महाराष्ट्र राज्य वक्फ मंडळ, छत्रपती संभाजीनगर-४३१ ००२
Maharashtra State Board of Waqfs, Chhatrapati Sambhajinagar-431002
مہاراشٹراسٹیٹ وقف بورڈ، چھترپتی سمبھاجی نگر۔ ۴۳۱۰۰۲
Website: www.mahawakf.com, Email: ccf@mahawakf.com Tele: 0240-2401584

The Maharashtra State Board of Waqfs (MSBW) proposes to undertake the enhancement of its public-facing official website. The detailed Scope of Work for the proposed enhancements is provided in Annexure I.

In this regard, MSBW invites quotations from eligible agencies for the "Development of the Grievance Redressal Module for the MSBW Website" through this Request for Quotation (RFQ).

Terms & Conditions:

1. The bidder must be a company/firm/agency registered in India.
2. Must have successfully completed at least 5 Government/PSU website development projects.
3. Must not be blacklisted by any Government organization.
4. GST registration and PAN must be provided.
5. Name of Directors and their shareholding pattern in the company.

Interested vendors are required to submit the following documents:

1. Incorporation Certificate.
2. Company Profile and Proof of Experience (Work orders/Completion certificates).
3. Technical Proposal with project execution methodology.
4. Timeline for completion of work.
5. Name of Directors and their shareholding pattern in the company.
6. Document details and technical specifications are provided in Annexure-II. The Bidder shall carefully review the requirements and submit its proposal in accordance with the specifications, conditions, and scope outlined therein.
7. The format for submission of the Financial Proposal is provided in Annexure-III. Bidders shall submit their financial quotations strictly in the prescribed format, failing which the proposal may be liable for rejection.
8. Earnest Money Deposit (EMD): The bidder shall submit an EMD of ₹10,000/- (Rupees Ten Thousand Only) in the form of a Demand Draft (DD) or Banker's Cheque. The EMD shall be refundable as per the terms and conditions of the RFQ.

Terms and Conditions:

1. The MSBW reserves the right to accept or reject any or all quotations without assigning any reason.
2. All deliverables must be original and free of third-party copyrights.
3. Evaluation of bids shall be carried out under the Least Cost Selection (LCS) method, and the contract shall be awarded to the lowest evaluated responsive bidder (L1).
4. In view of the above, you are requested to submit your proposal via email at ccf@mahawakf.com or hard copy at office of the Maharashtra State Board of Waqf, Panchakki, Chhatrapati Sambhajinagar on or before 16 November 2026, 5:00 PM.
   No bid shall be accepted after the stipulated date and time.
5. Interested bidders may seek clarifications regarding the Tender/RFQ from the Maharashtra State Board of Waqfs, Chhatrapati Sambhajinagar.

Faiyaz Khan
Chief Executive Officer
Maharashtra State Board of Waqf
Chhatrapati Sambhajinagar.

Existing Website Overview:

The Maharashtra State Board of Waqf (MSBW) has developed its website, which is currently hosted in a staging environment and is undergoing testing and validation. The proposed website is intended to be deployed as the official public-facing portal of MSBW, which will be hosted in https://mahawaqf.maharashtra.gov.in upon successful implementation of the additional modules and functionalities specified in this RFQ.

The existing website has already been developed as a responsive, cross-browser compatible, and mobile-friendly platform to facilitate information dissemination and citizen engagement. The website provides a content management framework and a modern user interface capable of supporting future digital service delivery initiatives of MSBW.
Technology Stack: The existing website has been developed using following technology stack:
The website has been developed using the following technology stack:

- Programming Language: JavaScript
- Runtime Environment: Node.js
- Frontend Framework: SvelteKit
- CSS/UI Framework: Tailwind CSS
- Backend and Content Management System (CMS): Strapi CMS
- Database: PostgreSQL
- Deployment Infrastructure: Cloud infrastructure provided by the client.

System Architecture:

The website follows a decoupled architecture comprising a frontend presentation layer, a backend application and content management layer, and a database layer.
The major components are as follows:

- Presentation Layer: Developed using SvelteKit and Tailwind CSS, running on the JavaScript ecosystem, and responsible for rendering the website interface and presenting information to visitors.
- Application and CMS Layer: Strapi CMS, built on Node.js, provides content management functionality and APIs for accessing and delivering website content.
- Database Layer: PostgreSQL provides persistent storage for structured content and associated CMS data.
- Deployment Environment: The application is deployed on cloud infrastructure provided by the MSBW.

This architecture separates the presentation layer from the content management and data layers, supporting maintainability, scalability, and the potential integration of additional digital services.
Content Management System (CMS) Details:
The website uses Strapi CMS, an open-source headless content management system built on Node.js.

Key features include:

- Centralized Content Management: Authorized personnel can manage website content through the Strapi administrative interface, subject to configured access permissions.
- API-Based Content Delivery: Website content is delivered to the SvelteKit frontend through APIs.
- Structured Content Management: Content types and fields can be configured to meet the Board's information publishing requirements.
- Extensibility: Additional content types, APIs, and integrations can be developed to support future digital initiatives.
- Database Integration: PostgreSQL provides persistent storage for CMS-managed content and associated data.

Hosting Layer

- Deployed on cloud infrastructure provisioned by MSBW.

