



**Expression of Interest (EoI) for Customization and Implementation of
Petition e-filing Software
At
Maharashtra Electricity Regulatory Commission (MERC).**

Office:

***Maharashtra Electricity Regulatory Commission
World Trade Centre, Centre No.1, 13th Floor,
Cuffe Parade, Colaba, Mumbai-400005***

EXPRESSION OF INTEREST (EOI)

MERC wish to appoint an agency for customization and implementation of Petition e-Filing software using Java & JBoss/JSP and RDBMS (PostgreSQL). A web-based e-filing software module implemented in Central Electricity Regulatory Commission (CERC) is proposed to be deployed at the Office of the MERC post customization. The software facilitates litigants to file their petition by entering the mandatory information through different templates available in the s/w module by signing-in first.

The Agreement/MoU was signed by Secretary, CERC and Secretary, MERC for sharing of source code and other documents related to e-court project named System for Adjudication Using Digital Access & Management of Information through Network Integration (SAUDAMINI).

Accordingly following documents were shared by CERC to MERC.

- Detailed Project Report (DPR).
- System Requirement Specification (SRS).
- Source Code.

Maharashtra Electricity Regulatory Commission invites Expression of Interest (EOI) from reputed, competent and professional firms that meet the minimum eligibility criteria as specified in this Expression of Interest (EOI) for Customization and implementation of Petition e-filing Software at Maharashtra Electricity Regulatory Commission (MERC).

To participate in above mentioned EOI, the interested agencies should visit the MERC and study the existing software setup. MERC IT team will give the demonstration of existing software to all participant agencies on a specified date.

The interested agencies shall submit EOI in PowerPoint presentation format, complete in all respect as per the schedule mentioned in the EoI information sheet. In the event of any date indicated in EoI Information Sheet is a declared Holiday, the next working day shall become operative for the respective purpose mentioned herein.

EoI document can be downloaded from MERC website ‘www.merc.gov.in’.

MERC disclaims any factual/or other errors in this document (the onus is purely on the individual agencies to verify such information) and the information provided herein is intended only to help the agencies to prepare EOI/Proposal.

Bidder/Agencies are advised to study this EOI document carefully before submitting their

proposals in response to this EOI. Submission of a proposal in response to this EOI shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Prospective bidders are advised to check the prequalification criteria before submitting the EOIs.

EoI information sheet

Sr. No.	Particulars	Details
1.	Name of the Work	Expression of Interest (EoI) for Customization and implementation of Petition e-filing software for Maharashtra Electricity Regulatory Commission (MERC)
2.	EoI Inviting Authority	Maharashtra Electricity Regulatory Commission , World Trade Centre, Centre No.1, 13th Floor, Cuffe Parade, Mumbai-400005
3	Cost of EoI Document	Free of cost
3.	Date, Time and Place of Pre-Proposal Meeting (for Demonstration of existing software)	On 13 August, 2019 @ 1500 hrs Maharashtra Electricity Regulatory Commission, World Trade Centre, Centre No.1, 12th Floor, Cuffe Parade, Mumbai-400005.
4.	Date and Time and Place of EoI Proposal submission	On 26 August, 2019 @ 1500 hrs Maharashtra Electricity Regulatory Commission World Trade Centre, Centre No.1, 12th Floor, Cuffe Parade, Mumbai-400005.
5.	Helpline (in case of EoI Document)	09820712940, 09619831591

Dates mentioned here, are scheduled dates for EoI related activities.

Pre-Qualification Criteria:

Sr. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The Bidder should be a Company registered under Indian Companies Act, 2013 or a partnership firm registered under Indian Partnership Act, 1932.	Copy of Certificate of Incorporation or copy of Registration Certificate
2	Turnover from IT/ ITeS	Average annual turnover of the bidder from IT/ITeS over the last three financial years, i.e. from FY 2016-17, 2017-18 and 2018-19 (as per the last published audited balance sheets), should be at least INR 50 Crores.	CA Certificate with CA's Registration Number/ Seal and copy of audited report.
3	Technical Capability	The bidder must have completed at least 3 years of operation in the field of web application/software development using Java Framework in a Government organization such as Government of Maharashtra (GoM) / Government of India (GoI)/PSU of GOM or GoI in last three years. And Minimum of 5 such work orders to be submitted.	Work Orders + Self Certificate of Completion along with the above, a self-certification from competent authority that furnished projects meets the qualification requirements
4	Year of operation in the area of Software development/ customization	The Bidder shall be operating for last three years in the fields of Software development/ customization.	Copies of relevant certificates/ work order/ satisfactory certificates from clients
5	Blacklisting	At the time of bidding, firms black-listed/ debarred from participating in any procurement by any State or Central Government or UT or PSU in India are not allowed to bid.	A self-certified letter as per ANNEXURE 4 of the RFP
6	Manpower requirement	Senior professionals with hands on experience in Developing/ customizing software using Java, JSP, Struts, Hibernate, Spring, POSTGRESQL, open source Document Management System (DMS) applications etc.	Certificate from participating Firm.
7	Office in Maharashtra	The Bidder shall have registered office in the State of Maharashtra	Copy of license from competent Authority.
8	Certification	The Bidder should have ISO 9001:2008 certificate	Copy of the certificate

EoI Submission Process

1. **Raising of queries/clarifications on Request for EOI document:** The prospective Firms requiring any clarification on this document should submit their written queries to Email id: tenderqueries@merc.gov.in. Any suggestions / feedback may also be sent to the above email id.
2. All the EOIs must be valid for a period of 180 days.
3. **Modification in EOI document:** MERC may modify any part of this document as and when required or warranted. Such change(s), if any, may be in the form of an addendum/corrigendum and will be uploaded in MERC website - www.merc.gov.in. All such change(s) will automatically become part of this EOI and will be binding on all prospective Firms. Interested Firms are advised to regularly refer the MERC website for any updates.
4. Prospective Firms are advised to study the EOI document carefully. Submission of the EOI will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and requirement specifications in the EOI document with full understanding of its implications. EOIs not complying with all the given clauses in this EOI document are liable to be rejected. Failure to furnish all information required in the EOI document or submission of an EOI not substantially responsive to the EOI document in all respects will be at the Firm's risk and may result in the rejection of the EOI.

Evaluation of EoI

MERC IT team will provide the demonstration of the said software and all the online available documents to the bidders for carrying out the study.

After studying the available documents, the firm/bidder has to come up with the solution by submitting the proposal.

The Firms meeting the eligibility criteria as mentioned in this document, will give presentation to the duly constituted Technical Evaluation Committee (TEC). During the presentation, prospective Firms must demonstrate their domain knowledge, relevant staff strength, experience in the field of implementing application and proposed solution backed by tools & technology which they propose to implement. EOIs, not satisfying the eligibility criteria will be rejected. However, the Committee reserves the right to call for additional information from the agencies to fully establish their eligibility.

Terms & Conditions

1. Submission of an EOI is evidence of a prospective Firm's consent to comply with the terms and condition of EOI process and subsequent bidding process. If a prospective Firm fails to comply with any of the terms, its EOI may be summarily rejected.
2. Willful misrepresentation of any fact in the EOI will lead to the disqualification of the Firm without prejudice to other actions that MERC may take. The EOI and the accompanying documents will become property of MERC. The prospective Firms shall be deemed to license, and grant all rights to MERC, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other Firms/Bidders and to disclose and/ or use the contents of submission as the basis for Tendering process.
3. MERC reserves the right to accept or reject any or all EOIs received without assigning any reason therefore whatsoever and MERC's decision in this regard will be final.
4. No contractual obligation whatsoever shall arise from the EOI process.
5. MERC is not responsible for non-receipt of EOIs within the specified date and time due to any reason including holidays in between.
6. MERC reserves the right to verify the validity of information provided in the EOIs and to reject any EOI where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI / Tendering or even after empanelment or after award of work.

Tentative Scope of Work

Introduction:

Proposals are requested from proposed software integrators for customization of the existing Central Electricity Regulatory Commission's (CERC's) Petition e-Filing software for MERC.

The CERC software has following modules;

1. Processes involved in Petition e-filing
 - 1.1 User Registration
2. Petition Tab: Various modules under Petitions Tab
 - 2.1 E-File Petitions (New):
 - 2.1.1 General Information
 - 2.1.2 Respondent details
 - 2.1.3 Court Details
 - 2.1.4 Related Petitions
 - 2.1.5 Identical Petitions
 - 2.1.6 Prayers
 - 2.1.7 Attachments
 - 2.1.8 Filing Fees
 - 2.1.9 Checklist
 - 2.1.10 Summary
 - 2.2 Draft Petitions
 - 2.3 Petitions under Scrutiny
 - 2.4 Current Petitions
 - 2.5 Disposed Petitions
 - 2.6 Referred back petitions
3. Deficiencies Tab:
 - 3.1 Deficiency Removal: No customization required.
4. Pleadings Tab:
 - 4.1 Pleadings
 - 4.2 Reply
 - 4.3 Rejoinder
 - 4.4 Response
 - 4.5 Comments
 - 4.6 Suggestions
 - 4.7 Additional Information
5. Admin Modules

- 5.1 Internal Communication
- 5.2 Digitized Document Storage
- 5.3 Report Generation

The Initial Module-wise customization requirements are as follows:

1. Processes involved in Petition e-filing (Petitioner module)

1.1: User Registration:

Explanation: There are four types of users that have been identified who can e-File a petition.

- Organization (represented by organization administrator)
- Advocate
- Individual
- Employee (of already Registered Organization).

- User Registration:
- Customization required in User Registration template:
 - i. Selected Bidder needs to make the registration interface simpler (by default Individual user should be selected).
 - ii. Add provision for Mandatory OTP while registering user's mobile number.
 - iii. Add GSTN Number instead of TAN Number while registering organization.
 - iv. Remove the unnecessary fields.
 - v. Add provision of sending automatic SMS and email to the registered users. As soon as the user submits his/her registration application, the status of his/her application will be set to "In Process" and an email/SMS will be sent to him/her along with his Login ID and Password details.

2. Petition Tab: Various modules under Petitions Tab

2.1 E-File Petitions (New):

2.1.1: General Information:

Explanation: All the basic details related to petition like petitioner name, respondent name, petition type etc. are captured in this tab.

- General Information:
 - Customization required in General Information form:
 - i. Petitioner name should automatically reflect from Login name.
 - ii. Respondent name should not be mandatory and none/other respondent should be added along with respondent dropdown.
 - iii. Add filter to Respondent Name. List of already registered

- Utilities should be available in Dropdown.
- iv. Add Organizations authorization letter in registration of the user (Organization type).
 - v. Initially the Petitions will be categorized as Tariff, Licensing, non-compliance, open access, PPA disputes, Misc. Application, Interim Applications, Appeals form Ombudsman, RPO Obligation and Review Petition, Clarificatory Petition, Suo-moto and ROW, Renewable Energy, RPO Compliance etc.
 - vi. Additional (or final) Petition types and subtypes will be provided by MERC's Legal Section.
 - vii. Fees and Charges regulation of MERC will be considered while creating Petition types and subtypes.
 - viii. Add Dropdown Tab for Electricity rules along with Electricity Act, 2003. Sections and subsections for the same will be provided by MERC Legal team.
 - ix. Add MERC regulations into regulations dropdown. List of MERC Regulations will be provided by MERC Legal Team.

2.1.2: Respondent Details:

Explanation: Respondents related details are captured in this section. User can add more than one respondent in a petition.

- Respondent Details:
- Customization required in Respondent Details:
 - i. Respondent name should not be mandatory and none/other respondent should be added along with respondent dropdown. Add filter to Respondent Name.
 - ii. Create a provision to add more than one respondent.

2.1.3: Court Details:

Explanation: All the lower / higher Court details will be captured in this tab. User can add more than one Court details.

- Court Details:
- Customization required in Court Details:
 - i. In court detail sections- the authorities like IGRC, CGRF, Ombudsman and Magistrate/Collector/Div. Commissioner should be added.
 - ii. In Higher courts section – HC, SUPREME COURT and APTEL should be added, and in any other courts- Districts Courts and subordinate courts shall be added for ROW matters.

2.1.4: Related Petitions:

Explanation: On clicking "Related Petition" tab, related petitions list will be displayed.

- Related Petitions:
- Customization Required: No customization

2.1.5: Identical Petitions:

Explanation: On clicking "Add Identical Petition" add identical petition screen will be displayed.

- Identical Petitions:
- Customization required: No customization.

2.1.6: Prayers:

Explanation: On clicking "Prayer" tab prayer list will be displayed. This tab provides provision to add the Prayers associated to the petition under filing process. User can view and edit previously added prayers from the list.

- Prayers:
- Prayers: Customization needed,
 - i. In the description section, there should be a provision to write prayer in Marathi.

2.1.7: Attachments:

Explanation: On clicking "Attachment" tab attachment list will be displayed. This tab provides provision to add the pdf / excels / word files associated to petition. User can view previously added attachment from the list.

- Attachments:
 - Customization needed in Attachment:
 - i. Create a provision to add more than one files in all Attachments like (File part1, File part2, etc.).

2.1.8: Filing Fees:

Explanation: To file a petition in MERC, fee has to be paid. Fee is calculated automatically based on the "Petition Type". On clicking "Filing Fees" tab, Filing Fees screen will be displayed.

- Filing Fees:
 - Customization needed in Filing Fees:
 - i. To file a petition in MERC, fee has to be paid by the Petitioner. Fee is calculated automatically based on the "Petition Type", subtype, sections and sub sections of EA 2003, in accordance with Fees and Charges Regulations.

- ii. Remove the Tab and textbox of ‘Application for waiver’ as it is not required.
- iii. Remove ‘Asset/ Details’ tab from filing fees.

2.1.9: Checklist:

Explanation: On clicking "Check List" tab a list of questionnaire will be displayed. Check list is to make sure that all the mandatory details required for e-filing the case are taken care of. In Check List tab the details furnished by the user are shown as "Yes". The mandatory details but not furnished are shown as "No". User can modify the details to "Yes", "No", "NA".

- Checklist:
 - Customization required in Check list: It shall include following:
 - i. Name of the Petitioner
 - ii. Respondents
 - iii. In the matter of
 - iv. Date of Petition -
 - v. Deficiency in Petition
 - vi. Petition Registered on
 - vii. Whether on affidavit duly notarized
 - viii. Sections under which Petition submitted
 - ix. Regulations
 - x. Number of copies submitted
 - xi. Whether copy served on the Respondents
 - xii. Fees (Fee & Charges) Regulation, 2017.
 - xiii. Serial No.

2.1.10: Summary:

Explanation: Summary describes the brief of the information filled in the petition under process of e-Filing. User Clicks on the “Summary” tab and information is displayed related to the case in process of e-Filing. User selects to whom the intimation is to be sent – Petitioners, Respondents, Petitioner Advocates, Respondent Advocates or all.

- Summary:
 - Customization required:
 - i. Add a provision to Edit Petition along with view.

2.2 Draft Petitions:]

No customization required.

2.3 Petitions under Scrutiny:

No customization required.

2.4 Current Petitions:
No customization required.

2.5 Disposed Petitions:
No customization required.

2.6 Referred back petitions:
No customization required.

3. Deficiencies Tab:

3.1 Deficiency Removal:
No customization required.

3. Pleadings Tab:
No customization required.

4.1 Pleadings

4.2 Reply

4.3 Rejoinder

4.4 Response

4.5 Comments

4.6 Suggestions

4.7 Additional Information

Processes involved in Petition e-filing (Admin Module)

- i. Diary no Generation
- ii. Registration of case
- iii. Updation of case status related filed in local server and updating the same at website
- iv. Communicating to litigant parties through auto generated e-mails/SMS
- v. ROP/Final Order generation
- vi. Notices/Replies generation
- vii. Reports generation
- viii. Cause list generation etc.
- ix. Access of Digital File of case linking it with Cause list

Admin Module consists of following Tabs:

1. Other Link
 - 1.1 Users for verification
 - 1.2 UTR for verification
 - 1.3 Draft Petitions
 - 1.4 Filed Petitions
 - 1.5 Current Petitions
 - 1.6 Disposed off Petitions
2. Admin
 - 2.1 Change Password
 - 2.2 User Management
 - 2.3 Role Management
 - 2.4 Document Management
 - 2.5 Audit Trail
3. Petitions
 - 3.1 E-File Petitions New
 - 3.2 Draft Petitions
 - 3.3 Petitions under Scrutiny
 - 3.4 Petition Registrations
 - 3.4 Current Petitions
 - 3.5 Disposed Off Petitions
4. Deficiencies
 - 4.1 Preliminary Scrutiny
 - 4.2 Deficiency Removal
4. Pleadings
 - 4.1 Add Reply
 - 4.2 Add Written Submission
 - 4.3 Add Additional Information Document

4.4 Add Comment/ Objection

5. Misc.

5.1 MIS Reports

Timeline, Deliverables and Payment Schedule

This is a time bound and high priority project. It must be understood that the successful bidder has made the proposal after fully considering all such factors, which may have any bearing on the time schedule.

The bidder will be required to customize and implement Petition e-filing software along with AMC for a period of 2 years and automate the required workflow within given time frame from the issue of work order.

Security Audit

It is the responsibility of the selected bidder to get the security audit done of the proposed solution with a Cert-In empaneled security auditor. The selected bidder would be required to share the complete details of the audits along with the copies of all communication and bug reports / removal, written or otherwise.

Operations and Maintenance

The Successful bidder shall maintain and support the supplied software for a period of one year after the successful operational acceptance, including:

- Two year maintenance for the software.
- Resolution of errors/bugs (if any), software updates, changes in the software that may be necessary due to legal/statutory changes etc.
- Providing all software updates and patches released by the OEM, update and patch management, resolution of any issues/problems with the solution etc.

ANNEXURE I – EOI SUBMISSION FORM

(To be submitted on the letter head of the Agency(s)) Date: _____

To,
The Secretary,
Maharashtra Electricity Regulatory Commission
World Trade Centre, Centre No.1,
13th Floor, Cuffe Parade,
Colaba, Mumbai-400005

Dear Sir,

Subject: Submission of the Expression of Interest (EOI) for Customization and implementation of Petition e-filing Software at Maharashtra Electricity Regulatory Commission (MERC).

We, the undersigned, offer to provide software customization and development services to MERC in accordance with your Expression of Interest (EOI) dated _____. We are hereby submitting our Expression of Interest (EOI).

We hereby declare that all the information and statements made in this Expression of Interest (EOI) are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the EOI document. We understand you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

ANNEXURE II – FIRM DETAILS

Sr. No.	Items	Firm / Bidder's Response
1	Basic Information	
I	a) Name of the organization	
	b) Registered office Address	
II	a) Name of contact person	
	b) Phone no. of contact person	
	c) Email address of contact person	
	d) Web site if any of the organization	
	e) Year of commencement of business	
	f) PAN no.	
	g) Service tax registration No. / GST No.	
2	Location of competency center and No. of Professional	
3	Net profits during past three financial years (A Certificate from a Chartered Accountant in original/ Audited Balance Sheets along with Profit and Loss Statements for the last three accounting years should be submitted)	
	Net Profit (In Crore):	
	For 2016-17	
	For 2017-18	
	For 2018-19	

ANNEXURE 3: Pre-proposal Meeting Query Format

Sl. No.	Page No. of Document	Point No	Point	Bidder's Query
1				
2				
3				

ANNEXURE 4: Self-Declaration – No Blacklisting

To, The Secretary,
Maharashtra Electricity Regulatory Commission
Mumbai 400005,

In response to the EoI Ref. No. _____ dated _____ for {Project Title},
as an Owner/ Partner/ Director of _____, I/ We hereby declare
that presently our Company/ firm _____, is not declared ineligible for corrupt & fraudulent
practices either indefinitely or for a particular period of time by any Central/ State/ SemiGovernment/ or other
Govt. subsidiaries including autonomous bodies in India.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/
our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place: