed-envelope mode and delivered to the MAHAPREIT office at B-501, Pinnacle Corporate Park, Next to Trade Centre, BKC, Bandra (East), Mumbai 400051, on or before the bid submission deadline specified in the Time Schedule.

General Terms

- I. All Bidders are hereby cautioned that the RFQ containing any deviation from the contractual terms and conditions and other requirements, and CONDITIONAL RFQ, shall be rejected.
- II. **Bid Validity:** The bid of the Bidder shall remain valid for 180 (One Hundred Eighty) days from the date of opening of the RFQ.
- III. The post-qualification process is applicable for this RFQ, and rates quoted shall be Non-Negotiable.
- IV. Bidders shall ensure that all submitted documents are duly signed and stamped by the Authorised Signatory in original ink. A digital signature is not required for this offline-mode RFQ.
- V. All requisite information required for the submission of the offer documents is available on the above-mentioned website.
- VI. In view of the conflict of interest, the Bidder and its affiliates shall not engage in any activities that conflict with the interest of MAHAPREIT.
- VII. All rights are reserved by the Competent Authority to reject any or all offers in full or in part without assigning any reason, or to accept the offer beyond the validity period.
- VIII. Bidders may contact MAHAPREIT at the contact details provided in Section 2.2 for any clarification regarding the manner of submission, format of documents, or other procedural matters.
- IX. For any clarifications regarding this RFQ, Bidders may write to MAHAPREIT at cgm.it@mahapreit.in or contact the office during working hours.
- X. All payments (Tender Fee, Processing Fee, EMD, etc.) shall be made by Online by NEFT/RTGS to the MAHAPREIT bank account, the details of which are provided in Section 2.2 (RFQ Data at a Glance). The payment instrument(s) shall be enclosed in the sealed envelope as per Section 3.9.
- XI. For any technical-related queries or If any assistance is required regarding this RFQ, please contact cgm.it@mahapreit.in.

DISCLAIMER

- Though adequate care has been taken while preparing this RFQ document (inclusive of Annexures), the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from a prospective Bidder at least seven (4) days prior to the Bid Submission deadline, it shall be considered that the RFQ document is complete in all respects and has been received by the Bidder. The Bidder shall be responsible to read all clauses (forming part of this RFQ, in the form of Annexures).
- MAHAPREIT reserves the right to modify, amend or supplement the RFQ documents, including all formats and Annexures, at any time before the Bid Submission deadline. Interested Bidders are advised to follow and keep track of MAHAPREIT's website for updated information. MAHAPREIT is not obligated to send or communicate separate notifications for such notices, amendments or clarifications, in the print media or individually. MAHAPREIT shall not be responsible or accountable for any consequences to any party.
- While this RFQ has been prepared in good faith, neither MAHAPREIT nor its employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability whatsoever in respect of any statement or omission herein, or the accuracy, completeness or reliability of the information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ, even if any loss or damage is caused by any act or omission on their part.
- Capitalised terms or any other terms used in this RFQ, unless defined in this RFQ or repugnant to the context, shall have the same meaning as assigned to them by the Companies Act, 1956/2013, the Indian Partnership Act, 1932, the Limited Liability Partnership Act, 2008, or the Income Tax Act, 1961, and the rules or regulations framed under these Acts.

Time Schedule for RFQ

| Sr. No | Particulars | Details |
|---------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | RFQ No. | MAHAPREIT/IT/RFQ-01/2026 |
| 2 | Project Name | Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions through MAHAPREIT |
| 3 | Tender Fee (Non-Refundable) | Rs. 5,000/- (+18% GST) (Non-refundable) |
| 4 | Processing Fee (Non-Refundable) | Rs. 50,000/- (+18% GST) (Non-refundable) |
| 5 | Earnest Money Deposit (EMD) (Refundable) | Rs. 50,000/- (Refundable). MSMEs and DPIIT-recognised Startups are exempt from EMD on submission of valid registration certificate. DPIIT Certificate is mandatory for EMD exemption. |
| 6 | Start Date for Downloading the RFQ | 19/05/2026 |
| 7 | Date and Time of Online/Offline Pre-bid Meeting | 21/05/2026 at 15:00 Hrs. Bidders may also submit pre-bid queries via email to cgm.it@mahapreit.in up to 19/05/2026. |
| 8 | Last Date of Submission of Proposals | 28/05/2026 at 15:00 Hrs |
| 9 | Date and Time of Opening of the RFQ | 28/05/2026 at 16:00 Hrs |
| 10 | Contact No. in case of queries | 9594077550 |
| 11 | Email ID for Clarification | cgm.it@mahapreit.in |

These instructions to applicants are being issued for the Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions through MAHAPREIT. The detailed scope of the work is provided in the Scope of Work (Section 4).

Executive Director (Admin)
MAHAPREIT

SECTION 2

General Information

2.1 DEFINITIONS

2.1.1 MAHAPREIT: Mahatma Phule Renewable Energy and Infrastructure Technology Limited (a Subsidiary Company of MPBCDC Limited), headquartered in Mumbai.

2.1.2 REGISTERED ADDRESS FOR COMMUNICATION

Mahatma Phule Renewable Energy and Infrastructure Technology Limited (MAHAPREIT)

B-501 Pinnacle Corporate Park, Next to Trade Centre, Bandra Kurla Complex, Bandra East, Mumbai 400051

2.1.3 WEBSITE

Website means MAHAPREIT's official website <https://mahapreit.in>, on which this RFQ is published and from which it is available for download.

2.1.4 COMPETENT AUTHORITY

The Managing Director of MAHAPREIT.

2.1.5 CONTRACTOR

The firm, company, or agency that enters into a contract with MAHAPREIT, including their executors, administrators, successors, and permitted assignees.

2.1.6 WORK

The work to be executed in accordance with the Scope of Work of the Contract as detailed in Section 4 of this RFQ.

2.1.7 PLATFORM

The Integrated Enterprise Governance and Operational Management Platform proposed by the Bidder, including all modules, applications, and associated services to be delivered under this empanelment.

2.1.8 SIMILAR ENTERPRISE ORGANISATION

For the purposes of this RFQ, Similar Enterprise Organisation shall mean any organisation comparable to a Government Department, PSU, or Urban Local Body in terms of scale, structured governance, and institutional IT requirements. This includes but is not limited to: Autonomous Bodies, Statutory Bodies, Parastatal Organisations, Government-aided Institutions, Central or State Government Undertakings,

Cooperative Banks, Urban Cooperative Banks, District Central Cooperative Banks, Nationalised Banks, Regional Rural Banks, Insurance Companies under Government ownership, large private or listed enterprises and comparable scale and governance maturity and similar public-sector or government-affiliated institutional bodies operating in India or independent organizations.

2.2 RFQ DATA AT A GLANCE

| Sr No | Particular | Details |
|-------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.2.1 | Name of Work | Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions through MAHAPREIT |
| 2.2.2 | Tender Fee (Rs) Non-Refundable | Rs. 5,000/- plus GST as applicable |
| 2.2.3 | Processing Fees (Rs) Non-Refundable | Rs. 50,000/- plus GST as applicable |
| 2.2.4 | Earnest Money (EMD) | Rs. 50,000/- (Refundable). MSMEs and DPIIT-recognised Startups are exempt from EMD on submission of valid registration certificate. DPIIT Certificate is mandatory for EMD exemption. Refer to Section 5.1 Criterion 12 for full details. |
| 2.2.5 | Mode of Payment (EMD and Fees) | Tender Fee, Processing Fee and EMD shall be paid by NEFT/RTGS to the MAHAPREIT bank account (bank details provided in this Section). NEFT-UTR confirmation shall be enclosed in the sealed envelope along with the bid. |
| 2.2.6 | Mode of Submission of Tender | Bid shall be submitted in physical sealed-envelope mode by hand-delivery, registered post, or reputed courier to the MAHAPREIT office at B-501, Pinnacle Corporate Park, BKC, Bandra (East), Mumbai 400051, on or before the bid submission deadline. No bid received after the deadline, irrespective of mode, shall be accepted. Online, email, or fax submissions shall not be accepted. |
| 2.2.7 | Any Addendum/ Corrigendum/ Cancellation | Any corrigendum / cancellation will be published on https://mahapreit.in . Bidders are advised to regularly check the tender section of MAHAPREIT website. |
| 2.2.8 | Bid Documents | Available for download on https://mahapreit.in . Bid submission shall be in physical sealed-envelope mode only. |

| Sr No | Particular | Details |
|--------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.2.9 | Bid Validity Period | 180 (One Hundred and Eighty) days from the date of opening of the technical bid. EMD shall stand forfeited if bid is withdrawn before this period. |
| 2.2.10 | RFQ Acceptance Authority | Executive Director (Admin) |
| 2.2.11 | Documents to be Uploaded | Hard copies of all required documents (one original set plus one duplicate set) shall be enclosed in the sealed envelope and submitted to MAHAPREIT as per Section 3.9. All documents shall be self-attested in original ink. Originals (where the document submitted is itself a copy) shall be produced for verification on demand after opening of the Technical Bid. |
| 2.2.12 | Bid Opening | Bids will be opened physically at the MAHAPREIT office at B-501, Pinnacle Corporate Park, BKC, Bandra (East), Mumbai 400051, on the scheduled date. Bidders or their authorised representatives may attend the opening in person. |
| 2.2.13 | MAHAPREIT Bank Details (applicable for Tender Fee, EMD - by NEFT/RTGS only) | Bank Name: State Bank of India Account Name: Mahatma Phule Renewable Energy and Infrastructure Technology Limited Account No: 42806014198 IFSC: SBIN0009995 Branch: Bandra East, Mumbai 400051 |
| | Bank Details for Processing Fee by NEFT/RTGS only) | Bank Name: Bank of Maharashtra Account Name: Mahatma Phule Renewable Energy and Infrastructure Technology Limited Account No: 60436723381 IFSC: MAHB0000164 Branch: Ballard Estate, Mumbai 400001 |
| 2.2.14 | Contact Details of MAHAPREIT Official | Chief General Manager – IT (CGM-IT), MAHAPREIT Email: cgm.it@mahapreit.in Landline -022-69214400/ Mobile: +91 9594077550 Address: B-501/502, Pinnacle Corporate Park, B Wing, 5th Floor, Next to Trade Centre, BKC, Bandra (East), Mumbai – 400051 |
| 2.2.15 | Bid Acceptance Criteria | As per the Technical and Financial Qualifying Requirements set out in Section 5 of this RFQ. Bids not meeting the qualifying requirements shall be summarily rejected. |

The detailed procedure for sealed-envelope submission, the contents and labelling of envelopes, the manner of payment of RFQ Fee, Processing Fee and EMD, and the documents to be enclosed are set out in Section 3.9 of this RFQ. Bidders must follow these instructions strictly.

