

Expression of Interest (Eoi)

FOR

**FOR IDENTIFYING THE LATEST TECHNOLOGIES AND FEATURES
IN ELECTRONIC SIGNATURE SOLUTION FOR COAL INDIA LTD
AND ITS SUBSIDIARIES**

Reference No. CIL/SYS/2022-23/EOI/ESIGN

Dated: 22-06-2022

1. Introduction

This Expression of Interest (Eoi) is being floated by Coal India Limited to identify the latest technologies and features in Electronic Signature Solutions from OEMs/Solution Providers who are willing to participate in the procurement of Electronic Signature Solution at Coal India Limited. The objective of this Expression of Interest (Eoi) is to identify efficient solutions with a clear understanding of the scope, approach and technical architecture & other technical conditions as per the requirement of Coal India Ltd for a period of five (5) years.

2. Project Background

Coal India Ltd's headquarters at Kolkata is going to procure Electronic Signature Solution for enabling Paperless Office. Hundreds of Documents are daily signed in Our organization which requires printing the digital document, Signing the document, and then scanning the document. With eSign, Printing and Scanning of the documents can be reduced significantly.

3. Objectives of Eoi

The following are the objectives of the EOI for procuring Electronic Signature Solution for Coal India Limited:

- i. Prospective Vendors may submit their interest along with necessary documents for CIL's knowledge gathering.
- ii. To obtain confirmation as to how the OEMs/Solution Providers would technologically, operationally provide and support these services.
- iii. The minimum required specifications for the proposed solution/infrastructure are mentioned in this document. If prospective vendors feel that any of the specifications are inadequate, they can add/modify on with remarks and supporting documents.
- iv. OEMs/Solution Providers should confirm compliance with each of the specifications/ in the respective columns with documentation (if any) to support the same.

4. Proposed Scope of Work

Following are the minimum required specifications for the proposed solution. OEMs/Solution Providers can confirm compliance with each of the specifications in the respective columns with documentation to support the same. Any other item required to complete the solution should be explicitly mentioned in the technical offer. Any special remark may be provided.

Specification	Compliance(Y/N)	Remark
Should be web-based and compatible with major internet browsers (Chrome, Firefox, Edge, Safari, etc.)		
Can be deployed on Coal India premise or cloud provided by Coal India Limited. Details of Hardware requirements for deployment of the solution have to be provided along with the tender document. *Submit Hardware Requirement.		
Should be valid in the court of law and in line with the Evidence Act; the Information Technology Act and the Guidelines issued by GoI. The e-Sign solution should comply with the IT Act 2000 and after-sales support to comply with changes in IT Act for electronic signatures. *Submit supporting documents		
The solution must not have any limitation on concurrent number of users and no limitation on number of documents to be signed.		
should allow multiple documents to be signed in one go / in batches or individual document		
Should be able to easily upload Documents, add multiple Signers and specify the order in which the documents should be signed.		

Should be able to easily specify the location of the signatures of each signatory and store templates.		
Should be able to sign on all pages of the document. This feature must be made configurable so that signers can choose single-page signing or multi-page signing based on their requirements.		
Allow recipients to receive a secured email link on any internet-enabled device that allows them to access the document and complete the signing process		
Have the ability to send automatic reminders to signers of pending documents and be able to set an expiry date for signing the document.		
Have the option to sign documents using Two Factor Authentication.		
Have provision to create workflow and view and track all the documents sent including those completed, expiring soon, and pending completion.		
Should have the feature of maintaining an audit log for all transactions and access to the solution. All logs shall be retained and made available as required by Coal India Limited.		
All the signatories should receive notifications by email and SMS at every step of the signing process.		
The security aspect of the solution should take care of the Regulatory compliance issued by Govt. of India, adopt Global best practices and		

meet security and IT Policy of Coal India Limited.		
Should store the documents in encrypted format and be read and downloaded through application only.		
Should have a User Management System.		
Should be scalable for Adhaar-based eSign and Digital Signatures.		
Should have the capability of integration with 3 rd party software such as SAP etc. at no additional cost subsequent to the deployment of the solution.		
Must be security certified by the registered vendors of the Ministry of Electronics and Information Technology (MeitY).		
OEMs/Solution Providers must provide perpetual software licenses in the name of Coal India Limited.		
The OEMs/Solution Providers will provide training and hand-holding to users for administrating the solution and provide user-manual(s) and documentation(s) for the e-Signature solution.		

5. EOI Submission Model

OEMs/Solution Providers should submit the offer in soft copy.