The successful bidder shall study the existing website, source code, architecture, database structure, APIs, and deployment environment and undertake the development, integration, testing, deployment, and commissioning of the following modules that were not part of the existing development scope:

- Grievance Redressal Management System
- Required integrations with SMS, Email, and other external systems as required
- User and Role Management enhancements
- Dashboard, MIS and Reporting requirements
- Security hardening, performance optimization and accessibility compliance.

Faiyaz Khan
Chief Executive Officer
Maharashtra State Board of Waqf
Chhatrapati Sambhajinagar.

Annexure-I

SCOPE OF THE WORK

Introduction of MSBW

The Maharashtra State Board of Waqfs is a statutory body constituted under the Waqf Act 1995 which is a Central Act. The term "Waqf" denotes an endowment which is to be used solely for the purposes recognized under Islamic Law as pious, religious, or charitable. These include Masjid, Dargahs, Idgahs, Kabrastans (burial grounds), Ashoor khanas, Orphanages, Makans, etc.

The Board is made up of nominated and elected members from various categories and the Chairman is elected by the members. The staff of the Board is headed by the Chief Executive Officer.

1. The Board exercises powers of superintendence and control over all the waqf institutions. The Board appoints Mutawallis and managing committees to the Waqf institutions from time to time after election or nomination as per their Scheme of Management. Waqf property is managed by an administrator called mutawalli and committee of management.
2. The Board takes various steps to protect Waqf properties from encroachment and unauthorized occupation. The Board also engages Advocates to help the waqf institutions in protecting and safeguarding their properties.
3. Recoveries of rents by Wakf institutions and eviction of unauthorized occupants.
4. The Board gives administrative and legal support to the Waqf institutions who carry out their developmental and socio welfare activities.
5. The Board is a party in cases before the Waqf Tribunal, Civil Courts & High Court and thus defends the interest of the Waqf.

MSBW envisages the implementation of a comprehensive and integrated digital platform to streamline Grievance Redressal Management. The proposed solution shall enhance operational efficiency, transparency, accountability, and service delivery.

1. To provide a unified digital platform for receiving grievance management, thereby enhancing operational efficiency and service delivery.
2. To facilitate seamless online submission, processing, tracking, and monitoring of applications, grievances through automated workflows.
3. To bring greater transparency, accountability, and efficiency in stakeholder-facing processes by enabling real-time status tracking, notifications, and audit trails.
4. To improve monitoring and control through centralized dashboards, MIS reports, and analytics for effective decision-making across various offices of MSBW.
5. To ensure system-driven compliance, process standardization, and effective governance through configurable workflows, approval mechanisms, and role-based access controls.
6. To establish an integrated information management system for maintaining grievances application in a secure and accessible manner.

7. To automate and integrate key citizen-centric services of MSBW, reducing manual intervention, improving turnaround times, and enhancing user experience for stakeholders.

The proposed solution shall support Single Sign-On (SSO) and role-based access control for authorized users. The solution shall comply with all applicable laws, rules, regulations, and guidelines issued by the Government of India and the Government of Maharashtra from time to time.

The Grievance Redressal System shall provide configurable workflows, status tracking, notification mechanisms, document management, and MIS reporting capabilities. The solution shall ensure data security, user authentication, record integrity, and compliance with applicable Government standards and guidelines.
The bidder shall ensure that the proposed solution can accommodate future regulatory, operational, and functional changes as may be required by MSBW during the contract period.

MSBW reserves the right to amend / add / delete / edit any of the items of the scope of work at any time, which shall be binding on the bidder. MSBW shall award the work order (partial or fully) at its discretion.

Project Scope:

In close coordination with MSBW, the selected vendor shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall include, but not be limited to, the following:

1. Development of Grievance Redressal System, User Acceptance Testing (UAT) Plan.
2. Security Testing, Performance Testing.
3. Go-Live and Stabilization Support Plan
4. Quality Assurance and Control Process details which must include (but not limited to) detailing on Metrics, Reviews, Problem Reporting and Corrective action etc.
5. Documentation Plan, including Technical Documentation, User Manuals, SOPs, and System Administration Guides.

Grievance Redressal Module

This application will facilitate online registration, processing, monitoring, and resolution of grievances received from citizens and stakeholders. The application will maintain a centralized repository of all grievances and enable end-to-end tracking from submission to closure. The system shall provide automated workflow-based routing of grievances to the department/officer concerned, escalation of overdue cases, and real-time status tracking for complainants. The application will generate dashboards, MIS reports, grievance analytics, pendency reports, and disposal reports for effective monitoring and decision-making. Complete management of grievance records, correspondence, action taken reports, timelines, and closure mechanisms shall be maintained within the system. The application should have the following features based on a maker, checker, and approver-based system:

1. Dynamic fields based on the grievance categorization based on grievance type.

2. Automatic allocation of grievances to designated officers based on predefined business rules and jurisdiction.
3. Definition and management of Service Level Timelines (SLAs) for different grievance categories (if required)
4. Provision for seeking clarification or additional information from the complainant during grievance processing.
5. Facility for recording enquiry findings, remarks, recommendations, and action taken notes at each stage.
6. Attachment management for notices, supporting documents, photographs, and correspondence records.
7. Integration of grievance workflow with departmental hierarchy for approval and review of disposal actions.
8. Analytical dashboard reflecting pending, overdue, duplication, resolved, in process and escalated grievances at administrative level.
9. Maintenance of a digital case history for each grievance, including all actions, observations, and communications.
10. Automatic detection and highlighting of duplicate grievances to citizens and MSBW officials.
11. Citizen feedback mechanism to capture satisfaction levels after grievance disposal.
12. Archival of disposed grievances in accordance with record management policies.
13. Analytical reports on grievance trends, recurring issues, department-wise performance, and resolution efficiency.
14. Generation of statutory, management, and governance reports as required by MSBW and competent authorities.
15. Role-based access control for grievance creation, scrutiny, verification, approval, disposal, and monitoring activities.

