



**MAHARASHTRA
ELECTRICITY REGULATORY
COMMISSION**

**Request for Proposal
for
Development, Implementation and Maintenance of
Content Management System (CMS) based Application
for new Petition e-filing and various modules for
implementation of e-office.**

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Tender Ref Number: MERC/IT/2024/001
Tender ID: 2024_MERC_1039292_1

CORRIGENDUM No. 2

In the RFP document, the 'Last Date of Submission of Bids' was '24 June, 2024 at 1700 Hours' and 'Date and Time of Opening of Bids' was '26 June, 2024 at 1130 Hours'. Further the last date of Bid Submission was extended till 09 July, 2024 through Corrigendum No. 1.

Now the 'Last Date of Submission of Bids' will be' 16 July, 2024 till 1700 Hours'.

And 'Date and Time of Opening of Bids' will be '18 July, 2024 at 1700 Hours'.

Further, we had received many pre-Bid queries. The clarification for the same is as below:

S N	RFP Pg. No.	RFP Clause No.	Content of RFP Requiring Clarification	Change requested	Remarks
1	12	2	Service of Notice: While sending the intimation of registration of a ,new Petition to all the Parties, there should be a provision to send the Link of the Petition through email and SMS.	A) Will there be an intimation thro WhatsApp required as well ? B) Will there be an acknowledgement for communication sent ?	A. Intimation through WhatsApp is not required, in addition to SMS services B. Acknowledgement email is required.
2	23	2.1.27	The maintenance contract may be extended for further period, as may be approved by the Commission after reviewing the performance of the Selected Bidder.	We request you to modify the statement as follows: The maintenance contract may be extended for further period, as may be approved by the Commission after reviewing the performance of the Selected Bidder on mutually agreed terms and conditions.	Accepted
3	8	1.5	Pre-Qualification Criteria: The bidder should be empanelled in NICS Tier-III category	It is proposed that this may be modified as "The bidder should be empanelled in NICS Tier-III or any above category	Accepted. The bidder should be empanelled in NICS Tier-I, II or III category.
4	-	-	Presentation to committee	Please elaborate on: Are all bidders required to make a presentation? When will the presentations be scheduled? What would be the mode of presentation? (online/ offline)	All the Bidders have to make Technical Presentation (Online) on understanding of the project, methodology and approach. Bidders will be informed well in advance regarding the Presentation schedule.
5	-	General Query	API & Integration	Please specify expected counts of API and Third party integration if nay	API needs to be shared with MERC website developer, MERC's Digitization project developer, FAC portal or any other MERC vendors during the maintenance period.
6	36	3.8	EMD shall be deposited/ submitted online as mentioned in NIT. The EMD shall be valid for the period of Bid validity as mentioned in the NIT	If we are submitting the EMD online then do we have to submit Annexure 8 – Bank Guarantee Form	Bank Guarantee Form shall be submitted by the Successful Bidder after the receipt of the Work Order.
7	11	2.1	Development of a new e-filing portal:	Please provide the technology and DB used to build the previous portal	Bidder has to propose best and latest technologies that suits the portal development.

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8	-	Operation and Maintenance	The Hon'ble Commission may clarify the scope of work for Operation and Maintenance of the proposed development	The Bidder is required to quote separately for Operation and Maintenance of the proposed development for 3 years. The clarity in scope will enable the bidder to quote accordingly.	Bidder has to quote separately for the 3.5 years (6 months trial period and 3 years AMC period) 'Support and Maintenance charges'. Payment for which will be paid Quarterly post Service after the certification of satisfactory services by MERC IT team.
9	-	2.1. Detailed Scope of Work	3) E-Office Module:	Can you please clarify if the E-office module is developed or integrated into the existing system by NICSI? Or do bidders need to manage or develop their own new E-office application for MERC?	Bidder shall develop the new e-Office independently for MERC as mentioned in the RFP document. There is no role of NICSI.
10	11	2.1. Detailed Scope of Work	1) Development of new e-filing portal: a) The existing portal allows the registration of parties and the filing of Petitions and other case-related documents by parties. The selected Developer/Bidder should study the existing module and simplistically replicate all the existing features.	Can MERC provide full access to the existing e-filing portal, including documentation, source code, user roles for a comprehensive study and replication of features? Additionally, please share user feedback, known issues, performance metrics, and workflow diagrams to ensure the new portal addresses current limitations and meets user expectations.	Bidders are advised to visit MERC e-filing portal and refer the Online Help Section for understanding of the process flow. If required, Project walk through will be given to Successful Bidder after Kick-Off Meeting.
11	-	General Query	Bilingual/Multilingual	please clarify that is web portal and web application is Bilingual/Multilingual	Bilingual
12	29	3	Certification for : CMMi Level 3 : (5 Marks) CMMi Level 5 : (10 Marks)	As you are asking for 5Cr turn-over in both PQ & TQ, but here you are mentioning full mark for CMMi Level 5 bidders. So this completely biased for small enterprise bidders, hence we are requesting to you kindly amend this clause	Certification for : CMMi Level 3 / ISO 9001 : (5 Marks) CMMi Level 5 / ISO 27001 : (10 Marks)
13	14	4	Any Other facilities related to the employees.	a) This is a broad category. Need to know if attendance is required ?	Considering the various modules, Selected Bidder may propose additional facilities / modules (such as