SECTION 3

INSTRUCTIONS TO BIDDERS

3.1 Introduction

3.1.1 This Section sets out the instructions and procedures applicable to Bidders for participation in this Request for Qualification (RFQ). Bidders shall read this Section together with Section 1 (Detailed Invitation to Offer Notice), Section 2 (General Information and RFQ Data at a Glance), Section 4 (Scope of Work), Section 5 (Qualifying Conditions) and Section 6 (Annexures), all of which form an integral part of this RFQ.

3.1.2 Bidders are advised to study this RFQ document carefully before submitting their bids. Submission of a bid shall be deemed to be confirmation that the Bidder has read, understood, and accepted all the terms and conditions of this RFQ. Information about MAHAPREIT, its parent company MPBCDC, and the institutional context of this engagement is provided in Section 2 (General Information) and Section 4 (Scope of Work / Background) of this RFQ.

3.2 RFQ Background

I. MAHAPREIT proposes to establish a structured and transparent empanelment mechanism for reputed agencies capable of delivering an Integrated Enterprise Governance and Operations Platform Ecosystem covering Asset Management, IT Operations, Process Digitization, and Government-Specific digital Services, complemented by custom development, system integration, and managed support services, design, configuration, customization, implementation, operation, and sustained management of Integrated Enterprise Governance and Operational Management Platforms, domain-specific institutional process digitization modules, and associated technology solutions, Enterprise Asset Management, IT Asset Management (ITAM), Helpdesk/Ticketing Systems, IT Service Management, AI-Powered Chat bot Solutions, Customize Software Development, Software as a Service SaaS. The empanelment is intended to create a ready pool of technically qualified and experienced agencies that may be engaged, as and when required, for implementation of digital platforms and allied services for Government Departments, PSUs, Urban Local Bodies, and other public institutions through a G2G engagement model.

II. RFQs are invited from OEM Product Owners and OEM-Authorized Implementation Partners who have successfully delivered a minimum of 2 (two) projects involving the supply, configuration, and implementation of a productized, integrated enterprise platform covering Capital Asset Management and/or IT Asset Management, or IT Services, for any Government Department, PSU, Statutory Body, Urban Local Body, Parastatal Body, Autonomous Body, or Similar Enterprise Organisation (as defined in Section 2.1.8) in India, in the last 5 (five) financial years.

III. MAHAPREIT will act as a nodal implementation agency and strategic facilitator for technology-driven projects. Whenever requirements for Asset Management Systems, enterprise applications, or similar services etc are received from Government Departments or PSUs, MAHAPREIT will invite competitive proposals from empanelled agencies. Based on a fair and transparent selection process, the L1 bidder will be identified, and MAHAPREIT shall submit a comprehensive financial proposal to the concerned department with applicable charges.

IV. Bidder shall mean any entity (juristic person) who meets the eligibility criteria given in this RFQ and is willing to provide the platform delivery services required by MAHAPREIT. Interested Bidders who agree to all terms and conditions may submit their applications.

V. The objective of this RFQ is to identify eligible Bidders with suitable capacity, capability, and experience in integrated enterprise platform delivery for government sector organizations.

VI. This RFQ document shall not be transferred, reproduced, or otherwise used for purposes other than for which it is specifically issued.

VII. Interested Bidders are advised to go through the entire RFQ before submission of applications to avoid any chance of elimination. The criteria and process of evaluation will be entirely at MAHAPREIT's discretion.

3.3 INFORMATION AND INSTRUCTIONS TO BIDDERS

3.3.1 RFQ is invited by MAHAPREIT for the empanelment of agencies as described in this document. Any agency eligible to bid as per the Qualifying Conditions in Section 5 shall be allowed to participate. Refer to Section 2.2 (RFQ Data at a Glance) for fees, EMD, validity period, contact details and other key bidding parameters.

3.3.2 Bidders shall download the Main RFQ Document from MAHAPREIT's official website <https://mahapreit.in>.

3.3.3 The forms in the RFQ document shall be filled in completely and all questions answered. All information requested in the enclosed forms shall be furnished against the respective columns. If any query is not relevant, it shall be stated as 'Not Applicable'. A dash-only reply will be treated as incomplete information. Bidders are cautioned that incomplete information or any change made in the prescribed forms will render the application non-responsive.

3.3.4 All information must be in English language only.

3.3.5 Information and certificates furnished along with the application form should be signed by the Authorised Signatory of the Bidder.

3.3.6 Bidders are encouraged to attach any additional information regarding their capabilities. No further information will be entertained after submission unless requested by MAHAPREIT.

3.3.7 Costs incurred by Bidders in preparing or submitting this bid shall not be reimbursed by MAHAPREIT under any circumstances.

3.3.8 The Main RFQ Document, where required, shall be typed on the Bidder's letterhead and signed in original ink with the company seal affixed on every page. Any overwriting or correction shall be attested. All pages of the Main RFQ Document shall be numbered and submitted as a package along with a signed letter of transmittal.

3.3.9 The documents submitted in connection with the qualification shall be treated as confidential by MAHAPREIT and will not be returned. Relevant supporting documents issued by the Competent Authority must be uploaded for all information given in the prescribed proforma.

3.3.10 All information requested in the Annexures shall be furnished against the respective columns. Where any item is not relevant, it shall be marked as "Not Applicable". Submissions with only a dash or blank in any required field shall be treated as incomplete and may render the application non-responsive.

3.4 Method of Applying

3.4.1 The Bidder shall be a single legal entity registered in India under the Companies Act 1956 or 2013, the Limited Liability Partnership Act 2008, or the Indian Partnership Act 1932. Joint Ventures and Consortia are not permitted.

3.4.2 If the application is made by a company registered under the Companies Act 1956 or 2013 (whether Private Limited or Public Limited), it shall be signed in original ink by a duly Authorised Signatory holding a valid Board Resolution or Power of Attorney. A certified copy of the Board Resolution or Power of Attorney shall accompany the application. In the case of Public Limited Companies, signature in original ink by an Authorised Signatory holding a valid Board Resolution or Power of Attorney shall be acceptable in lieu of the Director's signature.

3.4.3 If the application is made by a Limited Liability Partnership, it shall be signed in original ink by a duly authorised Designated Partner or a person holding a valid Power of Attorney. A certified copy of the LLP Agreement and Power of Attorney shall accompany the application.

3.4.4 If the application is made by a partnership firm, it shall be signed in original ink by all Partners or by a Partner holding valid Power of Attorney on behalf of the firm. A certified copy of the Power of Attorney and Partnership Deed shall accompany the application.

3.5 REVISION OR AMENDMENT OF RFQ DOCUMENTS

3.5.1 MAHAPREIT reserves the right to revise or amend the RFQ document at any time prior to the deadline for submission. Any revisions or amendments shall be published on <https://mahapreit.in> and shall be binding on all prospective Bidders.

3.5.2 All intending Bidders are advised to keep a close watch on the MAHAPREIT website in their own interest. MAHAPREIT shall not be responsible for any Bidder's failure to note published amendments.

3.6 EARNEST MONEY DEPOSIT

All Bidders shall pay their entire EMD by Online mode through NEFT/RTGS to the MAHAPREIT bank account (details in Section 2.2). The NEFT-UTR confirmation shall be enclosed in the sealed envelope along with the bid. EMD exemption is available to MSMEs and DPIIT-recognised Startups on submission of valid registration certificates; refer to Section 5.1 Criterion 12 for full details.

3.7 REFUND OF EARNEST MONEY

After acceptance of the bid of successful Bidders, the EMD of unsuccessful Bidders will normally be refunded within 60 days. The EMD of the successful Bidder will be refunded after issuance of a work order for a specific project or will be converted into Security Deposit for that project. EMD shall not carry any interest.

3.8 Tender Fees and Processing Fees

The Bidder shall pay Tender Fee of Rs. 5,000/- plus 18% GST (non-refundable) and Processing Fee of Rs. 50,000/- plus 18% GST (non-refundable) to MAHAPREIT by NEFT/RTGS to the MAHAPREIT bank account (details in Section 2.2). The DD / NEFT-UTR confirmation shall be enclosed in the sealed envelope along with the bid.

3.9 MANNER OF SUBMISSION OF RFQ AND ITS ACCOMPANIMENTS

3.9.1 The Bidder shall download the RFQ document from MAHAPREIT's official website <https://mahapreit.in>, fill it completely, sign it in original ink and affix the company seal on every page. The complete bid (Main RFQ Document, all Annexures, supporting documents, and payment instruments) shall be submitted in physical sealed-envelope mode to the MAHAPREIT office. No online, email or fax submission shall be accepted. Refer to Section 2.2 (RFQ Data at a Glance) for fees, EMD and last date of submission.

3.9.2 The bid shall be submitted in TWO sealed inner envelopes placed inside ONE sealed outer envelope, as follows: Envelope A – “Tender Fee, Processing Fee and EMD”: This envelope shall contain the receipt NEFT/RTGS confirmation(s) for Tender Fee, Processing Fee and EMD; copies of MSME / Udyam Registration / DPIIT Startup Recognition Certificate (where EMD exemption is claimed); and a covering note listing the contents. Envelope B – “Technical Bid”: This envelope shall contain the duly filled and signed Main RFQ Document, all Annexures, the document checklist set out in Section 3.9.4, and all supporting documents. The outer envelope shall be sealed and superscribed as: “RFQ FOR EMPANELMENT OF AGENCIES FOR INTEGRATED ENTERPRISE GOVERNANCE AND OPERATIONAL MANAGEMENT PLATFORM SOLUTIONS – RFQ No. MAHAPREIT/IT/RFQ-01/2026 – NOT TO BE OPENED BEFORE THE BID OPENING DATE”, and shall bear the name, address and contact details of the Bidder on the reverse.

