

**Expression of Interest (EoI)**  
**for**  
**e-Collection**  
**for**  
**Department of Information Technology**

EoI Document No : मातंसं/नस्ती-10/5

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**1] EoI Notice**

**Invitation of Expression of Interest for e-Collection for  
Department of Information Technology, Government of  
Maharashtra**

e-Collection for Collection of Citizen Payments. The objective of the project is to facilitate electronic collections online supported by Payment Gateway that is seamlessly integrated with the core banking systems of various Banks and which also supports credit cards issued by MasterCard, Visa and Diners and cash cards like ITZCash.

Proposals are hereby invited from qualified Financial Institutions and Banks who have the capability to provide Payment gateway solution for e-Collection for Department of Information Technology. The proposals (both hard and soft copy) may be submitted to the department latest by 03:00 pm on 17<sup>th</sup> February 2010. For detailed Expression of Interest please visit our website <http://www.maharashtra.gov.in>.

**Dated: 08/02/2010**

**(Vijayalakshmi Bidari Prasanna)  
Director - IT,  
Directorate of Information Technology,  
Government of Maharashtra.**

## Project Details

### 1.1 About Maharashtra

1.1.1 Maharashtra is the second largest state in India, both in terms of geographical area and population. It spreads over an area of 3.08 lakh km<sup>2</sup>.

1.1.2 The state has 35 districts which are divided into six revenue divisions for administrative purposes. It has 353 Tehsils, 43711 villages (including un-inhabited villages) and 378 towns (including Census towns). It has a population of over 9.6 crore (as per the 2001 census). The Gross State Domestic Product (GSDP) at current prices for 2007-09 is estimated to be Rs. 5,90,995 crore and contributes to 13% of the National Income. The state has also made great strides in the industrial sphere, both in manufacturing and services with Mumbai city as the centre and is recognized as an industrial powerhouse in the country and maintains its position as the most industrialized state in India. It also has a significant of land under cultivation and is considered a leader too in multiple areas of agricultural output.

### 1.2 About the Department of Department of Information Technology

The Directorate of Information Technology (DIT), the IT arm of Govt. of Maharashtra, is entrusted with the responsibilities of providing IT procurement support, services and guidance to all the departments, offices, organisations under the control of State Govt.

### 1.3 About the Project

e-Collection for Collection of Citizen Payments. The objective of the project is to facilitate electronic collections online supported by Payment Gateway that is seamlessly integrated with the core banking systems of various Banks and which also supports credit cards issued by MasterCard, Visa and Diners and cash cards like ITZCash.

### 1.4 Scope of Work

The proposed solution should be structured towards increasing the collection base by migrating manual collection to electronic collection mode and increasing operational efficiency of the overall process. The Financial Institution / Bank needs to partner with Leading Agency to provide online payment services to its customers. Government of

Maharashtra users should be able to offer online payment options through its web portal. Payments can be effected by using a Credit Card or Net Banking Account.

**The scope of work for the e-Collection system shall be as follows:**

The e-Collection should be designed to offer the following benefits to the Government of Maharashtra administration and its users.

- Easy online access for effecting Payments – thru Net-Banking Platforms of numerous Private, Public Sector and Foreign Banks or Credit Cards.
- High degree of controls and checks to reduce incidents of frauds.
- Timely reconciliation within committed turnarounds
- Dedicated Service Team.
- The proposal should indicate the Cost to Government of Maharashtra for providing such services.

**Illustrative Process Flow for Payment Gateway is as below:**

Users log onto the Government of Maharashtra website to initiate the transaction and would be directed to the payments processing page. This page would list the payment options under the following modes.

Credit Card (MasterCard / Visa / Diners / Amex) or Net Banking account.

**Credit Cards:** If the user chooses to pay through a Credit Card option, then he will be re-directed to the Citibank Credit Card Payment Gateway page where he will have to enter the Credit Card No., Expiry date, CVV No., etc. for authentication. 3D Secure transactions are also available under this option.

**Net Banking:** In case the user chooses to pay through his bank account via the Net Banking services, he will be diverted to the Net Banking website of that respective Bank, (a list of number of banks to be provided by the bidder) provided it is in the list of banks offered, where he will enter Net Banking user ID and Password to authenticate the transaction.

On successful authentication of the Customer's Account details, the user will be shown the transaction amount and asked to confirm the payment. On confirming the transaction, his Credit Card / Bank Account will be debited immediately and a success / failure message will be provided.

## 2] Instruction to Bidders

### 2.1 Issuer

Director - IT,  
Directorate of Information Technology,  
Government of Maharashtra,  
7th Floor, Mantralaya,  
Mumbai – 400 032

### 2.2 Price of Invitation for EoI

The cost of this Notice regarding Invitation for EoI document is Rs. 10,000 (Rs. Ten Thousand only). This amount will be Non-Refundable to the bidders. Bidders have to pay the cost of the tender in DD from any nationalized or schedule bank in favour of Director, Directorate of Information Technology, Government of Maharashtra, payable at Mumbai at par while purchasing the document if purchased from the above mentioned office or at the time of submission of EoI if the document has been downloaded from the internet.

