



**Bihar Integrated Manufacturing City Gaya Limited (BIMCGL)**  
1st Floor, UdyogBhawan, East Gandhi Maidan, Patna – 800004, Bihar

Govt. of Bihar

**NOTICE FOR INVITING REQUEST FOR PROPOSAL**

Ref No: BIMCGL/RFP/IT/01/2025-2026

**Request for Proposal for Selection of Agency for Design, Development, Deployment, and Maintenance of an Integrated Website for BIMCGL, including a Land Allotment and Investor Facilitation System.**

Bihar Integrated Manufacturing City Gaya Limited (BIMCGL), a Special Purpose Vehicle incorporated in association with Govt. of Bihar (represented by BIADA) and Govt. of India (represented by NICDIT) exclusively for implementation of Integrated Manufacturing Cluster (IMC), Gaya under Amritsar Kolkata Industrial Corridor Project in Bihar. IMC Gaya project is being developed under National Industrial Corridor Development Programme. Bihar Integrated Manufacturing City Gaya Limited (BIMCGL) invites BIDs from the eligible Agencies for Design, Development, Deployment, and Maintenance of an Integrated Website for BIMCGL, including a Land Allotment and Investor Facilitation System.

The tenderers are requested to submit their bids in two\*cover bid system consisting of "Technical Bid" & "Financial bid" and to submit the completed tender document, through e-procurement portal: <https://eproc2.bihar.gov.in>

Sl. No.	Particulars	Details
1	Date of issue of RFP	03/10/2025
2	Start date of downloading the RFP	04/10/2025
3	Last date of submission of queries through email	13/10/2025 4:00 PM
4	Pre-Bid Meeting	14/10/2025 3:00 PM
5	Last date for Bid Submission (Online)	05/11/2025 5:00 PM
6	Last date of submission of hard copy of EMD	06/11/2025 2.00 PM Address: BIMCGL, Bihar Industrial Area Development Authority, 1st Floor, UdyogBhawan, East Gandhi Maidan, Patna – 800004.
7	Date and time for opening of General cum Technical bids	06/11/2025 4:00 PM
8	Technical Presentation	To be Notified
9	Date and time for opening of Commercial bids	To be Notified
10	Bid Validity	180 Days

Modifications/amendments/corrigendum if any shall be published on the BIADA website (<https://biada1.bihar.gov.in/>) and e-procurement portal (<https://eproc2.bihar.gov.in/>) only. BIMCGL reserves the rights to reject or accept any or all the RFP without assigning any reason thereof.

For further details please visit website [state.bihar.gov.in/prdbihar](https://state.bihar.gov.in/prdbihar)

PR- 016357 ( B & C ) 2025-26

Deputy General Manager (IT)  
BIADA, Patna

नशे की मार, बर्बाद करे सुखी परिवार।

जागरण P-17

Tender No. **BIMCGL/RFP/IT/01/2025-2026**

Date: **03/10/2025**

**Request for Proposal for Selection of Agency for  
Design, Development, Deployment, and Maintenance of an Integrated Website  
for BIMCGL, including a Land Allotment and Investor Facilitation System**

**Solution For**

**Bihar Integrated Manufacturing City Gaya Limited (BIMCGL)**

**BIADA, 1<sup>st</sup> Floor, Udyog Bhawan, East Gandhi Maidan,**

**Patna, Bihar – 800 004**

## Table of Contents

Glossary.....	Error! Bookmark not defined.
Definition of terms .....	Error! Bookmark not defined.
1. <b>INVITATION FOR BIDS</b> .....	Error! Bookmark not defined.
2.     Fact Sheet .....	Error! Bookmark not defined.
Important Dates.....	Error! Bookmark not defined.
3.     Background information .....	Error! Bookmark not defined.
3.1     Basic Information.....	Error! Bookmark not defined.
3.2     Project Background.....	Error! Bookmark not defined.
3.3     Key outcomes expected from the PORTAL system.....	Error! Bookmark not defined.
4.     Instructions to Bidders.....	Error! Bookmark not defined.
4.1     General .....	Error! Bookmark not defined.
4.2     Fraud and Corrupt Practices .....	Error! Bookmark not defined.
4.3     Conflict of Interest .....	Error! Bookmark not defined.
4.4     Compliant Proposals / Completeness of Response .....	Error! Bookmark not defined.
4.5     Pre-Bid Meeting & Clarifications.....	Error! Bookmark not defined.
4.5.1   Pre-bid Meeting .....	Error! Bookmark not defined.
4.5.2   Responses to Pre-Bid Queries and Issue of Corrigendum .....	Error! Bookmark not defined.
4.5.3   Key instructions of the bid.....	Error! Bookmark not defined.
4.5.4   E-procurement Process related Information .....	Error! Bookmark not defined.
5.     Preparation of Proposal .....	Error! Bookmark not defined.
5.1     Bidder's authorized signatory.....	Error! Bookmark not defined.
5.2     Proposal preparation costs.....	Error! Bookmark not defined.
5.3     Language.....	Error! Bookmark not defined.
5.4     Venue & Deadline for Submission of Proposal .....	Error! Bookmark not defined.
5.5     Proposals received after designated time of submission .....	Error! Bookmark not defined.
5.6     Downloadability / Visibility of the uploaded document .....	Error! Bookmark not defined.
5.7     Format and Numbering of the uploaded document .....	Error! Bookmark not defined.
5.8     Issues in uploading document due to internet connectivity .....	Error! Bookmark not defined.
5.9     Extension of deadline in event of server downtime .....	Error! Bookmark not defined.
6.     Deviations .....	Error! Bookmark not defined.
7.     Evaluation & Qualification Criteria .....	Error! Bookmark not defined.
7.1     Evaluation .....	Error! Bookmark not defined.
7.1.1   Evaluation process.....	Error! Bookmark not defined.

7.1.2	Proposal opening .....	<b>Error! Bookmark not defined.</b>
7.1.3	Proposal validity .....	<b>Error! Bookmark not defined.</b>
7.1.4	Award criteria .....	<b>Error! Bookmark not defined.</b>
7.1.5	Right to Accept Any Proposal and To Reject Any or All Proposal(s) ...	<b>Error! Bookmark not defined.</b>
7.1.6	Notification of award .....	<b>Error! Bookmark not defined.</b>
7.1.7	Signing of Contract .....	<b>Error! Bookmark not defined.</b>
7.1.8	Failure to agree with terms and condition of RFP .....	<b>Error! Bookmark not defined.</b>
7.1.9	Proposal evaluation .....	<b>Error! Bookmark not defined.</b>
7.2	Criteria for evaluation.....	<b>Error! Bookmark not defined.</b>
7.2.1	Pre-qualification (PQ) criteria .....	<b>Error! Bookmark not defined.</b>
7.2.2	Technical Qualification Criteria.....	<b>Error! Bookmark not defined.</b>
7.2.3	Selection Methodology .....	<b>Error! Bookmark not defined.</b>
7.2.3.1	Financial Bid Evaluation .....	<b>Error! Bookmark not defined.</b>
7.2.3.2	Awarding of Contract: .....	<b>Error! Bookmark not defined.</b>
7.2.4	Manpower Requirement for the Project Implementation .....	<b>Error! Bookmark not defined.</b>
7.2.5	Initial Composition; Full Time Obligation; Continuity of Personnel ..	<b>Error! Bookmark not defined.</b>
7.2.6	Replacement .....	<b>Error! Bookmark not defined.</b>
7.2.7	Attrition .....	<b>Error! Bookmark not defined.</b>
7.2.8	Minimum Qualifications for the Manpower .....	<b>Error! Bookmark not defined.</b>
8.	TERMS OF REFERENCE (TOR) .....	<b>Error! Bookmark not defined.</b>
8.1	Overall Scope of Work.....	<b>Error! Bookmark not defined.</b>
8.2	Application Customization and Implementation .....	<b>Error! Bookmark not defined.</b>
8.2.1	Development of the Project implementation plan.....	<b>Error! Bookmark not defined.</b>
9.	Appendix I: Forms.....	<b>Error! Bookmark not defined.1</b>
9.1	Form 1: Compliance Sheet for Technical Proposal .....	<b>Error! Bookmark not defined.2</b>
9.2	Form 2: Particulars of the Bidder.....	<u>32</u>
9.3	Form 3: Bank Guarantee for Earnest Money Deposit.....	<u>33</u>
9.4	Form 4: Letter of Proposal.....	<u>34</u>
9.6	Form 6: Proposed Solution .....	<u>35</u>
35		
10.	Appendix II: Financial Proposal Template .....	36
10.1	Form 1: Covering Letter .....	<u>36</u>
10.2	Form 2: Financial Proposal.....	<u>36</u>
11.	Appendix III: Template for PBG .....	36
11.1	Form 1: Performance Bank Guarantee .....	<u>38</u>
11.3	Form 3: Affidavit Format .....	<u>40</u>

