



**MAHARASHTRA ELECTRICITY  
REGULATORY COMMISSION**

**REQUEST FOR PROPOSAL**

**FOR**

**Redesigning, Development, Implementation, and Maintenance of Content  
Management System based Website and Integration with MERC e-filing  
Application**

**CORRIGENDUM NO. 3**

Sr No	RFP Clause No.	Content of RFP Requiring Clarification	Change requested	Remarks
1	TQ 2.1	One project with either Central Govt. / State Govt./ Public Sector Undertaking (PSU) / PSB organizations (Total 15 Marks) (1 Project = 10 Marks; with Every Additional project = 2.5 mark, maximum 5 marks)	kindly allow the experience of projects executed for clients other than the Government department/PSU's so that we can use our diversified experience in operating & maintaining the MERC website by following international standards, hence seeking clause amendments that will maximize the competition and the quality.	Not allowed. However, it is clarified as under: One project with either Central Govt. / State Govt./ State Govt. undertaking or utility/ Public Sector Undertaking (PSU) / PSB organizations (Total 15 Marks)
2	2.21. Pre-Qualification Criteria, PQ6	The Bidder shall have registered or service provider office in the State of Maharashtra	Kindly amended the criteria as "The Bidder shall have registered or service provider office in the State of Maharashtra or have to submit an undertaking to open the office within 15 days of award of contract"  In the digital age physical office is not of much relevance as everything happens over Internet and we have been handling our clients successfully. Please amend this clause - The Bidder shall have registered or service provider office in India.	Allowed and the said clause is amended as under: The Bidder shall have registered or service provider office in the State of Maharashtra. Otherwise, bidder shall submit the undertaking to open the office within 30 days of award of contract., failing which MERC at its own description may cancel the contract.
3	1.1. Bidding Schedule, SL No. - 9 & 11	Earnest Money Deposit (EMD): Rs. 50,000/- RFP Document Fee: Rs.500/-	We request exemption of EMD and Tender Fee for bidders registered with MSME / NSIC with valid certificate duly issued by GOI.	MSME Bidders are already exempted for payment for EMD and Tender Fees.
4	-	-	We have found your tender regarding Maharashtra Electricity Regulatory Commission for Development of Redesigning, Development, Implementation, and Maintenance of Content Management System based Website and Integration with MERC e- filing Application.we have seen your scope of work but we could not understand your custom require so,humble request to you for providing technical brief requirement documents.	Chapter 4: Scope of work provides the details of the requirement. The Bidder are required to develop the CMS based website using latest technology. Bidders may use the technology and softwares as per his convenience.
5	3.2. Financial Proposal Format & Instructions	3.2. Financial Proposal Format & Instructions	Online BOQ is not available, Please provide it.	Financial Proposal Format is given in RFP Clause 3.2
6	2.19. Bid Opening	<b>Point 3:</b> For the purpose of selection of the vendor, a two-stage Quality and Cost Based Selection (QCBS) bidding process will be followed with 60% weightage towards Technical Bid and 40% weightage towards Commercial Bid.	1. To get qualitative bidders we request you to consider below changes in the <b>QCBS criteria:</b>  <i>For the purpose of selection of the vendor, a two-stage Quality and Cost Based Selection (QCBS) bidding process will be followed with 70% weightage towards Technical Bid and 30% weightage towards Commercial Bid.</i>	No. The QCBS Criterion will remain same.