### 2.3 Purpose

The purpose of this invitation for Expression of Interest is to understand the interest and expertise of reputed Financial Institutions / Banks who provide fully integrated Payment Gateway Solution for e-Collection for the State of Maharashtra as per the requirements. This document provides information to enable the Financial Institutions / Banks to understand the broad requirements to submit their "EoI".

### 2.4 Submission Date

Key Events	Dates
Release of EoI by Government of Maharashtra	From 8 <sup>th</sup> February, 2010
<u>Pre-response Conference Venue</u> The Directorate of Information Technology, 7th Floor, Mantralaya, Mumbai 400 032.	15:00 HRS on 11 <sup>th</sup> February, 2010.
<u>Place of Submission of EoI</u> The Directorate of Information Technology, 7th Floor, Mantralaya, Mumbai 400 032	On or before 15:00 HRS on 17 <sup>th</sup> February, 2010.
<u>Opening of EoI</u> The Directorate of Information Technology, 7th Floor, Mantralaya, Mumbai 400 032	16:00 HRS on 17 <sup>th</sup> February, 2010.

## **2.5 Pre - Response Conference**

Govt. of Maharashtra will conduct a pre-response conference for all potential firms who may be keen on submitting the EoI to clarify the objectives / scope of the project as per the date, time and venue mentioned in Section 2.4 above.

## **2.6 Amendment to the Expression of Interest (EoI)**

At any time prior to the deadline for submission of EoI, Govt. of Maharashtra, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, may modify, change, incorporate or delete certain conditions in the Invitation for EoI by amendment notified in writing, or through updates on the official website. Such amendment shall be binding on any firm which may desire to submit an EoI to Govt. of Maharashtra. Govt. of Maharashtra, at its discretion, may extend the deadline for the submission of proposals subsequent to issue of Amendment and or Supplemental Information.

## **2.7 Cost of EoI**

The bidder shall bear all costs associated with the preparation and submission of the EoI, including cost of presentation for the purposes of clarification of the EoI, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract if so desired by Govt. of Maharashtra. For any reason or in any case, Govt. of Maharashtra will not take responsibility or liability for these costs. All materials submitted become the property of Govt. of Maharashtra and may be returned at its sole discretion.

## **2.8 Submission of EoI**

The bidders are expected to submit their offers in two parts namely, "Qualifying Criteria", and "EoI" and in the format given in this document. Two copies of each part have to be submitted, titled as 'Original' and 'Duplicate'. So, in all, there has to be

- Qualifying Criteria: Original – One Hard Copy along with soft copy in a CD.
  - Qualifying Criteria: Duplicate – One Hard Copy.
  - EoI: Original - One Hard Copy along with soft copy in a CD.
  - EoI: Duplicate - One Hard Copy.
- i) The Bidder shall prepare an original and one (1) duplicate of the EoI, clearly marking each "Original" and "Duplicate". In the event of any discrepancy between them, the original shall govern. Electronic copies of EoI on CD must also be included. Hard copy version is considered for official purposes.

- ii) The original and the copies of the EoI shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.
- iii) The EoI shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case, such corrections shall be initialed by the person or persons signing the Bid in original.

## **2.9 Timely Submission**

Bidders are solely responsible for timely submission of the EoI at the location as mentioned above in this section. EoI received after the last date and time of submission will not be considered.

EoI needs to be submitted by the bidder in-person. The EoI is to be submitted by the bidder(s) through post/courier/telex/telegrams/fax/email will not be considered. No further correspondence will be entertained on this matter.

## **2.10 Opening of EoI**

EoIs shall be opened in presence of bidder's representatives (if they are present, else it will be opened in presence of the other representatives, officials present). The EoI shall be opened at the address mentioned above in this section.

Govt. of Maharashtra will open all EoIs as per schedule mentioned in "Key Events & Dates". If all documents mentioned in each parts of proposal are not found, then EoI will be summarily rejected. The bidder's representative willing to attend the opening of the bids shall bring authorization letter. The bidder's representative shall sign attendance register.

The EoIs submitted after due date and time shall not be considered for further evaluation, irrespective of the circumstances. Govt. of Maharashtra reserves the right to postpone or cancel a schedule mentioned under "Key Events and Dates" clause at any time without assigning any reason.

### **Late EoI**

Any EoI received by Govt. of Maharashtra after the deadline for submission of EoI prescribed by Govt. of Maharashtra shall be rejected

## **2.11 Eligibility Criteria**

The bidder by himself or through a consortium partner should provide the Solution / Services specified in the EoI.