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					attendance), other than the requested ones.
14	-	2.1. Detailed Scope of Work	2) New Developments / enhancements in new e-filing portal: e. API development and sharing with MERC Website Developer:	Can you please provide detailed API specifications, including the data fields, formats, and protocols for data sharing with the MERC website and other systems?	Currently, there is no existing API. Selected Bidder has to develop the same in co-ordination with Website Development Partner/FAC portal of the MERC.
15	-	General Query	SSL & Domain	Please provide any need of SSL and Domain for MERC for this new portal and web application	Developed Portal will be hosted as a Sub-domain under MERC.GOV.IN. The SSL certificate or any Wild Card Certificate if required during the contract period, it shall be provided by the Selected Bidder at his cost.
16	-	-	General queries -Hosting of Application for 3 years	GCC Cloud - Does it stand for Government on Commercial Cloud ? If yes, any preference in terms of the CSP's? Is there any existing subscription/ resource group where the new applications can be hosted. If not, do we have the process/authorization to create one?	GCC - Government Community Cloud Application will be hosted in Government Community Cloud (GCC). Hosting of the application shall be done as per the GoM GR dated 23 April, 2021 for the cloud. Hosting of the Web Application/ Portal for 6 months of trail period and 3 years of AMC period is the responsibility of Selected Bidder and cost of the same shall be considered by the Bidder while submitting the Financial Bid.

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17	20	2.7.10.2	The Hon'ble Commission may consider to change the requirement in respect of availability of Helpdesk during weekdays (Monday to Friday) from 9 AM to 6 PM except for Bank Holidays declared by Government of Maharashtra	Having helpdesk 24x7 will increase the O&M Cost whereas the application proposed to be developed is not a development requiring 24x7 helpdesk and hamper the work.	Helpdesk shall be available on all working days (over email and phone) and Sometimes Support Engr (Helpdesk) will have to provide the 24 X 7 support during some critical development or situations.
18	-	2.1.28	Help Desk Services - The selected bidder shall depute staff (Helpdesk) who will be contactable via phone and email to provide assistance to the Users and address their queries and concerns.	Please clarify whether the helpdesk shall be onsite at MERC office or can it be operated remotely. Also is there any expectation of onsite support or only remote support would be enough	Helpdesk / Support Engineer with dedicated Mobile number and Email ID shall be mandatorily Onsite throughout the Contract period.
19	13	3	E-Office Module:/ Initiator (Officer) should have option to create approval channel/hierarchy and any person in that approval channel should have option to either approve, reject or modify the document, or refer it back to any officer in the Office, also to the person who is not in the approval channel for comments.	After modifying the document in this clause, can they create a version of the document?	If there is any modification in the Document, then all Versions to be maintained.
20	-	2.1. Detailed Scope of Work	3) E-Office Module:	If the integration is managed by NICSI, who will be responsible for the cost of licenses for the E-office?	Integration will not be managed by NICSI. Selected Bidder has to provide all the Licenses/ Subscriptions throughout the entire Contract period.
21	31	3.1.4	Undertaking from HR	Please specify the format for preparing an undertaking from HR.	It should be on company Letter head mentioning the said Number of employees.
22	14	5	Vendor Module: / - Registration of Vendor / Consultants / Contractor of MERC	Could you provide the tentative number of vendors/consultants/contractors?	It will be around 100 Nos.