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7	Pre-Qualification Criteria Eligibility Criteria	<b>PQ2 (A):</b> The Bidder must have registered a turnover of Rs. 1 Crores or above in each year during the last three completed financial years (FY 2017-18, 2018-19, 2019-20), (Not inclusive of the turnover of associate work or companies).	1. Looking at the project size and type of vendor involvement we request you to kindly increase the turnover criteria so that you can get bids from the companies having experience to execute large scale project.  We suggest below changes in this criteria:  <i>The Bidder must have registered a Turnover of <b>INR 20.0 crores</b> or above in each year during the last 3 financial years (FY 2017-18, 2018-19, 2019-20), (Not inclusive of the turnover of associate work or companies).</i>  -We are a startup and MSME having more than 1 crore turnover each year but we were incorporated in 2018, so are we eligible to bid?  We have 1 crore plus turnover for 2018-19, 2019-20	Not allowed. The Clause is modified as below:  The Bidder must have registered a turnover of Rs. 1 Crores or above in each year for the three financial years out of last five financial year. i.e. for FY 2017-18, 2018-19, 2019-20, 2020-21, 2021-22), (Not inclusive of the turnover of associate work or companies).
8	Pre-Qualification Criteria Eligibility Criteria	<b>PQ3:</b> Bidder should have successfully developed at least three website or revamped UI / UX of web sites / portals / applications in the last 3 (Three) financial years (FY 2017-18, 2018-19, 2019-20). Atleast one of these websites developed or revamped old website should be compliant with GIGW and WCAG2.0 guidelines for Levels A, AA, and AAA	1. we suggest below changes in this clause to get qualitative competition between bidders.  <i>Bidder should have successfully developed at least three websites or revamped UI/UX of websites/ portals / applications <b>with minimum order value of INR 25 Lacs</b> in the last 3 (THREE) financial Years (FY 2017-18, 2018-19, 2019-20). Atleast one of these websites developed or revamped old website should be compliant with GIGW and WCAG2.0 guidelines for Levels A, AA, and AAA</i>	Not allowed.
9	Pre-Qualification Criteria: Eligibility Criteria:	<b>PQ4:</b> Bidder should have at least 20 technical manpower on its payroll for development, support and delivery in India which have specific competence in development of website and	1. we suggest below changes in this clause as to get qualitative competition between bidders.  <i>Bidder should have at least <b>100</b> technical manpower on its payroll for development, support and delivery in India which have specific competence in development of website and</i>	Not allowed
10	Pre-Qualification Criteria: Eligibility Criteria:	<b>PQ7:</b> The Bidder must possess a valid certification from ISO 9001 or CMMi level III and above or ISO 27000, as on the date of submission.	1. To get qualitative bidder we request you to consider below changes:  <i>The Bidder must possess a valid certification from ISO 9001 <b>and CMMi level 5</b> as on the date of submission.</i>	Not allowed. However, in case of equal score by two or more bidders, preference will be given to the entity having CMMi level 5 certification

