मिरा भाईंदर महानगरपालिका

स्व.इंदिरा गांधी भवन, मुख्य कार्यालय,छत्रपती शिवाजी महाराज मार्ग, भाईंदर पश्चिम, ता.जि.ठाणे, ४०११०१

माहिती व तंत्रज्ञान विभाग

संकेतस्थळ - www.mbmc.gov.in ई-मेल - it@mbmc.gov.in संपर्क — २८१९२८२८- २५१

जा.क्र.मनपा/ माहिती व तंत्रज्ञान / १५२ /२०२५-२६ दि.०४/०७/२०२५

प्रति,
जनसंपर्क अधिकारी
मिरा भाईदर महानगरपालिका

विषय :- जाहिर नोटीस प्रसिध्द करणेबाबत.

उपरोक्त विषयान्वये माहिती व तंत्रज्ञान विभागाची Development, Implementation & Customization of ERP Module विकसित करणेकामी सोबत जोडलेली जाहिर नोटीस शासकीय नियमानुसार वृत्तपत्रात पत्र प्राप्त झाल्यापासून दोन दिवसांत प्रसिध्द करण्यात यावी.

तसेच सूचना प्रसिद्धीनंतर सदर वृत्तपत्राचे कात्रण या कार्यालयास देणेत यावे. ही विनंती.

सोबत :- जाहिर नोटीस

(राजकुमार एम.घरत)
सिस्टीम मॅनेजर
माहिती व तंत्रज्ञान विभाग
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// जाहिर नोटीस //

मिरा भाईंदर महानगरपालिका Development, Implementation & Customization of ERP Module विकसित करणेकामी चालु शासकीय दर उपलब्ध नसल्यामुळे खुल्या बाजारातुन दरपत्रक मागविण्यात येत आहेत. सदरकामी विस्तृत माहिती www.mbmc.gov.in या संकेतस्थळावर उपलब्ध आहे.

सदर कामाकरीता दि.14/07/2025 रोजी संध्या 5.00 वाजेपर्यंत मिरा भाईंदर महानगरपालिका मुख्य कार्यालय माहिती व तंत्रज्ञान विभाग, तळ मजला येथे स्वारस्य असलेल्या कंत्राटदाराने सोबत जोडलेल्या दरपत्रकातील बाबींकरीता दर भरुन देण्यात यावेत.

(राजकुमार एम.घरत)
सिस्टीम मॅनेजर
माहिती व तंत्रज्ञान विभाग
मिरा भाईंदर महानगरपालिका

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MBMC/IT/ 252/2025-26 Date:- 04/07/2025

// RATE FORM//

Name Of Work :- Development, Implementation & Customization of ERP Module.

Name and address of Contractor

Sr. No.		Description	Rate in RS
1	a	Development, Implementation & Customization of Visitor Management system (1st year)	
	b	Amc, Support & Customization for 4 years (from second year)	
2	a	Development, Implementation & Customization of Double Entry Accounting (1st year)	
	b	Amc, Support & Customization for 4 years (from second year)	
3	a	Development, Implementation & Customization of Citizen Facilitation Center (CFC) Single Window Module (1st year)	
	b	Amc, Support & Customization for 4 years (from second year)	
4	a	Development, Implementation & Customization of Estate Module (1st year)	
	b	Amc & Support Customization for 4 years (from second year)	
5	a	Development implementation Customization of Smart parking Solution (1st year)	
	b	Amc, Support & Customization for 4 years (from second year)	
6	a	Development, Implementation & Customization of Septic Tank management Module (1st year)	
	b	Amc, Support & Customization for 4 years (from second year)	
7		Cloud Storage, Data Backup & recovery for 5 years	
Total			

कंपनीचे नाव व शिक्का

Scope Document: Visitor Management System for Hon. Commissioner Office

1. Project Overview

The purpose of the **Visitor Management System (VMS)** is to streamline, secure, and digitize the process by which citizens and stakeholders request and conduct visits to meet the **Hon. Commissioner** of the Municipal Corporation. The system enables controlled access, a structured visitor journey, and complete historical tracking of visits and departmental interactions.

---

2. Objectives

- To maintain a **digital record of all visitors** wishing to meet Hon. Commissioner Sir.
- To establish a structured, **multi-level approval process** for visitor interactions.
- To ensure **transparency, security, and accountability** through traceable digital logs and reports.
- To **notify relevant officials and departments** in real-time about visitor requests and visits.
- To maintain a centralized repository of **visitor purposes, remarks, and outcomes**.

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3. In-Scope Functionalities

A. Visitor Registration & Tracking

- Digital entry of visitor details including name, contact, purpose, and requested department.
- Generation of a **unique visitor ID** for tracking.
- Capture of identification proof if required (optional Aadhaar, PAN, etc.).
- Mobile OTP or token-based registration for validation.

B. Structured Visitor Journey Management

The system will manage a **tiered meeting flow**:

- **First Visit**: Visitor meets the concerned **Head of Department (HoD)**.
- **Second Visit**: Visitor proceeds to meet the **Additional Commissioner**.
- **Third Visit**: Visitor is allowed to meet the **Hon. Commissioner Sir**.

The system will track and validate visit count and status before allowing progression to the next tier.

C. Departmental Notification & Acknowledgment

- Auto notification to relevant **department heads and officials** when a visitor is scheduled.
- Notification mediums: **SMS, email, or internal alerts** via dashboard.
- Option for officials to approve, reschedule, or reject meetings based on availability.

D. Visit Remark & Interaction Record

- After each meeting, the **respective official records**:
  - Purpose of the visit
  - Discussion summary or actions to be taken
  - Remarks and outcome
- This log is linked to the visitor's profile and is visible for future reference.

E. Token Generation & Communication

- A **visit token** is generated upon scheduling confirmation.
- **SMS notification** sent to the visitor with:
  - Meeting details
  - Token number
  - Time and location of the appointment

F. Reports & Dashboards

- **Visitor-Wise Reports**:
  - Visit history
  - Departments visited
  - Purposes of visit
  - Remarks and outcomes
- **Department-Wise Reports**:
  - Number of visitors
  - Common issues raised
  - Pending follow-ups
- Filters for reports by **date, department, official, visitor name**, or **visit status**.

G. Data Retention & History

- Maintain a **complete chronological record** of each visitor's interaction with the Corporation.
- System will **store historical visit logs**, remarks, and official feedback for internal audits and reference.

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4. System Users

Role	**Access & Responsibilities**
Reception/Front Desk	Register visitors, issue tokens, view visit status.
Department Heads	Approve/deny first-level meetings, provide visit remarks.
Additional Commissioner	Review visit requests, update visit notes.
Hon. Commissioner Sir	View visitor records, add final remarks.
System Admin	Manage users, system configurations, and reports.

---

5. Technical Features

- **Web-based Dashboard** for internal users.
- **Mobile-responsive interface** for reception and on-the-go access.
- **OTP-based visitor validation** for secure check-in.
- **Role-based access control**.
- **Data export options** in PDF/Excel formats.

Account Management System – Scope Document

1. Introduction

This document outlines the scope of the **Account Management System** to be implemented within the Corporation. The goal is to digitize and streamline all financial operations including transaction management, budgeting, grant tracking, investment records, tax payments, and reconciliations using a fund-based, accrual accounting model.

---

2. Objective

To develop an integrated and robust Account Management System that provides:

- Real-time and accurate financial records,
- Double-entry and accrual-based accounting,
- Automation of voucher, tax, and reconciliation processes,
- Transparency in budgeting, grants, and investment tracking.

---

3. Functional Scope

2.1 Core Modules

2.1.1 Financial Transaction Management

- Support for regular payments, receipts, and fund transfers.
- Double-entry accounting structure with auto-balancing.
- Real-time ledger updates at the time of transaction entry.