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23	-	3	Initiator (Officer) should have option to create approval channel/hierarchy and any person in that approval channel should have option to either approve, reject or modify the document, or refer it back to any officer in the Office, also to the person who is not in the approval channel for comments.	<p>a) How many levels of approvals are required ?</p> <p>b) What are the conditions for each approval hierarchy ?</p>	It will be provided at the time of SRS.
24	16	2.1.12	User Support and Maintenance of the Integrated IT application for 3 years Application support includes modifications and integration with future systems	Does this include all changes post SRS sign off? We should request for CR's in case of significant modifications or enhancements. Also, during application support any specific number of resources needed? Will there be need of onsite resources to be present?	<p>Kindly note that there shall be no 'Change Requests' (causing financial implications) during the warranty period of 6 months as well as maintenance period of 3 years. The Selected Bidder has to implement all the changes requested by MERC with no additional cost during the Development, Warranty as well as Maintenance period.</p> <p>Helpdesk / Support Engineer with dedicated Mobile number and Email ID shall be mandatorily Onsite throughout the Contract period.</p>
25	-	Changes after Go-Live	The Hon'ble Commission may clarify the procedure for changes to be done in the application after Go-Live and accordingly the payment of appropriate fees for the said change.	Any change after Go-Live will require resources and efforts to be dedicated for the changes to be done as suggested by Hon'ble Commission.	Kindly note that there shall be no 'Change Requests' (causing financial implications) during the warranty period of 6 months as well as maintenance period of 3 years. The Selected Bidder has to implement all the changes

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					requested by MERC with no additional cost during the Development, Warranty as well as Maintenance period.
26	6	1.4	Last Date of Submission of Bids	We Request to kindly consider an extension of 15 working days from the date of release of Corrigendum.	Last date of Bid Submission is extended till 16 July 2024
27	12	2.1.6	Service of Notice: While sending the intimation of registration of a ,new Petition to all the Parties, there should be a provision to send the Link of the Petition through email and SMS.	Will the SMS/Email server be provided by MERC, or does it need to be provided by the bidder?	MERC's existing email Server and SMS gateway shall be used for intimation.
28	7	1.5.2	Annual turnover of the Bidder in any one of the last three financial years, i.e. FY 2021-22, 2022-23, and 2023-24 (as per the last published audited balance sheets), should be at least INR 5 Crores.	Are there any exemptions from minimum turnover requirements for MSME bidders?	MSME bidders are exempted from paying the Tender fees and EMD. No exemption in Turnover criterion
29	36	4.8	Earnest Money Deposit (EMD)	As an MSME company, could you please provide exemption from the EMD requirement for this tender?	MSME companies are exempted from paying the Tender fees and EMD.
30	11	2.1 b	The Hon'ble Commission may clarify the Scope of Work in respect of "Use of Artificial Intelligence in evaluation and monitoring process"	Use of Artificial Intelligence (AI) is very wide term and the scope is open to interpretation. Thus, Hon'ble Commission may kindly clarify the exact requirement in respect of use of AI in the development of web based application.	No specific AI tools or framework has been preferred. Selected Bidder has to propose on how AI can be used to maximize the usefulness of the portal and the auto generation of various correspondences with the parties registered on the portal
31	24	i	Application Development of Web Portal - T0 + 24 weeks	Will it be required to maintain the existing system (if any) during the development phase ?	No, not required.

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32	11	2.1	Development of a new e-filing portal:	Will the Code walk-through or functionality walk-through will be provided for evaluation purposes?	No. Functionality Walk through will be given to Successful Bidder only.
33	8	1.5. Pre-Qualification Criteria:	8 .NICSI Empanelled The bidder should be empanelled in NICSI Tier-III category Valid Empanelment letter copy to be submitted	Can this clause be amended as- The bidder should meet one of the following criteria: 1.Be empanelled in NICSI Tier-III category. 2.Be a Meity Empaneled Cloud Service Provider (CSP). 3.Be empaneled with Meity - Digital India Corporation as a software agency/firm/organization. Valid empanelment letter copy or certification to be submitted.	Not accepted
34	23	2.1. Detailed Scope of Work	31) Warranty, ATS and Annual Maintenance Contract - The selected bidder shall be required to develop the Web portal along with 6 months trial /warranty period and AMC for a period of 3 years.	Please amend warranty period in 2 months . 6 months is very long . Amending 2 months allows for better allocation of resources towards continuous improvement and long-term support during the AMC period.	Not accepted
35	17	2.1.16	Kindly note that there won't be any 'Change Requests' (causing financial implications) during the warranty period as well as maintenance period of 3 years. The Selected Bidder has to implement all the changes requested by MERC with no additional cost.	It is proposed that a limit of 10 free man days per annum may be kept for change requests. Any change request beyond the annual 10 free man days effort shall be payable to the bidder.	Not accepted
36	20	2.1.20	Product Upgrade At any point during performance of the Contract, should technological advances be introduced by the selected bidder for Information Technology originally offered by the selected bidder in its bid and still to be delivered, the Selected Bidder shall be obligated to offer to the MERC the latest versions of the available Information Technologies having equal or better	It is proposed that MERC may pay the price difference for any latest version of technologies/tools, if same becomes available during contract period, and MERC desires to upgrade to new version.	Not accepted