## Glossary

### # Terms Definition

1	ATS	Annual Technical Support
2	A&M	Approach & Methodology
3	BIMCGL	Bihar Integrated Manufacturing City Gaya Limited
4	COTS	Commercial Off the Shelf
5	CCN	Change Control Notes/Notice
6	CV	Curriculum Vitae
7	DR	Disaster Recovery
8	EMD	Earnest Money Deposit
9	EMS	Enterprise Management System
10	EOI	Expression of Interest
11	ESH	Extended Service Hours
12	FRS	Functional requirement specifications
13	IP	Implementation Partner
14	INR	Indian National Rupee
15	ICT	Information and Communication Technology
16	IT	Information Technology
17	IMC	Integrated Manufacturing Cluster
18	LoA	Letter of Award
19	LoI	Letter of Intent
20	LLP	Limited Liability Partnership
21	LD	Liquidated Damages
22	MIS	Management information system
23	MCA	Master of Computer Applications

24	MSA	Master Services Agreement
25	O&M	Operations and Maintenance
26	OEM	Original Equipment Manufacturer
27	PBG	Performance Bank Guarantee
28	PAN	Permanent Account Number
29	LCS	Least Cost Selection Method
30	RFE	Request for Empanelment
31	SOA	Service Oriented architecture
32	SOW	Scope of Work
33	SLA	Service Level Agreement
34	SI	Systems Integrator
35	ToR	Terms of Reference
36	UAT	User Acceptance Test
37	GoB	Government of Bihar
38	Gol	Government of India

## Definition of terms

Sl no	Term	Definition
1	Agreement /contract	The Agreement entered between the BIMCGL and the Agency including all attachments, schedules, annexure thereto and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto
2	Bidder	The use of the term “Bidder” in the Tender means the Single Agency offering the proposal.
3	Bid /proposal	Offer by the Bidder to fulfil the requirement of the Client under the RFP/Contract for an agreed price. It shall be a comprehensive technical and commercial response to the Tender
4	Confidential information	All information (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each stakeholder and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement);
5	Deliverables	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and include all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, etc.), inter-alia payment and/or process related etc., source code and all its modifications;
6	Go-live	The date of commencement of Operations and Maintenance phase after the successful completion of each Phase (FAT and acceptance of the overall solution by the BIMCGL)
7	Project implementation	Project Implementation as per the testing standards and acceptance criteria prescribed by BIMCGL or its nominated agencies;
8	Request for Proposal/ Tender Document	Written solicitation that conveys to the Bidder, requirements for products/ services that the BIMCGL intends to buy and implement
9	SLA	The level of service and other performance criteria which will apply to the Services delivered by the Bidder; Performance and Maintenance SLA executed as part of the Master Service Agreement
10	SI	The bidder who is qualified & successful in the bidding process and is given the award of Contract and will be referred to as System Integrator (SI)/Implementation Agency

## 1. INVITATION FOR BIDS

1. As per direction, tenders are invited through e-procurement portal of government of Bihar, from eligible, reputed, qualified Information Technology (IT) firms with sound technical and financial capabilities for design, development, implementation and maintenance of an end-to-end PORTAL solution as detailed out in the scope of work under “Terms of Reference” section of this RFP document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in the “Evaluation Criteria and Qualification Criteria” section of this RFP document.

2.

3.

Sl. No.	Bid Security	Period of Completion	Cost of Bidding Document
1	INR 2,00,000 (Two Lacs Rupees Only)	For Implementation (Final Go Live) – 8 Weeks For Support and Warranty- 3 years from Final Go Live	INR 1000/-

Bidders are advised to note the eligibility and minimum qualifying criteria specified in the Instruction to Bidders and “Evaluation and Qualification Criteria” Section of bid document.

4. Bidding documents: The Bidder can download the RFP document(s) from the website <https://eproc2.bihar.gov.in>. The bid fee shall be submitted online of INR 1000/- (INR One thousand only). The fee should be submitted along with the bidder’s proposal (Proposal). Proposals received without or with inadequate RFP Document fees shall be rejected.
5. It will be the responsibility of the bidder who is submitting the bid on downloaded bidding documents to check and see if any addendum/Corrigendum is issued in this regard on the website from time to time and ensure submission of bid along with all addendum/Corrigendum.
6. Earnest Money Deposit (EMD): Bidders shall submit an EMD of INR Two Lacs , 2,00,000/-) either through online mode or in the form of Bank guarantee (in the format specified in Appendix I: Form 3) and should be valid for 6 months from the due date of the RFP.
7. BIADA Account Details (In case of BG):

BIADA ACCOUNT DETAILS	A/C Holder Name	BIADA
	NAME OF BANK	IDBI Bank
	BRANCH NAME	Frazer Road Patna
	ACCOUNT TYPE	Saving
	IFSC CODE	IBKL0000140
	ACCOUNT DETAILS	140104000211543
	CONTACT No.	0612-2675898



8. Address for Communication: Interested eligible Bidders may obtain further information from the following address:

Executive Director (Operations),  
BIADA, Udyog Bhawan, East Gandhi Maidan, Patna 800004

## 2. Fact Sheet

#	Particular	Details
1	Publication of Bid	04/10/2025
2	Last date of submission of queries through email	13/10/2025 4.00 PM
3	Pre-Bid Meeting	14/10/2025 3.00 PM
4	Last date for Bid Submission (Online)	5/11/2025 5.00 PM
5	Last date of submission of hard copy of EMD	06/11/2025 2.00 PM Address: BIMCGL, Bihar Industrial Area Development Authority, 1 <sup>st</sup> Floor, Udyog Bhawan, East Gandhi Maidan, Patna- 800004
6	Date and time for opening of General cum Technical bids	06/11/2025 4.00 PM
7	Technical Presentation	To be Notified
8	Date and time for opening of Commercial bids	To be Notified

#	Topic
1	<b>The method of selection is: Least Cost Based Selection (L1)</b> The Bidder shall be selected based on Least Cost Selection (L1), whereby the bids getting technically qualified would be further taken forward for financial bid evaluation.
2	<b>Non-Refundable fee for RFP documents= Rs 1000/- (Rupees One Thousand Only)</b> RFP can be downloaded from website: <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> . Bidders are required to submit the tender fee online along with the Proposal.
3	<b>Tender Processing fee= Rs 5,000/- + applicable taxes through e-payment (NEFT/RTGS, Net Banking, Credit/Debit Card) only, else bid will be rejected</b>
4	Earnest money deposit of INR 2,00,000/- (INR Two Lakhs Only) can be paid either through online mode. [OR] Bank guarantee in the format prescribed at Appendix I-Form-3.

	Exemption of EMD for MSME registered companies as per MSME, Govt. of India Norms is allowed under the provisions of Bihar Financial Rules (Rule 131O – “Bid Security) the bidders registered with National Small Industries Corporation (NSIC) or the concern Department are exempted from payment of Bid Security”. However, the bidders are required to submit copy of the registration certificate, valid on the date of submission, for availing this exemption.
5	<p>A pre-bid meeting will be held on the date mentioned.</p> <p>The name, address, and telephone numbers of the nodal officer is:</p> <p><b>Executive Director-Operations,</b>  <b>BIADA, Udyog Bhawan, East Gandhi Maidan, Patna 800004</b></p> <p>Email Address- <a href="mailto:ed.operations-biada@gov.in">ed.operations-biada@gov.in</a> , <a href="mailto:dgm.itbiada@bihar.gov.in">dgm.itbiada@bihar.gov.in</a></p> <p>Mob: 9971759398</p> <p>All queries should be received on or before the mentioned date either through post, or email.</p>
6	Proposals should be submitted in the following language(s): English
7	Proposals must remain valid for 180 days from the last date of submission date.
8	<p>Technical and Commercial Proposal shall be uploaded on e-procurement portal, <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a>,</p> <p>Original copy of the EMD as the cost of the bid and affidavit shall be submitted at one of the addresses mentioned below.</p>
9	<p>Original copy of the EMD in the form of BG should be submitted to any of the address mentioned below:</p> <p>Addressed To      Bihar Integrated Manufacturing City Gaya Limited (BIMCGL)  Bihar Industrial Area Development Authority, 1<sup>st</sup> Floor  Udyog Bhawan, East Gandhi Maidan Patna – 04.</p> <p>Last date &amp; time      As mentioned above  of submission</p>