3.9.3 The sealed outer envelope shall be addressed to: The Managing Director, MAHAPREIT Limited, B-501, Pinnacle Corporate Park, Next to Trade Centre, Bandra Kurla Complex, Bandra (East), Mumbai 400051. It shall be delivered by hand, registered post, or reputed courier so as to reach MAHAPREIT on or before 15:00 hours

on the bid submission deadline specified in the Time Schedule. Bids received after the deadline, irrespective of the cause of delay or mode of dispatch, shall not be accepted.

3.9.4 Along with the Technical Bid (Envelope B), the Bidder shall enclose self-attested hard copies (one original set + one duplicate set), signed in original ink and bearing the company seal, of the following documents:

- NEFT/RTGS payment confirmation(s) for Tender Fee, Processing Fee and EMD (the originals of these instruments shall be placed in Envelope A; copies are to be retained in Envelope B for cross-reference).
- Certificate of Incorporation / Registration of the Bidder; certified copy of the Memorandum and Articles of Association (in case of a Company), or LLP Agreement (in case of an LLP), or Partnership Deed (in case of a partnership firm).
- PAN Card, GST Registration Certificate, Udyam / MSME Registration (if applicable), and DPIIT Startup Recognition Certificate (if applicable) of the Bidder.
- Income Tax Returns and audited Balance Sheets / Profit & Loss Statements for the last two (2) financial years, along with CA-certified Annual Turnover and Net Worth certificates.
- Power of Attorney / Board Resolution authorising the signatory to sign and submit the bid on behalf of the Bidder.
- Self-attested copies of all relevant work orders / contract agreements / completion certificates evidencing the technical experience claimed under Section 5.
- All Annexures listed in Section 6, duly filled, signed and stamped by the Authorised Signatory.
- Signed and scanned copy of all pages of the RFQ document, along with the Self-Declaration / Undertaking on the Bidder's letterhead.

3.9.5 All documents required to be submitted shall be self-attested, signed in original ink, and stamped with the Bidder's company seal. Where the document submitted is itself a copy (e.g. PAN Card, GST Certificate, Incorporation Certificate), the original shall be made available for verification on demand. Documents without authorised signatures and stamps will not be accepted.

3.10 CONFLICT OF INTEREST

3.10.1 Selected Bidders should provide transparent, professional, objective, and impartial service and hold MAHAPREIT's interest paramount with utmost integrity.

3.10.2 Any firm having a direct or indirect relationship with a Member of the MAHAPREIT Board shall be barred from applying to this RFQ.

3.11 GENERAL TERMS AND CONDITIONS

3.11.1 The interested Bidder shall submit the bid in physical sealed-envelope mode at the MAHAPREIT office, BKC, Mumbai, in accordance with Section 3.9 of this RFQ. No online, email, or fax submission shall be accepted.

3.11.2 The interested agencies may also send their queries by email on cgm.it@mahapreit.in or raise them at the Pre-Bid Meeting as per Section 3.16.

3.11.3 The interested parties shall enclose all relevant supporting papers in the sealed bid envelopes as set out in Section 3.9. Loose, email, or partial submissions shall not be accepted.

3.11.4 Any disputes or differences arising out of or in connection with this RFQ shall have the exclusive jurisdiction of the Mumbai Court.

3.11.5 The RFQ will be evaluated on the suitability criteria mentioned in Section 5.

3.11.6 MAHAPREIT reserves the right to reject any or all bids in part or full without assigning any reasons.

3.11.7 Information relating to the examination, clarification, evaluation, and comparison of submitted bids shall not be disclosed to Bidders or any persons not officially concerned with such process until the award is announced.

3.11.8 Any effort by a Bidder to influence the Competent Authority in bid evaluation or award decisions may result in the rejection of the Bidder's bid.

3.11.9 Empanelment does not guarantee work allocation to any registered or empanelled agency.

3.11.10 The empanelment shall be on a non-exclusive basis.

3.11.11 Empanelled agencies shall comply with all applicable laws, norms, and directions issued by MAHAPREIT, DIT, or Government of Maharashtra from time to time.

3.11.12 Marketing and promotion of agreed services shall be done by the Agency at its own cost. Prior permission from MAHAPREIT is required before using the MAHAPREIT logo in any form.

3.12 GENERAL INSTRUCTIONS

The special conditions of a contract are to be read in conjunction with the General Conditions of Contract. In case of any conflict, the provisions in Special Conditions shall take precedence.

3.13 PREPARATION OF BID

LANGUAGE OF BID: All bid documents, correspondence, and certificates exchanged between the Bidder and MAHAPREIT shall be in English only. Documents in other languages must be accompanied by a certified English translation authenticated by the Indian Chamber of Commerce.

3.14 Detailed Instructions and Documents to be Furnished for Bidding

3.14.1 Self-attested hard copies of the following documents shall be enclosed in Envelope B (Technical Bid) of the sealed-envelope submission described in Section 3.9:

- Online by NEFT/RTGS confirmation(s) for Tender Fee, Processing Fee and EMD (originals enclosed in Envelope A)
- Company registration certificate, PAN, and GST Tax Registration
- Audited Balance Sheets of last two years (CA certified)
- All Annexures as listed in Section 6

3.14.2 Annexures to be submitted:

- Annexure I: Format of Covering Letter
- Annexure II: General Financial and Commercial Particulars
- Annexure III: Technical Qualification Data
- Annexure IV: Self-Declaration and Certificate (Non-Blacklisting)
- Annexure V: Project Experience Format
- Annexure VI: Technical Evaluation Matrix
- Annexure VII: Self-Declaration of Platform IP Ownership (for OEM Bidders only)
- XII. Annexure VIII: Undertaking from OEM (for OEM-Authorized Implementation Partners only)

3.14.3 The Bidders have to submit all documents with an authorized signature and company stamp. Documents without authorized signatures and stamps will not be accepted.

3.14.4 MAHAPREIT reserves the right to verify all statements, information, and documents submitted. Any material misrepresentation shall result in outright disqualification and may result in legal action.

3.15 Disqualifications

MAHAPREIT may at its sole discretion disqualify any Respondent if the Respondent has:

- Submitted bid documents after the response deadline
- Made misleading or false representations in forms or attachments
- Submitted a bid not accompanied by required documentation or is non-responsive
- Failed to provide clarifications when sought
- Submitted more than one bid
- Been declared ineligible by any Government for corrupt and fraudulent practices or blacklisted
- Submitted a bid by any online, email, or fax mode

3.16 PRE-BID MEETING

3.16.1 MAHAPREIT shall hold a Pre-Bid Meeting (Online/Offline) on the date and time specified in the Time Schedule (Section 1). Bidders or their representatives are invited to attend.

3.16.2 Bidders who are unable to attend the Pre-Bid Meeting may submit their pre-bid queries in writing via email to cgm.it@mahapreit.in on or before the Pre-Bid Query Deadline specified in the Time Schedule. Non-attendance of the Pre-Bid Meeting shall not be a cause for disqualification of the Bidder.

3.16.3 Text of all questions raised and responses given, together with any responses prepared after the meeting, will be published on <https://mahapreit.in>. Any modification to the RFQ documents necessitated by pre-bid queries shall be made through a Corrigendum published on the MAHAPREIT website.

3.17 FORMAT AND SIGNING OF BID

3.17.1 All bid documents shall be signed in original ink by the Authorised Signatory and shall bear the company seal of the Bidder. The name and position of the signatory must be stated clearly on every signed page.

3.17.2 The bid shall contain no alterations, omissions, or additions unless such corrections are initialled by the Authorised Signatory.

3.17.3 The duly signed and stamped hard copies of all documents shall be enclosed in the sealed envelopes and submitted at the MAHAPREIT office as per Section 3.9.

3.18 SUBMISSION OF BID

The bid shall be submitted in physical sealed-envelope mode at the MAHAPREIT office, BKC, Mumbai, in the manner specified in Section 3.9 of this RFQ. No online, email, or fax submission shall be accepted.

3.19 DEADLINE FOR SUBMISSION

The bid must be received at the MAHAPREIT office in physical sealed-envelope mode not later than the date and time specified in the Time Schedule. Bids received after the deadline, irrespective of mode of dispatch, shall not be accepted.

3.20 MODIFICATION AND WITHDRAWAL OF BID

The Bidder may withdraw or modify its bid after submission but before the due date and time, by submitting a written request to MAHAPREIT under the signature of the Authorised Signatory. Withdrawals or modifications after the deadline shall not be considered.

3.21 BID OPENING AND EVALUATION

3.21.1 MAHAPREIT reserves the right to accept or reject any Bid and to annul the Bidding process and reject all bids at any time prior to award of contract, without incurring any liability to the affected Bidder(s).

3.21.2 MAHAPREIT will open the sealed Technical Bid envelopes (Envelope B) at the MAHAPREIT office, BKC, Mumbai, on the scheduled date and time. Bidders or their authorised representatives may attend the bid opening in person.

3.22 Empanelment of Bidders

Subject to all terms and conditions of RFQ documents and its amendments, MAHAPREIT will empanel the qualified successful Bidders.

3.23 Period of Engagement

3.23.1 The initial empanelment period shall be 3 (three) years from the date of issuance of the Letter of Empanelment, extendable by up to 2 (two) additional years based on performance and MAHAPREIT's requirements.

3.23.2 MAHAPREIT may discontinue or modify the engagement by providing thirty (30) days' prior written notice.

3.24 MUTUAL DISCUSSIONS

In the event of a dispute, the Parties shall endeavor to resolve such dispute in good faith within 15 (fifteen) days of notice by mutual discussions.

3.25 ARBITRATION

In the event of failure to resolve disputes by mutual discussion, the parties agree to refer the matter to Institutional Arbitration within the framework of the Arbitration and Conciliation Act, 1996, at an institution established or recognized by the State Government or Central Government, such as the Mumbai Centre of Arbitration.

3.26 TERMINATION OF CONTRACT/EMPANELMENT AGREEMENT

MAHAPREIT may, by giving not less than thirty (30) days' written notice, terminate this agreement upon occurrence of any of the following events:

- Failure to remedy a performance failure within 30 days of notice of suspension
- Insolvency, bankruptcy, or liquidation of the Bidder
- Submission of false or wrong information during bid submission
- Force Majeure Event preventing performance for 60+ days
- Any defect, inadequacy, or non-competency in performance not in accordance with good industry practices
- MAHAPREIT's decision to terminate at its own discretion for any reason

3.27 FORCE MAJEURE

Force Majeure Events include war and hostilities, rebellion and civil war, riot and terrorism, and pestilence, epidemics, or natural calamities, pandemic related disruptions, sustained cloud infra outages beyond the reasonable control of the affected Party. Strikes, labour disputes, and economic hardship do not constitute Force Majeure Events.

3.28 NOTIFICATION OF AWARD

The notification of award of Empanelment shall be communicated by Letter of Award (LOA) by email or Registered Post/Air Mail. The Empanelment shall come into force from the date of issue of the Letter of Award by MAHAPREIT.

3.29 SIGNING OF EMPANELMENT AGREEMENT

3.29.1 The successful Bidder shall furnish acceptance of LOA within 10 calendar days. The formal Empanelment Agreement shall be signed within 15 calendar days of LOA issuance.

3.29.2 All charges for preparing contract documents, including legal fees and stamp duty, shall be borne by the successful Bidder.

3.29.3 Failure to sign the contract shall constitute sufficient ground for annulment of the award and forfeiture of EMD.

3.30 CONFIDENTIALITY

3.30.1 Information relating to bid evaluation and recommendations for award shall not be disclosed to Bidders or any other persons not officially concerned with such process.

3.30.2 All plans, designs, data, and specifications prepared by the agency exclusively for and unique to MAHAPREIT in connection with the services under the Agreement shall be the property of MAHAPREIT, subject to section 5.13.7 upon termination or as required.

3.31 INDEMNITY

The Bidder shall indemnify and defend MAHAPREIT and its representatives harmless from all damages caused by negligent or intentional acts; non-compliance with contractual obligations; breach of representations and warranties; and all claims, costs, and liabilities arising from neglect, omission, or intentional acts of the Bidder.

3.32 PROGRESS REPORT

The Agency shall submit monthly Progress Reports on the status of work entrusted. The Agency may be called to make presentations on project activities as and when required by MAHAPREIT without additional cost. All documents prepared by the Agency shall be the property of MAHAPREIT.

3.33 Terms and Conditions

Though adequate care has been taken while preparing this RFQ document, Bidders shall satisfy themselves that the document is complete. Intimations regarding any discrepancy shall be given to MAHAPREIT immediately. If no intimation is received within 7 (seven) days from issuance, it shall be considered that the document is complete and has been acknowledged by the Bidder. The authoritative version of this RFQ is the version published on <https://mahapreit.in>.

3.34 Instructions to Bidders for Sealed-Envelope Submission

The RFQ document, notice, detailed time schedule, and supporting documents are available for download from MAHAPREIT's official website <https://mahapreit.in>. Bid submission shall be made strictly in physical sealed-envelope mode as detailed in Section 3.9.

- Bidders are encouraged to inform MAHAPREIT of their interest by writing to cgm.it@mahapreit.in so that addenda or corrigenda issued during the bidding period can be communicated to them directly. This is in addition to (and does not replace) the formal sealed-envelope submission.
- A Digital Signature Certificate is not required for this offline-mode RFQ. All documents shall be signed in original ink and stamped with the Bidder's company seal.
- MAHAPREIT publishes its tenders, RFQs and notices on its official website <https://mahapreit.in>. Bidders are advised to visit the 'Tenders' or 'Notices' section of the MAHAPREIT website for current and archived tender documents.
- For EMD and Tender Fee payments: Internet banking facility only. No Debit/Credit card, UPI, or any other payment option is allowed.
- For payment by NEFT/RTGS, Bidders are advised to initiate the transfer at least three (3) working days in advance to ensure that the credit reflects in the MAHAPREIT bank account before the bid submission deadline. The UTR / transaction reference shall be enclosed in Envelope A.
- No portal application fees are payable for this RFQ as it is processed in offline (sealed-envelope) mode. Tender Fee, Processing Fee and EMD are payable directly to MAHAPREIT as set out in Sections 3.7 and 3.8.
- For any payment-related queries (NEFT/RTGS), Bidders may contact the MAHAPREIT Finance team at the contact details provided in Section 2.2.
- For any technical queries: call the 24x7 Help Desk at 0120-4001002, 0120-4001005, 0120-4493395. International Bidders prefix 91 as country code.
- For issues or clarifications relating to published tenders: contact the Tender Inviting Authority at support-eproc@nic.in
- For queries related to this specific RFQ: contact MAHAPREIT at cgm.it@mahapreit.in

SECTION 4

SCOPE OF WORK

Empanelled agencies shall provide comprehensive end-to-end services for design, configuration, customization, implementation, operation, and sustained management of Integrated Enterprise Governance and Operational Management Platforms, domain-specific institutional process digitization modules, and associated technology solutions, Enterprise Asset Management, IT Asset Management (ITAM), Helpdesk/Ticketing Systems, IT Service Management, AI-Powered Chat bot Solutions, Customize Software Development, Software as a Service SaaS for MAHAPREIT' clients (Government Departments, PSUs, Urban Local Bodies, and other public institutions). The scope shall include but not be limited to the following:

4.1 Nature of Engagement

This empanelment is intended for agencies delivering productized, configurable enterprise platforms that already exist, have been previously deployed in production environments, and are suitable for government implementation through configuration and customisation. The nature of engagement shall include:

- Configuration of the Platform to the Client Organisation's hierarchy, workflows, asset classifications, and master data
- Workflow adjustment aligned to the Client Organisation's standard operating procedures and governance requirements
- Report and dashboard tuning to meet administrative, statutory, and operational reporting requirements
- Integration adapter development to enable secure API-based interoperability with the Client Organisation's existing systems
- Data migration from legacy registers, paper records, and operational databases to the Platform

Bespoke from-scratch development of core modules is not the intended delivery model. Agencies offering purely custom-built or project-specific development engagements without a productized platform base are not eligible under this empanelment.

4.2 Capital Asset Governance and Lifecycle Management

The Platform shall provide a configurable Capital Asset Governance and Lifecycle Management module covering:

- Centralised digital asset register with classification by type, department, ownership, and location
- Unique digital identification and tagging of assets via QR code, Barcode, RFID, and IoT devices
- Digital onboarding, registration, assignment, transfer, and movement tracking of assets

- Configurable, statutorily-compliant depreciation engine supporting concurrent calculation under the Income Tax Act 1961 (Block of Assets, WDV) and Companies Act 2013 (Useful Life, SLM and WDV, Schedule II)
- Generation of depreciation registers, asset book value reports, and disposal profit or loss calculations
- Asset performance analytics including MTBF, MTTR, utilisation reports, lifecycle cost analysis, and ageing analysis
- Preventive and corrective maintenance scheduling with vendor and technician assignment, cost tracking, and service history
- Annual Maintenance Contract records, warranty coverage, and contract expiry alerts
- Spare parts inventory tracking with minimum stock alerts and reorder notifications
- Asset disposal and decommissioning workflows with approval gates, financial reconciliation, and audit documentation
- Asset verification with annual and mid-year reconciliation cycles, AI-assisted exception detection, and RFID/IoT integration for automated verification triggers
- Built-in KPI Analytics Dashboard aligned to ISO 55000 and ISO 41001, filterable by Year, Month, and Quarter, with interactive data visualisation and export to CSV, Excel, and PDF
- Configurable and customisable report generation for administrative, operational, and statutory reporting requirements.
- Agency shall be complied with DPDP Act 2023 and all future data protection regulations.
- Cybersecurity Compliance (The Agency shall obtain and maintain the following cybersecurity certifications and compliance frameworks as and when specifically required by the Client Department for a given project, within mutually agreed timelines. None of the below shall be a mandatory requirement at the empanelment stage. Where applicable, the Agency shall furnish evidence of compliance prior to project go-live or as otherwise stipulated in the project-specific work order) (Any 3)
 - CERT-In empanelled auditor mandatory VAPT
 - STQC (if govt projects)
 - ISO 27001
 - ISO 20000
 - SOC2
 - OWASP compliance
 - Annual VAPT mandatory
- Data Hosting Requirements
India-based DC (MeitY empanelled)

4.3 IT Infrastructure Asset Governance

The Platform shall provide an integrated IT Asset Management (ITAM) module covering:

- Lifecycle management for desktops, laptops, servers, networking devices, peripherals, and other IT devices
- Device allocation, relocation, and retirement workflows with hardware reconciliation reporting
- Software license registry with vendor and contract association, license-to-device mapping, unauthorised software detection, and compliance reporting
- Structured multi-stage procurement workflows for hardware and software licenses with audit trails and role-based approval gates
- Hardware inward and onboarding workflow including GRN capture, asset registration, and financial onboarding
- License lifecycle management including allocation, decommissioning, renewal alerts at 90, 60, 30, and 7 days before expiry, and audit findings register

4.4 Configuration Management Database (CMDB)

- CI Class and Category Management with hierarchical organisation
- Individual Configuration Item creation, lifecycle tracking, and attribute management
- Infrastructure dependency visualisation, device-to-service relationships, and CI to user and location mapping
- Impact analysis of infrastructure failures and configuration-linked ticket routing
- CMDB Overview dashboard with CI Completeness metrics and Unauthorised CI Count

4.5 Automated Infrastructure Discovery and Monitoring

- Automated device discovery using a vendor-supplied native discovery agent or equivalent agentless mechanism
- Capture of more than 150 configurable infrastructure parameters including CPU, memory, disk, OS, installed software, hardware specifications, and network configuration
- Configurable alert rules for threshold breaches with alert logs and flagged CI data for unmatched assets
- Synchronisation with the central infrastructure repository and CMDB