2.1.2 Voucher Management

- Manual and automatic preparation of vouchers (payment/receipt/journal).
- Auto-generation of vouchers upon approval of transactions from linked departments.
- Unique voucher numbering and tracking system.

2.1.3 Tax Payments

- Calculation and processing of statutory taxes such as GST and TDS.
- Auto-generation of tax challans.
- Support for uploading in government formats and generating tax liability reports.

2.1.4 Investment Management

- Maintain records of various investments such as Fixed Deposits, Bonds, etc.
- Track maturity dates, accrued interest, and reinvestment cycles.
- Alerts for maturity and auto-updates to ledgers on maturity.

2.1.5 Grants Management

- Entry and monitoring of grants received from state, central or donor agencies.
- Allocation to departments and schemes.
- Track utilization, balances, and generate grant-specific reports.

2.1.6 Budgeting

- Department-wise budget preparation with provision for revisions and approvals.
- Track monthly, quarterly, and yearly utilization.
- Automatic variance analysis and reporting.

2.1.7 Vendor Security Deposit Management

- Record security deposits received from vendors.
- Maintain balance register, project and department-wise.
- Record and track refunds with audit logs.

2.1.8 Bank Reconciliation

- Import and match system ledger entries with actual bank statements.
- Highlight mismatches for resolution.
- Generate reconciliation statements with status overview.

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4. System Features

The system will provide the following advanced features:

- **Fund-Based Accounting Model:**
  Accounts maintained distinctly for each fund, improving control and transparency.
- **Double-Entry System:**
  All transactions recorded using double-entry methodology to ensure balanced books.

- **Accrual-Based Accounting:**
  Income and expenses are recognized when they occur, not only when cash is received or paid.
- **Unified Integration:**
  Seamless integration with all functional departments and municipal systems to ensure consistency and reduce duplication.
- **Budget Integration:**
  Direct linkage with municipal budgeting modules, including auto-blocking of funds where applicable.
- **Open Architecture:**
  Built on an open platform, supporting APIs for integration with departmental applications. External systems can send accounting entries which will follow an internal approval workflow before posting to the general ledger.

---

5. Reporting Capabilities

- General Ledger Reports
- Budget vs Actual Expenditure
- Grant Utilization Reports
- Investment Ledger & Maturity Schedule
- Bank Reconciliation Reports
- Tax Liability and Paid Reports
- Vendor Deposit Ledger
- Voucher Summary and Status Reports

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6. Technical Requirements

- Role-based access control for all users
- Web-based responsive interface
- Audit trail for all financial entries and approvals
- Data export in Excel, PDF, and XML formats
- Cloud or on-premise deployment options
- Multi-level approval workflows

Consumer Facilitation Center (CFC) – Scope Document

1. Introduction

The Consumer Facilitation Center (CFC) is envisioned as a centralized platform to streamline service charge collection across various municipal departments. This scope document defines the key features, functional modules, and configuration requirements for the proposed CFC system.

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2. Objective

To develop a configurable and scalable system that enables CFC operators to:

- Collect service charges on behalf of various departments,
- Generate challans and collection reports,
- Ensure transparency, efficiency, and centralized financial tracking.

---

3. Functional Scope

The CFC system will include the following major functionalities:

3.1 Multi-Department Integration

- The system should support integration with **multiple departments** such as Health, Water, Property Tax, Building Permission, etc.
- Each department can register and manage its services independently.

3.2 Department-Wise Service Configuration

- Each department will have access to configure and manage the **list of services** for which they intend to collect charges.
- Define service-specific parameters including:
    - Fee amount,
    - Description,
    - Applicable rules or conditions.

3.3 Service Charge Collection at CFC

- The CFC user can **collect service charges** raised through departmental service requests.
- Charges can be collected based on:

    - Request ID,
    - Citizen mobile number,
    - Name or application reference number.
- System should support **both online and offline payment modes**.

3.4 Search Facility

- A robust **search facility** to locate service requests using:
    - Department name,
    - Service type,
    - Application number,
    - Citizen details (e.g., mobile, name),
    - Date range.
- Quick retrieval for faster service at the CFC counter.

3.5 Reports and Challan Management

- The system must generate the following:
    - **Collection reports** (daily/weekly/monthly/department-wise).
    - **Challans** for each transaction with printable format.
    - **Summary and detailed views** for audit and reconciliation.
- Reports should be exportable in Excel/PDF formats.

---

4. Technical Requirements

- Web-based, responsive user interface for desktop use at CFC centers.
- Secure user authentication and role-based access.
- Real-time data syncing and database management.
- Audit logs for all collection activities.

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5. Out of Scope (Phase 1)

- Service request creation by citizens (will be handled by departments).
- Integration with external payment gateways (optional in future phases).

Estate Scope Document

Project Title:

Estate Module : Property Lease and Rent Management System

Purpose:

This document defines the scope of the Property Lease and Rent Management System, outlining the key modules and functionalities to be developed and implemented for efficient management of leasing, rent collection, and reporting.

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1. Master Module

This module includes the setup and management of all the essential master data required for lease and rent operations.

1.1 Password Change

- Functionality to allow users to securely change their login passwords.

1.2 Source Master

- Maintain sources from which properties are acquired.

1.3 Property Type Master

- Define and manage different types of properties (e.g., residential, commercial).

1.4 Acquisition Master

- Record acquisition details for properties including dates and method of acquisition.

1.5 Sub-usage Type

- Configure sub-usage categories under each property type for detailed classification.

1.6 Billing Method Entry Master

- Define billing methodologies (e.g., fixed rent, usage-based rent).

1.7 Allot To Master

- Maintain a master list of allottees (parties/entities the property is allotted to).

1.8 Allot Type Master

- Define different types of allotment (e.g., lease, rent, temporary use).

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2. Property Module

This module manages rent applications and party details associated with property use.

2.1 Party List

- Maintain the list of parties with whom lease or rent agreements are executed.

2.2 Rent Application Entry

- Record new applications for rent agreements with relevant party and property details.

2.3 Rent Application Authorisation

- Approve or reject rent applications through an authorisation workflow.

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3. Transaction Module

Handles the end-to-end transactional operations related to lease and rent processes.

3.1 Property Entry

- Enter and update information for all leasable/rentable properties.

3.2 Lease Application Entry

- Log applications received for leasing of properties.

3.3 Lease Application Authorisation

- Process and approve lease applications via an approval mechanism.

3.4 Lease Demand Generation

- Generate demand notes for lease charges as per approved agreements.

3.5 Receipt Entry

- Record payments received against lease or rent demands.

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4. Reports Module

Provides essential reports for operational monitoring, audit, and decision-making.

4.1 Daily Collection Report

- Displays daily payment collection details from lease/rent activities.

4.2 Property Lease Statement

- Statement showing lease status and transactions for a specific property.

4.3 Rent Lease Register Report

- Detailed report of all active and inactive rent lease agreements.

4.4 Outstanding Report

- Shows pending dues from lessees/renters.

4.5 Lease Register Report

- Maintains a register of all lease agreements, active or expired.

4.6 Lease Utilization Report

- Insights into how leased properties are being utilized.

4.7 Asset Register Report

- Inventory and tracking report for all properties considered as assets.

4.8 Bill Print Report

- Generates printable bills for rent/lease payments.

Assumptions:

- Users have role-based access.
- The system will be hosted on a secure government/ULB server.
- Master data will be prepared and validated before go-live.

Smart Parking Management System – Scope Document

1. Introduction

This document defines the scope of the **Smart Parking Management System** to be implemented by **MBMC**. The system aims to digitalize parking operations across all authorized parking locations through a citizen-facing mobile app, a staff management app, and an admin dashboard. It will streamline booking, payment, verification, and reporting to enhance convenience, efficiency, and transparency.