There shall be a set of defined grievance categories, sub-categories, priorities, and resolution workflows to ensure standardized grievance management across MSBW. The application shall support configurable workflows, enabling MSBW to modify grievance processing stages and approval hierarchies without requiring major system changes, thereby ensuring flexibility and scalability in grievance administration.

Functional Overview

1. Online Grievance Registration
2. Grievance Token Generation
3. Grievance Categorization and Prioritization
4. Assignment of Grievances to Concerned Officers/Departments
5. Grievance Scrutiny and Verification
6. Workflow-Based Grievance Processing
7. Inter-Departmental Forwarding and Reassignment
8. Escalation of Pending and Overdue Grievances
9. Citizen Communication and Notifications
10. Upload and Management of Supporting Documents
11. Action Taken Report (ATR) Management
12. Grievance Resolution and Closure
13. Reopening of Closed Grievances

14. Duplicate Grievance Identification and Management
15. Grievance Tracking by Citizens
16. Pending and Aging Analysis of Grievances
17. Grievance Monitoring Dashboard
18. Analytical Reports
19. Institution-wise Grievance Monitoring
20. SLA Monitoring and Compliance
21. Citizen Feedback and Satisfaction Assessment
22. Audit Trail of All Actions and Decisions
23. Grievance Record Archival and Retrieval
24. Mobile and Web-based Access
25. Feedback from citizen after closure of grievance
26. Any other Related Grievance Management Activities as Required by MSBW

Benefits envisaged-

1. Improved Service Delivery to Citizens: The online grievance redressal system will provide citizens with a transparent and accessible platform for registering and tracking grievances, resulting in improved responsiveness and service delivery by MSBW.
2. Enhanced Transparency and Accountability: The system will provide complete visibility into the grievance lifecycle, from registration to resolution, ensuring accountability at every stage. Citizens will be able to track the status of their grievances online, while MSBW officials can monitor actions taken, pending cases, and disposal timelines.
3. Centralized Complaint Management: All grievances will be maintained in a centralized digital repository, enabling easy retrieval, monitoring, and analysis of records. This will eliminate manual registers and facilitate efficient management of grievance-related information across the organization.

Software Functions – Grievance Redressal Module

1. Application Registration
2. User and Role Management
3. Grievance Category and Sub-Category Master
4. Department / Section Master
5. Institution / Waqf Property Master
6. Grievance Registration
7. Unique Reference Number Generation
8. Workflow and Escalation Management
9. Inter-Departmental Forwarding
10. Action Taken Report (ATR) Entry
11. Notice and Communication Management
12. Document and Attachment Management
13. Duplicate Grievance Detection
14. Grievance Tracking and Status Monitoring
15. Reopening and Reassignment of Grievances
16. Grievance Closure and Disposal
17. Citizen Feedback and Satisfaction Assessment
18. SLA Monitoring and Compliance Management
19. Dashboard and Monitoring Tools
20. Alerts, Notifications, and Reminders

21. Grievance Analytics and Trend Analysis
22. Audit Trail and Activity Logging
23. Institution-wise Grievance Monitoring
24. Department-wise Pendency Monitoring
25. Officer Performance Monitoring
26. Dashboard for grievance Management
27. Grievance Register
28. Disposal Register
29. Escalation Register
30. Pending and Aging Reports
31. Category-wise Grievance Reports
32. Institution-wise Grievance Reports
33. Department-wise Grievance Reports
34. Citizen Feedback Reports
35. Archival and Record Management
36. Mobile and Web-Based Access

Functions and processes in detail at the Grievance Redressal Section

Functions at Board Office may be assigned to different MSBW Sections, District Offices, or Institutions, depending on MSBW's requirement. All functions and processes of Grievance redressal within scope are as below but not limited to:

Sr. No.	Functions / Processes / Requirements
1	Should allow the definition of organizational hierarchy comprising Head Office, Regional Offices, for grievance routing and monitoring.
2	Should allow the definition of grievance categories, priorities, and grievance source channels.
3	Should provide configurable workflows for different grievance categories and resolution processes.
4	Should support maker-checker-approver mechanisms for grievance scrutiny, approval, and closure.
5	Should provide system-generated unique grievance registration numbers.
6	Should support configurable numbering schemes for grievances across different offices and institutions.
7	Should allow automatic assignment of grievances to departments or officers based on predefined business rules.
8	Should support definition and management of Service Level Agreements (SLAs) for grievance resolution.
9	Should provide escalation mechanisms for grievances pending beyond prescribed timelines.
10	Should allow reopening of disposed grievances subject to authorized approval.
11	Should maintain a complete digital case history of each grievance from registration to closure.
12	Should support attachment and management of documents, photographs, notices, correspondence, and action taken reports.
13	Should provide citizen-facing grievance status tracking using grievance