### **3. Background information**

#### **3.1 Basic Information**

- a) BIMCGL, invites responses (“Tenders”) to this Request for Proposals (“RFP”) from reputed Information Technology (IT) service providers / systems implementation agencies (“Bidders”) for Design, Development, Deployment, and Maintenance of an Integrated Website for BIMCGL, including a Land Allotment and Investor Facilitation System: as described in this RFP, “Terms of Reference”
- b) Any contract that may result from this Government procurement competition will be issued for a term of 3 years after Go-live.
- c) The Purchaser reserves the right to (may), with concurrence of the bidder, extend the Term for a period or periods of up to one year with a maximum of two such extensions on the same terms and conditions, subject to the Purchaser’s obligations at law.
- d) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

#### **3.2 Project Background**

BIMCGL intends to implement Integrated Website for BIMCGL, including a Land Allotment and Investor Facilitation System for IMC Gaya

The platform shall provide:

- A transparent and paperless property allotment process.
- A modern investor-facing portal showcasing IMC Gaya’s infrastructure, incentives, and opportunities.
- A single-window digital ecosystem covering application, evaluation, payment, allotment, and post-allotment services.
- Real-time dashboards & GIS integration to empower both investors and Administrators.

#### **3.3 Key outcomes expected from the system**

##### **1. Transparent & Efficient Land Allotment**

- Fully digital, paperless land allotment process.
- Automated workflows from registration to lease deed generation.
- Real-time tracking of applications and allotments.
- e-Bidding features ensuring fairness and transparency.

## **2. Investor-Friendly Digital Ecosystem**

- Multilingual investor portal (English/Hindi) showcasing incentives, policies, and infrastructure.
- GIS-enabled land bank with search, filter, and comparison features.
- Investor dashboard with personalized application tracking and payment history.
- Incentive calculators, success stories, FAQs, and online support.

## **3. Strong Governance & Transparency**

- Public access to policies, approvals, and financial reports.
- Automated compliance monitoring (payments, construction progress, environmental clearances, job commitments).
- RTI & grievance redressal system with AI chatbot support.
- Audit-ready records with digital logs and encryption.

## **4. Empowered Administration**

- IMC admin backend for application scrutiny, DPR evaluation, and LAC workflows.
- Real-time MIS & analytics dashboards for monitoring revenue, land utilization, and investor demand.
- GIS heatmaps and master plan visualization for planning and decision-making.
- Centralized compliance repository for lease deeds and approvals.

## **5. Integrated Technical Framework**

- GIS integration with cadastral maps, satellite imagery, and geo-tagging.
- Secure, responsive web and mobile application (cloud-native architecture).
- Payment gateway integration with multiple modes (NEFT/RTGS/UPI/Cards/Wallets).
- Security features: SSL, 2FA, encryption, audit trails, and penetration testing.
- Integration-ready for Aadhaar/eKYC, government APIs, and single-window clearance.

## **6. Post-Allotment Service Excellence**

- Automatic reminders for payment dues and compliance deadlines.
- Monitoring of project timelines, construction progress, and pollution/environmental clearance status.
- Continuous updates to the GIS-enabled land bank based on allotments.
- Investor service helpdesk for onboarding and issue resolution.

## **7. Capacity Building & Long-Term Support**

- Training programs for IMC staff, LAC members, and system operators.
- Comprehensive manuals, tutorials, and FAQs for both investors and administrators.
- 3 years AMC with bug fixes, upgrades, and enhancements.
- On-site manpower for helpdesk, daily operations, and training.

## **8. Strategic Benefits to IMC Gaya**

- Positioning Gaya as an **investment-friendly destination**.
- Improved investor confidence through transparent, efficient processes.
- Enhanced land utilization with optimal tracking and planning.
- Higher revenue realization via timely payments and e-bidding.
- Strengthened governance and accountability in land allotment.

## **4. Instructions to Bidders**

### **4.1 General**

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Purchaser based on this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Purchaser. Any notification of preferred Bidder status by the Purchaser shall not give rise to any enforceable rights by the Bidder. The Purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Purchaser.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

### **4.2 Fraud and Corrupt Practices**

- a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Purchaser shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Purchaser shall, without prejudice to its any other

rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

- b. Without prejudice to the rights of the Purchaser and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if a Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Hardware Supplier shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of 2 (two) years from the date such Bidder or Hardware Supplier, as the case may be, is found by the Purchaser to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
  - “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Purchaser who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Purchaser, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Purchaser in relation to any matter concerning the Project;
  - “Fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
  - “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.
  - “Undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Purchaser with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
  - “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

### 4.3 Conflict of Interest

- a. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.
- b. The Purchaser requires that the Implementation Agency provides solutions which at all times hold the Purchaser's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.
- c. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
  - i. the Bidder, its consortium member (the "Member") or Associates (or any constituent thereof) and any other Bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
    - where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on
    - a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty-six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
  - ii. a constituent of such Bidder is also a constituent of another Bidder; or
  - iii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
  - iv. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or

- v. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's' information about, or to influence the Application of either or each of the other Bidder; or
- vi. there is a conflict among this and other Software solution and services assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Systems Implementation Agency will depend on the circumstances of each case. While providing software implementation and related solutions to the Purchaser for this assignment, the Systems Implementation Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or
- vii. A firm hired to provide Software solution and services for the implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;
- d. A Bidder eventually appointed to implement software solutions for this Project, its Associates, affiliates and the Financial Expert, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to software solutions delivered to the Purchaser in continuation of this systems implementation or to any subsequent systems implementation executed for the Purchaser in accordance with the rules of the Purchaser.

#### **4.4 Compliant Proposals / Completeness of Response**

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - Include all documentation specified in this RFP;
  - Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - Comply with all requirements as set out within this RFP.

#### **4.5 Pre-Bid Meeting & Clarifications**

##### **4.5.1 Pre-bid Meeting**

- a. Purchaser shall hold a pre-bid meeting with the prospective Bidders as per information given in the fact sheet in Section 2 above.



- b. The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact (Nodal Officer) through email only as mentioned in the fact sheet in section 2 above.
- c. The queries should necessarily be submitted in the following format (To be submitted in editable MS Excel and PDF file format only)

#	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification
1.			
2.			
3.			

- d. Purchaser shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser.

#### **4.5.2 Responses to Pre-Bid Queries and Issue of Corrigendum**

- a. The Nodal Officer notified by the Purchaser will endeavor to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- b. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the <https://.eproc2.bihar.gov.in> and may be emailed to all participants of the pre-bid conference.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. To provide prospective Bidders reasonable time for taking the corrigendum into account, the Purchaser may, at its discretion, extend the last date for the receipt of Proposals.

#### **4.5.3 Key instructions of the bid**

##### **A. Right to Terminate the Process**

- a. Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result Purchaser selecting the Bidder to engage towards execution of the subsequent contract.

**B. RFP document fees**

- a. The Bidder will download the RFP document(s) from the website <https://eproc2.bihar.gov.in>. The bid fee of INR 1000 (INR One thousand only) should be submitted online. The RFP document fee must be submitted with proposal. Proposals received without or with inadequate RFP document fees shall be rejected.

**C. Tender Processing document fees**

- a. The bidder will have to pay a one-time Tender Processing Fee of INR 5,000 + Applicable Taxes (INR Five thousand + Applicable Taxes only) is mandatorily to be paid online through internet payment gateway (Credit card/debit card), Net Banking, NEFT/RTGS.