The bidder must meet the following pre-qualification requirements:

1	Reputed Financial Services Institution / Banking organization registered in India.	Provide documentary evidence of Company Registration
2	Minimum Revenue of INR 500 crore in each of the last three financial years from Banking services (revenue should be of the company itself, and not of the group or including subsidiaries) Should have been Profitable in the last three financial years	Provide Audited Balance Sheets and Profit & Loss Statements of the last three financial years
3	Minimum revenue of INR 100 crore from last 3 years (cumulative) from e-Collection services	Statutory Auditor Certificate
4	The partner agency providing the online payment services should be one of the leading agencies in the country with a Market Cap of >15% Management of the Partner agency shall be responsibility of the Financial Institution / Bank	Provide an undertaking on the company letterhead signed by an authorized signatory

**Note** - Necessary documentary evidence of all the above needs to be provided along with the EoI. No criteria shall be considered to have been met unless required documentary evidence has been provided

The partner agency shall not be altered during the term of contract without the prior written approval of the client. All the Bidders, for the purpose of submitting a EoI shall treat the content of this document as private and confidential.

### 2.12 Expected Response

The EoI from prospective bidders should carry a detailed documentation of the proposed solution, including (but not limited to):

- Organizational Profile

- Details of Past Projects
- Approach and Methodology
- Proposed Project Team
- Bidder's understanding of the scope and objective of a project
- Bidder's proposed Solution and Architecture including illustrative data flow diagram of the flow of various transaction offered under the various solutions such as payment via credit card or net banking etc.
- Proposed Project Execution and Implementation methodology
- Details on Total Cost of Ownership, and Cost-Benefit Analysis
- Case Studies of a successful implementation of Payment gateway solution in various Government / Semi-Government undertakings.

Note - The above response requirement is indicative and not exhaustive in any manner. The responder shall be assumed to have accounted for best practices, all services and/or products/equipments necessary for establishment of state-of-the-art e-Collection system in its proposed solution.

### **2.13 Evaluation Process**

The bidders shall be evaluated based on the following parameters –

1. Organizational Profile (20%)
2. Past Experience (40%)
3. People (20%)
4. Proposed Approach and Methodology for Project Management (20%)

### 3] Annexure I: Organizational Profile

Sr. No	Description	Details (to be filled by the responder to the EoI)
1	Name of the company	
2	Official address	
3	Phone No. and Fax No.	
4	Corporate Headquarters Address	
5	Phone No. and Fax No.	
6	E-Mail address	
7	Web Site Address	
8	Details of Company's Registration (Please enclose attested copies of the documents)	
9	Name of Registration Authority	
10	Registration Number and Year of Registration	
11	Product / Service for which Registered with validity period	
12	CST/LST/VAT registration No.	
13	Service Tax Registration No.	
14	Permanent Account Number (PAN)	
15	Company's Revenue the last 3 years	
16	Company's Profitability for the last 3 years	
17	Details of Ownership of the Firm (Name and Address of the Board of Directors, Partners etc.)	

#### 4] Annexure II: Project Details

The bidder should provide details of the relevant projects executed in the area of e-Collection for last 5 years in following format:

Sl. No.	Name, Address and Ph No. of client	Name and brief project details	Period/ Date of contract and tenure	Scope of Work of the organization	Total Value of the Contract

(Separate sheets may be attached to elaborate the projects undertaken)

**Note** – Necessary documentary evidence of the projects must be provided.

## **5] Annexure III: Undertaking**

### **(To be submitted by the respondent on the respondent's letter head)**

I/We hereby undertake that I/we have studied and understood the Expression of Interest document completely.

I/We hereby undertake that I/We understand that the Section (1.4) Scope of Work and Requirement of this EoI is indicative only and not exhaustive in any manner and that the final scope of work will be decided by the Govt. of Maharashtra (GoM) at their discretion.

I/We hereby undertake that I/We understand that the GoM reserves the right to finalize the scope of work and requirements at its discretion, which may be based on my/or proposed solution and/or any other responder's proposed approach and methodology and/or as decided by the GoM.

I/We hereby indemnify the GoM from using our proposed approach and methodology and I/We hereby declare that I/We shall not be having any claim and/or right for the said usage.

I/We hereby undertake that I/We understand that the GoM reserves the right to float a separate tender for the scope of work and requirements as mentioned in Section (1.4) of this EoI irrespective of the outcome of this EoI. I/We understand that in such a case I/We shall bid separately for that tender and in no case our response to this EoI shall be deemed as a bid for the said tender.

I/We hereby undertake that the GoM reserves the right to short list responder(s) for further tendering of this EoI and in case of my/our response being rejected I/We shall have no claim of any sort in the further tendering process.

I/We hereby undertake that we shall comply with the section (1.4) scope of work and requirements and there are no deviations of any manner in this regard from my/our side. I/We hereby undertake to provide uninterrupted and timely project management support for the project for the entire duration of the project as mentioned in this document.

I/We hereby undertake that in case my/our response to this EoI is short listed I/We agree to bid for the further tender as and when asked for by the GoM based on the terms and conditions and scope of work as finalized and decided by the GoM at their discretion.

I/We undertake to be the single point of contact for GoM and shall be solely responsible for all services offered by us for the entire scope of work and requirements as per the service levels defined in the subsequent tender document.

I/We hereby affirm that our response is valid for a period of 180 days from the date of EoI opening.

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**Signature of Authorized Signatory**  
**Name of the Signatory**  
**Company Name**  
**Company Seal**

**Date :**

**Place :**