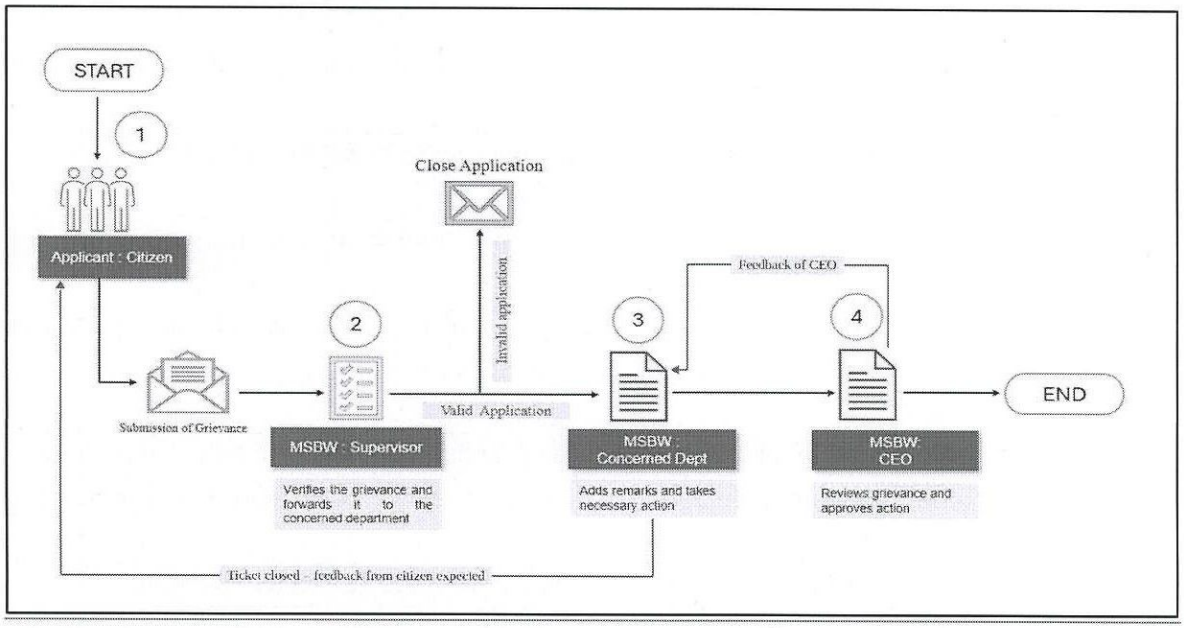
	reference numbers.
14	Should generate automated acknowledgements, notifications, reminders, and alerts.
15	Should identify and highlight duplicate grievances based on predefined matching criteria.
16	Should allow transfer and reassignment of grievances between offices, departments, and officers while maintaining complete history.
17	Should provide role-based access control for grievance registration, processing, monitoring, and administration.
18	Should support real-time updating of grievance status.
19	Should facilitate generation of grievance registers, disposal registers, pendency reports, aging reports, and MIS reports.
20	Should provide analytical reports on grievance trends, recurring issues, and resolution efficiency.
21	Should maintain comprehensive audit trails of all user activities, actions taken, and status changes.
22	Should support archival, retention, and retrieval of historical grievance records.
23	Should enable seamless integration with the MSBW website and other applications, wherever required.
24	Should support monitoring and reporting of grievances institution-wise, department-wise, category-wise, and region-wise.
25	Should have flexibility of date and time formats based on user preferences.
26	Should provide advanced search facilities based on grievance number, complainant details, institution, category, location, assigned officer, and status.
27	Should support recording and tracking of corrective actions, field inspections, enquiries, and compliance reports.
28	Should allow retrieval and analysis of historical grievance data for trend analysis and policy planning.
29	Should support citizen feedback and satisfaction assessment upon grievance closure.
30	Should provide exception reports highlighting long-pending, frequently recurring, and critical grievances.
31	Should facilitate monitoring of officer performance against grievance disposal timelines.
32	Should support multilingual interfaces for citizens and departmental users.
33	Should provide configurable grievance forms with dynamic fields based on grievance category and sub-category.
34	Should provide dashboard-based monitoring for senior management and decision-makers.
35	Should support export of reports and records in standard formats such as PDF and Excel.
36	Should maintain secure storage of grievance records with appropriate backup and recovery mechanisms.

37	Should allow marking of grievances as sensitive, confidential, or high-priority for restricted access and expedited processing.
38	Should allow splitting of a grievance into multiple action items and assigning them to different departments or officers.
39	Should provide provision for seeking clarification, additional documents, or responses from complainants during grievance processing.
40	Should maintain records of hearings, inspections, field visits, enquiries, and committee proceedings related to grievances.
41	Should support issuance of notices, summons, letters, and communications directly from the system.
42	Should maintain a repository of standard response templates, notices, and disposal orders.
43	Should provide facility to schedule hearings and maintain hearing calendars for officers.
44	Should support recording of interim actions and interim replies before final disposal of grievances.
45	Should facilitate monitoring of grievances involving Waqf properties, institutions, tenants, lessees, and public stakeholders.
46	Should support geo-tagging of grievance locations and properties wherever applicable.
47	Should provide facility for uploading photographic evidence before and after resolution.
48	Should support workflow-driven approval of Action Taken Reports (ATRs) prior to grievance closure.
49	Should maintain a repository of legal references, orders, and supporting documents associated with grievances.
50	Should facilitate identification of recurring grievances and generation of preventive action recommendations.
51	Should maintain officer workload statistics to enable equitable distribution of grievances.
52	Should provide configurable citizen feedback questionnaires and grievance satisfaction surveys.
53	Should facilitate review and approval of closed grievances by supervisory authorities.
54	Should maintain a watch list of recurring complainants, habitual complaints, and linked grievance cases for administrative review.
55	Should support archival of disposed grievances with configurable retention periods.
56	Should generate institution-wise, district-wise, region-wise, and category-wise grievance performance scorecards.
57	Should provide executive dashboards highlighting SLA compliance, disposal efficiency, grievance trends, and risk areas.
58	Should support export of grievance records, enquiry reports, ATRs, and supporting documents in PDF and Excel formats.
59	Should enable integration with SMS gateways, e-mail servers, and other