**D. Earnest Money Deposit (EMD)**

- a. Bidders shall submit an EMD of INR 2 Lacs (2,00,000/-) either through online mode OR bank guarantee (in the format specified in Appendix I: Form 3) and should be valid for 6 months from the last date of submission of proposal.
- b. EMD of all unsuccessful Bidders would be refunded by the Purchaser within 2 months of the Bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of the Performance Bank Guarantee as per the format provided in Appendix III.
- c. The EMD amount is scan free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- d. Proposals not accompanying EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- e. The EMD may be forfeited in the event of:
- A Bidder withdrawing its bid during the period of bid validity
  - A successful Bidder fails to sign the subsequent contract in accordance with this RFP
  - The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
  - A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

**4.5.4 E-procurement Process related Information**

Submission of Proposals (Through electronic mode only)

1. The Bidder shall submit his bid/tender on e-Procurement 2.0 platform at <https://eproc2.bihar.gov.in>.

2. The Bidder must have the Class II/III Digital Signature Certificate (DSC) and e-Tendering User-id of the e-Procurement website before participating in the e-tendering process. The Bidder may use their DSC if they already have the DSC. They can also take DSC from any of the authorized agencies. For user-id they must get registered themselves on e-procurement website <https://eproc2.bihar.gov.in> and submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement 2.0 platform.
3. The Bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement 2.0 website. The Bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement 2.0 web site. The Bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The Bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the Bidder will be rejected.
5. Tender Processing Fee (TPF) to be paid through e-Payment mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
6. Cost of BOQ/ Form Fee to be paid through e-Payment mode (i.e., NEFT / RTGS, Net Banking, Credit / Debit Card) only.
7. "Earnest Money Deposit (EMD) can be paid either through online mode or manual mode (BG). In case of manual mode of payment of EMD, the original hardcopy of the EMD i.e., BG that should be submitted in the tendering authority office within the next working day after tender closing date."
8. The tender opening will be done online only.
9. Any corrigendum or date extension notice will be given on the e-Procurement website only.
10. For support related to e-tendering process, Bidders may contact at mentioned below:

Toll Free No. 1800 572 6571,

Email Id: - [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in)

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

## **5. Preparation of Proposal**

- a. Bidders should submit their responses as per the formats given in this RFP which is to be uploaded on the website <https://eproc2.bihar.gov.in>
- b. Please note that prices should not be indicated in the technical proposal but should only be indicated in the commercial proposal.

#### **5.1 Bidder's authorized signatory**

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal.

#### **5.2 Proposal preparation costs**

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

Purchaser will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### **5.3 Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

#### **5.4 Venue & Deadline for Submission of Proposal**

The response to RFP must be submitted on the e-procurement portal <https://eproc2.bihar.gov.in> by the date and time specified in the RFP. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. Purchaser shall not be responsible for any delay in the submission of the documents.

#### **5.5 Proposals received after designated time of submission**

Bids submitted after due date will not be accepted by e-procurement portal <https://eproc2.bihar.gov.in> and hence will automatically be rejected. The purchaser shall not be responsible for any delay in the online submission of the proposal.

#### **5.6 Download ability / Visibility of the uploaded document**

The bidder shall ensure that the document uploaded on the e-procurement portal is clearly visible and downloadable.

## **5.7 Format and Numbering of the uploaded document**

The bidder shall ensure that the documents uploaded are correctly numbered so that any specific document can be easily and quickly found using the appropriate serial/page no. All documents shall only be uploaded in the formats mentioned here: PDF, MS Office, Compatibility Mode, and JPEG Format. The unsuccessful opening or download ability of documents which are uploaded in any format other than those mentioned above shall not be entitled for any claim whatsoever.

## **5.8 Issues in uploading document due to internet connectivity**

No claims shall be entertained owing to issues of internet connectivity. The bidders are advised to upload the bid online well in advance of the deadline to avoid difficulties.

## **6. Deviations**

The Bidder may provide deviation to the contents of the RFP document in the format prescribed in Form 10.

The Proposal evaluation committee would evaluate and classify them as “material deviation” or “non-material deviation.” In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

The Bidders would be informed in writing on the committee’s decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations submitted without the prior consent of the Purchaser.

In case of non-material deviations, the deviations would form a part of the proposal & subsequent agreement.

## **7. Evaluation & Qualification Criteria**

### **7.1 Evaluation**

#### **7.1.1 Evaluation process**

- a. The Purchaser will constitute a committee to evaluate the responses of the Bidders (Proposal Evaluation Committee).
- b. The Evaluation Committee constituted by the Purchaser shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence may lead to the Bidder’s Proposal being declared non-responsive.

- c. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Proposal Evaluation Committee.
- d. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Evaluation Committee reserves the right to reject any or all Proposals based on any deviations contained in them.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

#### **7.1.2 Proposal opening**

The Proposals submitted up to the last date and time mentioned above will be opened on the mentioned place, time and date by the Nodal Officer or any other officer authorized by the Purchaser, in the presence of the Bidder's representatives who may be present at the time of opening.

The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafides for attending the opening of the Proposal.

#### **7.1.3 Proposal validity**

The offer submitted by the Bidders should be valid for minimum period of 180 days from the last date of submission of the Proposal.

#### **7.1.4 Award criteria**

BIMCGL will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the standard process.

#### **7.1.5 Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

BIMCGL reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for BIMCGL action.

#### **7.1.6 Notification of award**

Prior to the expiration of the validity period, BIMCGL will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process /public procurement process has not been completed within the stipulated period, BIMCGL, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, BIMCGL will notify each unsuccessful bidder and return their EMD.

**7.1.6.1 Performance Bank Guarantee (PBG):** Successful bidder must submit PBG within 15 days of the issue of Lol by BIMCGL @ 10% of the total project value. The PBG must be valid for another six months from the project end date. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after expiry of contract provided there is no breach of contract on the part of the service provider. No interest will be paid on the PBG.

#### **7.1.7 Signing of Contract**

After the BIMCGL notifies the successful bidder that its proposal has been accepted, BIMCGL shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between BIMCGL and the successful bidder.

#### **7.1.8 Failure to agree with terms and condition of RFP**

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event BIMCGL may award the contract to the next best value bidder or call for new proposals from the interested bidders.

#### **7.1.9 Proposal evaluation**

- a. Initial Proposal scrutiny will be held and to confirm that Proposals do not suffer from the infirmities detailed below. The proposal will be treated as non-responsive, if a Proposal is found to have been:
  - Submitted in manner not conforming with the manner specified in the RFP document
  - Submitted without appropriate EMD as prescribed herein
  - Received without the appropriate power of attorney
  - Containing subjective/incomplete information
  - Submitted without the documents requested in the checklist
  - Non-compliant with any of the clauses stipulated in the RFP
  - Having lesser than the prescribed validity period.
  - The EMD of all non-responsive bids shall be returned to the bidders.
- b. All responsive Bids will be considered for further processing as below.

BIMCGL will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

#### **7.2 Criteria for evaluation**

### 7.2.1 Pre-qualification (PQ) criteria

S No.	Eligibility Criteria	Documents Required to be Submitted
1	The Bidder should be registered under the Companies Act, 1956, should have registered offices in India and should be in existence for at least the last 10 years, as on 31st March, 2025.	<ul style="list-style-type: none"> <li>• Copy of Certificate of Incorporation</li> </ul>
2	The agency must have an average annual turnover of at least ₹25 Crore in the last three (3) financial years ( <b>FY 2022-23, FY 2023-24, and FY 2024-25</b> ) from IT/ITeS Services.	<ul style="list-style-type: none"> <li>• Audited Balance sheet and Profit &amp; Loss Statement by Statutory auditor/Chartered Accountant (CA)</li> </ul>
3	The Bidder must be a profit making company and should have positive net worth in each of the last three financial years ( <b>2022-23, 2023-24, 2024-25</b> )	<ul style="list-style-type: none"> <li>• Duly sealed and signed Certificate from Statutory Auditor or CA.</li> </ul>
4	The agency should have valid registration with appropriate statutory authorities as required under law. A copy of all such registration such as PAN and GST Tax, etc. must be enclosed.	<ul style="list-style-type: none"> <li>• Copy of GST Registration Certificate.</li> <li>• Copy of PAN Card</li> </ul>
5	The agency should have been in the business of IT, ITeS/Software Development/Consultancy field for at least 05 years.	<ul style="list-style-type: none"> <li>• Proof of commencement of business</li> <li>• Details of orders executed</li> <li>• Enclose copies of orders</li> </ul>
6	Minimum Relevant Experience: The agency must have successfully implemented or be currently executing at least two (2) AI/BI-based technology projects for any State Government/Central Government/Semi-Government/Quasi-Government/PSU within the last Three (3) years from the date of bid submission. The cumulative project cost of these two projects should be at least ₹ 2 Crores.	<ul style="list-style-type: none"> <li>• Completion Certificates from the client; OR</li> <li>• Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</li> <li>• Work Order + Phase Completion/Go-Live Certificate (for ongoing projects) from the client</li> </ul>
7	Experience in development of Web based application including Mobile App covering GPS/GIS in the scope of work in the last 3 years.	<ul style="list-style-type: none"> <li>• List of clients and copy of work order/Agreement/work completion certificate.</li> </ul>
8	Experience in handling turnkey IT/ITeS projects including hardware, OS, Database, Security, Access Control, Application development in Central/State Government or PSU.	<ul style="list-style-type: none"> <li>• List of clients and copy of work order/Agreement/work completion certificate.</li> </ul>



