



SEEPZ-SEZ AUTHORITY

**REQUEST FOR EXPRESSION OF INTEREST
(REOI)cum TERMS OF REFERENCE (ToR)
For Providing**

**Implementation & Maintenance of a Comprehensive Enterprise Class Solution
"Rise" In SEEPZ SEZ, Mumbai
File No.: E-OPT-11/76/2022-IT/COMP**

Date of publishing the REOI:	19/05/2022; 1700 hrs
Deadline for submission of EOI:	09/06/2022; 1700 hrs
Category of procurement:	Software Implementation & Maintenance- IT
Duration of the Assignment:	42 months
Method of selection:	Quality and Cost Based System (QCBS)
Availability of EOI Document	https://eprocure.gov.in
Submission of Queries via Email:	All the queries should be received on or before 26th May 2022, by 5:00 PM through e-mail to dcseepz-mah@nic.in (Development Commissioner) with a copy to rutwik.phatak@gov.in, raman.ghosh@gov.in
Mode of Submission of EOI	Online through e-tender portal (https://eprocure.gov.in)
Notes EOI document may be downloaded from the e-procurement portal: https://eprocure.gov.in	

ISSUING AUTHORITY: Assistant Development Commissioner & Estate Manager, SEEPZ- SEZ,

MumbaiPostal Address: SEEPZ SEZ, MIDC Central Road,
Andheri East, Mumbai 400096.

E-Mail: dcseepz-mah@nic.in

Helpline No.: 022-
28290856

Landline: 022-28294728/28294790 (From 9:30 A.M. to 6:00 P.M.)

1. Background & Objectives

Santacruz Electronics Export Processing Zone (SEEPZ SEZ) is a Special Economic Zone in Mumbai, India. With a view to leverage Information and Communication Technology (ICT) possibilities and new age trends for the overall transformation of SEEPZ SEZ, it is intended to implement and enable systems to administer SEEPZ SEZ as a compact and highly efficient entity. This can be achieved by putting in place a comprehensive Enterprise Class Solution "RISe" covering the various functional, financial, administrative, and managerial areas of SEEPZ SEZ.

SEEPZ SEZ Request for Expression of Interest (REoI) from eligible prospective bidders for Selection of Bidder for Implementation and Maintenance of an Enterprise Class Solution "RISe". RISe is expected to help in ensuring transparent, easy, efficient, and accurate availability of information, and facilitation of easy transactions. It shall be an integrated service delivery system of Government to Business (G2B) services and also includes revamping of the web portal for access to official information and services.

RISe shall be deployed on a centralized server and shall be accessed by authorized users from anywhere with a connectivity over the internet. Users shall be able to access only those sections that are assigned to them. All other sections shall remain out of bounds. Only authorized personnel shall have access to view data and reports from RISe.

On deployment it must result in significant improvements in efficiency and availability of information on demand. Considering the immediate requirement, SEEPZ SEZ is looking at a fast-track implementation in 6 months. RISe is a prestigious project of SEEPZ SEZ aimed at improving the quality, accessibility, and efficiency of SEEPZ SEZ.

2. Eligibility Criteria

In order to be eligible for participating in this procurement, the bidder or a consortium partner of bidders shall satisfy the following criteria –