	citizen communication channels.
60	Should support mobile-responsive access for citizens and field officers.
61	Should provide analytical reports to assist MSBW in identifying systemic issues and policy interventions.
62	**Additional Integration**
63	The system shall support integration with SMS and E-mail gateways for automated acknowledgements, alerts, reminders, escalation notifications, and grievance closure communications. It shall also support integration with MSBW user directory and authentication services for role-based access and user management
64	**Reports**
65	Should be able to perform ageing analysis of grievances based on registration date, pending duration, and disposal timelines.
66	Should be able to generate category-wise, sub-category-wise, and priority-wise grievance reports.
67	Should be able to generate institution-wise, section-wise, district-wise, and region-wise grievance reports.
68	Should be able to generate officer-wise grievance workload, disposal, and pendency reports.
69	Should be able to provide details of grievances segregated into: • Submitted • In process • In-complete information • Query • Pending • Disposed • Escalated • Reopened • Overdue • Closed
70	Should allow analysis of grievances based on source of receipt such as Website, E-mail, Walk-in etc.
71	Should be able to generate Action Taken Report (ATR) summaries and detailed disposal reports.
72	Should be able to generate citizen feedback and grievance satisfaction reports.
73	Should be able to generate reports on duplicate and recurring grievances.
74	Should be able to view and print grievance reports at Board Office, Regional Office, District Office, Section, and Institution levels.
75	Should provide drill-down capability from consolidated reports to individual grievance records.
76	Should be able to generate exception reports for long-pending, critical, and SLA-breached grievances.
77	Should support extraction of grievance records, documents, correspondence, and action histories for review and audit purposes.
78	Should facilitate monthly, quarterly, and annual compilation of grievance

	statistics at the Board level.
79	Should generate management dashboards and MIS reports for monitoring grievance trends, disposal rates, officer performance, and service delivery effectiveness.
80	Should support report generation for policy planning, corrective actions, and administrative decision-making at MSBW.
81	Should provide facility for exporting reports in PDF, Excel, and other standard formats.
82	Should allow creation of ad-hoc and user-configurable reports without requiring additional customization.
83	Any other reports found necessary subsequently based on operational requirements and grievance management records.
84	**Audit Trail**
85	Should maintain a record of the user, date, and time of grievance registration.
86	Should maintain a history of grievance assignments and reassignments to officers/departments.
87	Should record all status changes made during the grievance lifecycle.
88	Should maintain details of actions taken, remarks entered, and disposal decisions.
89	Should maintain a history of grievance escalations and closures.
90	Should record uploads, modifications, and deletion of documents attached to grievances.
91	Should maintain a log of grievances that are reopened after closure.
92	Should maintain a record of changes made to grievance categories, priorities, and master data by authorized users.
93	Should enable generation of audit reports for grievance processing and disposal activities.
94	History reports should be available for key transactions such as grievance registration, assignment, escalation, closure, reopening, and document updates.
95	Should maintain a record of the user, date, and time of grievance registration.

Indicative Processes for Grievance Redressal Management of MSBW



User Input Details at Each Level:

The citizen shall submit grievance through the online portal.

Data Elements:

1. Name of Applicant
2. Mobile Number
3. E-mail ID
4. Address
5. District
6. Grievance Category
7. Subject of Grievance
8. Related Waqf Institution / Property Details (if applicable)
9. Institute name
10. Institute address
11. Detailed Description of Grievance
12. Supporting Documents / Photographs

General Features / Guidelines:

1. System shall generate a unique Grievance Registration Number.
2. Acknowledgement shall be automatically communicated through portal notification, SMS, and e-mail.
3. Facility shall be provided for online tracking of grievance status.

Login – MSBW Supervisor Level: Grievance Scrutiny and Verification

1. Dashboard reflecting new application, in-box application, duplicate application,
2. List of newly registered grievances shall be available for review.
3. Verification of grievance details and supporting documents.
4. Identification of incomplete, duplicate, or invalid grievances.
5. Assignment of grievance category and priority level.
6. Forwarding of valid grievances to the concerned department.
7. Return of grievances to applicant for additional information wherever required.

General Features / Guidelines:

1. System shall maintain details of scrutiny actions and remarks.
2. Duplicate grievances shall be identified and flagged by the system.