4.6 IT Service Operations and ITSM

- Incident management, service request management, change management, problem management, and escalation management
- Multi-channel ticket creation supporting email, web portal, mobile application, and walk-in registration with automated routing based on category, priority, and assignment rules
- End-to-end incident lifecycle management covering logging, classification, assignment, investigation, resolution, closure, and post-resolution feedback

- Service request fulfilment through a configurable service catalog with predefined approval workflows and fulfilment SLAs
- Change management with CAB approval workflows, risk and impact assessment, rollback planning, and post-implementation review
- Problem management with root cause analysis, linkage to related incidents, and tracking of permanent fixes versus workarounds
- Multi-tier escalation framework with configurable escalation rules based on SLA breach risk, priority, and assignment hierarchy
- Configurable SLA framework with response and resolution time definitions and real-time SLA monitoring with proactive breach alerts
- Self-service portal for end users with ticket logging, status tracking, knowledge base search, and service catalog browsing
- Knowledge base with article authoring, review workflows, version control, and full-text search
- Known Error Database with linkage to problem records and workaround documentation
- Comprehensive ITSM analytics dashboards covering incident volumes, resolution trends, SLA compliance, and agent performance
- Spare parts and components management with automated low-stock and reorder alerts
- Complete maintenance lifecycle management through structured stages covering work request, approval, work order generation, maintenance feedback, and contract linkage

4.7 Property and Infrastructure Record Management

- Centralised property registry with classification covering Land Assets, Built Properties, Rental or Revenue Properties, and Special or Institutional Properties
- GIS-based property mapping with marker rendering, marker clustering, polygon support for land parcels, and validation workflow with accept, hold, reject capability
- Area capture with configurable units and Ready Reckoner valuation calculation
- Unit-level tracking with Lease and Rental Management supporting Penalty Mode and Monthly Mode operations
- Document management with version control, property verification and transfer workflows with role-aware transitions and full audit trail
- Comprehensive property reports covering Land Assets, Built Properties, Rental Properties, Vacant versus Occupied Units, Area Summary, and Ready Reckoner Valuation
- Bilingual user interface in English and at least one regional language as required by the Client Organisation

4.8 Physical Asset Tagging and Verification Programme

- QR code-based and Barcode-based physical asset tagging

- Configurable Physical Asset Verification schedules with intervals (Weekly, Fortnightly, Monthly, Quarterly, Half-Yearly, Annual), grace periods, and automated notification triggers
- Annual physical asset verification cycle and mid-year reconciliation exercise
- Deployment of adequate field teams with proposed field deployment methodology, team structure, and schedule

4.9 Mobile Application for Field Operations

- QR code and Barcode scanning for asset identification
- Asset verification workflows with photo capture and passive location tracking
- Offline verification capability with synchronisation upon connectivity restoration

4.10 Platform Configuration, Integration, and Administration

- Master data management covering asset categories, organisational hierarchy, location masters, workflow configuration, service catalog, SLA configuration, and operational calendar
- Role-based access control, identity and access management, vendor records management, and complete audit logging
- Secure API-based integration with identity management, ERP and financial platforms, internal organisational systems, and external Government platforms
- Modern enterprise-grade technology stack supporting scalable data processing, modular application architecture, secure API-based integrations, and responsive web interfaces
- Schema-driven configurable form builder with frontend renderer supporting conditional fields and inline validation
- Global utilities including Global Search, Knowledge Base, Global Broadcast, and Email Manager

4.11 Data Digitisation and Legacy Record Onboarding

- Asset surveys across Client Organisation entities and offices
- Digitisation of paper-based asset records, registers, engineering drawings, maps, and correspondence files including scanning, OCR, and indexing
- Data validation, cleansing, and migration of legacy data into the Platform
- Secure archival storage and retrieval systems

4.12 Implementation, Training, and Managed Services

- Stakeholder consultations, business process study, gap analysis, and functional requirement documentation
- Platform configuration, customisation, API development, and integration interfaces
- Deployment, data migration, User Acceptance Testing, and go-live support
- User and administrator training programmes, manual and SOP preparation, helpdesk support, and change management

- Annual Maintenance Contracts, bug fixing, upgrades, and SLA-based incident resolution
- Deployment of dedicated on-site coordination personnel at Client Organisation premises for the duration of the Contract

4.13 Reporting, Notifications, and Audit Readiness

- Statutory and non-statutory reports across all modules with filter, search, export to CSV, Excel, and PDF, and role-based access control
- Automated monthly administrative and operational reports
- Email and SMS notifications across all applicable workflows and alerts
- Audit-ready documentation with full audit trail capturing who changed what, with old and new values, timestamp, and device information

4.14 Service Level Agreement Framework

Empanelled agencies shall adhere to SLA standards during all engagements facilitated through MAHAPREIT, including but not limited to:

| SLA Parameter | Target and Threshold |
|----------------------------------------------------------|-----------------------------------------------------------------|
| Platform Uptime (post Go-Live) | 99.0% measured monthly, excluding scheduled maintenance windows |
| Severity 1 Incident (system down) - Response | Within 4 business hours |
| Severity 1 Incident - Resolution | Within 24 business hours |
| Severity 2 Incident (major function impaired) - Response | Within 8 business hours |
| Severity 2 Incident - Resolution | Within 3 business days |
| Severity 3 Incident (minor) - Response | Within 2 business days |
| Severity 3 Incident - Resolution | Within 7 business days |
| Service Request Fulfilment | Within 5 business days from approval |
| Monthly SLA Report Submission | By the 7th of the following month |
| Penalty | 2 to 5% deduction for SLA breach |

Specific SLA parameters for individual projects shall be defined in the respective Scope of Work issued at the time of project engagement.

4.15 Deliverables

Typical deliverables under projects facilitated through MAHAPREIT shall include:

- Configured and deployed Platform covering all applicable modules
- Mobile application for field verification (Android mandatory; iOS as applicable)
- Technical architecture document and System Requirement Specifications
- Configuration document covering Client Organisation-specific workflows, masters, and roles
- Integration adapters and integration design document
- Data migration plan, migration log, and data validation report
- Physical asset tagging report with QR and Barcode mapping
- Annual physical asset verification and mid-year reconciliation reports
- Training material including user manual, administrator manual, and training videos
- User Acceptance Testing reports and Go-Live certificate
- Monthly SLA reports and automated operational reports
- AMC service reports and exit transition documentation

4.16 General Exclusions

Unless expressly agreed in the project-specific Financial Bid, the following are excluded:

- Supply of physical IT infrastructure (servers, network equipment, desktops, laptops)
- Supply of QR or Barcode printers and physical asset tags
- Internet bandwidth at Client Organisation offices
- Procurement of third-party licensed software not bundled with the Platform

4.17 Unified Platform Architecture with Modular Deployment Capability

All modules, capabilities, and functional domains described under Sections 4.2 through 4.16 shall be components of a single, unified enterprise platform sharing a common data layer, user interface, authentication framework, and administrative governance backbone. The Platform shall additionally support modular deployment, enabling individual modules or functional domains to be activated, deactivated, or licensed independently based on the Client Organisation's scope, budget, and phasing requirements without necessitating separate installations or data reconciliation across systems.

SECTION 5

QUALIFYING CONDITIONS AND ADDITIONAL INFORMATION TO BIDDERS

5.1 Qualifying Conditions

Qualification Criteria

| Sl. No. | Basic Requirement | Eligibility Criteria | Document to be Submitted |
|----------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Legal Status | The Bidder shall be a single legal entity registered in India under the Companies Act 1956 or 2013, the Limited Liability Partnership Act 2008, or the Indian Partnership Act 1932. Joint Ventures and Consortia are not permitted. | 1. Certificate of Incorporation or Registration 2. LLP Agreement or Partnership Deed as applicable 3. GST Certificate 4. PAN Copy |
| 2 | Statutory Registrations | Valid PAN and GST registration. | PAN Card and GST Registration Certificate |
| 3 | Average Annual Turnover | <p>The bidder must have an average annual turnover of INR 10 Crore from IT / ITES / Software Products during the last three (3) completed financial years, i.e., FY 2022-23, FY 2023-24, and FY 2024-25 or 2025-26(If Possible)</p> <p>EXEMPTION: DPIIT-recognised Startups incorporated are exempt from this criterion, subject to meeting all technical specifications and demonstrating adequate capability.</p> | <p>CA-certified Turnover Certificate or Audited Financial Statements for each of the three financial years.</p> <p>For Startups: DPIIT Startup Recognition Certificate along with self-declaration of capability.</p> |

| Sl. No. | Basic Requirement | Eligibility Criteria | Document to be Submitted |
|---------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Net Worth | <p>Positive net worth in the most recently completed financial year.</p> <p>EXEMPTION: DPIIT-recognised Startups are exempt from this criterion.</p> | <p>CA-certified net worth certificates or Audited Financial Statements.</p> <p>For Startups: DPIIT Startup Recognition Certificate.</p> |
| 5 | Prior Experience | <p>The Bidder shall have successfully delivered a minimum of 4 (four) projects involving the supply, configuration, and implementation of a productized, integrated enterprise platform covering Capital Asset Management and/or IT Asset Management, or IT Services, for any Government Department, Public Sector Undertaking, Statutory Body, Urban Local Body, Parastatal Body, Autonomous Body, or Similar Enterprise Organisation (as defined in Section 2.1.8) in India, in the last 5 (five) financial years. Pilot deployments, proof-of-concept implementations, and discontinued engagements shall not qualify.</p> <p>For DPIIT-Startups- Minimum 2 project experience of govt. or PSU or private is mandatory.</p> | <p>Work Order or Purchase Order along with Completion Certificate or Performance Certificate from the client; OR self-certification by the Authorised Signatory with client reference details.</p> <p>For Startups: DPIIT Startup Recognition Certificate</p> |