9	The firms having black-listed/debarred in participating in any procurement activities by any State or Central Government or any other govt. organization in India are not allowed to bid.	<ul style="list-style-type: none"> <li>• Undertaking to this effect shall be submitted by the bidder on his letterhead that the agency has not been blacklisted/debarred.</li> </ul>
10	Certifications: The agency should be CMMi level-3 (or above) and ISO 27001, ISO 9001, ISO 20000 Certified.	<ul style="list-style-type: none"> <li>• Copy of the valid CMMi Certificate issued in IT Services from the accreditation organization.</li> <li>• Copy of valid ISO certificate.</li> </ul>
11	The Bidder should have a local office in Bihar and shall provide the supporting documents for the same. In case they don't have, they should give a declaration that they will open an office at Bihar within a month of receiving the order.	Proof of local office like Lease Agreement/GST registration in Bihar or Undertaking to open office after award of contract

Note: Apart from the above documents, the bidder is required to submit the Power of Attorney in the name of the Authorized Signatory.

### 7.2.2 Technical Qualification Criteria

S.No	Parameters	Scoring Pattern	Maximum Marks
1	Bidders having Experience in AI/BI- Technology based technology projects for any State Government/Central Government/Semi-Government/Quasi-Government/PSU	Number of AI/BI- Technology -Based Government Projects Executed/Ongoing with Cumulative Project Value as per below;	20
	2 Projects (Cumulative Value of ₹2 Cr) = 15 Marks >2 Projects (Cumulative Value of ₹2 Cr) = 20 Marks		

2	a) Bidders having Experience in development of Web based application including Mobile App. which covers GPS/GIS also as scope of work in last 3 years.	5 Marks	10 Marks
	b) Bidders having Experience in last 3 years in handling Turnkey Project/s considering hardware, OS, Database , Security, Access Control , Application development in PSU/State/Central Govt.	5 Marks	
	c) Bidders having Experience in both a and b	10 Marks	
3	Average Turnover in the Last 3 Years (In Rs.)		20
	Up to 30 cr. = 10 Marks More than 30 cr. upto 40 cr. = 15 Marks More than 40 cr. = 20 Marks		
4	CMMi and ISO Certifications		5
	CMMi 3 & ISO 27001/ISO 9001/ISO 20000 = 3 Marks Both CMMi 5 and any of the ISO certifications = 5 Marks		
5	Evaluation of organizations human resources and strength.		5
	<ul style="list-style-type: none"> <li>• 50 full-time employees in company payroll = 2 Marks</li> <li>• More than 50 full-time employees in company payroll = 5 Marks</li> </ul> (The bidder has to give and undertaking on its letter head that it has ..... Nos of human resource in company payroll)		
6	Approach and Methodology - Technical presentation for the proposed scope of work along with end-to-end demonstration		20
	Clarity and Structure	5 Marks	
	Relevance and Depth	5 Marks	
	Innovativeness	5 Marks	
	Q&A Session and others	5 Marks	
7	Readiness of the Systems = Evaluation based on the technical presentation		20

	System Maturity (UI/UX) – Quality, usability, and user experience of the proposed system interface	5 Marks	
	Implementation Feasibility (Prototype) – Availability and effectiveness of a working prototype	5 Marks	
	Integration Capability – Ability to integrate with existing infrastructure and third-party systems	5 Marks	
	Scalability and Future-readiness – Adaptability for future expansion and technology upgrades	5 Marks	

Minimum Qualifying Marks: 70 Marks

Total Maximum Marks: 100 Marks

The evaluation and marking of the prescribed committee shall be binding on the agencies

### 7.2.3 Selection Methodology

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 70% in the (given) defined scoring mechanism would be considered technically qualified. Price Bids of such technically qualified Bidders alone shall further be opened. In case numbers of bidders shortlisted is less than the two, then qualification marks may be further relaxed to include top 2 (two) technically qualified bidders, but in any case, the criteria will not be less than 60%.

#### 7.2.3.1 Financial Bid Evaluation

- The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

- f. If there is no price quoted for certain material or service by the bidder, then the bidder must provide/implement the material/service at zero cost.
- g. The Total Bid Price, as computed by the Purchaser shall be used for the purpose of commercial evaluation of bids.

### **7.2.3.2 Awarding of Contract:**

The Contract will be awarded on Least Cost Selection (L1). The bidder quoting the lowest value (including tax) will be awarded the project. In case, there is a tie on the quoted financial bid amount between two or more bidders, the contract will be awarded to the bidder scoring higher Technical Qualification marks.

The selected bidder shall be the L1 ranked bidder. The second and third bidders shall be kept in reserve and may be invited for negotiations in case the L1 ranked bidder withdraws or fails to comply with the requirement specified in the RFP document.

## **8. TERMS OF REFERENCE (TOR)**

### **8.1 Overall Scope of Work**

The selected bidder shall design, develop, deploy, and maintain IMC Gaya–LIFS with the following modules:

- Investor-facing portal with GIS-enabled land bank, incentives, policies, and master plan visualization.
- End-to-end land allotment workflows: registration, application, DPR upload, e-bidding, payments, and auto-generation of allotment/lease documents.
- IMC admin backend for scrutiny, LAC workflow, including complete finance & accounts module ,compliance monitoring, and dashboards
- Post-allotment services including payment tracking, construction monitoring, and governance transparency.
- Technical compliance: responsive web + mobile-first design, secure hosting, payment gateway integration, GIS integration, encryption, and audit trails.
- Security audit of the portal and applications from the CeRT-in empaneled agency before go live.
- Integration of Email, SMS, and WhatsApp for investment promotion and stakeholder communication (pre & post allotment).
- Training, user manuals, investor FAQs, helpdesk, and long-term support.

### **8.2 Data Centre hosting**

The Data Centre (DC) to be used for this project will be provided by the State Government. The Department of Information Technology, Government of Bihar, has a state-of-the-art Data Center (BSDC 2.0) at BELTRON Bhawan, Patna to fulfill the complete Data Center related requirements for the State Government Departments. The BSDC 2.0 is a Tier III compliant and ISO:27001 certified Data Center which is equipped with robust security features. It is compliant with industry standards and guidelines of the Government of India. IT infra for the

hosting will be provided by the BIADA.

The SI has to share the application hosting requirements with the SDC and get the infrastructure ready well in advance. Subsequently, the SI shall

- a. Configure, Install and maintain licensed software required for proper hosting of web portal with latest anti-virus with all critical updates to be installed in the server.
- b. Shall regularly patch/update the web application. Major patching / update which requires system downtime must be informed well in advance and should be undertaken only after BELTRON confirmation.
- c. Shall ensure optimum CPU, SAN, and server utilization. Should a breach in their utilization occur, the environment needs to be optimized and / or upgraded. For such purpose, SI shall inform BIADA who may take a decision on procurement of additional capacity / upgrade the same at SDC.
- d. System Integrator should have a governance structure in place to report to BIADA's team on daily, weekly and monthly basis and the solution should allow downloading of standard and custom reports on the monitoring status in various formats like PDF, Excel etc.
- e. Vulnerability testing on a half yearly basis. Reporting of the same on a half yearly basis.
- f. All Security Requirements like HTML/ SQL Injections, application of Stored Procedures etc. should be taken care of.
- g. The System Integrator must provide a detailed hardware sizing plan for the application to be hosted in the State Data Centre. This plan should include specifications for all required hardware components, such as servers, storage, and network equipment. It must ensure the application runs efficiently now and, in the future, considering current and expected usage. The plan should also ensure compatibility with the State Data Centre's existing infrastructure and follow industry standards.

## 9. Detailed Scope of Work

The selected bidder will be responsible for delivering the following:

### A. Investor & Public Facing Portal

#### 1. Website & Investor Dashboard

- Clean, modern, multilingual (English + Hindi) UI.
- Investor-focused pages: Why Invest in Gaya, Incentives, Policies, Sectoral
- Focus, Incentive Calculator.
- Real-time statistics: Plots available, investment attracted, area developed.
- Interactive **Master Plan Map (GIS-enabled)** to visualize industrial, residential, and commercial zones.
- Success stories, testimonials, news & events, tender notifications.