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			performance or functionality at the same or lesser unit prices.		
37	32	1.6	Quality and Cost Based Selection (QCBS) method will be followed wherein 60% weightage will be given to the Technical proposal and 40% to the financial proposal.	It is proposed that the QCBS ratio may be revised to 70:30 for a better quality technical solution	Not accepted
38	42	4.2.2	Liquidated damages	We request MERC to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	Not accepted
39	7	1.5	NICSI Empanelled – The bidder should be empanelled in NICSI Tier-III category	We Request to kindly consider the bidder should be empanelled in NICSI or may be removed to enable other bidders to participate	Not accepted
40	31	1.4	Experience in conducting CQW certification of websites Number of websites for which CQW certification successfully completed: - 03 Certification - 4 marks 04-05 Certifications - 7 marks 06 or more Certifications - 10 marks	We Request the department to kindly consider CQW/Cert-in Audit / GIGW certification	Not accepted
41	-	1.5.3	The bidder should have successfully designed, developed, and hosted at least 05 websites/ web portals for any Government organization/ Institute	Are there any exceptions to the minimum requirement of 5 prior government projects for MSME bidders?	Not accepted
42	8	1.5.6	at least 50 working professionals with hands-on experience in Developing web portal software/App.	Do exemptions exist for the minimum employee requirement of 50 for MSME businesses participating in this bid?	Not accepted

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43	30	1.4. Technical Evaluation Criteria	04 Experience in conducting CQW certification of websites Number of websites for which CQW certification successfully completed: - 03 Certification - 4 marks 04-05 Certifications - 7 marks 06 or more Certifications - 10 marks	<p>Can this clause be amended as-</p> <p>04.Experience in designing and developing websites as per GIGW guidelines: Number of websites successfully completed as per GIGW guidelines:</p> <p>03 Websites - 4 marks 04-05 Websites - 7 marks 06 or more Websites - 10 marks</p> <p>supporting Document Project Completion Certificate - Certificates from clients confirming the completion of websites developed as per GIGW guidelines. or Detailed Project Reports - Documentation outlining the scope, objectives, and outcomes of each project, highlighting adherence to GIGW guidelines</p>	Not accepted.
44	20	21) Hosting of the Application for 3 years	<ul style="list-style-type: none"> Application will be hosted in Government Community Cloud (GCC). Hosting of the application shall be done as per the GoM GR dated 23 April, 2021 for the cloud. Hosting of the Web Application/ Portal for 3 years is the responsibility of Selected Bidder and cost of the same shall be considered by the Bidder while submitting the Financial Bid. 	<p>As CSP is to be considered as the GoM GR dated 23 April 2021 we request you to confirm whether Hyper scalar Cloud providers like AWS can be considered for CSP? Ref: https://www.meity.gov.in/content/gi-cloud-meghraj</p> <p>We request MERC to consider hyper scalar cloud providers to get benefits of better availability, scalability and access to broad range of services from infrastructure technologies like compute, storage, and databases—to emerging technologies, such as machine learning and artificial intelligence, data lakes and analytics, and Internet of Things.</p> <p>Can you please share the sizing required for the application hosting?</p>	Not accepted. Size of existing databases: a. Petition e-Filing App - 3 GB b. DMS App - DB size-300MB, Actual data (PDF Files): Approx 822 GB c. HRMS data: less than 1 GB d. Centralized File Server: Approx 600 GB

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45	-	2.1.6	Migration of data	It is assumed that the old data is available in soft copy for migration, and no manual data entry is required. Please confirm	Old data is available in soft copy, however, data entry may be required and hardware for digitisation may be provided by MERC
46	21	2.1. Detailed Scope of Work	24) Application support including modifications and integration with future systems	Can MERC provide details 24x7 support system ?	24X7 support is expected from cloud service provider and on working days from software developer / helpdesk.
47	15	2.1. Detailed Scope of Work	9) Deliverables: Web Portal development and Implementation - Security Audit through Cert-In empaneled Auditor (at least once in a year)	can you please clarify that who will be responsible for Cost of security Audit?	Section 2: 18.2 Security Audit: The security audit of Cloud Infrastructure as well as the Application shall be arranged to be carried out by the selected bidder through a Cert-In empaneled Firms/Agencies at least once a year. The cost of the Security Audit (for Cloud as well as Application) will be borne by the selected bidder.
48	13	2.1. Detailed Scope of Work	2.1.2.g AI Tools for Auto-Generation	Can you provide details on the AI tools or frameworks MERC expects to be used for auto-generating notices, orders, and reports?	Selected Bidder has to propose on how AI can be used to maximize the usefulness of the portal and the auto generation of various correspondence with the parties registered on the portal