- a. Expression of Interest Letter
- b. Technical offer with terms and conditions
- c. OEMs/Solution Providers should submit a letter explicitly mentioning their expression of interest in participating in the project duly signed with an official stamp.
- d. Technical offer should cover

- i. Architecture, deployment, interface with all components, integration with 3rd party application, and installation for the offered solution.
- ii. Supporting documents qualifying OEM and Solution Provider. OEMs/Solution Providers should also submit a supporting document for compliance of electronic signatures issued by their solution is in line with IT Act and is valid in the court of law.
- iii. OEMs/Solution Providers Should fill and submit annexure-I.
- iv. OEMs/Solution Providers should submit their compliance (Yes/No) with each of the specifications in above section 4.0 in the respective column. Any special remark may be provided. If a better specification is provided then corresponding documentary proof should be attached.
- v. OEMs/Solution Providers designated personnel should put a signature with a stamp on each page.

6. General Eligibility conditions and Instructions to Prospective

OEMs

6.1 Procedure for submission for EoI

The EoI shall be submitted containing the response in soft copy through the "Response" folder in the <https://coalindiatenders.nic.in> portal and also at email talib.ahemad@coalindia.in.

6.2 Availability of EoI document

The EoI document can be downloaded from the Coal India Web Portal i.e. www.coalindia.in or <https://coalindiatenders.nic.in>. Prospective EoI participants are requested to please contact the following address for any queries related to EoI document:

Email : talib.ahemad@coalindia.in and sanjay.mishra1795@coalindia.in

7. Submission of Eol response

7.1 Eol Response format The Prospective OEMs/Solution Providers should submit a response to Eol with information mentioned in 5.

7.2 Schedule of events The Eol Participants are requested to note that the dates mentioned in the schedule of events Coal India Ltd. Kolkata reserves the right to modify these dates at any time.

S. No	Event	Timeline
1	Publication of Expression of Interest (Eol)	22-06-2022 11:00 AM
2	EOI Download start date	22-06-2022 11:00 AM
3	EOI Download end date	28-06-2022 05:00 PM
4	Last Date and time for Submission of Eol response	28-06-2022 by 05:00 PM
5	Date and time of opening of Eol response	29-06-2022 at 11:00 AM

7.3 Terms and conditions of OEMs

- The eligible and interested OEMs/Solution Providers may send a detailed response with EOI in the prescribed format by 05:00 PM on or before 28th June 2022.
- Response to the EOI from the respondents should be submitted in soft copy superscribed with the words EXPRESSION OF INTEREST FOR IDENTIFYING LATEST TECHNOLOGIES AND FEATURES IN ELECTRONIC SIGNATURE SOLUTION FOR COAL INDIA LTD.
- Respondents should provide one (1) electronic (soft) copy of the response through portal or email.

7.4 Clarifications

If deemed necessary, Coal India may seek clarifications on any aspect from the participating OEMs/Solution Providers. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the prospective OEMs/Solution Providers.

7.5 Presentation of solution

The detailed and in-depth presentation of the solution proposed in EoI will be done as such the prospective bidder should provide an extensive solution understanding of the project. The presentation should contain all the points mentioned in the proposed solution.

7.6 The information submitted in the response to the EoI may be subjected to public release (As per RTI norms). OEMs/Solution Providers responding to this notice assume the risk of public disclosure if confidential information is included.

The EoI does not constitute a commitment to offer a contract or prospective contract. CIL shall not be liable for any cost incurred by any potential OEMs/Solution Providers in the preparation and submission of information in response to this EOI.

Details of Bidder

1. Name of the Firm/LLP/Company:

2. Address:

- i) Permanent Address :
- ii) Address for Correspondence :
- iii) Telephone Number :
- iv) Fax Number :
- v) Email Address :
- vi) Website :

3. **Details of Firm/LLP/Company :**

Sl. No.	Criteria	Details to be filled in the TPS
1	Number of years in existence	Year of incorporation/start of business:- No. of years - Attach documentary evidence *
2	Relevant experience in the implementation of the electronic signature solution in India in the last 3 Financial years.	No of Implementations :- No. of Implementations in Government/ PSU organization:- Attach documentary evidence *
3	No. of implementation in organization with more than 2000 users in last 3 Financial years.	No of Implementations :- Attach documentary evidence *
4	Branch office at Kolkata (if any)	Address:- contact details of the partners/associates working therewith documentary evidence:-
5	Bidder should not have been blacklisted by the Government of India or any regulatory authority or PSU or by any law enforcement authority for breach of any regulations or laws as on the date of publication of tender	Attach documentary evidence / undertaking *

Place

Date

Signature and Seal of Bidder