#### 2. Land Bank & Plot Management

- GIS-based land parcel visualization with layers for plot size, availability, price band, and usage type.
- Search, filter, and compare plots.

- Automated updates when allotments are made.

### 3. Allotment Application (Apply for Plot/Commercial area etc.)

- **Step 1: Registration & Profile Builder** (Company/Individual, KYC, FDI, MSME tagging).
- **Step 2: Plot Selection** – Choose plots from live land bank.
- **Step 3: Online Application & DPR Upload** – Structured DPR formats
- **Step 4: Document Uploads** – Auto-validation for PAN, MoA, Incorporation, balance sheets, etc.
- **Step 5: Payments** – Token fee, processing charges, lease premium.
- **Step 6: Status Tracking** – Real-time updates, notifications, reminders.
- **Step 7: Allotment & Lease** – Auto-generation of allotment letters, possession certificates, lease deeds.

#### e-Bidding / Auction/ Lottery Module

- For commercial and industrial plots, sealed bid and e-auction workflows.
- Auto-calculation of base price, premiums (road frontage, corner plots).
- Real-time bidding room with transparency logs.

## B. Admin Module System

### 1. Application Scrutiny & Evaluation Matrix

- Automated scoring based on DPR (sector focus, investment size, job creation, environmental compliance).
- LAC (Land Allotment Committee) workflow with scheduling, interview support, decision recording.
- Role-based access control and approval mechanism within the system.

### 2. Finance & Accounts Module – Land Allotment System

The Finance & Accounts module will form a core component of the Land Allotment System, enabling end-to-end financial management of industrial land allotment, lease, and related payments. The module will be designed to integrate seamlessly with the allotment workflow and provide transparent, accountable, and efficient financial transactions in compliance with Government accounting standards

#### 2.1. Application Fee & Processing Charges

- Online payment gateway integration for collection of application fees, scrutiny charges, and document processing charges.
- Auto-generation of receipts with unique transaction IDs.
- Refund and forfeiture management as per Government policy.

#### 2.2. Land Premium & Lease Payment Management

- Calculation of land premium, lease rent, annual ground rent, and other statutory charges based on land area, location, and government-notified rates.

- EMI/instalment-based payment options with automated due-date reminders.
- Auto-application of penalties, surcharges, and interest for delayed payments.

### **2.3. Demand & Collection Register**

- Auto-generation of demand notices for allotment, lease rent, and other dues.
- Digital record of payments received, pending, and overdue.
- Integration with Treasury/IFMS (Integrated Financial Management System) for reconciliation.

### **2.4. Accounting & Ledger Management**

- Automated creation of ledgers for each allottee, capturing all transactions (debit/credit).
- Maintenance of General Ledger, Subsidiary Ledger, and Allottee-wise Account Statements.
- System-based reconciliation with bank scrolls and treasury records.

### **2.5. GST & Statutory Compliance**

- Automatic GST calculation on applicable services (lease rent, processing fees, etc.).
- Generation of GST invoices and filing-ready reports.
- Compliance with Income Tax (TDS/TCS) and other applicable statutory deductions.

### **2.6. Refunds, Adjustments & Transfers**

- Workflow for approval and disbursement of refunds (in case of rejected applications or cancellation).
- Adjustment of excess payments against future dues.
- Transfer of land and financial liability to new allottees in case of ownership change.

### **2.7. Financial Reports & MIS**

- Real-time dashboards for collection status (pending, received, overdue).
- Monthly/quarterly/annual financial statements.
- Audit-ready reports (trial balance, receipts & payments, income & expenditure).
- Integration with Business Intelligence (BI) tools for predictive analysis of revenue streams.

### **2.8. Integration & Security**

- Integration with Payment Gateways, Treasury Portal, IFMS, and Bank APIs.
- Role-based access controls with audit trail of financial transactions.
- Encryption and compliance with State Data Security norms.

## **3. Post-Allotment Services**

- Balance payment tracking, with reminders & penalties for delays.
- Monitoring of construction timelines, pollution/environmental clearances, employment commitments.
- Lease deed & compliance repository.

#### **4. Governance & Transparency**

- Policies, environmental clearances, and audited financial reports available online.
- RTI & grievance modules. (AI Based Chat Bot required)

#### **5. MIS & Analytics Dashboards**

- Real-time monitoring of applications, revenue, land utilization.
- GIS heatmaps showing investor demand zones.
- Reports for GoB/Gol, audit agencies, and IMC leadership.

#### **6. Investment promotion Module**

- Database of queries received, leads generated, proposals received
- System generated response
- Alert system for all events
- Email ,SMS and WhatsApp facility through system
- Integration with proposed GIS Mapping system.

### **C. Technical Features**

- Responsive Web + Mobile Interface (React/Angular, cloud-native).
- GIS Integration with cadastral maps, satellite imagery, geo-tagging of allotments.
- Payment Gateway Integration (NEFT, RTGS, UPI, Cards, Wallets).
- Security: SSL, 2FA, audit logs, penetration testing.
- Data Management: Encrypted storage, role-based access, backups.
- Integration-ready for single-window clearance systems, Aadhaar/eKYC, and government APIs.

### **D. Training, Documentation & Support**

- Training for IMC officials, LAC members, and operators.
- User manuals, investor FAQs, video tutorials.
- Dedicated helpdesk for initial onboarding.
- AMC for 3 years including bug fixes, enhancements, and version upgrades and other developments.

### **E. Team & Delivery Model**

Bidder shall provide a multidisciplinary team including:

- Project Manager, Business Analyst, GIS Specialist, System Architect, UI/UX Designer, Frontend & Backend Developers, Cybersecurity Expert, QA Engineers, Content & Graphic Designers, Training Executives.



## F. Deliverables

- Detailed Project Plan, SRS (Software Requirement Specification), and UI/UX wireframes.
- Functional systems as per modules defined.
- Integrated GIS-based land bank.
- End-to-end application to allotment workflows.
- Documented policies & investor guide sections.
- Dashboards, MIS, and analytics reports.
- Training & support framework.

## G. Development , Maintenance & On-Site Manpower Deployment

As part of the development and AMC, the selected bidder shall ensure:

**During Development and Deployment:** Project Manager (1 nos) should be on site for discussion and requirement gathering. The minimum qualification should be MCA/ B.Tech / B.E. in IT/Computer Science and similar with at least 5 years of experience in handling similar type of project.

Programmer (1nos) with the MCA / B.Tech / BE (IT or CS/ similar subject) with minimum of 3 years of work experience in the similar project and domain knowledge.

The SI may deploy any additional if required. Other resources may work remotely in adequate numbers to ensure service levels.

**Operations and Maintenance (3 years):** At least two resources will be deployed at the client location as a Project Support Unit to address the functional and change requirements of application. The resource would be a business analyst/ developer. Additional resources required for any activity can work remotely, provided it does not breach the service levels. The minimum qualification of business analyst/ developer would be MCA / B.Tech / BE (IT or CS/ similar subject) with minimum of 3 years of work experience in the similar project and domain knowledge.

**Helpdesk Management person** – One manpower for handling user queries, investor issues, and technical support with minimum qualification BCA/M.Sc/ B.Sc ( IT/computer/similar subject) or equivalent degree and 2 years of post-qualification experience in similar domain.

During the AMC period, the agency have to develop/customise the portal as per the various policies (Land allotment, Amnesty policy, Exit Policy, any investment promotion policy etc.) of BIMCGL without any additional cost and with in stipulated time frame.

### Others:

- **The modules, as mentioned above, are indicative not exhaustive. The System Integrator shall have to include modules based on the requirements of BIMCGL Corporation during AS IS analysis (viz recruitment, Amnesty, Exit policy etc) if required with no additional cost. System Integrator will also provide all other components of the solution landscape and third-party tools as may be necessary for the successful implementation and functioning of the solution with respect to the required**

**functionalities mentioned in the Requirement Specifications.**

- System Integrator is responsible for the procurement of any software required for successfully implementing and managing the System.
- The agency has to develop APIs to enable integration of the portal with IILB, PM Gati Shakti, and other relevant platforms.
- The solution shall be developed using open-source technology standards, wherever feasible, and aligned with the overall system requirements specified in this RFP. This approach will ensure interoperability across multiple platforms and prevent dependency on any specific technology or provider. The agency shall submit the complete source code to BIMCGL officials on a yearly basis and after the completion of project.