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11	2.24. Technical Evaluation Criteria:	<p>Evaluation Criteria:</p> <p><b>TQ1.1:</b></p> <p>The Bidder shall have sales turnover of minimum Rs. 1 Cr from Software Development and Services for the last 3 (three) financial years, FY 2017-18, 2018-19, 2019-20)</p> <p>Above Rs. 5 Crore <b>Marks : 15</b>  &gt;Rs. 2.5 Crore – Rs. 5 Crore <b>Marks : 10</b>  Rs. 1 Crore – Rs. 2.5 Crore <b>Marks : 5</b></p>	<p>1. To match this clause with above suggest PQ we suggest below changes in this clause.</p> <p><i>The Bidder shall have sales turnover of minimum <b>Rs. 20 Cr</b> from Software Development and Services for the last 3 (three) financial years, FY 2017-18, 2018-19, 2019-20)</i></p> <p><b>Above Rs. 75 Crore - Marks: 15</b>  <b>&gt;Rs. 50 Crore – Rs. 75 Crore - Marks: 10</b>  <b>Rs. 20 Crore – Rs. 50 Crore - Marks: 5</b></p>	Not allowed. However, MERC may consider the Turnover for FY 2020-21 of FY 2021-22, while considering last 3 years.
12	2.24. Technical Evaluation Criteria:	<p>Bidder should have successfully developed at least three website or revamped UI / UX of web sites / portals / applications in the last 3 (Three) financial years (FY 2017-18, 2018-19, 2019-20). Atleast one of these websites.</p>	<p>1. To match this clause with above suggest PQ we suggest below changes in this clause.</p> <p><i>Bidder should have successfully developed at least three website or revamped UI / UX of web sites / portals / applications with minimum order value of INR 25 Lacs in the last 3 (Three) financial years (FY 2017-18, 2018-19, 2019-20).</i></p>	Not allowed.
13		<p>developed or revamped old website should be compliant with GIGW and WCAG2.0 guidelines for Levels A, AA, and AAA</p>	<p>Bidder should have successfully developed at least two website or revamped UI / UX of web sites / portals / applications in last 5 (Five) financial years .Where One order amount should be more than 50 lakhs. Note: In Entire scope if part of work is web based application development then that work also be considered if value matches the criteria mentioned. Accordingly kindly change the point of Technical Evaluation Criteria.</p>	Not Allowed.
14	2.24. Technical Evaluation Criteria:	<p>Evaluation Criteria:</p> <p><b>TQ3.1:</b></p> <p>Technical Presentation detailing followings  Understanding of Scope of Work by bidder Approach and Methodology for Project Implementation. <b>Fully interactive clickable prototype of website</b></p>	<p>1. Fully interactive clickable prototype of website at this stage will add overheads to the bidders. We therefore suggest to consider Design Mockups instead of fully interactive clickable prototype of website. Please consider.</p>	Not allowed. The Cluase TQ 3.1 will remain as it is. The prototype shall be of basic level and will be useful to understand the conceptual understanding of scope of work by the bidder.

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15	4. Scope of Work	<p><b>4. Scope of Work</b></p> <p>1. Redesigning, Development and migration of data.  2. Providing Licenses, Security Certificate, Sharing of APIs to MERC e-filing portal, etc.  3. Security Audit, Testing, UAT and Go-Live  4. Hosting, Operations and Maintenance including all Licenses required for a period of 3 Years  5. Development of Mobile Application for the website, MERC may or may not undertake this activity, however, the bidder shall submit its financial proposal for the same in the prescribed format.</p>	<p>1. Total how many content pages (in english and Marathi etc.) need to be migrated to the new website?  2. What will be the size of data that need to be migrated. Also provide total number of tables that need to be migrated.  3. Total how many security audits need to be performed before Go Live and during 3 years of operation and maintenance period.  4. Who will bear the cost of security audit? Shall bidder consider security audit cost into their commercial bid?  5. We could not find any scope for mobile application. Please share detailed scope for mobile application also so that we can consider it.</p>	<p>1. You may visit MERC website (<a href="https://merc.gov.in">https://merc.gov.in</a>)  2. MySQL Database size is approx. 10GB  3. One Security audit per year .  4. The Bidder commercial bid shall include the cost of the Security Audit.  5. Mobile application similar to the Website.</p>
16	4. Scope of Work	<p><b>4.1 Brief Scope of Work:</b></p> <p>e. Integration of MERC new website with existing web application</p>	<p>1. We assume that by "existing web application" you mean to say "e-Filling Portal". Please confirm or correct us.  2. Please share below details for integration.  2.1. Total how many existing applications need to be integrated?  2.2. What kind of integraiton is required? One Way or Two Way?  2.3. We assume that required web service API is ready with you and you will provide it to the successful bidder. Please confirm.  2.4. What data need to be integrated?</p>	<p>Currently, MERC's e-filing portal is in function, which needs to be intgrated with the new website, as may be and to the extent required by MERC. The Integration may require either way communication between the developers of web application and website developer. Web service API required from the existing application will be shared with the successful bidder. Successful Bidder shall integrate the new website with any new web application of MERC as and when required.</p>
17	4. Scope of Work	<p><b>4.1 Brief Scope of Work:</b></p> <p>e. Integration of MERC new website with existing web application</p>	<p>1. We could not find any detailed scope for dynamic modules (other than content pages) in the tender document. We therefore request you to share detailed scope of work for all dynamic modules (i.e. Tender, Media Gallery, Career etc.)</p>	<p>Bidder shall provide as may be and to the extent required by MERC. You may visit MERC website (<a href="https://merc.gov.in">https://merc.gov.in</a>)MySQL Database size is approx. 10GB</p>
18	4. Scope of Work	<p><b>4.1 Brief Scope of Work:</b></p> <p>ii. Making web portal more accessible through popular search engines</p>	<p>1. What is expected here? Please elaborate your requirement for making web portal more accessible through popular search engines.</p>	<p>Search Engine Optimization. The Bidder shall develop the content management system which allow to increase its acceibility through serch engines.</p>
19	4. Scope of Work	<p><b>4.1 Brief Scope of Work:</b></p> <p>vi. Hit rate and source domain.  vii. Visits from search engines  viii. Interaction with other Application and other website if any.</p>	<p>1. Please elaborate your requirement for each line item.</p>	<p>Need not to mention elaborated requirement. Bidder shall provide as may be and to the extent required by MERC.</p>