Login – Concerned Department Level: Processing and Resolution

1. Receipt of grievances assigned by the Supervisor.
2. Examination of grievance details and supporting records.
3. Recording of departmental observations and remarks.
4. Uploading of enquiry reports, inspection reports, and supporting documents.
5. Seeking clarification from complainant wherever required.
6. Recording of Action Taken Report (ATR).
7. Submission of recommendations for grievance disposal.

General Features / Guidelines:

1. Complete action history shall be maintained for each grievance.
2. Facility shall be available for transfer of grievances to another department if required.
3. Escalation alerts shall be generated for grievances pending beyond prescribed timelines.

Login – CEO Level: Review & Close

1. Review of grievance details, departmental findings, and Action Taken Reports.
2. Approval, modification, or rejection of recommendations submitted by the concerned department.
3. Final disposal and closure of grievance.
4. Communication of final decision to the complainant.

General Features / Guidelines:

1. Closure remarks shall be recorded in the system.
2. The complete grievance file along with supporting documents shall be archived for future reference.

Escalation Management: Login – System / Supervisory Level

1. Automatic identification of grievances exceeding prescribed resolution timelines.
2. Escalation of pending grievances to higher authorities.
3. Monitoring of overdue grievances department-wise and officer-wise.
4. Generation of reminder notices and alerts.

Citizen Feedback: Citizen login

5. After closure of every grievance the Citizen may submit feedback regarding grievance resolution.
6. Rating of grievance handling process.
7. Submission of comments on satisfaction level.

General Features / Guidelines

8. Citizen feedback shall be available for management review.
9. Feedback reports shall be used to assess service quality and grievance handling effectiveness.
10. General Dashboard and Reports

Login – Waqf offices (Role based dashboard)

Total grievances received, Total grievances disposed, Total grievances pending, Total grievances escalated, Category-wise grievance status, District-wise grievance status, Institution-wise grievance status, Officer-wise disposal status, Average grievance resolution time, Citizen satisfaction statistics, pending grievance list, Repeated and duplicate grievance analysis, Monthly, Quarterly, and Annual grievance performance reports.

General Features / Guidelines:

1. Dashboards shall provide drill-down capability from consolidated statistics to individual grievance records.
2. Reports shall be available at State, District, Department, and Institution levels
3. Reports shall be exportable in PDF and Excel formats.

The Grievance Redressal Module is designed to provide an end-to-end digital workflow for managing grievances from submission to closure. The system enables role-based processing, escalation, monitoring, reporting, and citizen communication, ensuring efficient grievance handling, improved service delivery, enhanced transparency, and effective administrative oversight by MSBW.

General Terms and Conditions

1. Project Timeline and Deliverables

The selected bidder shall complete the project within a period of Six (06) months from the date of issuance of the Work Order ("T"). The indicative milestones shall be as follows:

- Submission of Software Requirement Specification (SRS) and Functional Requirement Specification (FRS): T + 15 Days

- Completion of Application Development and Configuration: T + 45 Days
- Completion of User Acceptance Testing (UAT): T + 60 Days
- Completion of Security Audit, GIGW Compliance Activities, and Go-Live Readiness: T + 90 Days
- Final Go-Live, Stabilization, Training, and Project Closure: T + 120 Days

Any deviation from the approved project schedule shall require prior written approval from MSBW.

2. Payment Terms

Payments shall be released upon successful completion and acceptance of the respective project milestones by MSBW, as detailed below:

- 10% of the Contract Value upon submission and approval of the SRS and FRS documents.
- 40% of the Contract Value upon completion of application development and successful completion of UAT.
- 40% of the Contract Value upon successful Go-Live of the solution.
- 10% of the Contract Value upon completion of the post Go-Live stabilization period and acceptance of all deliverables by MSBW.

All payments shall be subject to submission of applicable invoices, supporting documents, and statutory deductions as per prevailing Government regulations.

3. Contract Agreement

The successful bidder, upon receipt of the Work Order, shall enter into a formal agreement with the Maharashtra State Board of Waqfs (MSBW). The agreement shall govern the terms and conditions, scope of work, deliverables, timelines, service levels, and other contractual obligations of both parties.

4. Performance Security

The selected bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5% of the total contract value within the prescribed period specified by MSBW. The Performance Security shall remain valid throughout the contract period and any extended period as may be specified by MSBW.

5. Hosting Infrastructure

The application developed under this project shall be hosted on the cloud infrastructure or hosting environment designated and provided by MSBW. The selected bidder shall be responsible for deployment, configuration, performance optimization, and operational support of the solution on the infrastructure made available by MSBW.

6. Security Audit and GIGW Compliance

The selected bidder shall ensure that the developed solution is fully compliant with the latest applicable Guidelines for Indian Government Websites (GIGW) and shall extend all necessary support, documentation, rectifications, and coordination required for the conduct of Security Audit and GIGW assessment.

The cost associated with the empanelled Security Audit agency and GIGW certification/compliance assessment shall be borne by MSBW. However, all observations, vulnerabilities, non-compliances, and recommendations identified during the audit process shall be rectified by the bidder at no additional cost to MSBW.

7. Service Level Agreement (SLA)

The selected bidder shall adhere to the Service Level Requirements specified by MSBW during the contract period, including the warranty and stabilization period. Detailed SLA parameters covering application availability, incident response time, issue resolution timelines, performance standards, uptime requirements, and support obligations shall form an integral part of the Contract Agreement and shall be agreed upon mutually before project commencement.

