

Website: www.msmc.gov.in

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P. B. X. : 0712-2253204 to 06

FAX : 0712 2253203



MAHARASHTRA STATE MINING CORPORATION LTD

***(A Government of Maharashtra Undertaking)**

Regd. Office:

"Khanikarm Bhavan" Plot No. 7,
Ajni Chowk, Wardha Road,
Nagpur – 440 015.

Dt. 06/07/2016

Ref No.MSMC/Mkt/16/ EOI/01

INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR APPOINTMENT OF TECHNICAL/SOFTWARE SERVICE PROVIDER FOR IMPLEMENTING COAL E-DISTRIBUTION TO MSME CONSUMERS OF MAHARASHTRA FOR MAHARASHTRA STATE MINING CORPORATION Ltd.(MSMC)

Maharashtra State Mining Corporation Ltd. (MSMC) is a limited company fully owned by the Government of Maharashtra incorporated under Companies Act, 1956 on 14th November, 1973.

As per the New Coal Distribution Policy (NCDP), 2007, the micro, small and medium enterprises (MSME), whose consumption of coal is less than 4200 tonnes per annum are required to purchase coal through State agencies nominated (SNA) by the respective State Governments.

Government of Maharashtra has nominated MSMC as the State Nominated Agency (SNA) for the year 2016-17 and 2017-18 for Maharashtra State to facilitate the distribution of coal to MSME consumers. MSMC intends to appoint competent service provider for assisting MSMC to design and implement an online "End to End" coal E-Distribution process. This "End to End" coal E-Distribution service shall ensure that all manual processes are controlled by a robust online system.

This Expression of Interest (EOI) issued by MSMC is intended to short-list potential bidders. MSMC's decision with regard to the short-listing of bidders through this EOI shall be final and MSMC reserves the right to reject any or all the bids without assigning any reason.

For detailed terms and conditions, visit MSMC's website www.msmc.gov.in

Managing Director

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CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i) This EOI is not an offer and is issued with no commitment. MSMC reserves the right to withdraw the EOI and change or vary any part thereof at any stage. MSMC also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii) MSMC reserves the right to withdraw this EOI if MSMC determines that such action is in the best interest of the Government of India or Government of Maharashtra.
- iii) Only short-listed bidders who fulfil the prequalification criteria's mentioned under Sl. No. 1 to 17 and who will be able to successfully demonstrate the end to end coal e-Distribution module would be issued formal tender enquiry/Request for Proposal inviting their technical and commercial bids at a later date.
- iv) Timing and sequence of events resulting from this EOI shall ultimately be determined by MSMC.

v) Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

viii) Each applicant shall submit only one proposal towards this EOI.

ix) MSMC Ltd does not bind itself to accept the lowest offer. It reserves right to accept/reject any offer and/or split any or all the work, without assigning any reason, whatsoever.

x) MSMC also reserves the right to relax the qualifying requirements, in deserving cases.

xi) EOI Documents will neither be issued manually nor be sent by post or courier. EOI documents can be viewed and downloaded free of cost by intending participants online on website www.msmc.gov.in

xii) MSMC may modify /amend the EOI conditions, extend the due date of submission, change the selection process, reject any or all application without assigning any reasons thereof.

xiii) Any amendment/modification of the EOI document shall be posted only in the website of MSMC www.msmc.gov.in

xiv) The courts of Nagpur shall have exclusive jurisdiction in all the matter arising under and on account of this expression of interest and empanelment.

ELIGIBILITY

The invitation for bids is open to entities registered in India who fulfil prequalification criteria as specified below:

Sl.No.	Parameters	Remarks
1	The intending bidder must be a company in India registered under Companies Act 1956, and must be in the business of e-selling of commodities. Consortium/Joint venture bids will not be solicited	Valid documents to be provided
2	The intending bidder should have financial turnover of at least Rupees 100 crores per annum during the last three financial years.	Valid documents to be provided
3	The intending bidder should have positive net worth of at least Rupees 100 Crores per annum during the last three financial years.	Valid documents to be provided
4	The intending bidder should not have been debarred/ blacklisted / banned / suspended by any State/Central Govt. / UT Administration/Semi- Government Organization / PSU etc. in India in last 5 financial years.	Declaration to be provided
5	The intending bidder must have in its name as a prime service provider, minimum experience of at least two (2) years in successfully providing end to end coal E-distribution services to MSME consumers of state nominated agencies., through own portal of the bidder, having transacted value of work not less than Rupees 20 crores in each of the last two financial years, ending 31st March, 2016. End to End services would include consumer management, allocation of coal, coal value payment management, lifting and dispatch management, refund management, online invoicing and other activities required for the coal E-distribution process. The bidder has to provide valid certificate for the services rendered from the concerned organizations to whom the service has been provided.	Valid certificates and Demo to be provided