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49	-	2.1. Detailed Scope of Work	6) Migration of data:	Kindly confirm the size of data (files, DB size) to be migrated	Size of existing databases: a. Petition e-Filing App - 3 GB b. DMS App - DB size- 300MB, Actual data (PDF Files): Approx 822 GB c. HRMS data: less than 1 GB d. Centralized File Server: Approx 600 GB
50	8	7	The Bidder shall have a registered or service provider office in the State of Maharashtra	After receiving the work order, we will establish an office in the state of Maharashtra. Kindly allow us to participate.	Successful Bidder has to submit the undertaking that they shall have registered or service provider office in the State of Maharashtra.
51	20	2.1. Detailed Scope of Work	22) Training and Capacity Building	how many training location of MERC?	The Bidder will provide the Training to Users at MERC Office and / or through Video Conference, whenever required.
52	14	2.1. Detailed Scope of Work	6) Migration of data:	Can MERC provide details on the data structure, formats, and volumes from the existing e-Filing portal, Digitization server, Employee/HRMS Portal, Local centralized File server, and the data digitized by the Digitization project?	The details will be provided to Selected Bidder.
53	17	2.1. Detailed Scope of Work	16) Development of CMS based Web Application - The selected Bidder may set up Project Management Cell at MERC for carrying out Development of the software. This cell will also coordinate with Cloud Service provider for hosting the Web application in the cloud.	Please clarify that , Is bidder set up onsite team for development work from MERC office . ? Also What are the expectations and responsibilities of the Project Management Cell to be set up at MERC, and will MERC provide any resources or support for this cell. how many onsite resources required if PMO is to be onsite ?	The Project Management Cell at MERC for carrying out Development of the software is not mandatory. But to ensure the timely delivery of the portal, the bidder may set up the same. As per RFP, only Helpdesk / Support Engineer with dedicated Mobile number and Email ID shall be mandatorily Onsite

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					throughout the Contract period.
54	-	2.1. Detailed Scope of Work	6) Migration of data:	Will the selected bidder have access to all relevant databases and servers for data extraction, and will any specific tools or software be provided or recommended for the migration process?	The Selected Bidder will have access to all relevant databases and servers for data extraction. Selected Bidder has to recommend industry standard Tools for successful migration of data.
55	-	2.1. Detailed Scope of Work	2.1.2.l - API Sharing	Can you provide details on the maintenance period and the scope of support required for API integration with MERC website developer, digitization project developer, or other MERC vendors?	There will be a maintenance period of 3 years after the expiry of the Trial period. During the maintenance period, Selected Bidder has to develop API for integration with MERC Website and DMS project. Also he has to provide support to other Vendors for development of APIs related to this portal
56	-	General Query	User and concurrent user	Please provide total counts of MERC User and total count of con -current user	Total Users : 2000 Concurrent Users : 500
57	-	Tender Fees/EM D	The Hon'ble Commission to clarify if Tender Fees and EMD is to be paid by companies categorised under MSME and have certificate of MSME registration from the relevant statutory Authority	The micro and small enterprises as defined as per MSMED Act, 2006 having valid registration certificate are exempted from paying EMD and Tender Fees	Yes
58	13	3	E-Office module needs to be developed to digitize all office works/activities. It should also facilitate the elimination of the movement of hard copies.	a) Will there be data entry required ? b) Will there be data cleansing required? c) Will the hardware for digitization be supplied by the department ?	Yes, data entry may be required and hardware for digitisation may be provided by MERC.

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59	14	3	Once the File is closed after approval, single PDF file with page numbers should be generated from all documents filed in that matter date-wise. Digital documents needs to be indexed and stored properly so as to access easily after preliminary search. So that, if any further fresh approval is to be processed in the same matter, the initiator can use that created consolidated file as a base document.	a) Will a DMS be required for the files ?	Yes, DMS is required.
60	14	2.1.4	HR Module - Any Other facilities related to the employees.	Do we need to provide the HR module? If yes, what are the modules and functionalities in it. Is there any existing HRMS portal that MERC is using and that we can refer to?	Yes, MERC has HRMS portal. All the functionalities need to be incorporated along with few additional ones.
61	-	-	General Queries	Are there any existing systems that the new application must integrate with? if so , please provide details	Yes. Newly developed portal will integrate with following existing systems: <ul style="list-style-type: none"> ▪ Digitization server, ▪ Employee/HRMS Portal and ▪ Local centralized File server ▪ the data subsequently digitized by the MERC (Digitization project data)