



Request for Proposal

Selection of Agency to Provide, Design, Develop & Deployment
with Manpower and
Operation & Maintenance of

Jeevika Command & Control Centre (JCCC)
with Centralised Grievance Redressal Management System
(CGRMS) along with required software

Two Envelope Bidding system through e-Procurement

Ref. No. BRLPS/Proj-MIS/2382/24

Issued RFP on 30/07/2025

Bihar Rural Livelihoods Promotion Society (JEEViKA)
Government of Bihar
Vidyut Bhawan, Annexe-II
Bailey Road Patna-800 021

NOTICE INVITING TENDER

1. The Government of Bihar (GoB), through the Bihar Rural Livelihoods Promotion Society (BRLPS), an autonomous body under the Department of Rural Development locally known as JEEViKA is working with an objective of social & economic empowerment of the rural poor. The programme has promoted formation and strengthening of SHGs, producers' organizations, and community development entities to promote nano and micro-enterprises in both farm and non-farm sectors. The primary focus of the programme is to enhance social and economic empowerment of the rural poor in Bihar. The objective is accomplished through:
 1. Improving rural livelihoods and enhancing social and economic empowerment of the rural poor.
 2. Developing organizations of the rural poor and producers to enable them to access and better negotiate services, credit and assets from public and private sector agencies and financial institutions.
 3. Investing in capacity building of public and private service providers.
 4. Playing a catalytic role in promoting development of microfinance and agribusiness sectors.
2. BRLPS invites proposals (the “Proposals”) for hiring of a firm/company (the “Agency”) for hiring of Agency to Provide, Design, Develop & Deployment with Manpower and Operation & Maintenance of Jeevika Command & Control Centre (JCCC) with Centralised Grievance Redressal Management System (CGRMS) along with required software in accordance with the procedure set out herein.
3. To participate in the e-tendering process, the bidder is required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://eproc2.bihar.gov.in>. For support related to e-tendering process, bidders may contact at following address during working hours: 10.00 AM to 6 PM. (All days in week except Sunday and few selected state holidays on “eProc 2.0 Help Desk Address: m-junction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar. Tollfree No: 1800 572 6571” or may contact on Email Id: eproc2support@bihar.gov.in
4. The agreement shall be signed between the successful bidder & BRLPS. Enquiries and clarifications (if any), shall be addressed to: Procurement Specialist, Patna-800021 Email id: proc.sp@brlps.in

5. Schedule of Events:

Sn.	Schedule	Important dates
1	Bid Publishing date	30/07/2025
2	Pre bid meeting date	11/08/2025 at 03.00 PM (Offline) at BRLPS Office, Patna
3	Last Date of submission of bid	22/08/2025 up to 03.00 PM
4	a. Bid opening date & Time (Technical)	Technical bid: 22/08/2025 at 03:30 PM (online)

	b. Bid opening date & Time (Financial)	Financial Bid: To be notified later.
5	Bid validity period	180 Days (One hundred and eighty days)
6	Contact Person	Project Manager – State Project Manager - MIS
7	Website	https://eproc2.bihar.gov.in

NB: BRLPS reserves all the right to revise/change/cancel the Tender at any stage without assigning any reasons thereof.

6. The technical and financial bids must be submitted through <https://eproc2.bihar.gov.in> online platform addressed to “**Chief Executive Officer cum Mission Director, Bihar Rural Livelihoods Promotion Society (BRLPS), Patna - 800021**” before the date and time specified in the Notice Inviting Tender (NIT). BRLPS does not 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.
7. The bidders shall submit their eligibility and qualification details, certificates as mentioned in the tender document in the format annexed in the Tender.
8. The Bidding documents shall be submitted in the mode as mentioned below:

Technical Bid (Un-priced)	As per format mentioned in RFP
Financial Bid (Priced)	As per format available on eProc2 portal.

8. In the event of any of the above-mentioned dates being declared as a holiday/ closed day for BRLPS, Patna the tenders opened on the next working day at the scheduled time.
9. The technical and financial bids must be submitted through <https://eproc2.bihar.gov.in> before the date and time specified in the tender document. BRLPS does not 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.
10. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the online mode on <https://eproc2.bihar.gov.in> at the respective stage(s) only.
11. All prospective bidders may **attend the Pre-Bid meeting**. The venue, date and time are indicated in Schedule of Events as in above.
12. All further Notifications/Corrigendum/Addendum would be notified to the bidder through <https://eproc2.bihar.gov.in>

CEO, BRLPS

Disclaimer

- The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser (i.e. Bihar Rural Livelihoods Promotion Society BRLPS, Bihar) or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- This RFP is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.
- This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require.
- This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP.
- The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigation and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- The Purchaser, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
- The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise, caused arising from reliance of any bidder upon the statements contained in this RFP. The Purchaser may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser

reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

- The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

Abbreviations & Definitions

Various abbreviations and definitions used in this RFP document are delineated a below:

S. No.	Terms	Definition
1.	Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the Power of Attorney (PoA) from the competent authority or the Board Resolution mentioning the "name of the Authorised Signatory" of the respective Bidding firm.
2.	AI/ML	Artificial Intelligence / Machine Learning
3.	Bid Document	Documents issued by the procuring entity, including any amendments there to, that set out the terms and conditions of the given procurement and includes the invitation to bid.
4.	Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
5.	Bidder / Agency / Firm /Supplier	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity.
6.	BRLPS	Bihar Livelihoods Promotion Society
7.	CLF	Cluster Level Federation
8.	Committee	Committee constituted by BRLPS for evaluation of Technical Proposals
9.	Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement.
10.	Agreed Price	Price payable to the firm/company by the BRLPS under the Agreement for the complete and proper performance of its obligations under Agreement.
11.	Agreement	An agreement entered into between the procuring entity and a successful bidder concerning the subject matter of procurement.
12.	CSP	Cloud Service Provider
13.	Day	A calendar day as per BRLPS
14.	Effective date	The date on which the contract comes into force and effect
15.	EMD	Earnest Money Deposit
16.	GCC	General Conditions of Contract
17.	GoB	Government of Bihar

S. No.	Terms	Definition
18.	GRMS	Grievance Redressal Management System
19.	GST	Goods & Service Tax
20.	JCCC	Jeevika Command & Control Centre
21.	ICT	Information and Communications Technology
22.	INR	Indian National Rupee
23.	IT	Information Technology
24.	LoI	Letter of Intent
25.	PAN	Permanent Account Number
26.	PBG	Performance Bank Guarantee
27.	Personnel/ Resources	Professional and Support staff provided by the firm/ company and assigned to perform service to execute an assignment and any part thereof.
28.	Proposal	Proposals submitted by bidders in response to the RFP issued by BRLPS for selection of firm/company
29.	Purchaser/ Tender Inviting Authority	Bihar Rural Livelihoods Promotion Society, Government of Bihar
30.	QCBS	Quality-cum-Cost-Based Selection
31.	RFP	Request for Proposal
32.	Services	Work to be performed by the firm / company pursuant to the selection by BRLPS and to the agreement to be signed by the parties in pursuance of any specific assignment awarded to them by BRLPS, Bihar
33.	SHG	Self Help Group
34.	TIN	Tax Identification Number
35.	WO/PO	Work Order/ Purchase Order
36.	Working Days	Working days is defined as working days as per BRLPS and working hours are defined as 09:30 hours till 18:00 hours IST
37.	VO	Village Organisation

Fact Sheet

Department Name	Bihar Rural Livelihoods Promotion Society, Government of Bihar
Address & Phone Number	Bihar Rural Livelihoods Promotion Society (JEEViKA) Government of Bihar Vidyut Bhawan, Annexe-II Bailey Road Patna-800 021 Bihar; Phone No: 91+612+2504980
Name of Work	Selection of Agency for Design, Development, Deployment, Operations & Maintenance of Jeevika Command & Control

	Centre with Manpower
Project Duration	36 months which may be extended for further 24 months bas the performance of the agency and the need of the organization.
Method of Selection	QCBS (Quality cum Cost Based Selection): Technical/ Financial to be 70:30
Tender Currency	INR
Joint Venture/ Consortium	Only sole bidders will be eligible for the bid. Consortium/Joint-Venture in any form will not be allowed. However, for the purpose of evaluation of experience of the bidders, the experience of bidders / group companies / member firms would be considered.
Tender Document Fee (Non-refundable)	INR 10,000/- (INR Ten Thousand Only)
Tender Processing Fee (Non-refundable)	The bidder will have to pay a one-time Tender Processing Fee at https://eproc2.bihar.gov.in . for submitting the proposal online. The RFP document fee must be submitted with proposal. Proposals received without or with inadequate RFP document fees shall be rejected.
Bid Security/EMD	INR 23.0 Lakh (INR Twenty-Three Lakhs Only) to be paid online on https://eproc2.bihar.gov.in or in the form of Bank Guarantee (BG) issued by an Indian Nationalized / Scheduled Indian Bank drawn in favour of Bihar Rural Livelihoods Promotion Society, Patna
Address for submission of EMD	Payment through https://eproc2.bihar.gov.in IPG (Internet Payment Gateway). Bidder may also submit EMD in the form of Bank Guarantee (BG). In case of EMD in the form of BG, scanned copy of same should be uploaded with Technical Bid and hard copy of same should reach BRLPS office on or before the date of closing of bid submission, otherwise bill be treated as non- responsive and will not be evaluated. The Bank Guarantee (BG) should be in favour of Bihar Rural Livelihoods Promotion Society, payable at Patna and should be valid till the bid validity period. The address for submitting hard copy of BG is as follows: The Chief Executive Officer cum Mission Director Bihar Rural Livelihoods Promotion Society (JEEViKA) Government of Bihar Vidyut Bhawan, Annexe-II Bailey Road Patna-800 021
Performance Bank Guarantee (PBG)	5% of the total agreement value within 10 days from date of issuance of Letter of Acceptance/Notification of Award.

Portal for downloading tender documents and proposal submission	The tender is available and downloadable on e-Tendering website: https://eproc2.bihar.gov.in All subsequent changes to the bid document shall be published on the above website.
E-mail Address for Pre-bid and correspondence	proc.sp@brlps.in & spm.mis@brlps.in
Date & place of Pre bid meeting	11/08/2025 at 03.00 PM at BRLPS Office at SPMU, Patna
Last Date & Time for Receipt (Online Submission) of Bids	22/08/2025 till 03.00 PM
Date and Time of Online Opening Technical Bid	22/08/2025 at 03.30 PM
Date and Time of Technical Presentation	To be informed later
Date and Time of Opening Financial Bid	To be informed later
Bid Validity Period	180 days
Officer Inviting Bids	Chief Executive Officer cum Mission Director

1. Introduction

Bihar Rural Livelihoods Project (BRLPS) is designed by Government of Bihar to address rural poverty in Bihar. The project aims at enhancing social and economic empowerment of the rural poor by creating self-managed community institutions and enhancing income through sustainable livelihoods generation. Currently, BRLPS also known as JEEViKA, is implementing a several interventions under NRLM and SJY.

BRLPS is operational in all the blocks of Bihar currently. More than 1 Crore rural poor families have been organized into more than 10.61 lac SHGs, more than 70 thousand Village Organizations (VOs) and more than 1600 Cluster Level Federations (CLFs) and the numbers are still increasing.

2. Objective

The objective of this assignment is to hire an agency to establish Jeevika Command (JCCC) and control centre with AI enabled Centralised grievance redressal system (CGRMS) along with required man power.

3. Scope of work

Jeevika Command & Control Centre for BRLPS

In order to efficiently and effectively manage and monitor its functions and operations, BRLPS has decided to implement Jeevika Command and Control Centre (JCCC). Keeping in view its significant benefits in overall monitoring, an organised Centralised Grievance Redressal management system – ticketing and tracking till resolution and planning of activities, reporting of various interventions/activities. Through JCCC, BRLPS envisages to have a comprehensive status of centralized command and control over its functions and activities. JCCC will facilitate providing a consolidated summary of the BRLPS's operations by integrating data and information from the intervention-based MIS systems in each theme being used by BRLPS and running different types of analytics on the data. The selected agency will provide the required manpower for the JCCC.

The envisaged JCCC will primarily encompass the following:

#	Component	Brief
1	JCCC Big Data Digital Platform	It will be interactive digital platform including Dashboards with bots etc. along with detailed analytical and drill-down features to facilitate monitoring of operations by providing a consolidated summary/Gaps/delays etc. of the business operations and integrating data from the different platforms/MIS systems being used by the department at all levels. A multi-lingual (Preferably Hindi and English) chatbot on it will further ease out the data access (Role based) with

		<p>Voice or text. The JCCC Platform should report on multiple schemes/projects of the department with pre-defined KPIs, and gap analytics. All the required support APIs for existing platforms that are to be integrated with JCCC will be provided by the department for smooth functioning of the same. Agency will also develop the APIs if required for data access. The application will collect and monitor the need/request of each and every member in SHG groups across Bihar.</p> <p>The JCCC to support CEO and thematic heads in providing the reports as per need for better monitoring and review of the interventions at every level. The system to be equipped with proper alerts mechanism through SMS/whatsapp/email.</p> <p>The JCCC will provide regular updated on the CEMS (ERP Solution for enterprises) progress.</p> <p>The platform will be customized, deployed, operated and maintained by the Agency to be hired through this RFP. The Agency will come with their expertise tools/software/etc. for the required platform. BRLPS will not pay or provide for tools/software etc. separately.</p>
2	Centralised Grievance Redressal Management System (CGRMS)	<p>The Agency will also set-up Centralised Grievance Redressal Management System (CGRMS) for ensuring transparency, accountability, and trust in service delivery.</p> <p>The system will serve as a centralized platform for stakeholders to register grievances, tracking, monitoring and proper closure of the grievances.</p> <p>CGRMS helpdesk application should be deployed with a Gen AI enabled virtual assistant for handling queries by the citizen. The agency will provide the required CRM platform along with the required resources. BRLPS will not pay or provide for software/tools separately.</p>

3	Resource for operating JCCC & CGRMS	Resources will be provided by the agency for ensuring smooth operations and maintenance of JCCC and CGRMS application. This team will also incorporate changes/modifications, as per emerging needs, in the dashboard/application/tools etc. going forward and providing data to BRLPS officials as and when required other than defined frequency.
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By leveraging these functionalities & capabilities of a JCCC, BRLPS plans to enhance its

- Monitoring and Evaluation through real-time data on various rural development projects, allowing BRLPS to monitor progress and evaluate the impact more effectively.
- Efficient Resource Management helping in the efficient allocation and management of resources, ensuring that funds and materials are used optimally
- Brainstorming with themes to define the KPIs for monitoring purposes and identifying the gaps as well.
- Improved Coordination by integrating data from different sources to facilitate better coordination between various departments and agencies (Government & Non-Government) involved in rural development
- Improved Project Outcomes through enhanced monitoring and evaluation, increasing the overall impact of BRLPS initiatives
- Increased Transparency and Accountability through a centralized application for data collection and analysis enhancing transparency and accountability, leading to better governance and trust among stakeholders

The bidder shall provide, design, customize, implement, UAT, Go-Live, operationalize the platform and ensure support and maintenance of Jeevika command and control Center (JCCC) for BRLPS with deployment of required manpower.

Jeevika Command and Control Centre (JCCC)

The scope of work/services for the Agency is outlined as follows:

- Guiding Principles to be followed for JCCC Digital Platform Design & Development
- Implementation Services
 - Project Preparation & Business Design / Blueprint
 - Design, Development/Customization & Configuration of the entire Digital platform with Dashboards, analytics, gaps, alerts, etc as per the need of the organization.
 - Non-functional Requirements
 - Training of users on the JCCC digital platform.
 - Go-Live of JCCC
 - Documentation on Application/process flows/etc.
- Operations & Maintenance of JCCC Application and its upgradation
- Project Timelines
- Transition & Exit Management
- Resource Requirements

Scope of JCCC Software/Platform/Dashboards

- The proposed solution should be Integrated, Scalable, Modular, User-friendly and Highly Available.
- JCCC platform shall have a unified dashboard to show aggregated data from various systems displaying key performance metrics. It shall consist of user-friendly dashboards and reporting tools to provide actionable insights and facilitate decision-making. The dashboard shall have drill-down feature facilitating data representation up to the lowest possible level like a particular SHG/CLF etc. Geo-visualization of data in dashboard shall be further incorporated to enhance the visualization and analytics capability
- Integrated platform for all apps and application. It will share reports to CEO and thematic heads on daily/weekly/fortnightly/monthly basis as finalized by the BRLPS team.
- JCCC will follow up on every request submitted by SHG members and ensure that the ticket is closed and SHG member has been communicated too.
- JCCC will manage the ticketing system and will generate reports based on closed, pending, open, aging etc and will share the status.
- JCCC will follow up with concerned themes regarding the lags in digitization with the concerned theme on daily basis and will update the same to top management through MIS theme.
- JCCC Application shall be using Large Language models (LLM) to create an AI Assistant which can be used to answer queries of beneficiaries and other stakeholders. Role based data access to be formulated with bots. Using language translation model, this chatbot shall be made multilingual (Hindi & English)
- The application shall have a specific functionality through which key senior management personnel can create task and allocate the same to respective task owner. The monitoring of task progress shall also be done through the application
- KPIs based performance tracking and identification and sharing of delayed/gaps areas with concerned themes etc.
- JCCC will consult and provide data to concerned themes related to their progress and will inform them about the grey areas, delays, issues etc. promptly. The discussion with thematic heads will be crucial aspect of JCCC team.
- Regular meetings with themes on their performance will be coordinated and managed by JCCC.
- Design should be flexible to accommodate new customizable sections/ modules
- It should provide secure API-based integration with other applications/third party applications involved in processes as per the functional requirements.
- It should be compatible with leading browsers and should be available as apps on mobile applications.
- The proposed solution shall need to be deployed on the cloud infrastructure procured by BRLPS. Bidder shall provide sizing and Infra requirement.
- The proposed solution must implement reports for export in MS Excel, Word, and PDF formats.
- JCCC Application shall consist of a robust application to integrate data on real-time basis

from various sources and applications. BRLPS will support to provide APIs from various systems to be consumed by the JCCC Application.

Features of JCCC

i. Dashboards

- The Dashboards to provide comparative analytics based on KPIs provided by BRLPS time to time. The dashboard to be integrated with GIS mapping to provide the geo-coverage of the intervention in overall State.
- The JCCC will highlight every request made by SHG members from any location in Bihar and will reflect the closure of request with proper ticketing system and bot enabled system.
- The GIS based comparative reports to be developed.
- The application shall provide a variety of visualization options, allowing representation of data visually and to uncover trends and patterns effectively.
- It should integrate multiple reports into unified, interactive dashboards.
- It should enable at-a-glance insights with customizable, real-time visualizations to provide a comprehensive view for efficient decision-making.
- The system to shoot alerts on a pre-defined schedule based on parameters suggested by BRLPS time to time on the apps and applications.

ii. Visualization Options

- The application shall provide access to a range of charts, widgets, and tables for tailored data representation.
- It should be able to simplify complex data sets with customizable dashboard elements.
- It should enhance decision-making with intuitive, impactful visuals.

iii. Data Integration & Transformation

- The application shall enable seamless integration with external databases and APIs, allowing users to connect and sync data from various sources—including APIs, Excel files, and form-based inputs. This flexibility is required to support real-time data flow, making information readily accessible for enhanced efficiency and informed decision-making.

iv. Real-Time Data Processing

- The application shall process data on real-time basis using automated ETL (Extract, Transform, Load).

v. Data Governance

- The application shall enforce data quality and privacy with structured policies to protect data integrity with comprehensive governance controls.
- It shall ensure consistent standards for secure, compliant data management.

vi. Scalable Architecture

- Maintain performance as data volumes and users grow.
- Support expanding business needs with reliable scalability.

- Enhance operational stability with robust architecture.

vii. Backup and Disaster recovery

- The Agency must provide a detailed backup strategy plan, disaster recovery plan, and storage recovery plan that ensure minimal downtime of the application while keeping the cost to be minimal.
- The proposed solution must ensure a high degree of automation of incremental backup, full back up, data recovery, health monitoring of various services, etc. All necessary scripts, code, triggers, training, and documentation must be provided with respect to health monitoring, backup, and disaster recovery.

viii. Frontend Design

- The user interface must follow principles of responsive design. The interface must ensure that the rendering of any pages/ forms is aesthetically pleasing and a better user experience by accommodating flexible designs that cater to devices of all form factors (laptop/ desktop/ tablet/ mobile).
- All user interfaces must ensure compatibility across most of the popular browsers.
- User interface design, along with the back-end sanitization should ensure that attacks such as SQL injection, cross site scripting, buffer overflow, and any other similar attacks are ineffective against the proposed solution.
- There are more than 50 apps and ERPs functional currently. The brief information about the major apps and ERPs functional at BRLPS has been mentioned below:-

Sl. No.	Name of the Application	Technology/Platform
1	CBO MIS	Java and Oracle
2	MPMG (Masik Prativedan)	Dot net Framework
3	VO, CLF Transaction	Java and Oracle
4	SHG Member Insurance and claim monitoring system	Dot net Framework
5	Bank Sakhi monitoring tool	Dot net Framework
6	CBO Audit	Odoo ERP
7	SHG Transactions	Odoo ERP
8	Project Finance and accounting system (FMIS) ERP	Odoo ERP
9	e-Project Audit	Dot net Framework
10	SHG HNS	Dot net Framework + Android Studio
11	e - CHC App	Dot net Framework + Android Studio
12	e - Agri- entrepreneur app	Dot net Framework + Android Studio
13	Neera App	Dot net Framework + Android Studio
14	e – Goatry App	Dot net Framework + Android Studio

15	e – Poultry App	Dot net Framework + Android Studio
16	e- Pashu Sakhi App	Dot net Framework + Android Studio
17	e-Dairy App	Dot net Framework + Android Studio
18	e- Fisheries App	Dot net Framework + Android Studio
19	Central Process Monitoring System for DKR ERP	Odoo ERP
20	Job Fair App	Dot net Framework + Android Studio
21	Pico Projector Monitoring System	Dot net Framework
22	Procurement ERP	Odoo ERP
23	Inventory ERP	Odoo ERP
24	GIS for Farm and Livestock Interventions	Q-GIS
25	HRMIS ERP with Mobile app	Odoo ERP
26	Staff Transfer Posting application	Dot net Framework
27	CLCDC	Dot net Framework
28	SHG HNS Module	Dot net Framework + Android Studio
29	HNS Help Desk	Dot net Framework + Android Studio
30	Didi Ki Nursery	Dot net Framework + Android Studio
31	Staffs Performance Appraisal	Dot net Framework
32	Chat Bot	LLM related tools.
33	BRLPS Web Portal	PHP and My Sql
34	CEO's Dashboard	Microsoft Power BI
35	Stitching Unit ERP	Odoo ERP
36	Bag Cluster ERP	Odoo ERP
37	Food Fortification Unit	Odoo ERP
38	NRO	Odoo ERP
39	e-Commerce Site	Odoo ERP
40	CEMS	Odoo ERP
41	e-LMS	Odoo ERP

The responsibility of Agency will also include to conduct a detailed study of the above major apps, ERPs. The Agency will also work on any application which will be developed in times to come with MIS theme at BRLPS within the project tenure.

Other responsibilities of the Agency will include, but not limited to the following: -

- Train The Trainer (TTT) methodology will need to be followed by the Agency, enabling BRLPS to create a pool of trainers.
- All trainings to be conducted centrally at BRLPS Office, Patna or online. List of trainees and their participation will be ensured by BRLPS.
- Refresher training to be provided by the Agency as and when required during the entire period of the project engagement.

Centralised Grievance Redressal Management System

The Agency will provide man-power for Centralised Grievance Redressal Management System to establish a proper mechanism right from registering a grievance to resolving it.

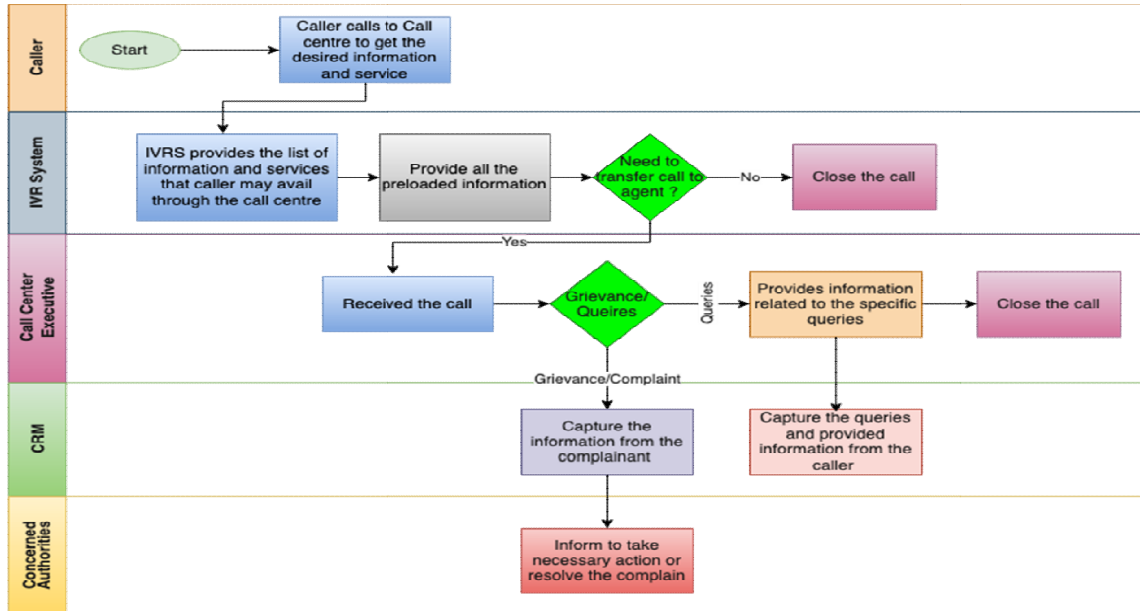
BRLPS requires establishment of a Gen AI enabled CGRMS with an aim to :

- To provide a centralized and efficient communication channel for various information related to technical support, scheme related information to stakeholders, including farmers, beneficiaries, staff, entrepreneurs, administrators or any other stakeholders of BRLPS.
- It will offer comprehensive support and information regarding all the schemes and initiatives and other interventions of BRLPS.
- By streamlining inquiries, follow-up, resolving issues promptly and ensuring consistent and accurate information dissemination, CGRMS will enhance overall stakeholder satisfaction and contribute to the Society's mission of reaching to all stakeholders.

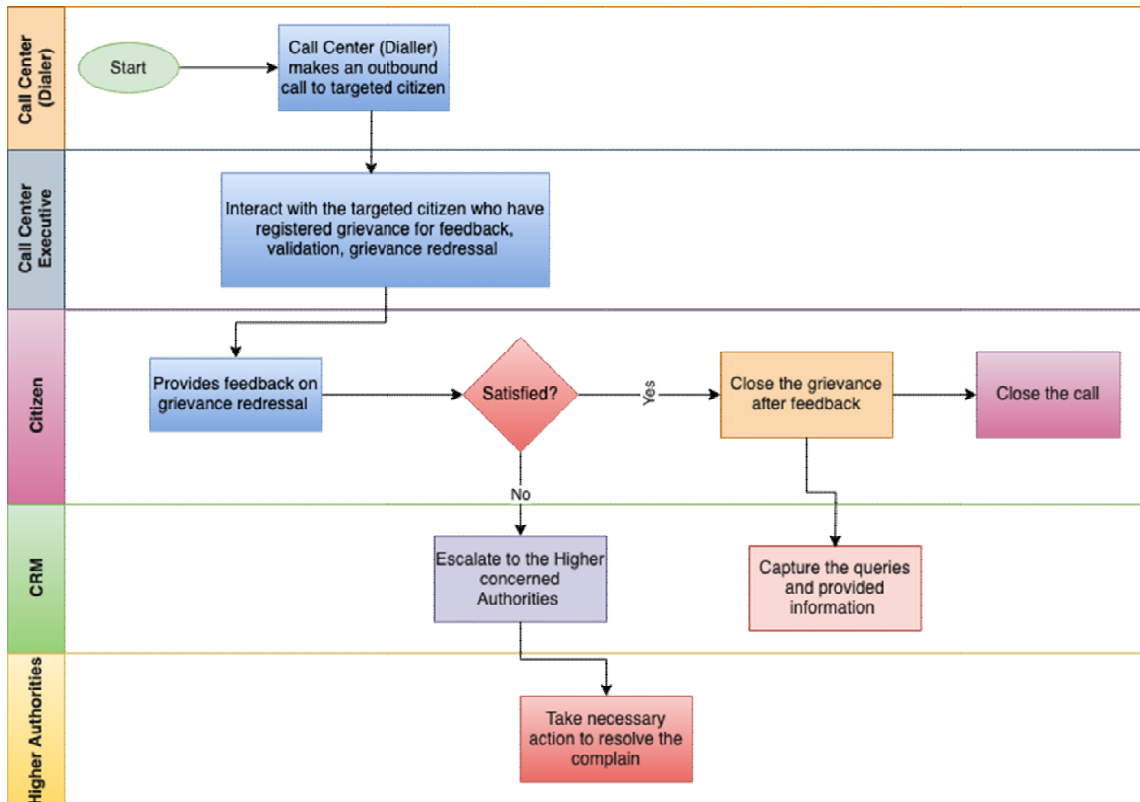
The Agency is expected to follow under said phases during Project Implementation. System Study with respect to all the modules and Submission of System Study report consisting of :

- System requirement Specifications
- CGRMS Call Centre Establishment with proper customization of CRM software and data analytic tools.
- Training/refresher training to Stakeholders

Inbound Call Process Flow



Outbound Call Process Flow



The Agency needs to establish a Gen AI enabled CGRMS, which will be set up in line with the requirements of BRLPS. The CGRMS will be used by the Public/Staffs/ Cadres etc. to get required Information related to services marked by BRLPS. The selected Solution provider will provide required software and manpower for the running of call centre as mentioned below:

- The selected bidder has to provide a CGRMS helpdesk application along with a Gen AI enabled virtual assistant for handling queries.
- The software will allow the CGRMS executives to login into the application as per their authorization. The software shall provide the facility to register the grievances/calls received by the call executives.
- The software will provide a predefined set of FAQs and their relevant responses to the call centre. This will help them in handling the queries raised by the citizen. FAQs will be designed with support from BRLPS.
- The software shall have a well written knowledge base which will help in fast resolution of queries raised by citizens calling to the call centre.
- The software shall enable the call centre executives to get notifications when another call centre executives hasn't responded to a call or when a call is taking too long to get resolved, or one of several other possible cases. The software shall also provide facility to redirect a call from one desk to the other either manually or automatically.
- Virtual Assistant should be capable of interacting in text, audio, and video.
 - Multiple language support (Mandatory: English, Hindi)
 - Interactive chat interface with auto suggestions for queries.
 - Conversational Flow Management.
 - Decision tree creation, greeting on entry, small talk, response to cuss words, fallback message, error message on no-internet, etc.
 - Capable of running rich media (text, image, audio, video), maps on Virtual Assistant.
- Service provider shall ensure the deployment of 1 CGRMS Helpline Supervisor and 10 Helpline Executives at BRLPS office.
- MIS reporting through JCCC Dashboard – CGRMS Service provider has to develop the format to fetch the report as per the BRLPS requirements. Major MIS report which shall be generated is Department wise MIS, District wise MIS, Subdivision wise MIS, Case and complaint wise MIS, Date wise MIS, Detailed Call report, Caller information, and Login wise MIS reports.
- Apart from mentioned above MIS report, the provision of customization report is also there. If BRLPS required any other type or format of MIS report, than the CGRMS service provider shall prepare and incorporate the same in the application.

6.2 Guiding Principles for Application Design & Development

The Agency should adopt best practices while developing/customizing/deploying the solution as mentioned below:

- The application should accompany a comprehensive content management system to support a variety of users ranging from Administrators to Guests. It should allow the administrator to create user roles and allow the setting up of access rights ranging from the entire solution to specific modules.
- The proposed solution should be Integrated, Scalable, Modular, User-friendly and

Highly Available.

- Design should be flexible to accommodate new customizable sections/ modules
- It should provide secure API-based integration with other applications/third party applications involved in processes as per the functional requirements.
- It should provide a search module for efficient information retrieval.
- It should be compatible with leading browsers and should be available as apps on mobile applications.
- The proposed solution shall need to be deployed on the cloud infrastructure procured by BRLPS. Bidder shall provide sizing and Infra requirement.
- The proposed solution must implement role-based access for authentication and authorization to various modules and applications.
- The proposed solution must implement reports for export in MS Excel, Word, and PDF formats.
- The proposed solution must implement multi-level security across various tiers and software layers of the IT application.
- Best practices from the industry must be implemented across the tiers and layers of the proposed solution and across various phases of the software development life cycle.

Besides the above points, the proposed solution should be designed/developed/customized keeping the following points in mind for the software architecture of the solution.

- Scalable Architecture
 - a. Maintain performance as data volumes and users grow.
 - b. Support expanding business needs with reliable scalability.
 - c. Enhance operational stability with robust architecture.
- Backup and Disaster recovery
 - a. The Agency must provide a detailed backup strategy plan, disaster recovery plan, and storage recovery plan that ensure minimal downtime of the application while keeping the cost to be minimal.
 - b. The proposed solution must ensure a high degree of automation of incremental backup, full back up, data recovery, health monitoring of various services, etc. All necessary scripts, code, triggers, training, and documentation must be provided with respect to health monitoring, backup, and disaster recovery
- Frontend Design
 - a. The user interface must follow principles of responsive design. The interface must ensure that the rendering of any pages/ forms is aesthetically pleasing and a better user experience by accommodating flexible designs that cater to devices of all form factors (laptop/ desktop/ tablet/ mobile).
 - b. All user interfaces must ensure compatibility across most of the popular browsers.
 - c. Input data validation/sanitization should be done both at the front end as well as at the back end to ensure security and safety.

- d. User interface design, along with the back-end sanitization should ensure that attacks such as SQL injection, cross site scripting, buffer overflow, and any other similar attacks are ineffective against the proposed solution.

➤ **Software Support and Maintenance Practices**

- a. The selected Agency must ensure that the technology / application of the proposed software be of the latest version. The upgrades of the software to be provided by the Agency time to time during the agreement period. The Agency will select the software for data analytics, CGRMS, etc. as per the scope of work, must be globally accepted and meets standard.

Implementation Services till Go-Live of JCCC and Grievance Redressal Management System (GRMS)

This section outlines the proposed scope of work for Agency to be covered during implementation phase, which includes project planning, application design, development/customization, , deployment of JCCC and Grievance Redressal Management System (GRMS) application on testing, training and go-live.

Project Preparation & Business Design / Blueprint

The Agency will prepare an inception report covering the following:

- Project plan, milestones & timelines
- Resource deployment plan
- Project governance structure & mechanism
- Responsibility matrix in discussion with BRLPS

After submission of inception report, the Agency shall complete requirement gathering for application design/customization, development and deployment. Thereafter, the Agency shall submit Functional & System Requirement Specifications Documents.

Non-Functional Requirements:

- a. **Performance:** The application should respond to user queries promptly, typically within a few seconds, ensuring a smooth and efficient user experience.
- b. **Scalability:** The application should be designed to scale efficiently, accommodating an increasing number of users and interactions without performance degradation.
- c. **Reliability:** The application should be available and operational 24/7, with high availability and minimal downtime to ensure continuous service.
- d. **Security:** Robust security measures should be implemented to protect user data and ensure compliance with privacy regulations. This includes encryption, secure authentication, and regular security audits.
- e. **Usability:** The application should offer a user-friendly interface easy to navigate, with clear instructions and an intuitive design to enhance the overall user experience.
- f. **Maintainability:** The application should be designed for easy maintenance and updates, allowing for quick implementation of fixes, enhancements, and continuous improvement.
- g. **Flexibility:** The application should be adaptable to future changes in rules, regulations, and user requirements, with a modular architecture that supports easy integration of new features.

Application Testing

Testing Requirements

- a. The Agency shall provide details of tests to be carried out during the implementation.
- b. The Agency shall work in a manner to complete testing requirements and adhere to the test plan outlined.
- c. The Agency must ensure deployment of necessary resources during the testing phases.
- d. The Agency shall responsible to take remedial action based on outcome of the tests.
- e. The Agency shall create the test plan document that defines the requirements and configurations of the solution, determine the tools and methods used to check that the application responds correctly, determine how and when the test will be performed. The test plan document may guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of integrated solution implementation are proper.
- f. Application will be deployed on cloud as arranged by BRLPS. The Agency should, however, arrange for development and test environments that closely resemble the production environment.

Testing Phases

a. Development and Functional Testing

- i. Post development and customization of the solution, the Agency shall conduct tests to demonstrate the readiness of the application which meets all the requirement specifications (functional and non-functional) as brought out in this RFP.
- ii. Based on these tests, a report shall be submitted by the Agency for review and approval by BRLPS.
- iii. Bidder to ensure that the test results reflect the business requirements as defined in this RFP.

b. User Acceptance Testing (UAT)

- i. Agency will help conduct User Acceptance test (UAT) before go-live of the application. The UAT will cover all the features included in SRS document. The procedure for the same will be as under:
 - Agency will create the test cases
 - BRLPS will approve/provide feedback on the test cases within a week.
 - BRLPS will form a team to conduct the UAT
 - Agency will demonstrate the application to UAT team of BRLPS
 - UAT Team of BRLPS will complete the UAT within 1 week

- Feedback if any on the basis of UAT will be incorporated by bidder
- Final round of UAT, if required will be completed, within 2 days by UAT team

The purpose of this acceptance is to ensure conformance to the required operations, response times, and integrity of the software after installation, and to eliminate any operational bugs.

- ii. A critical criterion for UAT would be the validation and conformance of application in terms of details captured in the technical design document.
- iii. UAT shall be carried out before Go-Live as per the procedure mentioned above and the UAT reports shall be signed off.
- iv. Agency is expected to make all necessary modifications to the solution, customizations, interfaces, etc., for all bugs and errors, if there are performance issues or errors identified during testing, it will have to be rectified and subsequent patches/versions will also have to be tested.
- v. UAT will be done by person/ committee identified BRLPS. BRLPS may decide to engage a third party for conducting UAT, in that case the cost for engaging third party, if any, will be borne by BRLPS.
- vi. Agency shall be responsible for maintaining appropriate program change control and version control for all the modifications/enhancements carried out during the implementation/testing phases.
- vii. Agency is expected to provide details of the testing strategy, testing approach, teams responsible for the entire activity (implementation/testing phases)

Training of users on Application

The Agency shall provide training as per the following requirements:

- a) Train The Trainer (TTT) methodology will need to be followed by the Agency, enabling BRLPS to create a pool of trainers.
- b) Total number of trainees including the Trainers to be trained will be 100.
- c) All trainings to be conducted centrally at BRLPS Office, Patna or online.
- d) Refresher training to be provided by the Agency as and when required during the entire period of the project engagement.

Go-Live of Applications

Installation, Setup, Commissioning of the JCCC and Grievance Redressal Management System (GRMS) is the part of the scope of work. Agency needs to ensure that all non-functional requirements are catered to and will be part of the design and the proposed solution. The application will be deployed on cloud infrastructure to be arranged by BRLPS. Development and testing environment, however, will be provided by Agency. EMS for monitoring will be provided by BRLPS.

- Go-Live is the phase in which the software solution in terms of this RFP is made available to respective BRLPS official/stakeholders.

- Before the final Go-Live, Agency has to complete development, customization, configurations of the application as per the Functional and Non-Functional Specifications as stated in RFP, SRS & FRS.
- The Go-Live is an end-to-end responsibility of Agency who will manage total planning, hand holding support.
- The completion shall include satisfactory completion of all the functional, non-functional, technical, security requirements, testing, deployment etc.
- In case of the Go-Live delays by Agency, the compensation for delay will be payable/recoverable by BRLPS as per SLA and Liquidated damages defined in this RFP document, in all the cases where the delay can be attributable to Bidder. However, if the delays happen due to any approval/clearance pending from BRLPS side, the same may be documented and concurred by BRLPS and in such case no recovery will be applicable.
- The implementation phase shall be deemed as completed in all respects only after:
 - All required man-power are placed within the timeline defined in the RFP.
 - The required software/tools etc. for JCCC and CGRMS will be provided by the agency with required licenses.
 - The required applications, software etc. and services are implemented as per the intent of this RFP scope, SRS and FRS to the satisfaction of BRLPS.
 - All requirements and scope mentioned in this RFP, SRS and FRS have been completed with signoffs.

Documentation

Following project and application documentation is expected to be delivered by the Agency as part of the engagement.

#	Phase	Deliverable
1	Application Requirement Specification	<ul style="list-style-type: none"> • Functional & System Requirement Specification (FRS & SRS) Document
2	Application Design	<ul style="list-style-type: none"> • Design Document with detailed high- & low-level designs detailing technical architecture (application, network & security) • Data Architecture, Interface Architecture and Integration Architecture • Deployment architecture • Use Case Diagrams • Acceptance Test Cases
3	Customization	<ul style="list-style-type: none"> • Technical Specifications • Performance Test Report • UAT Report • Test Compliance Report
4	Implementation	<ul style="list-style-type: none"> • Training Plan • Training Manuals • User Manuals • Security Audit Report

#	Phase	Deliverable
5	Reporting	<ul style="list-style-type: none"> ● Monthly Status Report (containing the details of activities performed during the month) ● SLA Monitoring Report

4. Timelines

The Agreement will be for an initial period of 36 months which may be extended for further 24 months based on the performance of the agency and the need of the organization.

5. Deliverable & Payment Terms

Sl. No	Milestone	Timelines	Liquidated damage for delay
1	Establishment of JCCC along with CGRMS team members with required Software/Tools etc.	T0 + 2 Weeks	0.07% per day will be deducted from the quarterly payment
2	FRS Report Submission	T0 + 4 Weeks	00.07% per day will be deducted from the quarterly payment
3	Demo and pilot of the JCCC platform with CGRMS system	T0 + 9 Weeks	00.07% per day will be deducted from the quarterly payment
4	Go Live with the JCCC Platform with CGRMS system	T0 + 16 Weeks	0.07% per day will be deducted from the quarterly payment
5.	Payment of Manpower		Quarterly Basis based on the attendance of every month.

- 1st quarter payment will be made on successful completion of Milestone to the satisfaction of BRLPS as defined in this RFP, upon submission of Invoice from Agency and approval of BRLPS on the same.
- Any delay in achievement of milestones/deliverables/activities from Agency/Service Provider shall automatically result in delay of corresponding payment from BRLPS without any additional liability on BRLPS.

- c) The payment will be made within 30 days on receipt of proper invoice (original) against successfully completion of the services as per the timeline indicated. Any objection/dispute/clarification to the amounts invoiced in the bill will be raised by BRLPS within reasonable time from the date of receipt of the invoice.
- d) Terms of payment indicated in the Agreement that will be signed between BRLPS and Bidder will be final and binding on Bidder and no interest will be payable by BRLPS on outstanding amounts under any circumstances, if there are any clauses in the Invoice contrary to the terms of the Agreement.
- e) All the payments shall be made in Indian National Rupee (INR) and shall be subject to statutory deductions, if any.

6. SLA Terms:

Except as provided under clause “Force Majeure,” if the agency/deployed manpower fails to deliver the services within the period as allotted, BRLPS may without prejudice to all its other remedies under the Agreement, deduct from the Agreed Price as per signed agreement, a sum equivalent to 1% per day till the period of delay from the quarterly invoice.

7. Exit Management & Transition

- a) The Bidder shall submit a structured and detailed transition and exit management plan along with technical proposal.
- b) The successful Bidder needs to update the Transition and Exit Management Plan on a half yearly basis or earlier in case of major changes during the entire agreement period. This plan needs to be discussed with and approved by BRLPS.
- c) At the end of the agreement period, the agency shall ensure that a proper and satisfactory handover is made to BRLPS or another agency as identified by BRLPS.
- d) The transition and exit management period will be of min. six (6) months before the expiration of the agreement period.
- e) The agency shall close all the open issues as on date of exit. All other open issues as on date of exit shall be listed and provided to BRLPS.
- f) The agency shall provide necessary knowledge transfer and transition support.
- g) In the event of termination or expiry of Agreement/Master Service Agreement, each Party shall comply with the Exit Management Plan.
- h) During the transition and exit management period, the agency shall use its best efforts to deliver the services.
- i) The exit management and transition will be considered complete based on approval from BRLPS.

8. Resource Requirement

The following key resources are essential for the successful delivery of the project. The bidder must ensure these resources are available for deployment during the implementation phase.

#	Role/ Deployment Mode	Number	Profile

#	Role/ Deployment Mode	Number	Profile
1	Project Manager (on-site)	1	B.Tech/BE/BCA/MCA/MBA with minimum 10 years of post-qualification experience.
JCCC			
1	AI/ML Engineer (on-site)	1	B.Tech/BE (Computer Science/ Information Technology/ Electronics or a related field)/MCA or MBA/PGDM or equivalent with minimum 3 years of post-qualification experience in AI/ML model development and implementation.
2	Business Analyst (on-site)	1	B.Tech/BE with minimum 5 years of post-qualification experience as business analyst.
3	Data Engineer (on-site)	1	B.Tech/BE (Computer Science/ Information Technology/Electronics or a related field)/MCA with minimum 3 years of post-qualification experience in data engineering/development and implementation of data architectures/ ETL processes/ data warehousing solutions
4	Full Stack Developer (on-site)	1	B.Tech/BE/BCA/MCA with minimum 3 years of post-qualification experience in software development, with expertise in mobile and web applications.
5	Data Visualization Expert (on-site)	1	B.Tech/BE/BCA/MCA with minimum 3 years of post-qualification experience in BI dashboarding/data visualization domain covering different visualization tools.
6	DBA (On-site)	1	B.Tech/BE/BCA/MCA with minimum 5 years of post-qualification relevant experience.
7	System Administrator (On-site)	1	B.Tech/BE/BCA/MCA with minimum 5 years of post-qualification relevant experience.
CGRMS			

#	Role/ Deployment Mode	Number	Profile
1	CGRMS Supervisor	1	<p>Graduate in any discipline preferably having basic computer knowledge.</p> <p>At least 5 years post-qualification experience in call centre operations. Should have experience to manage more than 10 call centre executives.</p> <p>Responsibilities: End to End Call Centre Management, Team Handling, Client interaction to ensure timely completion of project milestones.</p> <p>Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills</p>
2	Helpline Executives	10	<p>Graduate in any discipline.</p> <p>Responsibilities: To manage the call and give proper response of the queries to citizen / public.</p> <p>Languages known (Read, Write and Speak): Hindi, English Excellent writing, communication, time management and multi-tasking skills. (Executives should be able to communicate in local languages like Bhojpuri, Magahi, Maithili and Angika etc.)</p>
Total		11	
<p>NOTE: The number and duration of time of above manpower may be increased/decreased by the BRLPS after initial assessment within six (06) months or as and when required during the agreement period.</p>			

If required, the Agency should deploy more resources in addition to those mentioned in the table above in order to implement the application as per the proposed timeline.

The Agency will bear all costs associated with travel and accommodation expenses incurred by their personnel during on-site visits as per need and as agreed upon in writing by BRLPS.

9. Change Management Process

This section outlines the procedure for any proposed changes to the Scope of Work and SLA. BRLPS and the Agency acknowledge that changes are inevitable in-service delivery, and many changes can be managed by reorganizing processes and responsibilities without significantly impacting costs. This Change Control applies to all changes to this agreement and related documents, except for SLA changes.

Change requests related to the Agreement, Scope of Work, Deliverables, acceptance criteria, Project Management, or Annual Maintenance Services will be initiated by the respective Project Managers of each Party. These Project Managers will be responsible for obtaining approval for the change, acting as its sponsor throughout the Change Control Process, and completing Part A of the CCN attached as Annexure 2-Form 2. The CCNs will then be presented to the other Party's Project Manager, who will acknowledge receipt with a signature.

When preparing the CCN, both the Bidder and BRLPS should consider whether the change is beyond the scope of Services outlined in the Agreement, including related and necessary services detailed in the RFP.

Bidder will be expected to submit blended man-month cost as per the format attached in Annexure-I (Form 7).

1. Request For Proposal

BRLPS invites responses (“Tenders”) to this Request for Proposal (“RFP”) from reputed IT firms (“Bidders”) for the provision of Services as described under, “Scope of Work” of this RFP. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet.

2. General Terms, Conditions & Provisions

2.1. General Instructions

- 2.1.1. 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.
- 2.1.2. All information supplied by Bidders may be treated as binding on the Bidders, on successful award of the assignment by the Purchaser on the basis of this RFP.
- 2.1.3. 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 agreement being executed by or on behalf of the Purchaser.
- 2.1.4. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

2.2. Conflict of Interest

- 2.2.1. 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, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.
- 2.2.2. The Purchaser requires that the Selected Bidder provides solutions which at all times hold the Purchaser’s interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Selected Bidder 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.
- 2.2.3. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
- the Bidder or Associates (or any constituent thereof) and any other Bidder or Associates (or any constituent thereof) have common controlling shareholders or other ownership interest.
 - a constituent of such Bidder is also a constituent of another Bidder; or
 - such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
 - such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
 - 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.

2.3. Corrupt and Fraudulent Practices

- 2.3.1. The Purchaser will reject a proposal for award if it determines that the bidder recommended for award, or any of its personnel, or its agents or, vendors and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- 2.3.2. For the purposes of this provision, the terms are set forth as follows:
- “Corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

- “Collusive Practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- “Coercive Practice” is impairing or harming, or threaten to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- “Obstructive Practices” is deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to The Purchaser in order to materially impede an investigation into allegations of a corrupt, fraudulent, collusive or coercive practice; and or threaten, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

2.4. Completeness of Response/ Compliant Proposals

- 2.4.1. 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.
- 2.4.2. 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.

2.5. Proposal Validity

- 2.5.1. The Bidder’s Proposal must remain valid for at least 180 (one hundred & eighty) days after the Proposal submission deadline. A bid valid for a shorter period shall be rejected by the Purchaser as non- responsive bid.
- 2.5.2. In exceptional circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders to extend the period of validity of their Bids. The EMD shall also be extended for a corresponding period. A bidder may refuse the request without forfeiting its bid security i.e., EMD. A bidder granting the request shall not be required or permitted to modify its bid. The request and the responses shall be made in writing.

2.6. Extension of Validity Period

- 2.6.1. The Purchaser will make its best effort to complete the processing within the proposal’s validity period. However, should the need arise, The Purchaser may request, in writing, all Bidders who submitted Proposals prior to the submission deadline to extend the Proposal’s validity.
- 2.6.2. If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.

- 2.6.3. The Bidder has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.

2.7. Confidentiality

- 2.7.1. From the time the Proposals are opened to the time the work is awarded, the Bidder should not contact the Purchaser on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Bidders who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the award information.
- 2.7.2. Any attempt by shortlisted Bidders or anyone on behalf of the Bidder to influence improperly the Purchaser in the evaluation of the Proposals or award decisions may result in the rejection of its Proposal
- 2.7.3. Notwithstanding the above provisions, from the time of the Proposals, opening to the time of work award publication, if a Bidder wishes to contact the Purchaser on any matter related to the selection process, it should do so only in writing.

2.8. Amendment to “RFP”

- 2.8.1. At any time prior to the deadline for submission of Proposal, subsequent to the pre proposal meet, the Purchaser may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the “RFP” document by the issuance of Addendum/ Corrigendum and posting it on e-Procurement website. In order to afford the Bidders a reasonable time for taking an amendment into account, or for any other reason, the Purchaser may, in its sole discretion, extend the proposal submission date.

2.9. Governing Law

- 2.9.1. The Agreement shall be governed by and interpreted in accordance with the laws of the Bihar State/ the Country (India) and under the jurisdiction of Patna Court.

2.10. Force Majeure

- 2.10.1. Definition of Force Majeure
“Force Majeure” shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.
- 2.10.2. Force Majeure events shall include, without limitation, the following:
war, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war; strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague; earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;

- If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Agreement by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.
- 2.10.2.1. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The time for achieving Final Acceptance shall be extended.
- 2.10.2.2. The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the work and to fulfil its or their obligations under the Agreement, but without prejudice to either party's right to rescind the Agreement under this Clause.
- 2.10.2.3. No delay or non-performance by either party to this agreement caused by the occurrence of any event of Force Majeure shall:
- constitute a default or breach of the Agreement;
 - give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance, if, and to the extent that, such delay or non-performance is caused by the occurrence of an event of Force Majeure.
- 2.10.2.4. If the performance under the Agreement is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days on account of one or more events of Force Majeure during the time period covered by the Agreement, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may rescind the Agreement by giving a written notice to the other.

2.11. Termination Clause

2.11.1. Termination for Default

- 2.11.1.1. The Purchaser may, without prejudice to any other remedy for breach of agreement, by a written notice of default of at least 30 days sent to the selected bidder, terminate the agreement in whole or in part provided a cure period of not less than 30 days is given to the selected bidder to rectify the breach.
- 2.11.1.2. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the agreement, or any extension thereof granted by The Purchaser; or;
- 2.11.1.3. If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or;

- 2.11.1.4. If the selected bidder, in the judgment of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the agreement, or;
- 2.11.1.5. If the selected bidder commits breach of any condition of the agreement; or;
- 2.11.1.6. If The Purchaser terminates the agreement in whole or in part, amount of PBG may be forfeited. The decision of the Purchaser will be final and conclusive in this regard.

2.11.2. Termination for Insolvency

- 2.11.2.1. The Purchaser may at any time terminate the Agreement by giving a prior written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to The Purchaser.

2.11.3. Termination for Convenience

- 2.11.3.1. The Purchaser, by a prior written notice of at least 60 days sent to the selected bidder, may terminate the Agreement, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the selected bidder under the Agreement is terminated, and the date upon which such termination becomes effective.
- 2.11.3.2. In such case, The Purchaser will pay for all the pending invoices as well as the work done till that date by the Bidder.
- 2.11.3.3. Limitation of Liability- In no event shall either party be liable for consequential, incidental, in direct, or punitive loss, damage or expenses (including lost profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.

2.11.4. Termination by The Purchaser

- 2.11.4.1. The Purchaser may at any time terminate the Agreement by giving a prior written notice of at least thirty (30) days of termination to the Bidder, such notice to be given after the occurrence of any of the events, terminate this Agreement if:
 - The Selected Bidder fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within thirty (30) days of receipt of such notice of suspension or within such further period as the Purchaser may have subsequently granted in writing;

- The Selected Bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;
- The Selected Bidder submits to the Purchaser a statement which has a material effect on the rights, obligations or interests of the Purchaser and which the Selected Bidder knows to be false;
- Any document, information, data or statement submitted by the Selected Bidder in its Proposals, based on which the Selected Bidder was considered eligible or successful, is found to be false, incorrect or misleading; or
- As the result of Force Majeure, the Selected Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- If the Purchaser likes to terminate the agreement for reasons not attributable to the Selected Bidder's performance, they will need to clear all invoices for the Selected Bidder services up to the date of their notice.
- If the Purchaser likes to terminate the agreement for reasons attributable related to the Selected Bidder, they will give a prior written rectification notice of 3 months to the Selected Bidder in writing with specific observations and instructions.

2.11.5. Termination by Selected Bidder

2.11.5.1. The Selected Bidder may, by not less than three (03) months prior written notice to the Purchaser, such notice to be given after the occurrence of any of the events, terminate this Agreement if:

- The Purchaser is in material breach of its obligations pursuant to this Agreement and has not remedied the same within thirty (30) days (or such longer period as the Selected Bidder may have subsequently agreed in writing) following the receipt by the Purchaser of the Selected Bidder's notice specifying such breach;
- If there are more than 2 unpaid invoices and Purchaser fails to remedy the same within forty-five (45) days of the submission of the last unpaid invoice.
- As the result of Force Majeure, the Selected Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or

2.11.6. Payment upon Termination

2.11.6.1. Upon termination of this Agreement all pending payments due till the date of the termination of the agreement will be made by Purchaser to the Selected Bidder.

2.12. Suspension

2.12.1. The Purchaser may, by written notice of suspension to the Selected Bidder, without any obligation (financial or otherwise) suspend all the payments to the Selected Bidder here under if the Selected Bidder shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension

- Shall specify the nature of the breach or failure, and
- Shall provide an opportunity to the Selected Bidder to remedy such breach or failure within a period not exceeding thirty (30) days after receipt by the Selected Bidder of such notice of suspension.

2.13. Cessation of rights and obligations

2.13.1. Upon termination of this Agreement or upon expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except

- Such rights and obligations as may have accrued on the date of termination or expiration,
- The obligation of confidentiality set forth in RFP.

2.14. Cessation of Services

2.14.1. Upon termination of this Agreement by notice of either Party to the other the Selected Bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

2.15. Disputes Resolution

2.15.1. Amicable Settlement: The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation.

2.15.2. If the dispute is/are not settled amicably, the courts located in territorial jurisdiction of Patna, Bihar shall have the sole jurisdiction to settle the dispute/s.

3. Preparation & Submission of the Proposal

- 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>
- Please note that prices should not be indicated in the technical proposal but should only be indicated in the financial proposal.
- The submission of bid is to be made through <https://eproc2.bihar.gov.in>

- All the pages of the Proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.
- The Proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialled by the authorised signatory of the Bidder.

3.1. Pre-bid Conference

- Purchaser shall hold a pre-bid meeting with the prospective Bidders as per information given in the Fact Sheet above.
- The Bidders will have to ensure that their queries for pre-bid meeting should reach the point of contact through email only as mentioned in the fact sheet above.
- The e-mail should necessarily have subject as per the following nomenclature:
“Pre-bid Query – RFP for JCCC and GRMS by Bihar Rural Livelihoods Promotion Society{Company's Name}”**
- The queries should necessarily be submitted in the following format in both PDF and Editable MS-Word/ Excel File Format:

S. No.	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification
1.			
2.			

- 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.

3.1.1. Pre-bid Queries and Corrigendum

- The Purchaser will endeavour 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.
- 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.
- The corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the <https://eproc2.bihar.gov.in>.
- Any such corrigendum shall be deemed to be incorporated into this RFP.

- e. In order 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.

3.2. Right to Terminate the Process

- 3.2.1. 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.
- 3.2.2. 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.

3.3. Tender document fees (Non Refundable)

- 3.3.1. The Bidder will download the RFP document(s) from the website <https://eproc2.bihar.gov.in>. The tender document fees as mentioned in the “Fact Sheet” should be submitted online. The tender document fee must be submitted with proposal. Proposals received without or with inadequate tender document fees shall be rejected.
- 3.3.2. This fee is mandatory to be paid through online mode i.e., Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

3.4. Tender Processing fees

- 3.4.1. The bidder will have to pay a one-time Tender Processing Fee as mentioned in the “Fact Sheet” to be submitted online.
- 3.4.2. This fee is mandatory to be paid through online mode i.e., Internet payment gateway (Credit/ Debit Card), Net banking, NEFT/RTGS.

3.5. Earnest Money Deposit (EMD)/Bid Security

- 3.5.1. Bidders shall submit an EMD of amount as mentioned in the “Fact Sheet” to be paid online on <https://eproc2.bihar.gov.in> or in the form of Bank Guarantee issued by an Indian Nationalized / Scheduled Indian Bank.
- 3.5.2. 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 Performance Bank Guarantee.
- 3.5.3. The EMD amount is interest free and will be refundable to the unsuccessful/successful Bidders without any accrued interest on it.
- 3.5.4. Proposals not accompanying the EMD or containing EMD with infirmity (ies) (relating to the amount or validity period etc.), mentioned above, shall be summarily rejected.
- 3.5.5. 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 agreement 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.

3.6. Performance Bank Guarantee (PBG)

- 3.6.1. Within 10 days from the date of Letter of Invitation (LoI)/Notification of Award from the Purchaser, the successful Bidder shall furnish the Performance Bank Guarantee (PBG) of an amount equal to 5% (five percent) of the agreement value, by way of DD/ Performance Bank Guarantee issued by one of the Nationalized/ Scheduled Indian Banks in India for the due performance of the Assignment. The Performance Bank Guarantee shall be for valid for the initial period of 42 months and has to be extended accordingly for extension of project, if any.
- 3.6.2. The PBG submitted will be for 42 months. However, in case of extension of project, above performance guarantee will have to be renewed for the extended period of the project.
- 3.6.3. Refund of PBG: The PBG shall be refunded within six months from the date of successful completion of the assignment.
- 3.6.4. Forfeiture of PBG: PBG shall be forfeited in the following cases:
 - When any terms and condition of the contract is breached.
 - When the selected Bidder fails to commence the services or fails to provide deliverables after partially executing the purchase/work order
 - The Resources must follow the working hours, working days and Holidays of BRLPS. However, resources shall be available on a holiday if so, is required by The Purchaser. No extra payments will be made for working on extended hours/Saturdays/Sundays/Holidays to meet the committed/required time schedules.
- 3.6.5. Format of Performance Bank Guarantee (PBG) and Agreement: These will be shared at the time of issuance of Letter of Acceptance/Notification of Award.

3.7. Proposal Preparation

- 3.7.1. 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.
- 3.7.2. Purchaser will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 3.7.3. Proposal should be accompanied by an appropriate board resolution or **Power of Attorney** in the name of an authorised signatory of the Bidder stating that he

is authorised to execute documents and to undertake any activity associated with the Bidder's Proposal.

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

3.8. Venue & Deadline for Submission of Proposal

- 3.8.1. Proposals, in its complete form in all respects as specified in the RFP, must be submitted online before the end time.
- 3.8.2. Bids received through other mode will not be entertained.
- 3.8.3. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- 3.8.4. The Purchaser reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

3.9. Visibility, Format and Numbering of the uploaded document

- 3.9.1. The bidder shall ensure that the document uploaded on the e-procurement portal is clearly visible and downloadable.
- 3.9.2. 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 downloadability of documents which are uploaded in any format other than those mentioned above shall not be entitled for any claim whatsoever.
- 3.9.3. 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.

4. Evaluation and Qualification Criteria

4.1. Evaluation

4.1.1. Evaluation Process

- a. BRLPS constituted committee will evaluate the responses of the Bidders (Proposal Evaluation Committee).
- b. Bihar Financial Rule and amendments published time to time will be followed for evaluation of RFP by the BRLPS.**
- c. The Proposal 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.
- d. The decision of the Proposal 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.

- e. The Proposal Evaluation Committee may ask bidders in writing to seek clarifications on their proposals, if required.
- f. The Proposal Evaluation Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- g. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- h. The evaluation would consist of following phases:
 - Phase I: Evaluation of Pre-qualification Criteria.
 - Phase II: Evaluation of Technical Proposal (of only those bidders who qualify as per the pre-qualification criteria).
 - Phase III: Evaluation of Financial Bids (of only those bidders who score at least 70% in the technical qualification criteria)
 - Phase IV: Combined Evaluation of Technical and Financial Bids (QCBS – 70:30).

4.1.2. Proposal Opening

- a. The Proposals submitted up to the last date and time mentioned above will be opened on the mentioned place, time and date by the BRLPS in the presence of the Bidder's representatives who may be present at the time of opening.
- b. The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity for attending the opening of the Proposal.

4.1.3. Proposal validity

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

4.1.4. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

- a. BRLPS 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 The Purchaser action.

4.1.5. 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 as per above, will be considered for further processing.

4.1.6. Selection Process:

The process for selection of firm will be QCBS with 70% weightage to technical score and 30% to financial score as outlined below:

4.1.6.1. Eligibility Criteria:

- a. The bidder needs to comply with all the eligibility criteria mentioned in section 'Pre-Qualification Eligibility Criteria for the Agency'. Only Bidders who meet the eligibility requirements as on date of bid submission would be considered as qualified to move to the next stage of Technical and Financial evaluations.

4.1.6.2. Evaluation of Technical Bid:

- a. Technical Proposal for only those Bidders who have been found to be in compliance with the Pre-qualification Eligibility Criteria would be taken up by the Purchaser for further evaluation.
- b. The Purchaser will evaluate Technical Bid as per the criteria listed under section 'Technical Evaluation Criteria'. Additionally, the Purchaser shall invite the shortlisted bidders to make a presentation at a date, time and locations determined by it. The purpose of such presentations and demonstration would be to allow the Bidders to present their proposed solutions, approach, implementation plan, etc. to the Purchaser along with the key points and strengths of their proposals. The Purchaser would also be able to establish the capacity and capability of the solution proposed, previous experience and the verification of claims made in response to schedule of requirements by the Bidder. Based on presentation scores would be allotted which shall be used along with other criteria mentioned in the section for arriving to marks under Technical Evaluation.
- c. In the technical evaluation, it is mandatory for the Bidder to score at least 70% of the marks to be qualified to participate in the Financial Evaluation. Those Bidders who fail to attain this minimum score shall be technically disqualified and shall not be considered for further evaluation.

4.1.6.3. Evaluation of Financial Bid:

- a. A fixed price fee to be quoted for the entire scope of work as "Selection of Agency for Development, Implementation, Operations & Maintenance of Jeevika Command & Control Centre Application". Prices quoted should be inclusive of all fees towards complete scope of work, all taxes, duties, levies, license fees, excluding GST and shall also include all expenses

incurred for the execution of the work such as travel expenses, transportation expenses, other expenses, office expenses, out of pocket expenses etc. along with margin. Conditional Financial Bid shall be outrightly rejected.

- b. The total amount as per Form 7 of Annexure I shall be considered as the quoted value for evaluation of financial bid.
- c. No adjustment of the agreed price shall be made on account of any variations in cost of labour and materials or any other costs components affecting the total cost in fulfilling the obligations under the agreement. The prices, once offered, must remain fixed and will be subject to escalation of 5% during the subsequent extension of the agreement period.
- d. In this phase, the Financial Proposals of only those Bidder, who are technically qualified under Technical Evaluation shall be opened.
- e. The proposal with the lowest fee (Fm) shall be awarded a financial score (Sf) of 100 points. The financial scores (Sf) of other technically qualified bidders shall be computed as follows:
$$Sf = 100 * Fm/F \text{ (rounded off to 2 decimal places) where } F = \text{Amount of financial bid}$$

4.1.6.4. Techno-Financial Evaluation

In respect of all the technically qualified bidders, in whose case, the financial bid has been opened; a combined techno-financial evaluation will be done by the Purchaser as per the following procedure:

The weights given to the Technical (T) and Financial (P) Proposals are:
T = 70, and
P = 30

- a) Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; (T + P = 1) as following:
$$S = St \times T\% + Sf \times P\%$$
- b) All scores shall be calculated up to two decimal places only.

4.1.7. Award criteria

- a. The Purchaser will award the work 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.
- b. Award of work to the Bid scoring highest (H-1) marks based on COMBINED TECHNO-FINACIAL EVALUATION.
- c. Bidder with highest score (H-1) becomes the successful Bidder. In case of a tie between bidders i.e., if two or more bidders receive the same

combined score, bidder with the higher technical score shall be declared as (H1).

- d. BRLPS will notify 'Selected Bidder/Awardee/Agency' in writing by way of issuance of Letter of Intent/Notification of Award, that its Bid has been accepted. Bidder must accept the same within Ten (10) days and submit token of Acceptance.
- e. The successful Bidder will have to execute a Non-Disclosure Agreement (NDA), Performance Security/Performance Security for the amount and validity as desired in this RFP before signing of the Master Service Agreement. The NDA shall be valid even post agreement completion up to 180 days.
- f. The successful Bidder shall be required to enter into an agreement with BRLPS. Copy of Board resolution and power of attorney (POA wherever applicable) showing that Signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted to BRLPS.
- g. BRLPS reserves the right to stipulate, at the time of finalization of the Agreement, any other document(s) to be enclosed as a part of the final Agreement.
- h. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or Performance Security.

4.1.8. Notification of Award

- a. Prior to the expiration of the validity period, The Purchaser 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, The Purchaser, may like to request the bidders to extend the validity period of the bid.
- b. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, The Purchaser will return the EMD of unsuccessful bidders.

4.1.9. Signing of Agreement

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

4.1.10. Failure to agree with terms and condition of RFP

- a. Failure of the successful bidder to agree with the Draft Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award.

4.2. Manufacturer's Authorisation Form

The Bidder shall provide Manufacturer's Authorisation Form (MAF) from the OEM for (Gen AI solution) as per the format in **Annexure 2-Form 3** to this RFP document.

4.3. Criteria for Evaluation

4.3.1. Pre-Qualification Eligibility criteria for the Bidder.

Sl. No.	Eligibility Criteria	Supporting Documents
1.	The bidder must be Indian companies registered under Indian Companies Act, 1956/2013 or a company formed under any other law for the time being in force.	Copy of its certificate of incorporation.
2.	The bidder should be in the field of Information Technology (IT) for a minimum of five (5) years.	Copy of Memorandum of Association and Articles of Association.
3.	The bidder must have valid GST registration and PAN in India.	The bidder shall be required to submit a copy of GST registration and PAN.
4.	The bidder should have Minimum Average Annual Turnover of INR 50 crores during the last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	Audited profit & loss statements and balance sheets for the last three (3) financial years. And CA certificate indicating turnover for the last three (3) financial years.
5.	The bidder should have positive net worth (measure as paid-up capital plus free reserves) as well as profitability for last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	CA certificate indicating positive net worth and profitability for the last three (3) financial years.
6.	The bidder must have experience in one completed project in IT/ITEs/IT manpower supply with any Government/State Government/ PSUs in India within last five (5) years with a minimum contract value of INR 10 Cr.	Copy of work order/contract/ completion certificate/partial completion certificate issued by the client.
7.	The bidder should have the below quality certificates: ISO 9001:2000 and ISO 27001:2013	Valid copy of certificates as on bid submission date.
8.	The bidder shall not be blacklisted/debarred/terminated of contract by any government/non-government and funding agencies.	Self-declaration by company authorized signatory on letterhead must be submitted.
9.	Manufacturer Authorization Form (MAF)	The bidder has to submit MAF for

Sl. No.	Eligibility Criteria	Supporting Documents
	from Original Equipment Manufacturer (OEM).	Generative AI (as per format given in Annexure 2-Form 3) from the OEMs of the products/services.
10.	The bidder is required to enclose notarized copy of the Power of Attorney from its directors/top management which should indicate clearly the name of the signatory and title.	Notarized copy of the power of attorney in the name of the signatory.
11.	The Generative AI OEM should have at least five (5) implementations with Central / State / Local government / PSU / BFSI with at least One (1) order value of INR Three (3) Crore or more in the last three (3) years.	Work order/PO/LOA/certificate of completion from client(s) of the OEM.
12.	Virtual Assistant OEM should have experience implementation of atleast one project related to Video Bot / Digital Persona with Central/State Government	Work order/PO/LOA/certificate of completion from client(s).
13.	The OEM of Virtual Assistant should have an average turnover of INR Five (5) Crores revenue in the last three (3) financial years (2021-22, 2022-23 and 2023-24).	CA certificate indicating turnover for the last three (3) financial years.

4.3.2. Technical Evaluation Criteria

The evaluation committee of the Purchaser will carry out the evaluation of technical proposals of only those who will fulfil the pre-qualification criteria as above. Technical Evaluation will be based on the following evaluation criteria and points system. If required, specific clarifications may be asked from any or all bidder(s) during evaluation stage. However, after the submission of the proposal by the bidder, any supplementary/ clarification document of a date later than the date of submission of proposal shall not be accepted.

#	Particulars	Basis of Evaluation	Max. Marks	Supporting Documents
A	Average Annual Turnover over the last three financial years – 2021-22, 2022-23 & 2023-24	<ul style="list-style-type: none"> Turnover \geq INR 50 \leq 100Cr – 05 Marks More than INR 100 crore – 10 Marks 	10	CA Certificate

#	Particulars	Basis of Evaluation	Max. Marks	Supporting Documents						
B	Experience of the bidder in delivering ongoing or completed projects in IT/ITeS/Software domain with any Central Government/State Government/ PSUs in India within last five (5) years with a single work order value of at least 10 Cr	<ul style="list-style-type: none">• One Project – 10 Marks• Two to Five Projects— 15 Marks• More than Five Projects – 20 Marks	20	Relevant documents – Work Order/Agreement						
C	The bidder must have experience of managing and operating any Command-and-Control Centre (CCC) or Network Operating Centre (NOC) owned by the bidder.	<ul style="list-style-type: none">• One CCC or NOC – 3 marks• Two CCCs or NOCs – 5 Marks• Four CCCs or NOCs - 10	10	Relevant documents - Work Order/Agreement						
D	Certifications	<ul style="list-style-type: none">• CMMI Level 4 or above: 2 marks• ISO 9001:2015 or above: 01 marks• ISO 27001: 2 marks	05	Relevant Certificate in name of Bidder						
E	Approach and Methodology									
	Understanding of requirement, Proposed solutions, Approach and Methodology, Non-functional requirements, Resource Planning, Timelines, Work Break Down Structure, Risk Management/ Mitigation Plan, Project Plan	<table><tr><th>Aspect</th><th>Marks</th></tr><tr><td>Understanding of requirement & Proposed Solution</td><td>2.5</td></tr><tr><td>Detailed Approach & Methodology:</td><td>2.5</td></tr></table>	Aspect	Marks	Understanding of requirement & Proposed Solution	2.5	Detailed Approach & Methodology:	2.5	05	Write-up
Aspect	Marks									
Understanding of requirement & Proposed Solution	2.5									
Detailed Approach & Methodology:	2.5									
F	Experts’ qualifications and competence for the Assignment			35 marks						

#	Particulars	Basis of Evaluation	Max. Marks	Supporting Documents
	The number of points to be assigned to each of the positions shall be determined considering the following parameters – (a) General Qualification – 20% (b) Relevant Experience – 70% (c) Experience in the Regional languages – 10% <i>CVs are to be submitted in the attached Format.</i>			
	Project Manager – 01 No. – 10 marks			
	Full Stack Developer – 01 No. – 10 Nos.			
	AI/ML Engineer – 01 No – 05 marks			
	Business Analyst - 01 No. – 05 marks			
	Data Engineer – 01 No. – 05 marks			
G	Demonstration of proposed solution	Demonstration of proposed solution covering the proposed through demo.	15 marks	Presentation about project features/ functionalities; Detailed Demonstration
			100	

Kindly Note:

1. Bidder has to submit CVs as per the attached format (Annexure-3) for all the experts except CGRMS Supervisor and Helpline Executives. However, evaluation of CVs will be made as per the above requirement and markings.
2. Deployment of manpower will be made by the successful agency as per the submitted CVs. If any of the personnel become unavailable during the period of agreement (not before 03 months), the successful agency shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request along with new CV. In such case, a replacement shall have equal or better qualifications and experience than those of the originally proposed.
3. To get technically qualified, bidder must obtain minimum 70 Marks in Technical Score as defined above.

ANNEXURES

Annexure 1- Form 1 : Letter of Proposal

<Location, Date>

To,

<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 <Systems Solutions Provider> to the <Purchaser> on <Name of the Systems Implementation Engagement> with your Request for Proposal dated <insert date> and our Proposal. We are here by submitting our Proposal, which includes this technical bid and the Financial Bid sealed on the <URL of e Procurement portal> portal.

We hereby declare that all the information and statements made in this technical bid are true and accept that any miss-interpretation 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:

Annexure 1-Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
1	Name and Address of the Bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of Registration	
5	ROC Reference No.	
6	Details of Company Registration	
7	Name, Address, Email, Phone Nos. and Mobile Number of Contact Person	
8	Bank Details; Name of Bank, Account Number & IFSC Code	

Annexure 1 - 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>> (here in after called "the Bid") to<Purchaser>

Know all Men by these presents that we <<name of financial institution>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <Purchaser> (hereinafter called" the Purchaser") in the sum of Rs. <<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 with drawn 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 shortlisted;

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 it owing 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 man dated 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 Rs. <<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 there of 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:

Annexure 1-Form 4: Bank Guarantee for Performance Security

PERFORMANCE SECURITY

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

Whereas, <<name of the supplier and address>> (here in after called “the Bidder”) has undertaken, in pursuance of Letter of Intent (LoI) No.<Insert LoI No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Purchaser (here in after called “the beneficiary”)

AndwhereasithasbeenstipulatedbyinthesaidcontractthattheBiddershallfurnishyouwith a bank guarantee by a recognized bank for the sum specified there in 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 offices at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore,weherebyaffirmthatweareguarantorsandresponsibletoyou,onbehalf of the supplier, **up to a total of Rs.<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 **Rs.<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 agreement to be performed there under or of any of the documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we here by 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 **Rs. <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 there of 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.

Annexure 1-Form 5: Project Citation Format

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Copy of Work Order	

Annexure 1-Form 6: Financial Proposal forwarding letter Template

**[PLEASE DO NOT FILL HERE. A SEPARATE SHEET WITH PRICE FORMAT HAS BEN PROVIDED ON
<https://eproc2.bihar.gov.in>**

To:

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

<Location, Date>

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

Dear Sir/Madam,

We, the undersigned, offer to provide the services for <<Title of Services>> in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. This amount is **inclusive of** the all taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the last date of Bid submission.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to /decrease from the scope of work under the contract.

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 RFP <Refer Section No.>. These prices are indicated 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 <Annexure - I> 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.

Yours Sincerely,

Authorized Signatory

Annexure 1-Form 7: Financial Proposal

Form-1 (Total Cost of the Assignment) [Total of Form-2 & 3]

#	Description	Total Amount (As per Form-1 & 2) below (Inclusive of Taxes) in INR
1.	Project Manager man-cost	PLEASE DO NOT FILL RATES HERE. A SEPRATE SHEET IN EXCEL FORMAT HAS BEEN PROVIDED ON E-PROC. PORTAL
2.	JCCC & CGRMS man cost	
Total		

Form-2:

#	Project component	Number of Manpower	Period of Deployment	Per Month Remuneration (exclusive of taxes)	Taxes	Cost (Inclusive of Taxes)
1	Project Manager (on-site) –	01	36 months	PLEASE DO NOT FILL HERE. A SEPRATE SHEET IN EXCEL FORMAT HAS BEEN PROVIDED ON E-PROC. PORTAL		
Total Amount						
JCCC						
1	AI/ML Engineer (on-site)	01	36 months	PLEASE DO NOT FILL RATES HERE. A SEPRATE SHEET IN EXCEL FORMAT HAS BEEN PROVIDED ON E-PROC. PORTAL		
2	Business Analyst (on-site)	01	36 months			
3	Data Engineer (on-site)	01	36 months			
4	Full Stack Developer (on-site)	01	36 months			
5	Data Visualization Expert On-site - 1)	01	36 months			
6	DBA (On-site)	01	36 months			
7	System Administrator (On-site)	01	36 months			
Total Amount						

Form 3:

#	Profile	Number of Manpower	Period of Deployment	Per Month Remuneration (exclusive of taxes)	Taxes	Cost (Inclusive of Taxes)
CGRMS						
1	CGRMS Supervisor	01	36 months	PLEASE DO NOT FILL RATES HERE. A SEPRATE SHEET IN EXCEL FORMAT HAS BEEN PROVIDED ON E-PROC. PORTAL		
2	Helpline Executives	10	36 months			
					Total	

Note:

1. **"Total Financial Quote for evaluation purposes"** as arrived at in Form 1 should be inclusive of expenses of the agency and taxes as per above shall form the basis of calculating the Financial score in this RFP.
2. Taxes to be mentioned separately
3. Currency for financial proposal, invoicing and payments shall be INR.

Annexure 2- Form 1: Power of Attorney

(Power of Attorney or Board Resolution in favour of Authorized Representative)

(Note: To be executed on a non-judicial stamp paper of appropriate value)

Know all men by the present that We
..... (name of the enterprise and address of the registered office) do hereby
irrevocably constitute, nominate, appoint and authorize Mr/Ms
..... (name)son/daughter/wife
of.....And presently
residing at..... who
is presently employed with us and holding the position of
..... as our true and lawful attorney (hereinafter referred to
as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things
including to enter into negotiation, as are necessary or required in connection with or
incidental to submission of our Bid for the RFP Reference No.
..... Dated.....

The attorney is fully authorized for providing information/ responses to the tendering
authority, representing us in all matters before the tendering authority including negotiations
with the tendering authority, signing and execution of all affidavits, undertakings and
agreements consequent to acceptance of our bid, and generally dealing with the tendering
authority in all matters in connection with or relating to or arising out of our bid for the said
tender.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds
and things done or caused to be done by our said Attorney pursuant to and in exercise of the
powers conferred by this Power of Attorney and that all acts, deeds and things done by our
said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to
have been done by us.

IN WITNESS WHEREOF WE,
....., THE ABOVE-NAMED
PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS
..... DAY OF

For

{Signature, name, designation and address}

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

Witnesses: 1. _____
2. _____

Annexure 2- Form 2: Change Control Notice Format

Change Control Note (CCN)		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by:	Date:	
Name:		
Signature:	Date:	
Received by the Agency		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B: Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		

Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by Agency	Date:
Name:	
Signature:	Date:
Change Control Note	CCN Number:
Part C: Authority to Proceed	
Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)	
Approved	

Rejected Requires Further Information (as follows, or as Attachment 1 etc.)	
For Purchaser and its nominated agencies	For the Implementation Agency
Signature	Signature
Name	Name
Title	Title
Date	Date

Annexure 2-Form 3: Manufacturer's Authorization Form

[This form has to be provided by the OEMs of the solution/product proposed]

No. Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers of (solution/product name) having development facility at (address of facility) do hereby authorize M/s (Name and address of Bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution/Product and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the solution distributed by the Supplier:

- a. Such Products as the Purchaser may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. advance notification to the Purchaser of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the Purchaser, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name) (Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

<div style="border: 1px solid black; width: 100px; height: 100px; margin: 0 auto;"></div> <p style="text-align: center;">Photo</p> <p style="text-align: center;">{Add Photo – Delete this text}</p>	Name	{Full Official Name}			
	Proposed Position:	{The proposed designation}			
	Date of Birth	{Please use the following format only: 28 th August 1978}			
	Education:	Degree(s)/ Diploma(s)	Institution	Year	
				From	To
		{Degree name with specialization (if any)}	{Name of institution, Name of city where institution is situated}	{YYYY}	{YYYY}
	{Add/ Delete rows if needed}				
Employment Record	Total Experience: {Total Work Experience in Years and Months, e.g., 10 years and 6 months}				
	From	To	Company	Position Held	
	{MM, YYYY}	{MM, YYYY}	{Company Name, Name of city where you were posted}	{Designation in the company}	
	{Add/ Delete rows if needed}				
Brief Profile	{Enter data here}				
Countries of Work Experience	{Name of the country}				
Languages	Language	Speaking	Reading	Writing	
	{Name of Language, e.g., English, Hindi etc.}	{Yes/ No}	{Yes/ No}	{Yes/ No}	
	{Add/ Delete rows if needed}				
Work Undertaken that Best Illustrates Capability to Handle the Task Assigned {Add assignments and rows as per the text}					
Project/ Assignment: {Name of the project/ Assignment} Month and Year (Start and end): {E.g., September2019 – August 2020} Location: {Name of the city, Name of the state} Client: {Name of the Client}					

Position held: {Position/ Designation as per the assignment} Activities: <ul style="list-style-type: none"> • {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position} • {Add more sections if needed} 	
Project/ Assignment: {Name of the project/ Assignment} Month and Year (Start and end):{E.g. September2019 – August 2020} Location: {Name of the city, Name of the state} Client: {Name of the Client} Position held: {Position/ Designation as per the assignment} Activities: <ul style="list-style-type: none"> • {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position} • {Add more sections if needed} 	
Project/ Assignment: {Name of the project/ Assignment} Month and Year (Start and end): {E.g. September2019 – August 2020} Location: {Name of the city, Name of the state} Client: {Name of the Client} Position held: {Position/ Designation as per the assignment} Activities: <ul style="list-style-type: none"> • {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position} • {Add more sections if needed} 	
Certification <p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful described herein may lead to my disqualification or dismissal, if engaged</p>	
{Name of Candidate} Date: DD-MM-YYYY	Countersigned by the Consultant (Bidder)
Signature and name of expert Signature,	seal of the Consultant (Bidder)