

BID NOTICE



**Maharashtra State Electricity Distribution
Company Limited**
Tender No: CGM(IT)/ITOT-RDSS/22-23/10
Version V1.0
Date : 31-03-2023

The Chief General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer),

hereby invites online bids from eligible bidders for the **Tender for Appointment of System Integrator for Redevelopment of MSEDCL IT Systems.** The entire bidding document is available on MSEDCL e-Tendering Website <http://etender.mahadiscom.in> as per date indicated below. Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's website. Prospective bidders are therefore requested to regularly check the website for any updates.

TENDER ESTIMATE: Rs. 1140 lakhs (incl. GST)

TENDER FEE: Rs. 29,500/- (incl. GST) via ONLINE PAYMENT ONLY (Non-Refundable).

Bid Security: The bid must be accompanied by Bid Security for an amount equal to Indian **Rs. 11,40,000/- (Rupees Eleven Lakh Forty-thousand only)** for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only. The bid security can be paid online or through an Unconditional Bank Guarantee from any Nationalized/Scheduled Bank in favour of Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in the Tender Document (RFP).

The Original Bank Guarantee should be submitted to this office on or before the submission date and time.

Calendar of Events Event	Date and Time
Begin Sale of RFP Document	31-03-2023
Date of submission of pre-bid queries	11-04-2023
Date and time of Pre-BID Meeting (online meeting)	12-04-2023 @15.00 hrs VC link: https://meet.google.com/efs-jctg-fgo
Date and time of submission of Bids	25-04-2023 @17.00 hrs
Date of Bid Opening	25-04-2023 @17.15 hrs

Qualifying Requirements:

1. Bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013, or a partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008.
2. The Bidder shall have a valid PAN and GSTIN Number.
3. The bidder must have a minimum average annual turnover of Rs. 57 Crores of the last three audited Financial Years (2019-20, 2020-21, 2021-22).

4. The bidder must have a positive Net Worth in each of the last three audited financial years (2019-20, 2020-21, 2021-22).

5. Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below :

- a. Experience in a single project costing not less than the amount equal to Rs. 9.12 Crores (incl. taxes) OR
- b. Experience in two projects each costing not less than the amount equal to Rs. 5.70 Crores (incl. taxes) OR
- c. Experience in three projects each costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes).

Note:

i. The experience of enterprise software development should be with technologies/platform proposed in the solution.

ii. For the above experience, completed projects and ongoing projects whose Go-live was declared before the date of publishing this tender shall be considered.

iii. Re-evaluation shall be exclusive of Software license cost & Hardware/Cloud subscription costs.

iv. If the project mentioned in the experience is executed by Consortium, where the bidder is one of the consortium members, the role of the bidder in the project should be clearly mentioned along with the value of the contract pertaining to the bidder's role in the project. In support of this, the bidder has to submit a copy of the agreement or client certificate.

v. Projects done for in-house use of the parent company, and associate companies (with common stakeholders) would not be considered. However, projects done by the parent company by for external client would be considered as credential for subsidiary's bid submission

6. The bidder must have at least 100 employees on its payroll at the time of Bidding, performing software design, development, implementation, integration, testing, maintenance, and support activities.

In case of a consortium, the requirement may be met jointly

7. Bidder should have ISO 9001:2015/IEC 27001 certification.

8. Bidder shall have minimum CMMI Level 3 certification.

9. The Bidder should not have been blacklisted by any Private/ PSU/Central Govt./State Govt. or any other Organization or agencies in India at the time of submission of the bid.

Brief Scope of Work:

- i. Upgradation, Design, Development, Implementation, and Commissioning of new web applications such as Consumer Self-service and Employee Self Service by consolidating the following existing applications.
 - a. Document Management System (DMS),
 - b. Customer Relationship Management System(CRM),
 - c. Energy Audit (EA),
 - d. New Connection System (NC),

e. Web Self-Service (WSS) system

and Other related sub-systems.

ii. Supply, installation, and commissioning of Enterprise Database with one-year OEM

support. Bidder shall provide sufficient enterprise licenses for proposed solution. If open-source database is proposed, enterprise support from vendor or support partner should be provided.

iii. Re-architect above applications and Migration of existing data into the new system.

iv. Perform application and Infrastructure security audit annually of the new application viz. Consumer Self-service and Employee Self Service by CERT-IN empaneled Auditor after GO-Live.

v. Module-wise technical training to MSEDCL IT staff.

a. Number of Staff to be trained – Minimum 25

b. Mode of Training – Offline

c. Copy of Training Manual to be made available – Per module, bilingual.

i. For Customer facing Application: Necessary Document to be provided by the vendor.

vi. Application Maintenance Support for the above applications for the period of one year after stabilization.

vii. Handholding of the systems after one year of Go-Live.

a. Staff to be deployed: 10 Nos, including one staff having DBA experience (At least 5 years' experience of DBA)

b. Place of Deployment of Staff: Mumbai

c. Tenure of Deployment: 12 Months

Important Note:

1. Tender documents is available for download only after payment of Tender Fees.
2. The prebid queries must be submitted 24 **hours** before the pre bid meeting.
3. If Bidder has not participated in any tender of MSEDCL in the past, then kindly refer the 'Vendor Registration manual' for **WORKS** Tenders available on e-Tender portal and create the '**Contractor**' Account for participating in **Works tender** at [e-Tender portal](#) which can be created at **no cost**.
4. Vendor manuals for Registration & Bid Submission can be found at MSEDCL's eTender Portal ([Download Section](#)).
5. Bidder will be solely responsible for any mistake in account creation/wrong category.

Chief General Manager (IT),

MSEDCL, Prakashgad, 4th Floor

Plot No G-9, Prof. A. K. Marg, Bandra (East),

Mumbai 400 051

itsystems@mahadiscom.in

Pre-Bid Query Format

Tender Name: *Tender for Appointment of System Integrator for Redevelopment of MSEDCL IT Systems*

Tender No.: *CGM(IT)/ITOT-RDSS/22-23/10*

Name of the Company:

Name of Key Person:

Key Person Contact details: Mobile: Email:

Tender Purchased: YES/NO:

RFP Section & Clause

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification

Note:

1. The Pre-Bid Queries must be sent 24 hours before the start of the Pre-Bid meeting in the above-prescribed format only. Any query sent afterwards shall not be entertained.
2. Pre-Bid queries should be sent to itsystems@mahadiscom.in only. Other modes of communication shall not be accepted.
3. **The copy of queries (as per above format) should also be submitted in Microsoft Excel (*.xlsx) format.**
4. MSEDCL is not bound to reply all queries.
5. Replies of Pre-Bid Queries shall be published on MSEDCL eTender website.