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20	4. Scope of Work	<p><b>4.1 Brief Scope of Work:</b></p> <p>jj. The bidder will have to provide mandatory training for administrative users as per MERC's requirement as part of the scope of work, at no extra cost, during the entire contract period. The bidder will provide support for troubleshooting and enhancements in the services during the contract period</p>	<ol style="list-style-type: none"> <li>1. Total how many users need to be trained?</li> <li>2. We assume that only one time training will need to be provided. Please confirm.</li> <li>3. We assume that training will need to be provided at single location. Please confirm.</li> <li>4. Training infrastructure will be provided by MERC. Please confirm.</li> </ol>	The Bidder shall provide two mandatory physical training to the MERC Teams before go-live of the website. During further three years of O&M, the Bidder has to provide the training to the person authorised by the MERC as and when required, through Video Conferencing mode.
21	4. Scope of Work: 8. Security	Use of SSL/TLS encryption to protect the data between the server and the browser against eavesdropping if required. Also, it is to be ensured that playback attacks are not possible.	<ol style="list-style-type: none"> <li>1. We assume that SSL certificate will be procured and provided by MERC to the successful bidder. Please confirm.</li> <li>2. If bidder has to procure SSL certificate then please share below details. <ol style="list-style-type: none"> <li>2.1. SSL is required for how many URLs</li> <li>2.2. What will be the duration for SSL Certificate?</li> <li>2.3. Is there any specific requirement for SSL certificate? If yes, then please share.</li> </ol> </li> </ol>	SSL Certificates, all the Licenses etc required will be provided by the Selected Bidder.
22	General Conditions of Contract (GCC) 5.2. Implementation and Payment Terms	<p>MERC reserves the right to recover any loss sustained due to delayed delivery by the way of penalty.</p> <p>Failure to complete the work within the stipulated period shall entitle MERC for imposition of penalty without assigning any reasons at 0.25 percent of the total value of the contract as penalty per day subject to a maximum of <b>10% unless</b> extension is obtained in writing from the MERC on valid ground before expiry of delivery period.</p>	<ol style="list-style-type: none"> <li>1. Looking to the current COVID seanario 10% upper cap for penalty is very high. We request you to reduce it to 5%. Please consider.</li> </ol>	Not allowed