| Sl. No. | Basic Requirement | Eligibility Criteria | Document to be Submitted |
|---------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6 | Non-Blacklisting | The Bidder shall not have been blacklisted, debarred, or banned by any Government of India Ministry, State Government, PSU, statutory body, or autonomous body as on the date of application submission. | Self-declaration on Rs. 500 Non-Judicial Stamp Paper, duly notarised, in the format of Annexure IV. |
| 7 | Product Ownership and OEM Authorization | <p>The Bidder shall be either:</p> <p>(a) the Original Equipment Manufacturer (OEM) or Product Owner of the proposed Platform with verifiable intellectual property ownership; OR</p> <p>(b) the authorised implementation partner of the OEM, holding a valid Manufacturer Authorization Form (MAF) or OEM Authorization Certificate (OAC) specifically issued for this RFQ.</p> <p>Pure resellers, agency-only models, or staffing-only Bidders are not eligible. Absence of valid OEM authorization shall result in outright disqualification at the pre-qualification stage.</p> | <p>For Option (a): Self-declaration of Platform IP ownership in the format of Annexure VII, supported by trademark or copyright registration where available.</p> <p>For Option (b): Valid MAF or OAC signed by an authorised OEM representative, verifiable through the OEM's official email domain, along with the Undertaking from OEM in the format prescribed at Annexure VIII.</p> |
| 8 | Technology Architecture | The proposed Platform shall be built on a modern, enterprise-grade technology stack capable of supporting scalable data processing, | Technical Architecture Document signed by the Authorised Signatory. For implementation partners: document certified by the Platform OEM. |

| Sl. No. | Basic Requirement | Eligibility Criteria | Document to be Submitted |
|---------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | modular application architecture, secure API-based integrations, and responsive web interfaces. A technical architecture document shall be submitted. | |
| 9 | Local Service Delivery | The Bidder shall either: (a) hold a registered or operational office in Maharashtra; OR (b) submit a written undertaking to establish a dedicated project office in Maharashtra within 30 days of issuance of the Letter of Empanelment. | For Option (a): Maharashtra GSTIN and rent agreement or ownership proof. For Option (b): Written undertaking on Bidder's letterhead signed by Authorised Signatory. |
| 10 | Bid Authorisation | The application shall be signed by an Authorised Signatory duly authorised through a Board Resolution or Power of Attorney. In the case of Public Limited Companies, an Authorised Signatory holding a valid Board Resolution or Power of Attorney shall be acceptable in lieu of the Director. | Board Resolution or Power of Attorney; PAN and identity proof of Authorised Signatory. |
| 11 | Acceptance of RFQ Terms | Unconditional acceptance of all terms and conditions of this RFQ. | Signed acceptance letter in the format of Annexure I. |
| 12 | Earnest Money Deposit (EMD) | Rs. 50,000/- (Refundable). EMD EXEMPTION: Agencies holding a valid | EMD instrument by NEFT/RTGS confirmation) enclosed in Envelope A; OR valid Udyam Registration Certificate or DPIIT Startup |

| Sl. No. | Basic Requirement | Eligibility Criteria | Document to be Submitted |
|---------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| | | MSME registration certificate (Udyam Registration) or DPIIT Startup Recognition Certificate are exempt from payment of EMD. Submission of valid exemption certificate is mandatory to claim this exemption. DPIIT Certificate is mandatory for EMD exemption. | Recognition Certificate for exemption. |

5.2 Technical Evaluation and Marks System

The Technical Evaluation shall be conducted in two phases:

Phase 1: Pre-Qualification Scrutiny

Verification of all submitted documents for completeness and compliance with mandatory eligibility criteria. Only applications meeting all mandatory criteria shall proceed to Phase 2.

Phase 2: Technical Evaluation

Evaluation of pre-qualified agencies against the Technical Evaluation Matrix provided in Annexure VI. Agencies scoring a minimum of 70 marks out of 100 shall be eligible for empanelment.

| Sr. No. | Category | Maximum Marks | Qualifying Marks |
|---------|-------------------------------------------------------------------|---------------|-------------------------------|
| 1 | Organizational Capability and Deployment Credentials (Category 1) | 20 | |
| 2 | Technical Platform Depth and Architecture (Category 2) | 40 | |
| 3 | Platform Demonstration and Presentation (Category 3) | 40 | |
| | TOTAL | 100 | 70 (Aggregate Minimum) |

The full Technical Evaluation Matrix with detailed criteria, marking schemes, startup exemptions, and evaluation methods is provided in Annexure VI of this document.

5.3 Allocation of Work to Empanelled Bidders

- Post empanelment, allocation of work to Bidders will be on a project-to-project basis on L1 or most advantageous bidder basis. MAHAPREIT will invite financial bids on a project-by-project basis.
- Work shall be undertaken on a revenue share or lump sum payment basis at MAHAPREIT's sole discretion.
- MAHAPREIT reserves the right to empanel separate agencies for different projects.
- Joint Ventures and Consortia are not permitted.

5.4 Selection Process

Stage 1 - Preliminary Scrutiny: Verification of submitted documents for completeness, validity, and compliance with submission requirements.

Stage 2 - Pre-Qualification: Evaluation against eligibility criteria specified in Section 5.1.

Stage 3 - Technical Evaluation and Presentation: Evaluation against the Technical Evaluation Matrix in Annexure VI.

Stage 4 - Empanelment: Agencies meeting the minimum technical score of 70 marks shall be issued a Letter of Empanelment.

5.5 Bid Validity

The offer shall remain valid for 180 (One Hundred and Eighty) days from the date of opening of the technical bid, as specified in Section 2.2.11. If the bid is withdrawn before this period, the EMD shall stand forfeited.

5.6 Amendment of RFQ Documents

MAHAPREIT may modify the RFQ documents at any time prior to the submission deadline. All amendments shall be published on <https://mahapreit.in> and shall be binding on all prospective Bidders. Refer to Section 3.5 for complete details.

5.7 Financial Offer

MAHAPREIT will obtain the financial offer (Price Quote) from empanelled agencies separately, after the identification of the project on a case-by-case basis. The final financial proposal to the Client Department shall include MAHAPREIT's applicable facilitation, project management, and coordination charges over the L1 quote.

5.8 Performance Bank Guarantee (PBG):

- a. The PBG shall be issued by Scheduled Bank as per and as per the latest RBI guidelines (3% to 10%)

- b. The agency shall furnish a Project-wise Performance Bank Guarantee as per the cost of the project and terms of our clients and towards due observance of the terms and conditions of this agreement.
- c. Without prejudice to its rights or any other remedy, MAHAPREIT may encash the PBG in case of any breach in terms and conditions of the Revenue Share agreement by the agency or in case of business loss suffered by MAHAPREIT due to poor quality of services like a frequent failure, delayed response, etc. on part of the agency.
- d. This Performance Bank Guarantee shall be valid till warranty + AMC completion the project is ordered by the client and will be extendable as per the Agreement renewals.
- e. Agency will submit the revised PBG in case his PBG of a part of PBG is forfeited due to any default under this RFQ as per GoI procurement guidelines.

5.10. Exit Clause

Either party may terminate the agreement by giving 60 days' notice. However, at the time of the exit, the Agency may remove software and hardware integrated with clients after transition for the continuity of service. However, the Agency may be given the option to remove software and hardware after successfully migrating, at its own cost and risk, all services/ customers to any other existing agencies without impacting the service to the MAHAPREIT's client.

- a) Agency shall ensure smooth transition of data to MAHAPREIT's client.
- b) Provide necessary support for migration, integration, and continuity
- c) No data shall be withheld due to payment disputes or other reasons

5.11 Indemnity

The successful agency shall indemnify, protect, and save MAHAPREIT against all claims, losses, costs, damages, expenses, action suits, and other proceedings, resulting from infringement of any patent, trademarks, copyrights, fraud, IP infringement, data breach etc., or such other statutory infringements in respect to services rendered by agency. The agency's total aggregate liability shall not exceed the project value, except for wilful misconduct or third-party IP infringement.

5.12. APPLICABLE LAW AND JURISDICTION: -

The supply order for Goods or Services, including all matters connected with this supply order shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at the place from where the Purchase Order has been placed.

Foreign companies, operating in India or entering into Joint Ventures in India, shall have to obey the law of the land and there shall be no compromise or excuse for the ignorance of the Indian legal system in any way.

5.13 Data Ownership

All data, information, records, documents, databases, metadata, reports, and digital assets generated, collected, processed, stored, or maintained under this engagement

(hereinafter referred to as “Project Data”) shall be the sole and exclusive property of MAHAPREIT’s respective Client Department.

The Agency shall have no ownership rights, title, or interest in the Project Data.

1. Data Usage Restrictions

The Agency shall:

- a) Use the Project Data strictly for the purpose of execution of the project under this engagement.
- b) Not use the data for any commercial, analytical, or external purpose without prior written approval of MAHAPREIT
- c) Not share, transfer, disclose, or publish the data to any third party without explicit written consent.

2. Data Security and Protection

The Agency shall ensure:

- a) Compliance with applicable laws, including IT Act 2000 and relevant Government of India guidelines.
- b) Implementation of appropriate technical and organizational security measures (encryption, access control, audit logs, etc.)
- c) Protection of data against unauthorized access, loss, leakage, or cyber threats

Any data breach shall be reported to MAHAPREIT within 24 hours. This restriction shall not apply to aggregated, anonymised, and de-identified data that cannot reasonably re-identify the client department, any individual, or specific facility, used for product improvement and benchmarking consistent with the DPDP Act 2023.

3. Data Storage and Hosting

- a) All Project Data shall be stored within India in data centres compliant with Government of India guidelines (MeitY empanelled, if applicable)
- b) No data shall be transferred or stored outside India without prior approval

4. Data Access and Control

MAHAPREIT’s Client Department shall have:

- a) Full and unrestricted access to all Project Data at all times
- b) Rights to audit, inspect, and verify data storage and security practices
- c) Administrative control over system access (roles, permissions, etc.)

5. Data Backup and Recovery

The Agency shall:

- a) Maintain regular backups (daily/weekly as defined in SLA)
- b) Ensure data recoverability within defined RPO/RTO timelines
- c) Provide backup copies to MAHAPREIT upon request.
- d) The client departments access rights under this clause extend to project data and shall not extend to the agency’s proprietary source code, platform backend, or background IP, save to the extent the extent reasonably necessary for security and compliance verification.

6. Data Retention and Deletion

a) Data retention shall be as per Government norms or as directed by MAHAPREIT

b) Upon completion/termination of the contract, the Agency shall:

- Hand over complete data in usable format (database + documents)
- Delete all copies from its systems
- Provide a Data Deletion Certificate

7. Intellectual Property Clarification

a) The underlying software/platform IP shall remain with the Agency/OEM

b) However, all data, configurations, workflows, reports, and customizations created for MAHAPREIT's client shall be owned by MAHAPREIT's client till the contract. Generic configurations, pre-built workflows, standard report templates, and platform components of general applicability across the agency's customer base shall remain the property of the Agency or OEM.

Executive Director (Admin)

SECTION 6

ANNEXURES

ANNEXURE I

FORMAT OF COVERING LETTER

(On Letterhead of the Agency)

Date: _____

To,
The Managing Director,
MAHAPREIT Limited,
B-501, Pinnacle Corporate Park, Next to Trade Centre,
Bandra Kurla Complex, Bandra East, Mumbai 400051

Subject: Application for Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions through MAHAPREIT (RFQ No. MAHAPREIT/IT/RFQ-01/2026)

Dear Sir/Madam,

We enclose herewith the Particulars and Details of the Firm and bid details in connection with the above assignment. We also state as follows:

- a. We declare that all information and statements made in this Proposal are true and accept that any misinterpretation may lead to our disqualification.
- b. We agree to bear all costs incurred in connection with the preparation and submission of the offer.
- c. We understand that MAHAPREIT is not bound to accept the lowest or any proposal or to give any reason for award or rejection.
- d. I confirm that I have authority of (Name of the Firm) to submit the proposal and negotiate on its behalf.
- e. We confirm that our firm has not been blacklisted or debarred by any Government Department, PSU, or statutory body and all information submitted is accurate and verifiable.
- f. We unconditionally accept all the terms and conditions mentioned in the RFQ documents.

Signature: _____

Name of Authorized Signatory: _____

Designation: _____

Name of Agency: _____

Address: _____

Seal/Stamp of Agency: _____

Place: _____ Date: _____

ANNEXURE II

GENERAL, FINANCIAL AND COMMERCIAL PARTICULARS

(To be submitted by Bidder on Company Letterhead)

| Sl. | Details of the Agency | Response |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1 | Name of the Bidder | |
| 2 | Registered Office Address | |
| 3 | Telephone | |
| 4 | E-mail | |
| 5 | Nature of Business and Working Experience in Years | |
| 6 | Person to be Contacted | |
| 7 | Nature/Status of Firm (Private Limited/Public Limited/LLP/Partnership/Proprietary) Do you anticipate any change in ownership during the proposed period of work? If yes, define scope and effect thereof. | No / Yes |
| 8A | Balance Sheets and Profit and Loss Account for past 2 years (FY 2023-24 and FY 2024-25 or Recent FY 2025-26) (2 Years for DPIIT) | No / Yes |
| 8B | Income Tax Clearance Certificate for past 3 years (2 Years for DPIIT) | No / Yes |
| 8C | GST Certificate | No / Yes |
| 8D | Turnover Certificate from Statutory Auditor / Chartered Accountant | No / Yes |
| 8E | Company Registration Certificate | No / Yes |
| 9 | Share Capital at the time of formation (i) Authorized (ii) Paid-up | |
| 10 | Share Capital at present (a) Authorized (b) Paid-up | |
| 11 | Name and Address of Bankers | |

Certified that the above information is true and factual.

Date: _____ Place: _____

Name and Signature of Authorized Representative: _____

Designation: _____ Company Seal: _____

ANNEXURE III

TECHNICAL QUALIFICATION DATA

(To be submitted on the letterhead of the Bidder)

Name of the Bidder: _____

| Sr. No. | Name of Project | Client Name and Contact | Description of Work | Work Order Details and Amount | Experience Certificate Attached (Yes/No) |
|----------------|------------------------|--------------------------------|----------------------------|--------------------------------------|-------------------------------------------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |

Note:

- g. Attach documentary proof for Work Order details, Amount, and Experience Certificates.
- h. Documentary evidence from the client for satisfactory completion shall be enclosed. Certificates must contain valid communication address and working contact numbers.
- i. All certificates in languages other than English must be accompanied by a certified English translation and an affidavit on Rs. 500/- non-judicial stamp paper.

Date: _____ Place: _____

Signature of Agency or Authorized Person: _____

(Name of Firm with Seal): _____

ANNEXURE IV

SELF-DECLARATION AND CERTIFICATE

(On the Letterhead of the Bidding Company)

I/We _____ (hereinafter referred to as the Bidder) being desirous of applying for the Empanelment for Integrated Enterprise Governance and Operational Management Platform Solutions and having fully understood the nature of the work and all terms and conditions of the RFQ document, DO HEREBY DECLARE THAT:

- j. The Bidder is fully aware of all requirements of the RFQ document and agrees with all its provisions.
- k. The Bidder is capable of executing and completing the work as required.
- l. The Bidder accepts all risks and responsibilities directly or indirectly connected with the performance of the tender.
- m. The Bidder has no collusion with any employee of MAHAPREIT or with any other person or firm in preparation of the bid.
- n. The Bidder is financially solvent and sound to execute the work.
- o. The Bidder is sufficiently experienced and competent to perform the contract to the satisfaction of MAHAPREIT.
- p. All information and statements submitted with the RFQ are true and correct to the best of our knowledge.
- q. The Bidder is familiar with all applicable laws, acts, ordinances, rules, and regulations of Municipal, District, State, and Central Government that may affect the work.
- r. The Bidder has not been debarred from similar type of work by any Government Department or PSU.
- s. The Bidder is not on the blacklisted or debarred list of MAHAPREIT or any Central or State Government Organization, PSU, or Autonomous Body as on the date of submission.
- t. The Bidder has not modified or deleted any text or matter in this RFQ document.

Signature of Authorized Signatory: _____

Name: _____ Designation: _____

Company Seal: _____ Date: _____ Place: _____

ANNEXURE V

PROJECT EXPERIENCE FORMAT

(Provide a separate table for each project)

Summary of Projects

| Sl. No. | Year | Name of Project | Page Number |
|----------------|-------------|------------------------|--------------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |

Detailed Project Experience

| Project Information Field | Details |
|-----------------------------------------------------------------------------------------|----------------|
| Name of the Project | |
| Client Name | |
| Name and Contact Details of Client | |
| Description of the Project | |
| Scope of Services | |
| Start Date | |
| Completion Date | |
| Duration of the Project | |
| Project Cost | |
| Current Status (Live / Completed / Discontinued) | |
| Platform Modules Deployed | |
| Other Relevant Information | |
| Supporting Documents Enclosed (Work Order, Completion Certificate, Go-Live Certificate) | |

Date: _____ Name and Signature: _____
Company Seal: _____ Name of Agency: _____

ANNEXURE VI

TECHNICAL EVALUATION MATRIX

| | | |
|------------------|------------------------------|--------------------------------------|
| Total Marks: 100 | Minimum Qualifying Marks: 70 | All three categories to be evaluated |
|------------------|------------------------------|--------------------------------------|

A. Evaluation Overview

| Evaluation Category | Maximum Marks | Qualifying Marks |
|------------------------------------------------------------------|---------------|-------------------------------|
| Category 1: Organizational Capability and Deployment Credentials | 20 | No individual threshold |
| Category 2: Technical Platform Depth and Architecture | 40 | No individual threshold |
| Category 3: Platform Demonstration and Presentation | 40 | No individual threshold |
| TOTAL | 100 | 70 (Aggregate Minimum) |

B. Detailed Evaluation Criteria

Category 1: Organizational Capability and Deployment Credentials (Maximum Marks: 20)

| Sr. No. | Criteria | Max Marks | Marking Scheme | Startup MSME Exemption and | Documents Required |
|---------|----------------------------------------------------------------------------------------------------------|-----------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1.1 | Years of continuous operation in enterprise software platform delivery, development, or managed services | 5 | Marks awarded progressively based on years of operation. Higher years attract higher marks. | DPIIT-recognised Startups and registered MSMEs: Minimum 1 year required. Marks awarded on actual years with 40% relaxation. | Certificate of Incorporation indicating date of incorporation and primary domain of services. |
| 1.2 | Number of live, production- | 5 | Marks awarded | No exemption applicable for | The bidder shall submit |

| Sr. No. | Criteria | Max Marks | Marking Scheme | Startup and MSME Exemption | Documents Required |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | grade government sector or private sector deployments of an integrated enterprise platform covering Capital Asset Management and/or IT Asset Management, currently operational at time of application | | based on number of verified live deployments. Higher number attracts higher marks. Pilot and POC do not qualify. | any category. This criterion is mandatory for all applicants. | documentary proof of project execution such as Work Orders, Purchase Orders (PO), or Agreements issued by the client. Supporting documents like completion certificates or go-live confirmation (if available) may also be provided |
| 1.3 | Average Annual Turnover from IT and software platform services for the last 3 financial years | 5 | Marks awarded progressively. Higher turnover attracts higher marks. | DPIIT-recognised Startups and registered MSMEs: 40% relaxation applied to standard thresholds. | CA-certified Turnover Certificate or Audited Financial Statements for the last 3 financial years. |
| 1.4 | Quality and Information Security Certifications - valid ISO 9001 (Quality Management Systems) and ISO/IEC 27001 (Information Security Management Systems) certifications held by the Bidder | 5 | Both certifications are valid: 5 marks. Only one of the two valid: 3 marks. Neither: 0 marks. Certifications shall be valid as on the date of bid submission. | No exemption applicable. DPIIT-recognised Startups and registered MSMEs are not exempt from this criterion; however, an in-progress certification (audit report or certification authority engagement | Copies of valid ISO 9001 and ISO/IEC 27001 certificates issued by an accredited certification body, indicating the scope of certification, the issuing body, the certificate number, and the validity period. |

| Sr. No. | Criteria | Max Marks | Marking Scheme | Startup and MSME Exemption | Documents Required |
|---------|----------|-----------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| | | | | letter dated within 6 months of the bid submission date) shall be considered for partial marks at the Evaluation Committee's sole discretion. | |

Note: Bidders claiming such relaxation must submit a valid **DPIIT Recognition Certificate** along with their bid. In the absence of valid supporting documentation, the bidder shall be treated as a regular bidder, and no relaxation shall be granted.

Category 2: Technical Platform Depth and Architecture (Maximum Marks: 40)

| Sr. No. | Criteria | Max Marks | Marking Scheme | Documents Required |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| 2.1 | Platform Architecture and Technology Maturity: Scalability, security, multi-tenancy, role-based access control, high availability, and audit trail capability | 15 | Marks awarded based on comprehensiveness and maturity. Higher degree of documented scalability, security design, and resilience attracts higher marks. | Technical Architecture Document. For implementation partners: certified by the Platform OEM. |
| 2.2 | Integration and Interoperability: Demonstrated integration with Government platforms, ERP systems, identity management, IoT/RFID devices, | 10 | Marks awarded based on breadth of demonstrated integration capability. Wider range including IoT attracts higher marks. | Integration architecture document or evidence of live integrations from prior deployments. |

| Sr. No. | Criteria | Max Marks | Marking Scheme | Documents Required |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | and third-party APIs | | | |
| 2.3 | Platform Configurability and Modularity: Ability to configure workflows, forms, and master data without source code changes; modular deployment; multilingual interface support | 5 | Schema-driven form builders, modular deployment capability, and multilingual support attract highest marks. | Product documentation or live platform demonstration. |
| 2.4 | Mobile Application: Native mobile app supporting offline verification, QR/Barcode scanning, photo capture, and synchronisation with central platform | 5 | Full offline capability, photo capture, passive location tracking, and seamless synchronisation attract highest marks. | Product documentation or mobile app demonstration. Android mandatory. |
| 2.5 | Platform Ownership and OEM Authorization Status | 5 | OEM Bidders (IP owners) attract highest marks. OEM-Authorized Implementation Partners with valid MAF/OAC attract mid-range marks. | OEM Bidders: Declaration per Annexure VII. Implementation Partners: Valid MAF or OAC, supported by an Undertaking from OEM in the format prescribed at Annexure VIII. |

Note: Criterion 2.5 is a mandatory eligibility criterion. Bidders who are unable to produce a valid MAF or OAC at the time of application submission shall be disqualified at the pre-qualification stage and shall not be considered for technical evaluation or empanelment under this RFQ.

Category 3: Platform Demonstration and Presentation (Maximum Marks: 40)

| Sr. No. | Criteria | Max Marks | Evaluation Method |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | <p>Platform Demonstration and Presentation: Comprehensive evaluation of the Bidder's platform capability through a structured live demonstration of the proposed Integrated Enterprise Governance and Operational Management Platform, accompanied by a formal presentation of the Bidder's implementation methodology, project delivery approach, team composition, past project experience, managed services framework, and overall fitment for projects facilitated through MAHAPREIT. The demonstration and presentation shall be conducted as a single, consolidated session before the MAHAPREIT Evaluation Committee. Marks shall be awarded holistically by the Evaluation Committee based on the overall quality, depth, and adequacy of the demonstration and presentation as a whole on.</p> <ul style="list-style-type: none"> • Workflow engine • Mobile capability • GIS capability • CMDB integration • Reporting • Security • Multilingual capability | 40 | <p>Live platform demonstration on a production-deployed instance, followed by a structured presentation before the MAHAPREIT Evaluation Committee. Marks shall be awarded based on the holistic and qualitative judgement of the Evaluation Committee without being bound to any specific sub-component weightage or itemised marking framework.</p> |

Indicative Areas of Evaluation Focus

The Evaluation Committee may consider, but shall not be bound by, the following indicative areas. This list is illustrative and does not constitute a fixed marking framework. The Evaluation Committee shall award marks holistically and at its sole discretion.

| S. No. | Indicative Areas of Evaluation Focus (Illustrative, Non-Binding) |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Comprehensiveness of demonstrated platform capability across Capital Asset Governance, IT Asset Management, IT Service Operations, and Institutional Workflow domains. |
| 2 | Depth and maturity of functional features demonstrated, including configuration capabilities, workflow flexibility, reporting and analytics, and integration readiness. |
| 3 | Quality and clarity of the proposed implementation methodology, including phased delivery approach, configuration strategy, data migration, UAT framework, and go-live planning. |
| 4 | Adequacy of proposed project team structure, on-site coordination capability, field deployment methodology, and resource availability for Maharashtra-based projects. |
| 5 | Relevance, depth, and verifiability of past project case studies, with particular reference to live, production-grade government sector or private sector deployments. |
| 6 | Robustness of the proposed managed services and long-term support framework, including SLA commitments, helpdesk operations, upgrade strategy, and exit management. |
| 7 | Overall fitment of the Bidder and proposed Platform for the nature of projects facilitated by MAHAPREIT, including alignment with government sector engagement requirements. |

Note: The Bidder shall conduct the demonstration on a live, production-deployed platform instance. Sandbox or under-development instances may attract a reduction in marks at the Evaluation Committee’s sole discretion. The mode of the demonstration and presentation whether conducted online (via video conference) or offline (in-person at MAHAPREIT’s premises) shall be at the sole discretion of MAHAPREIT and shall be communicated to the qualified Bidders along with the schedule. Bidders must notify MAHAPREIT of the demonstration environment at least 5 working days prior to the scheduled evaluation date.

C. General Notes and Conditions for Technical Evaluation

- XIII. Minimum Qualifying Score: Bidders must secure a minimum of 70 marks out of 100 in aggregate to be considered for empanelment.
- XIV. Holistic Evaluation: Marks under Category 3 shall be awarded holistically by the Evaluation Committee without being bound to any specific sub-component weightage or itemised marking framework.

- XV. OEM Authorization: Absence of valid OEM authorization shall result in outright disqualification of the Bidder at the pre-qualification stage, irrespective of scores obtained under any other criterion.
- XVI. Startup Status: Valid registration certificates must be submitted to claim relaxations under Category 1. Relaxations are not available under Criterion 1.2, Criterion 1.4, or under Category 3.
- XVII. Document Verification: All documents are subject to independent verification by MAHAPREIT. Misrepresentation or false documents shall result in immediate disqualification and potential legal action.
- XVIII. Tie-Breaker: In the event of equal aggregate technical scores, preference shall be given to the Bidder with a higher score in Category 3, followed by Category 2, then Category 1.
- XIX. Evaluation Committee: The Committee's decisions on marks awarded shall be final and binding. The Evaluation Committee shall not be required to provide an itemised breakdown of marks awarded under Category 3 to any applicant.
- XX. Right to Seek Clarification: MAHAPREIT reserves the right to seek written clarifications from any Bidder during evaluation. Failure to respond within the stipulated time shall result in reduction of marks for the relevant criterion.

ANNEXURE VII

SELF-DECLARATION OF PLATFORM IP OWNERSHIP

(For OEM Bidders Only — To be submitted on Company Letterhead)

To,

The Managing Director,
MAHAPREIT Limited,
B-501, Pinnacle Corporate Park,
Next to Trade Centre, Bandra Kurla Complex,
Bandra East, Mumbai 400051

Subject: Self-Declaration of Platform IP Ownership for RFQ No. MAHAPREIT/IT/RFQ-01/2026

Dear Sir / Madam,

We, **[Company Name]**, having our registered office at **[Registered Address]**, hereby declare that we are the **Original Equipment Manufacturer (OEM)** of the software / platform **[Platform Name]** proposed under the above-mentioned RFQ.

We hereby confirm that:

- We have full rights and authority to develop, customize, deploy, and maintain the proposed platform.
- We have lawful rights to use all components, technologies, and materials used in the platform.
- The proposed platform does not infringe upon any third-party Intellectual Property Rights.
- We shall be responsible for addressing any claims related to Intellectual Property, if they arise, and shall keep the Authority indemnified to the extent applicable under law.

This declaration is submitted in compliance with the requirements of the RFQ.

For [Company Name]

Authorized Signatory

Name: _____

Designation: _____

Date: _____

Place: _____

Company Seal: _____

ANNEXURE VIII

UNDERTAKING FROM OEM

(For OEM-Authorized Implementation Partners only — To be submitted on the OEM's Company letterhead)

To,

**The Managing Director,
MAHAPREIT Limited,**

B-501, Pinnacle Corporate Park, Next to Trade Centre, Bandra Kurla Complex, Bandra East, Mumbai 400051

Subject: Empanelment of Agencies for Integrated Enterprise Governance and Operational Management Platform Solutions through MAHAPREIT

Reference: RFQ No. MAHAPREIT/IT/RFQ-01/2026 & Tender No. _____

Dear Sir / Madam,

We, M/s. _____ (OEM Vendor), hereby authorize M/s. _____ (Bidder Name) to offer their commercial proposal for our Platform, negotiate and conclude the contract with MAHAPREIT and / or with the procurer organisation against the above-mentioned RFQ, including any work order(s) issued under the resulting empanelment.

We have gone through the RFQ requirements and confirm that our aforesaid Platform matches the specifications, configurations, and functional / technical requirements set out in the RFQ.

We hereby extend our full guarantee and service for _____ years as per the terms and conditions of this RFQ and the resulting empanelment / project-specific contract, for our Platform and the associated services as required against this invitation for Bid by the above-mentioned Bidder.

We also extend our back-to-back service support, technical support, software updates, and assurance of availability of our Platform as per the terms and conditions of the RFQ for a period of _____ years, i.e. up to _____ (Period).

We further confirm that we shall continue to support the Bidder during the entire empanelment period and any extension granted by MAHAPREIT, and that we shall not withdraw this authorization during the term of the empanelment / contract without the prior written consent of MAHAPREIT.

Dated at _____ this _____ day of _____ 2026.

Yours faithfully,

Signature of the Authorised Signatory of the OEM: _____

Name: _____

Designation: _____

Name and Address of the OEM: _____

Company Seal: _____

Date: _____ Place: _____