8. Warranty and Support

The bidder shall provide a minimum one-year warranty and support period from the date of successful Go-Live, during which all defects, bugs, performance issues, and security-related issues shall be rectified without any additional cost to MSBW.

9. Intellectual Property Rights

All deliverables, source code, databases, documents, configurations, reports, and other artefacts created under this project shall become the sole property of MSBW. The bidder shall hand over all source code and related documentation to MSBW upon project completion/as and when directed by MSBW.

10. Acceptance of Deliverables

All deliverables shall be subject to review and approval by MSBW. Acceptance of project milestones shall be based on successful completion of the defined scope and fulfilment of the prescribed acceptance criteria. Failure to meet the acceptance criteria may result in rejection of the deliverables and require corrective action by the bidder without additional cost to MSBW.

Faiyaz Khan
Chief Executive Officer
Maharashtra State Board of Waqf
Chhatrapati Sambhajinagar.

Technical Qualification Details

Annexure-II

Sr. No.	Basic Requirements	Eligibility Criteria	Document to be submitted	Documents Submitted (Yes/ No)	Page No.
1	Legal Entity	The Bidder should be a legal entity registered in India and in operations for a period of at least last Five (05) years as on last date of submission of bid. The Bidder should be: A company registered under Indian Companies Act, 1956/2013, as amended from time to time. OR A partnership firm registered under Indian Partnership Act, 1932, as amended from time to time OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008, as amended from time to time.	General Information of Bidder along with Bidder's constituting documents such as MOA, AOA, as applicable. Copy of Certificate of Incorporation / Registration of Firm and Partnership/ LLP deed of Bidder, as applicable. Copy of PAN Card. Copy of GST Registration. FORMAT ATTACHED IN : Annexure A: Bidder's and Bidding Firms Particulars		
2	Turnover from IT	The Bidder should have minimum average annual turnover of INR 50 lakhs in last three financial years (FY-2023-24, FY-2024-25, FY-2025-26).	Audited Financial Statements (Balance Sheet and Profit & Loss Statements) from the Statutory. Certificate duly signed by Statutory Auditor/CA of the Bidder		

			for total turnover from IT/ITES services is mandatory.		
3	Net worth	The Bidder should have Positive Net Worth in each of the last Three (3) Financial years i.e., (FY-2023-24, FY-2024-25, FY-2025-26).	Audited Financial Statements (Balance Sheet and Profit & Loss Statements) from the Statutory Auditor/ CA and Certificate duly signed by Statutory Auditor of the Bidder for Net worth. Format Attached In : Annexure -B : Financial Declaration of Bidder		
4	Project Experience	The Bidder must have experience in "Similar works during last five (5) years as on last date of submission of bid as per following details: One (01) Similar Work of value not less than ₹10 Lakhs; OR Two (02) Similar Works each of value not less than ₹5 Lakhs; OR Three (03) Similar Works each of value not less than ₹4 Lakhs.	a) Bidders shall submit copy of work order/ contract agreement mentioning the relevant scope of Work. b) Completion Certificate from the client. Format Attached In : Annexure -C, Project Details		

5	Technical Certification	The Bidder shall have must possess a valid certification as on last date of submission of bid: i) ISO 9001:2015 or higher.	Copy of the Valid Certificates. ISO accredited member (for ISO certificate) and renewal stage document in case the certificate has expired, and renewal is in-process.		
6	Blacklisting	The Bidder should not be debarred / blacklisted for unsatisfactory past performance, corrupt & fraudulent practices, or any other unethical conduct either indefinitely or for a particular period by any State Government / Central Government / PSU / Union Territory (UT) / Urban Local Body (ULB) in India as on date of submission of bid.	Format Attached in Annexure D: Format for Declaration by the Bidder for not being Blacklisted /Debarred		
7	Tender Fee EMD	The bidder shall submit an Earnest Money Deposit (EMD) of ₹10,000/- (Rupees Ten Thousand Only) along with the bid.			

Faiyaz Khan
Chief Executive Officer
Maharashtra State Board of Waqf
Chhatrapati Sambhajinagar.

Annexure-III

(COMMERCIAL BID OR PRICE BID)

To,
The CEO,
Maharashtra State Board of Waqf
Panchakki,
Chhatrapati Sambhajinagar-431 002.

Ref:
Sir,
As per Terms & Conditions of tender documents,
I/We_____Address_____
_____
_____
Furnish the following rates for Selection of an Agency for Development of the Grievance Redressal Module. Rates provided below, for all items shall be valid for entire contract duration.

Table 1- Consolidated Cost Summary (Exclusive of all Taxes) -

S. No.	Item-wise Amounts	Total Amount exclusive of taxes (INR)	18% GST (INR)	Total Amount inclusive of taxes (INR)
(a)	(b)	(c)	(d)	(e)
Grievance Redressal Module				
A	Selection of an Agency for Development of the Grievance Redressal Module			
Grand Total in words ("A"): (This figure shall be used for evaluation of financial proposal)				

Note:

1. The Bidder needs to provision for all costs required to run the solution for the entire duration of the contract.
2. All costs shall remain valid for the entire duration of the contract.

Annexure A: Bidder's and Bidding Firms Particulars

(To be submitted on the Letterhead of the Bidder)

Place: Date:
DD/MM/YYYY

To,
The CEO,
Maharashtra State Board of Waqf
Panchakki,
Chhatrapati Sambhajinagar-431 002.