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2. Objectives

- Provide citizens with a mobile-based platform for real-time parking slot availability, booking, and payments.
- Empower parking staff with tools for slot management, verification, and receipt generation.
- Enable MBMC officials to monitor parking operations, collections, and occupancy analytics through a web-based admin dashboard.

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3. Modules & Features

A. Citizen App (User Interface)

A mobile app for citizens to discover, book, and manage parking services.

Key Features:

1. **Register/Login:** Mobile number/OTP or email-based authentication.
2. **View Parking Locations:** Map/list view of MBMC-approved parking sites.
3. **Check Availability:** Real-time display of 2-wheeler and 4-wheeler slot availability.
4. **Online Booking:** Slot reservation for chosen date/time.
5. **Online Payment:** Support for UPI, debit/credit card, wallet, net banking.
6. **Booking Receipt:** Digital receipt with QR code for verification.
7. **My Bookings:** Dashboard showing current, past, and upcoming bookings.
8. **Monthly Pass:** Option to purchase and renew monthly parking passes.
9. **Cancel Booking:** Cancellation facility as per defined policy.
10. **Help & Support:** Raise complaints or contact MBMC officials.

B. Staff App (Parking Management App)

An operational app for on-ground staff to manage and verify parking slots and collections.

Key Features:

1. **Staff Login:** Role-based login using credentials.
2. **View Slot Status:** Real-time visibility of total, available, and booked slots.
3. **Search Booking by QR/ID:** Scan QR or enter ID for booking verification.
4. **Manual Allocation:** Assign slots manually to walk-in users.
5. **Payment Collection:** Accept and record payments (cash/UPI/card).
6. **Receipt Generation:** Instant digital (PDF/QR) receipt after payment.
7. **Time Monitoring:** Start timer and notify users on expiry.
8. **Vacate Slot:** Mark slot as vacated post vehicle exit.
9. **Collections Report:** Staff-wise collection reporting (daily/monthly/yearly).
10. **Notifications:** Alerts for overstay, full slots, and cancellations.

C. Admin Panel / Dashboard (Web App for MBMC Officials)

A centralized web portal for MBMC administrators to configure, monitor, and manage parking operations.

Key Features:

1. **Slot Management:** Define locations, types (2/4-wheeler), and capacities.
2. **Staff Management:** Add/update staff users and assign locations.
3. **Booking & Collection Reports:** Real-time visibility of all bookings and transactions.
4. **Analytics:** Peak hour usage, revenue trends, and occupancy rates.
5. **Export Reports:** Download reports in Excel or PDF.
6. **Complaint & Feedback:** Review citizen complaints and staff feedback.

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4. Workflow Overview

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1. Citizen App – Online Booking Flow:

- User opens the app, selects a parking location, checks availability, and books a slot.
- Selects vehicle type, date, and time slot.

- Completes online payment.
- Receives a digital receipt with QR code.
- Booking is saved under “My Bookings” and optionally sent via SMS/email.

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2. At Parking Site – Staff Verification & Allocation:

- Citizen shows QR code to staff.
- Staff scans the code to verify booking.
    - If valid, details (name, time, vehicle type) are displayed.
- Citizen is guided to assigned slot.
- Walk-in users (without booking) can be manually allocated a slot if available.
- Payment collected and receipt generated.

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3. Post Parking – Exit & Slot Management:

- Upon return, the citizen shows the receipt.
- Staff checks usage time and marks slot as vacated.
- Slot is made available for future bookings.
- Overstay penalties, if applicable, are calculated and collected.

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4. Payment & Receipt Handling:

- **Online Payments:** Made through Citizen App and automatically logged.
- **Offline Payments:** Collected on-site; staff records mode and amount.
- Digital/printed receipts generated in both cases.

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5. Reports in Scope

The system will include the following key reports:

1. **Booking Report**
    - Citizen name, vehicle type, time, location.
2. **Collection Report**
    - Amount collected, date, mode of payment, staff ID.

3. **Occupancy Report**
    - Slot usage % per location, peak hours analysis.
4. **Contractor-wise Report**
    - Revenue and usage data per vendor or contractor.
5. **Commercial Vehicle Log**
    - Commercial entries and monthly pass validations.
6. **Violation Report**
    - Overstayed bookings and pending payments.

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6. Technical Features

- **Platform:** Android and iOS apps for Citizens and Staff.
- **Security:** OTP-based login, encrypted data, audit trails.
- **Multilingual Interface:** English, Hindi, Marathi supported.
- **Real-time Sync:** Cloud database with instant updates across modules.
- **Role-Based Access:** Admin, Operator, Staff, and Citizen roles

Scope Document: Septic Tank Management System

1. Project Overview

The **Septic Tank Management System** aims to provide the Mira-Bhayandar Municipal Corporation (MBMC) with a comprehensive, centralized, and digital platform for efficient management of all septic tank-related activities. The system will streamline registration, inspections, cleaning operations, billing, citizen interactions, complaint handling, and reporting.

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2. Project Objectives

- To digitalize and centralize data and operations related to septic tank services under MBMC's jurisdiction.
- To improve service delivery through online requests, auto-scheduling, real-time tracking, and digital communication.
- To enhance accountability and operational efficiency through MIS dashboards, contractor performance tracking, and field staff apps.

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3. In-Scope Functionalities

A. Property & Septic Tank Registration

- Maintain a master database of all properties with septic tanks.
- Capture property details, owner contact information, tank size, and exact location.
- Enable location tagging using GIS/GPS for each registered tank.

B. Field Inspection and Assessment

- Enable field teams to conduct inspections using a mobile app.
- Capture and upload inspection photos, tank conditions, and remarks.
- Generate inspection reports and schedule maintenance based on condition.

C. Citizen Services

- Citizens can log in via a portal or mobile app to:
    - Register their property/septic tank.
    - Raise service requests for cleaning.

    - Track request status.
    - Receive updates via SMS/email.
    - Download service receipts.

D. Auto-Scheduling & Cleaning Operations

- System auto-schedules cleaning based on:
    - Tank size and last service date.
    - Emergency service requests.
- Assign jobs to contractors or MBMC staff based on availability and zone.
- Notify field teams via mobile app.

E. GPS Tracking & Route Optimization

- Integrate GPS-enabled tracking for septic tank cleaning vehicles.
- Optimize daily vehicle routes to reduce fuel/time costs.
- Provide real-time location and route monitoring for MBMC officials.

F. Cleaning Activity Management

- Track real-time activity during septic tank cleaning operations.
- Record:
    - Waste quantity collected
    - Start and end time
    - Photos of before/after
- Maintain logs for disposal site entry.

G. Complaint Management

- Citizens and staff can raise complaints related to:
    - Overflow
    - Blockage
    - Odor
- System auto-assigns complaint to relevant department/contractor.

- Track complaint resolution within defined SLAs.
- Notify complainant upon resolution.

H. Contractor & Vehicle Management

- Maintain records of all empaneled contractors:
    - Contact details, zones, fleet size.
    - Vehicle documents and maintenance logs.
    - Contractor-wise performance and service logs.

I. Billing & Payment Integration

- Generate service charges based on tank size or emergency request.
- Support online payments via UPI, card, wallet, or net banking.
- Issue digital receipts.
- Maintain logs of free vs. paid services.

J. Reporting and Analytics

- Generate MIS and operational reports such as:
    - Daily/weekly cleaning reports.
    - Contractor performance summary.
    - Complaint resolution status.
    - Waste collected/disposed report.
    - Revenue and payment reports.

K. Mobile App for Field Operations

- Android/iOS mobile app for septic field teams:
    - Receive job alerts.
    - Capture photos, remarks, GPS tag.
    - Update job completion status in real time.

L. Citizen Interface

- Provide a simple and multilingual portal/mobile app for:

- Registration and login
- Online requests and status tracking
- Feedback and complaints
- Digital payments and receipt downloads