**10. Deliverables, Timelines and Payment Milestones**

The payments to the selected bidder shall be released against defined deliverables as per the following schedule:

Milestone	Deliverable	Timeline	Payment (%)
1. BRD & Scope Finalisation	Submission and approval of Business Requirement Document (BRD), Functional & Technical Specifications	Week 3	20%
2. Wireframes & UI/UX Design	Delivery of approved wireframes, design mockups, and user workflow diagrams	Week 4	-
3. Development Stage	Completion of core modules: Land Bank, Application Workflow, e-Bidding, Payment Gateway, Dashboards	Week 6	25%
4. UAT & Testing and Go-live	Successful completion of User Acceptance Testing (UAT) with IMC Gaya officials & Deployment/ Go live with security Audit.	Week 8	25%
5. Stability of portal	3-4 month after the launch of the complete portal.	End of Month 4	20%
Training and Documentation	Training of officials and submission of all project documents along with the complete source code of the deployed system.	-	10%
6. Maintenance & Support	AMC payments to be made quarterly for <b>3 year</b> post go-live	Post Go-Live	Quarterly basis

## 10. Appendix I: Forms

### 10.1 Form 1: Compliance Sheet for Technical Proposal

(The technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of technical proposal)

#	Specific Requirements	Documents Required	Compliance (Yes/No)	Reference & Page Number
1	Covering Letter for Technical Proposal	As per Form 4	Yes / No	
2	Applicant must be a Proprietorship Concern/Company/Firm/Autonomous bodies (Consortium NOT ALLOWED)	Copy of Certificate of Incorporation	Yes / No	
3	Legal Entity Registration with statutory authorities (PAN, GST etc.)	Copy of GST Registration Certificate & PAN Card	Yes / No	
4	Minimum 5 years in IT/Software Development/Consultancy	Proof of commencement of business , Details of orders executed , Enclose copies of orders	Yes / No	
5	The agency must have an average annual turnover of at least ₹25 Crore in the last three (3) financial years (FY 2022-23, FY 2023-24, and FY 2024-25) from IT/ITeS Services.	Audited Balance sheet and Profit & Loss Statement by Statutory auditor/Chartered Accountant (CA)	Yes / No	
6	Minimum Relevant Experience: At least 2 AI-based Government Projects executed/ongoing in last 3 year, with cumulative value ≥ ₹2 Cr	<ul style="list-style-type: none"> <li>Completion Certificates from the client; OR</li> <li>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</li> <li>Work Order + Phase Completion/Go-Live Certificate (for ongoing projects) from the client</li> </ul>	Yes / No	
7	Not Blacklisted/Debarred by any Govt. organization	Self-undertaking on letterhead	Yes / No	

#	Specific Requirements	Documents Required	Compliance (Yes/No)	Reference & Page Number
8	Certifications: CMMi Level-3 (or above), ISO 27001, ISO 9001, ISO 20000	Copy of valid CMMi & ISO Certificates	Yes / No	
9	Experience in IT Systems Development & Implementation Engagements	Completion Certificates / Work Order + Self-certificate of Completion (CA certified) / Work Order + Phase Completion + Project Citation (Form 5)	Yes / No	
10	Approach & Methodology – Technical Presentation (Clarity, Depth, Innovation, Q&A)	PPT + Demo (as per evaluation process)	Yes / No	
11	Readiness of Systems – Evaluation through demo (UI/UX, Prototype, Integration, Scalability)	Demo + Supporting Documents	Yes / No	

## 10.2 Form 2: Particulars of the Bidder

#	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

### 10.3 Form 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>  
<Designation>  
<Address>  
<Phone Nos.>  
<Fax Nos.>  
<email id>

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to BIMCGL (BIMCGL)

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the BIMCGL (BIMCGL) (hereinafter called "the Purchaser") in the sum of INR <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document; or
  - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed INR <<Amount in figures>> (Rupees <<Amount in words>> only)

- II. This Bank Guarantee shall be valid up to <<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank) | Seal | Date:

#### 10.4 Form 4: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment> Dear Sir/Madam,  
We, the undersigned, offer to provide PORTAL Systems Implementation solutions to the Purchaser on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive. Yours sincerely,

Authorized Signature [In full and initials]:	Name and Title of Signatory:	Name of Firm:
Address:	Location:	Date:

## 10.5 Form 5: Proposed Solution

You are suggested to present Approach and Methodology attach PPT/PDF of PPT.

## 10.6 Form 6: Proposed Work Plan

No	Activity	In Weeks												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other relevant benchmarks
- 2 Duration of activities shall be indicated in the form of a bar/ Gantt chart.



11. Appendix II: Financial Proposal Template

11.1 Form 1: Covering Letter

To:

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Madam/Sir,

We, the undersigned, offer to provide above service in accordance with your RFP. Our financial proposal for project is given as below:

A. CAPEX

Sl. No.	Component	Unit	Unit Rate	Applicable Tax (Amount)	Total Cost
Application Development and Deployment Cost					
1	Investor & Public Facing Portal	Lump Sum			
2	Admin Module System	Lump Sum			
3	Mobile application development	Lump Sum			
4	Security Audit , Training and documentation	Lump Sum			
Total CAPEX [A]					-

B : OPEX

Sl. No.	Component	Unit	Quantity	Unit Rate	Applicable Tax (Amount)	Total Cost
Operations and Maintenance Cost						
1	Support and Maintenance Cost for 3 Years	Years	3			-
2	Onsite Resource Costs (2) for 3 years	Business analyst/ Developer : 1	3			-
		Help Desk Management person : 1	3			
Total cost for OPEX [B]						-

**Total Quoted Price:**

Component	Total Price
<b>Application Development and Deployment Cost (CAPEX - A)</b>	-
<b>Operations and Maintenance Cost (OPEX - B)</b>	-
Grand Total Project Cost (A + B)	-
Grand Total Amount in words-	

The unit rate of the quoted above shall also be used for calculating the cost of additional resources, if required.

Note: -The Grand Total Amount quoted should be inclusive of all applicable taxes.

-The bid amount for the “Operations and Maintenance Cost” must not be less than 30% of total bid amount.

-Non- compliance of the above-mentioned condition will lead to the rejection of the bid.

- If there is no price quoted for certain material or service by the bidder, then the bidder must provide/implement the material/service at zero cost.

### 3. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

### 4. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

### 5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in Commercial Bid attached with our Tender as part of the Tender.

### 6. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in the <Appendix III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Name of Firm:

Address:

## 12. Appendix III: Template for PBG

### 12.1 Form 1: Performance Bank Guarantee

#### PERFORMANCE SECURITY:

<Designation>

BIADA, Udyog Bhawan, Patna

<Phone Nos.>

<Fax Nos.>

Email id:

Whereas, <<name of the supplier and address>> (hereinafter called “the Bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Purchaser (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of INR<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of INR <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>) Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed INR <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

## 12.2 Form 2: Affidavit Format

### AFFIDAVIT

- 1) I, the undersigned, do hereby certify that all the statements made in the required attachment are true and correct and if found fake/forged, the undersigned will be liable for infliction upon the HR and lawful punishment as well as black listing.
- 2) The undersigned also hereby certifies that neither our firm M/s ..... has been black listed nor has abandoned any work in any government department, India nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.
- 3) The undersigned hereby authorizes and request(s) and bank, person, firm or corporation for furnish pertinent information deemed necessary and requested by the Department to verify this statement or regarding my (our) competence and general reputation.
- 4) The undersigned understands and agrees that further qualifying information may be required and agrees to furnish any such information at the request of the Department / project implementing agency.

(Signed by an Authorized Signatory of the Firm)

## 13. Service Levels

This section describes the service levels to be established for the Services offered by the System Integrator to BIMCGL. The System Integrator shall monitor and maintain the stated service levels to provide quality service to BIMCGL

### 1 Definitions

- a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during 16X5 timeframe. Further, scheduled maintenance time is planned downtime with the prior permission of BIMCGL
- b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the Primary DC, DRC, if any, critical client site infrastructure will be 24X7X365. The total operation time for the client site systems shall be the business hours of BIMCGL or the offices where system are deployed.
- c) "System or Application downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time BIMCGL and/or its employees log a call with the System Integrator team of the failure or the failure is known to the System Integrator from the availability measurement tools to the time when the System is returned to proper operation.
- d) "Availability" means the time for which the services and facilities are available for conducting operations on the BIMCGL system including application and associated infrastructure. Availability is defined as:  $\frac{\{(Scheduled\ Operation\ Time - System\ Downtime)\}}{(Scheduled\ Operation\ Time)} * 100\%$
- e) "Helpdesk Support" shall mean the 9x6 basis support center which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract. Helpdesk support is to be provided from 9:30 AM to 6:30 PM
- f) "Incident" refers to any event / abnormalities in the functioning of the any of IT Equipment / Services that may lead to disruption in normal operations of the Data Centre, System or Application services.

### 2 Interpretation & General Instructions

- a. The business hours are 10:00AM to 5:00PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by BIMCGL. The System Integrator, however, recognizes the fact that BIMCGL offices will require to work beyond the business hours on need basis.
- b. "Non-Business Hours" shall mean hours excluding "Business Hours".
- c. 16X6 shall mean hours between 7.30AM – 11.30PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by BIMCGL.
- d. The availability for a cluster will be the average of availability computed across all the servers in a cluster, rather than on individual servers. However, non-compliance with performance parameters for infrastructure and system/service degradation will be considered for downtime calculation.
- e. System Integrator should provide automated tool to monitor and report all the SLAs mentioned except for the one which is monitored by the EMS in Data Center.
- f. The SLA parameters shall be monitored monthly as per the individual SLA parameter requirements.

The System Integrator is expected to provide the following service levels as mentioned in the table below. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause.

- g. A Service Level violation will occur if the System Integrator fails to meet Minimum Service Levels, as measured on a Quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be monthly for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the System Integrator on monthly basis in the format suggested by BIMCGL and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided to the BIMCGL at the end of every month containing the summary of all incidents reported and associated with the System Integrator performance measurement for that period.
- h. The SLAs will prevail from the start of the Operations and Maintenance Phase. However, SLAs will be subject to being redefined, to the extent necessitated by field experience at the user units and the developments of technology practices globally. The SLAs may be measured on quarterly basis or as decided by BIMCGL after taking the advice of the System Integrator and other agencies. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the System Integrator are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Section. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. BIMCGL and System Integrator.

Following tables outlines the key service level requirements for the system, which needs to be ensured by the System Integrator during the operations and maintenance period. These requirements shall be strictly imposed and either BIMCGL or a third party audit/certification agency shall be deployed for certifying the performance of the System Integrator against the target performance metrics as outlined in the tables below.



## 1. Implementation Service Levels (Development and deployment)

#	Parameter	Description	Target (in weeks) T= Date of award of contract	Delay (days)	Liquidated damages	Validation Tools / method
1	a) Finalized Requirement report b) Approved System requirement specification	<ul style="list-style-type: none"> <li>Requirement gathering</li> <li>Finalizing custom requirements</li> <li>Approval of SRS</li> </ul>	As in payment schedule	<= 2	0.125% of the Application Development and Deployment Cost per day	
				>2 and < 14	0.25% of the Application Development and Deployment Cost for each subsequent day till 13 <sup>th</sup> day	
				>= 14	Event of default. Escalation to BIMCGL and SI Management	
2	Security audit of the application	Completion certificate	As in payment schedule	<= 2	0.125% of the Application Development and Deployment Cost per day	
				>2 and < 14	0.25% of the Application Development and Deployment Cost for each subsequent day till 13 <sup>th</sup> day	
				>= 14	Event of default. Escalation to BIMCGL and SI Management	
3	Application deployment on SDC and Go Live	Sign off Certificate	As in payment schedule	<= 2	0.125% of the Application Development and Deployment Cost per day	
				>2 and < 14	0.25% of the Application Development and Deployment Cost for each subsequent day till 13 <sup>th</sup> day	
				>= 14	Event of default. Escalation to BIMCGL and SI Management	

The maximum LD will be capped at 10% of the Development and deployment cost.  
T – date of issue of Letter of Intent (LoI)/ Work Order.

## **2. Operations Service Level**

EMS system as deployed in this RFP shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. Purchaser will provide the EMS tool. The selected System Integrator (SI) must integrate the servers with the EMS tool and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way. This tool would generate the SLA Monitoring report at the end of every month which is to be shared with BIMCGL on a monthly basis. The tool should also be capable of generating quarterly SLA reports. BIMCGL will audit the tool and the scripts on a regular basis.

Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports, etc., as appropriate to be provided by the System Integrator on a monthly basis, in the formats as required by the BIMCGL. The tools to perform the audit will need to be provided by the System Integrator.

The penalties levied every quarter shall be capped at 20% of the Quarterly amount. Total penalty however, will be limited to a maximum of 10% of the Contract value.

### **2.1 Violations and Associated Penalties**

1. The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
2. Three-monthly performance evaluation will be conducted using the Quarterly reports of that period.
3. Penalty Calculations: The framework for Penalties, as a result of not meeting the SLA is as follows:
  - a) The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
  - b) The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.
  - c) Penalties applicable for each of the high severity violations are one (1) % of respective Quarterly payment to the System Integrator.
  - d) Penalties applicable for each of the medium severity violations is half percentage (0.5%) of respective Quarterly payment to the System Integrator.
  - e) It is to be noted that if the overall penalty applicable for any of the review period during the contract exceeds 20% of the quarterly payment or if the overall penalty applicable for any of the successive Quarterly periods during the contract is above 15%; then BIMCGL shall have the right to use the Performance Bank Guarantee as deemed fit or terminate the contract or both.

## Client side IT Application Performance

Service Level Description	Severity of Violation	Measurement
Application Availability	High	Availability of PORTAL solution components measured within the Data Center shall be at least 99 %. This service level will be monitored on a monthly basis.
		Availability over the Quarter
		No. of Violations to be counted for calculation of penalty
		< 99% &gt;= 98%
		< 98% &gt;= 97%
Application Availability	Medium	< 97%
		3 for every percentage drop or part thereof below 97%
		In addition to the above, if the service level in any month in the Quarter falls below 97%, one (1) additional violation will be added for each such month to the overall violations for this service level.
		Availability of non-PORTAL solution components measured within the Data Center shall be at least 97%
		This service level will be monitored on a monthly basis.
Application Performance	High	Availability over the Quarter
		No. of Violations to be counted for calculation of penalty
		< 97% &gt;= 96%
		< 96% &gt;= 95%
		< 95 %
Application Performance	High	3 for every percentage drop or part thereof below 95%
		In addition to the above, if the service level in any month in the Quarter falls below 95%, one (1) additional violation will be added for each such month to the overall violations for this service level.
		Average Application Response Time during peak usage hours as measured within the server environment shall not exceed 4 seconds. The list of critical business functions and peak usage hours will be identified by BIMCGL during the Supply and System Integration Phase. This service level will be monitored on a monthly basis.
		Average Application Response Time over the Quarter
		No. of Violations to be counted for calculation of penalty
Application Performance	High	> 4sec &lt;= 5sec
		> 5sec &lt;= 6sec
		> 6sec
		5 for every second increase or part thereof exceeding 6 seconds
		In addition to the above, if the average application response time in any month in the quarter goes beyond 6s, one additional violation will be added for each such month to the overall violations of this service level.

## Handholding Support: Application Support

- a) Level 1 Defects: The failure to fix has an immediate impact on the BIMCGL's ability to perform critical functions.
- b) Level 2 Defects: The failure to fix has an impact on the BIMCGL's ability to perform routine functions / that while not immediate, can cause service to degrade if not resolved within reasonable time frames.
- c) Level 3 Defects: The failure to fix has no direct impact on the BIMCGL's ability to perform critical functions.
- d) The severity of the individual defects will be mutually determined by the BIMCGL and System Integrator.
- e) This service level will be monitored on a monthly basis.
- f) The below tables gives details on the Service Levels the System Integrator should maintain.

Service Level Description	Severity of Violation	Measurement
Application Support Performance	High	95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details. This service level will be monitored on a monthly basis.
		Performance over the QuarterViolations for calculation of penalty
		< 95% & >= 90%1
		< 90% & >= 85%2
		< 85%3
		In addition to the above, if the service level in any month in the Quarter falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.
Application Support Performance	High	95% of the Level 2 defects shall be resolved within 72 hours from the time of reporting full details. This service level will be monitored on a monthly basis.
		< 95% & >= 90%1
		< 90% & >= 85%2
		< 85%3
		In addition to the above, if the service level in any month in the Quarter falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.
Application Support Performance	High	100% of the Level 3 defects shall be resolved within 120 hours from the time of reporting full details. This service level will be monitored on a monthly basis.
		Performance over the QuarterViolations for calculation of penalty
		< 100% & >= 90%1
		< 90% & >= 80%2
		< 80%3
		In addition to the above, if the service level in any month in the Quarter falls

		below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.
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