S.No.	Eligibility Criteria	Documents to be Submitted
1.	The Lead Bidder and Consortium Bidder (if any) should be a registered company in India for over 10 years (Consortium of maximum two parties only will be allowed)	Copy of certificate of incorporation. In case of Consortium, copy of consortium agreement.
2.	The Lead Bidder and Consortium Bidder (if any) should have valid PAN and GST Registrations	Copy of PAN card and GST Registration.
3.	The Lead Bidder and Consortium Bidder (if any) should not have been blacklisted by any Government Department / PSU within India during the last 3 years	Undertaking on Bidder Organization's letterhead.
4.	The Lead Bidder should have average annual Turnover of Rs.100 Crore in the preceding three financial years for IT/ICT/ITeS/Network supply and maintenance i.e. (FY 2018-2019, FY 2019-2020 & FY 2020-2021)	Copies of audited Balance Sheet for the last three Financial Years 2018-19, 2019-20 & 2020-21.
5.	The Lead Bidder and Consortium Bidder (if any) should have a minimum Employee strength of at least 100 employees on its rolls at the time of EOI submission	Undertaking by the authorized HR official on Bidder Organization's letter head.
6.	The Lead Bidder or Consortium Bidder (if any) should have received at least one order for a Software Project of Rs. 20 Crores or above during the past 5 years	Copy of order / contract
7.	The Lead Bidder or Consortium Bidder (if any) should be CMMI Level 3 or above certified	Copy of valid documentary evidence.
8.	The Lead Bidder and Consortium Bidder (if any) should be ISO 9001 certified	Copy of valid documentary evidence.
9.	The Lead Bidder or the Consortium Bidder (if any) should have implemented at least one project having more than 5000 registered users in the Government Sector /PSUs in India.	Copy of customer testimonial for projects having more than 5000 registered users.

• Selection Procedure:

- a. The procedure for selection of Consultant/ Service Provider shall be as detailed under the 'Manual for Procurement of Consulting Services, 2017' issued by the Ministry of Finance.
- b. The Request for Proposals (RFP) shall be issued only to the Consultants/ Service Providers shortlisted after EoI evaluation. The shortlist comprising up to 8 Consultants/ Service Providers shall be prepared based on assessment of eligibility and relevance of Consultants'/ Service Provider's past experience. Decision of the SEEPZ SEZ Authority in this regard shall be binding on all participating Consultants/ Service Providers.
- c. Selection of Consultants/ Service Providers from among the shortlisted firms shall be made using the QCBS method. More details regarding the evaluation criteria and weightages for technical and financial scores etc. shall be provided in the RFP document.

- More details regarding the scope of work and key deliverables pertaining to the nature of Project Implementation & Maintenance assignment can be found in the Terms of Reference document uploaded with this REoI. It may be noted that these details are neither exhaustive nor final. The final TOR shall be included in the RFP document which shall be issued to the shortlisted consultants.
- Consultants/ Service Providers may upload their specific feedback and suggestions regarding the draft ToR along with their EoIs. SEEPZ SEZ Authority may consider the suggestions vis-à-vis its requirements but will not be bound to accept any suggestion received.
- The EoI should be submitted along with duly filled Annexure I, II, III, IV & V through e-procurement portal (<https://eprocure.gov.in/eprocure/app>) only. EoIs submitted through any other means shall not be admissible.



Development Commissioner, SEEPZ SEZ

ANNEXURE I – EoI Submission Form (To be printed on Bidder's letterhead)

To,

Assistant Development
Commissioner, Office of the
Development Commissioner, SEEPZ,
SEZ,
Ministry of Commerce and
Industries Government of India
Andheri (East), Mumbai 400096

Ref: Your Request for Expression of Interest (REoI) For Implementation & Maintenance of a
Comprehensive Enterprise Class Solution "Rise" In SEEPZ SEZ, Mumbai dated 19/05/2022

Sir,

We, the undersigned, declare that:

1. We have examined and have no reservations to the REoI (including Addenda issued).
2. If we are shortlisted and issued an RFP, we commit to submit technical and financial proposals in response to the RFP, adhering to the requirements stipulated therein.
3. We also declare that Government of India or any other State Government or public Sector Unit in the nature of an autonomous body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
4. We also accept all the terms and conditions of this REoI and undertake to abide by them, including the condition that you are not bound to shortlist us or any other firm submitting their EoI in response to your Request for EoIs.

Yours sincerely,

Authorized Signatory
(Authorization for signing on behalf of the bidding company to be attached)
Full Name and Designation

ANNEXURE II - Particulars of Responding Firm

(To be given on Company Letter Head)

SI No.	Information Sought	Details to be Furnished	Prime Bidder	Consortium Partner
A.	Name of the Organization:			
B.	Registered Office Address:			
C.	Telephone, Key Contact, Email & Website:			
D.	Status of Firm/Company (Public Ltd. /Pvt. Ltd. etc.)			
E.	Date of Incorporation:			
F.	GST Registration Number & Date:			
G.	PAN:			
H.	Location & Addresses of Offices			
I.	CMMI Appraisal ID and Validity Date			
J.	ISO 9000 Series Certificate details with Validity Date			
K.	ISO 27001 Certificate details with Validity Date			
L.	ISO 20000 Certificate details with Validity Date			

All required supporting documents along with the company profile should be submitted by the Prime Bidder & Consortium Partner

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company will be black-listed and will not have any deal with SEEPZ SEZ in future. I also certify that the period of validity of this EOI is 180 days from the date of opening.

Sincerely,

[BIDDER'S NAME]

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Official Seal:

ANNEXURE III- Self-Declaration: Not Blacklisted
(Company letter head)

Date:

Reference No.:

To,
The Development Commissioner
OFFICE OF THE DEVELOPMENT COMMISSIONER
SEEPZ SEZ-Special Economic Zone, Govt. of India,
Ministry of Commerce & Industry Andheri (East), Mumbai 400 096.

Sub: REoI for Implementation & Maintenance of a Comprehensive Enterprise Class Solution "Rise" In SEEPZ SEZ, Mumbai– *Self Declaration for not Blacklisted*

Sir,

In response to the REoI titled "Implementation & Maintenance of a Comprehensive Enterprise Class Solution "Rise" In SEEPZ SEZ, Mumbai.", as an owner/ partner/ Director/ authorized signatory of (organization name), I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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 the tender if any to the extent accepted may be cancelled.

Thanking you,
Signature
(Authorized Signatory)

Seal:

Date:

Place:

Name of the Bidder:

ANNEXURE IV- Undertaking on Manpower

Date:

Reference No.:

To,
The Development Commissioner
OFFICE OF THE DEVELOPMENT COMMISSIONER
SEEPZ SEZ-Special Economic Zone, Govt. of India,
Ministry of Commerce & Industry Andheri (East), Mumbai 400 096.

In response to the REoI titled "Implementation & Maintenance of a Comprehensive Enterprise Class Solution "Rise" In SEEPZ SEZ, Mumbai." Dated,.....I/We hereby undertake that we have more than ----- Software Professionals on our roll. I further certify that I am the competent authority in my company authorized to submit this undertaking.

For,

Name:

Designation:

ANNEXURE V - Checklist for Eol Submission

SN	Particulars	Submitted (Y/N) If submitted, provide page numbers	Remarks
1	Eol submission form (ANNEXURE I)		
2	Particulars of Responding Firm (ANNEXURE II)		
3	Copy of certificate of incorporation. In case of Consortium, copy of consortium agreement.		
4	Copy of PAN card and GST Registration.		
5	Undertaking on Bidder Organization's letterhead for not blacklisted during the last 3 years (ANNEXURE III)		
6	Copies of audited Balance Sheet for the last three Financial Years 2018-19, 2019-20 & 2020-21.		
7	Undertaking by the authorized HR official on Bidder Organization's letter head for employee strength of at least 100 numbers at the time of EOI submission.- (ANNEXURE IV)		
8	Copy of order / contract for a Software Project of Rs. 20 Crores or above during the past 5 years		
9	Copy of valid documentary evidence for CMMI Level 3 or above		
10	Copy of valid documentary evidence for ISO 9001		
11	Copy of customer testimonial for projects having more than 5000 registered users.		

Notes:

1. Please include duly filled checklist as the first page of your Eol submission.
2. Please organize your Eol document in the same sequence as mentioned in the table above.
3. Ensure that all the pages in the Eol document are readable failing which the unreadable pages shall not be considered in Eol evaluation.