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23	General Conditions of Contract (GCC) 5.2. Implementation and Payment Terms	<b>Payment Milestones:</b> 1. On Approval of SRS and Approval of the Design <b>10 % Payment</b> 2. Completion of Development of the Website, and integration with MERC Petition e-filing Application <b>20% Payment</b> 3. Completion of data migration, Testing & UAT <b>20% Payment</b> 4. Completion of website, Training & Handholding Support to MERC users, Security Audit, e- Governance compliance, Go-Live and submission of all project documents to MERC <b>20% Payment</b> 5. Operation and Maintenance Amount shall be amortized over a period of 3 Years and payment shall be made in 12 equal quarterly installments. Payment shall be made after successful acceptance at the end of each quarter. <b>30% Payment</b>	1. Looking to the current pandemic situation, it will be difficult for all the bidders to manage cash flow considering proposed payment terms. We therefore request you to consider Below changes in Payment Terms:  <b>Payment Milestones:</b> 1. On Approval of SRS and Approval of the Design <b>25 % Payment</b> 2. Completion of Development of the Website, and integration with MERC Petition e-filing Application <b>40% Payment</b> 3. Completion of data migration, Testing & UAT <b>20% Payment</b> 4. Completion of website, Training & Handholding Support to MERC users, Security Audit, e- Governance compliance, Go-Live and submission of all project documents to MERC <b>5% Payment</b> 5. Operation and Maintenance Amount shall be amortized over a period of 3 Years and payment shall be made in 12 equal quarterly installments. Payment shall be made after successful acceptance at the end of each quarter. <b>10% Payment</b>	Not allowed

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24	5.7. Service Level Agreement (SLA)	Penalty for non-achievement of SLA requirement- Delay would attract a penalty per week as per the following: a. For Software Application= Rs 10,000 per week b. For Documents = Rs 5,000 per week	1. We Request you to relax in this clause as the penalty for software application and for documents is very HIGH. Please consider below changes:  <i>Penalty for non-achievement of SLA requirement- Delay would attract a penalty per week as per the following:</i> <i>a. For Software Application= Rs 1,000 per week</i> <i>b. For Documents = Rs 500 per week</i>	Not allowed
25	General	-	1. We request you to allow all bidders at-least 8-10 working days time to submit their bids after you share query responses.	One week will be provided after the Publication of these replies to the Bidder's Queries
26	4.1 Brief Scope of Work:	h). Quality Assurance and testing	What are the details required in Quality Assurance and testing ?	As per standard industrial practises
27	4.1 Brief Scope of Work:	iv. Cyber Security Audit from time to time (at least once in a year).	What is the kind of certification required after audit ?	Security Audit certificate issued by Cert-In empaneled Agency.
28	4.1 Brief Scope of Work:	n). Deliver user frames, wireframes, mock-ups/ or prototypes for new user interfaces and interactions to front end developers, working closely with them to ensure designs are implemented in the best possible way.	Are wireframes, mock-ups/ or prototypes required for Web and mobile apps ? Will there be a separate price for this ?	Requirement will be as mentioned in the scope, however No separate cost will be allowed. The Bidder shall bid considering the scope of work mentioned in the RFP document.
29	5.6. Change Orders and Contract Amendments	4. Any major change to the system implemented/ identified after Go-Live will be considered as separate Change Requests and shall be handled through change control process.	Any request after the scope is frozen is a change. This is after SRS is signed off !	
30	5.6. Change Orders and Contract Amendments	5. If any such change causes major deviation in the system which have neither been mentioned in the approved SRS, nor included in the To-be report and required more than 5 man days of development than it will be considered as change request.	Any request after the scope is frozen is a change. This is after SRS is signed off !	Point No. 4 and 5 are self explanatory.
31	JJ	jj.) The bidder will have to provide mandatory training for administrative users as per MERC's requirement as part of the scope of work, at no extra cost, during the entire contract period. The bidder will provide support for troubleshooting and enhancements in the services during the contract period	How many people are to be trained ? What are the levels of training required ? Will this be a continuous process ?	The Bidder shall provide two mandatory physical training to the MERC Teams before go-live of the website. During further three years of O&M, the Bidder has to provide the training to the person authorised by the MERC as and when required, through Video Conferencing mode.



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32	hh	hh).Detailed process documentation, App Design Documentation, App Administration guide and App User Operation document should be submitted to the MERC along with Source code.	Can there be an Escrow arrangement for source code ?	No Escrow arrangement is required. The Successful bidder shall submit the source code to MERC at the completion of the website/ go-live. Source Code shall be intellectual property of the MERC after go-live of the website.

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33	PQ3	Bidder should have successfully developed at least three website or revamped UI / UX of web sites / portals / applications in the last 3 (Three) financial years (FY 2017-18, 2018-19, 2019-20). Atleast one of these websites developed or revamped old website should be compliant with GIGW and WCAG2.0 guidelines for Levels A, AA, and AAA	Request to please clarify if we can provide self-undertaking related to given GIGW norms.	Successful bidder shall provide MERC, the relevant certifications or undertakings or documents providing compliances.
34	8	The executing agency will perform security audit from Cert-In Empaneled vendor and obtain clearance certificate prior to making the system Live.	Please clarify is this CERT In empaneled agency specifically selected by MERC or bidder has to choose his own from empaneled agencies list?	Bidder shall select the Agency from Cert-In empaneled Agencies.
35	4	Providing Licenses, Security Certificate, Sharing of APIs to MERC e-filing portal, etc.	Please provide more information related to Licenses, Security Certificate, Sharing of APIs to MERC e-filing portal, etc.	The Bidder may select licenses, Cert-In empaneled Agencies, as per its requirement. The Integration of APIs may require either way communication between the developers of web application and new website developer. MERC's e-filing portal is in function, which needs to be integrated with the new website, as may be and to the extent required by MERC
36	4.1	Security Audit and hosting services	Request to clarify that hosting services will provided by MERC or bidder can choose their hosting service provider?	Bidder will have to procure the GCC Cloud from GEM Portal for hosting the MERC website.
37	2.24	<p>Bidder should have successfully developed at least three website or revamped UI / UX of web sites / portals / applications in the last 3 (Three) financial years (FY 2017-18, 2018-19, 2019-20).</p> <p>. Two projects of website development or revamped UI / UX of web sites / portals / applications having cost not less than Rs. 25 Lakhs (Total 15 marks) <b>(2 Projects = 15 marks)</b></p> <p>. Additional projects of website development or revamped UI / UX of web sites / portals / applications (Total 15 marks) <b>(1 Project = 10 Marks; with Every Additional project = 2.5 marks, maximum 5 marks)</b></p> <p>. One project with either Central Govt. / State Govt./ Public Sector Undertaking (PSU) / PSB organizations (Total 15 Marks) <b>(1 Project = 10 Marks; with Every Additional project = 2.5 marks, maximum 5 marks)</b></p>	<p>Bidder should have successfully developed at least <b>two</b> website or revamped UI / UX of web sites / portals / applications in the last 5 (Five) financial years .</p> <p>. Two Projects of website development or revamped UI /UX of web sites / portals /applications having cost not less than Rs. 25 Lakhs (Total 15 marks) <b>(2 Projects = 10 marks; with Additional one project = 5 marks)</b></p> <p>. One project with either Central Govt. / State Govt./ Public Sector Undertaking (PSU) / PSB organizations where work order value should be more than 50 lakhs (Total 15 Marks) <b>(1 Project = 10 Marks; with Additional one project = 5 marks)</b></p> <p>. One projectwith Maharashtra Government Organization where work order value should be more than 50 lakhs (Total 15 Marks) <b>(1 Project = 10 Marks; with Additional One project = 5 marks)</b></p>	<p>Clause is modified as below:</p> <p>Bidder should have successfully developed at least three website or revamped UI / UX of web sites / portals / applications in the last 5 (Five) financial years (FY 2017-18, 2018-19, 2019-20, 2020-21, 2021-22). .....</p>

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38	-	-	-	The successful bidder shall not disclose the information regarding the website/source code to the third party without consent of the MERC