6	The intending bidder shall be required to have adequate knowledge of the coal distribution process done by State nominated agencies and should submit detailed description of the proposed work method and schedule, including drawings and charts for the End to End coal E-distribution process.	Valid documents and Demo to be provided
7	The intending bidder shall be required to have adequate experience of working with the subsidiaries of Coal India Limited towards sale of coal, which will help MSMC in dealing better with the concerned subsidiaries.	Valid certificates to be provided
8	The intending bidder should have SEI CMM Level 5 certification Abbreviations used • SEI: Software Engineering Institute (International Standardization institution) • CMM: Capability Maturity Model (CMMI-CMM Integration) • Level-5: Ability to alter processes to achieve improved results	Valid certificates to be provided
9	The intending bidder should have a call center with Bi-lingual language support, voice recording system and proper dialer software to facilitate wide ranging access to book coal online by the coal consumers,	Demo to be provided
10	The application portal and data centre should be owned by the bidder and should have certification from agency duly appointed by the Govt. of India for all security aspects as well as encrypted data transfer. Servers should be installed at bidder's own premises, and data hosting should be done therein, to ensure secured and transparent transactions. The intending bidder should have a disaster recovery site at a different geographical location, along with audit trail facilities which can be used for subsequent audit/ vigilance investigation.	Valid documents and Demo to be provided
11	All audit trails should be captured on media not prone to tampering. Database activity monitoring systems should be available in the portal at both Primary and DR sites to comply with these requirements.	Valid documents and Demo to be provided
12	The primary as well as DR sites should conform to ISO 27001:2005 standards. These sites should be audited and certified for conformation to Information Security Management System standards by CERT.in empanelled certification bodies.	Valid certificates and Demo to be provided
13	The application portal to be used should be fully secured and should be as per provisions related to the security aspects of Information Technology (IT) Act, 2000 and CVC guidelines. The portal should be duly audited and certified by STQC towards compliance to IT Act 2000 and CVC guidelines as per CVC's Circular No. 29/9/09 dated 17-9-2009 and Circular No. 18/04/2010 dated 26-04-2010.	Valid documents to be provided
14	The intending bidder must have backbone bandwidth not less than 20 mbps with backup from multiple internet service providers with hot standby facility from multiple internet service providers.	Valid documents and Demo to be provided
15	The application should be compliant to MSMC's ERP application software and should be able to generate customized reports / MIS as per MSMC's requirements.	Declaration and Demo to be provided
16	The system should have a robust maintenance plan, with backup and monitoring system	Certification from CERT.in empanelled agency
17	The website should have a robust Complaint Handling portal, wherein customers can login their complaints and feedbacks online, and get online resolution in a prompt and time bound manner.	Demo to be provided

INFORMATION FOR BIDDERS

- A. The intending bidder shall provide successful demonstration of their above works executed, as mentioned in Sl. No 5 and must submit duly authenticated documentary evidences for each of the points mentioned above. Further the bidder has to demonstrate the end to end coal e-Distribution module as per the EOI notification to qualify for next stage evaluation.
- B. The intending bidder has to comply with the schedule of demonstration at MSMC Head Office, Nagpur or such location as notified by MSMC. The bidder has to arrange for the demonstration within one week of notice from MSMC.
- C. Sub service providers' experience will not be taken into account in determining the bidder's compliance with qualifying eligibility criteria.
- D. The intending bidder should declare information regarding any litigation, current or during the last five years, in which the bidder is involved , the parties concerned, and disputed amount including status of final settlement of contracts including claims/ counter claims, liquidated damages, bonus etc., if any.
- E. If any information and document submitted is found to be false or incorrect at any time, MSMC will reject the bid and will disqualify the bidder.
- F. Bidders are subject to be disqualified if they have record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.
- G. The Expression of Interest shall be submitted in a duly sealed envelope clearly marked as "Appointment of Service Provider for implementing Coal E–distribution to MSME consumers for MSMC “.
- H. Bidders having experience and eligibility as per the criteria given above under Sl. No 1 to 17 and who are able to successfully demonstrate the above shall be considered for short listing. Further only short listed bidders would be issued formal tender enquiry/Request for Proposal inviting their technical and commercial bids at a later date.
- I. The complete EOI indicating the applicant's interest in taking up the assignment with all relevant information as above with copies of relevant documents for verification and full contact address for communication shall be submitted in 'Three' hard copies at the address mentioned below before 1800 Hr. IST on 21/07/2016 (i. e. The last date for submission of EOI 21/07/2016 before 1800 hours IST). **EOI not received before 1800 hours IST on 21/07/2016 shall not be entertained for any reason and shall be immediately returned unopened.** MSMC shall not take any responsibility regarding any postal or other delays that may cause delay in receiving the EOI.

Address For sending Expression of Interest
Managing Director
Maharashtra State Mining Corporation Limited
Khanikarm Bhawan, Plot No. 7,
Ajni Square, Wardha Road
Nagpur 440015
Tel No.: 0712-2253204-06 Fax 0712-2253203