Subject:
RFQ Reference No:

Dear Sir,
In reference to the above RFQ please find below our firm/company details:

S. No.	Description	Details/Information
1	Name of the firm	
2	Address	
3	Email	
4	Contact number/s (Tel / Mobile)	
5	Office address of Maharashtra	
6	Year of establishment	
7	Name/s of partners (Membership certificates issued authorized body should be enclosed)	
8	Name of Office In charge of Mumbai	
9	Name, address and account number of the firm's banker(s)	
10	PAN of the firm	
11	GST registration number of the firm	
12	Number of Employees	
13	Average Turnover during last three financial years (FY 2023-24, FY 2024-25 & FY 2025-26)	
14	Details of major assignments	
15	Any other information considered relevant	

Please submit the relevant proofs for all the details mentioned above along with your Bid response

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone :
E-mail address :

Annexure -B : Financial Declaration of Bidder

(To be submitted on Letterhead of Statutory Auditor of respective Bidders)

Place: Date:
DD/MM/YYYY

To
The CEO,
Maharashtra State Board of Waqf
Panchakki,
Chhatrapati Sambhajinagar-431 002.
RFQ Reference No

Subject: Bid Submission Letter for _____

Dear Sir,

We, ..., certify that we have verified the relevant financial statements and other records of ..... (Name of Company), having its Indian registered office at.....
The financials for the past Three (3) years have been summarized below:

Financial Declaration of Bidder

(Figures in INR)

Description	Financial Year		
	2023-24	2024-25	2025-26
Annual Turnover			
Net Worth			
Average Annual Turnover for the mentioned Financial Years			

The Average Annual Turnover for ..... (Name of the Company) is INR <Insert Value> (Rupees <Insert Value in Words> and the ..... (Name of the Company) has Positive Net Worth during the last 3 (three) Financial Years. (FY-2023-24, FY-2024-25, FY-2025-26)

This is to certify that the (insert name of Bidder) has a Positive Net Worth in each of the last three (03) (FY-2023-24, FY-2024-25, FY-2025-26)

It is further certified that based on our review of financial statements together with the book of accounts, records and documents for the aforesaid financial years, the above-mentioned figures are true and correct to the best of our knowledge and as per

information and explanations provided to our satisfaction by the ..... (Name of the Company).

Signature of Chartered Accountant (with official seal)
Membership no. :

Name of the firm :
UDIN No. :
Address :
Telephone :
E-mail address :

Notes:

1. Numbers available in currency other than Indian Currency have been converted using the Reserve Bank of India exchange rate prevailing on the last day of respective financial year.
2. The Financial Declaration submitted with the Bid must be certified and signed by a competent and qualified Chartered Accountant/ Statutory Auditor and should be on the Firms' letterhead; affixed with the Firm's seal.
3. Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (FY-2023-24, FY-2024-25, FY-2025-26) shall submitted as supporting evidence.

Annexure C: Project Details

(To be submitted on the Letterhead of the Bidder)

Place: Date:
DD/MM/YYYY

To,
The CEO,
Maharashtra State Board of Waqf
Panchakki,
Chhatrapati Sambhajinagar-431 002.

RFQ Reference No:

Dear Sir,

In reference to the above RFQ please find below our firm/company details:

Details of past assignments / experience

S. No.	Client Name	Handling		Work related to
		From	To	
1.				

Individual Project Citation Format

S. No.	Item	Details
1	Name of The Project	
2	Date of Work Order	
3	Client Details with Address and Contact Numbers	
4	Scope of Work	
5	Total Contract Value with itemized value	
6	Start date	
7	Completion Date	
8	Current Status (Work In progress, Completed)	
9	Number of staff deployed on the assignment	
10	Narrative description of project describing the scope of work	
11	Progress of the project (Description)	

Note:

- The Bidder is required to use above formats for all the projects referenced by the bidder.
- Documents/Proofs are required for all of the above project mentioned

- Kindly provide copies of supporting documents such as Letter of award/ work order/ agreement/ contract/ MoU/ Completion certificate etc.
- The Bidder is required to use above formats for all the projects referenced by the bidder for the Qualifying technical bid evaluation.

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone :
E-mail address :

Annexure D: Format for Declaration by the Bidder for not being Blacklisted /Debarred

(To be submitted on the Letterhead of the responding company)

Date: dd/mm/yyyy

To,
The CEO,
Maharashtra State Board of Waqf
Panchakki,
Chhatrapati Sambhajinagar-431 002.

Sub: Declaration for not being debarred / black-listed by any State Government/ Central Government / PSU Organization in India as on the date of submission of the bid

RFQ Reference No: MSBW/ACC/XXX

Dear Sir,
I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the State Government/ Central Government / PSU in India for unsatisfactory past performance, corrupt & fraudulent practices or any other unethical conduct either indefinitely or for a particular period of time by any State/ Central government/ PSU as on last date of submission of the Bid. In the event of any deviation from the information/ declaration, MSBW, Government of Maharashtra reserves the right to reject the Bid or terminate the Contract without any compensation to the Company and forfeiture of Earnest Money Deposit and/or Security Deposit.

Thanking you,
Yours faithfully,

_____
Signature of Authorized Signatory (with official seal)
Date:
Name:
Designation:
Address:
Telephone &Fax:
E-mail address: