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An Initiative of Government of Bihar for Poverty Alleviation

Bihar Rural Livelihoods Promotion Society State Rural Livelihoods Mission, Bihar



1st Floor, Vidyut Bhawan - II, Bailey Road, Patna- 800 021; Ph.:+91-612-250 4980; Fax:+91-612-250 4960; Website:www.brlp.in

INVITATION OF BID UNDER LIMITED TENDERING FOR HIRING OF AGENCY TO PROVIDE MOBILE DEVICE MANAGEMENT (MDM) SOFTWARE (TWO ENVELOPE) UNDER NON- CONSULTING SERVICES

To

Dear Sirs,

Sub: **INVITATION OF BID FOR HIRING OF AGENCY TO PROVIDE MOBILE DEVICE
MANAGEMENT (MDM) SOFTWARE FOR A PERIOD OF TWO YEARS FOR
APPROXIMATELY 4000 TABS.**

1. Bihar Rural Livelihoods Promotion Society (BRLPS) invite bids for hiring of agency to provide Mobile Device Management (MDM) software for a period of two years as per the following details and attached Terms of Reference (ToR) as Appendix-II:

Sl. No.	MDM Specifications
1	MDM provider must support remote and silent pushing and installation of organization- provided mobile apps.
2	MDM solution must provide app usage analytics and reporting, App usage report with drill down capability, Device On/Off, Location History reports and Portal User Activity Report.
3	MDM provider should support remote locking of devices.
4	MDM provider should allow remote wiping of device data.
5	MDM must enable real-time device location tracking and view on map feature
6	MDM provider should provide geofencing capabilities with configurable rules.
7	MDM solution should support setting and enforcing password complexity rules.
8	MDM must provide the ability to enable or disable device cameras.
9	MDM should allow app blacklisting and whitelisting.
10	MDM provider must support kiosk mode (single and multiple app mode).
11	MDM must support policy-based grouping of devices.
12	MDM provider must offer role-based access control (RBAC).

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13	MDM solution should maintain a real-time device inventory.
14	MDM must allow control of Wi-Fi, Bluetooth, and hotspot settings.
15	MDM must allow scheduling or managing OS updates.
16	MDM provider should offer custom branding options.
17	MDM provider must support bulk device enrolment.
18	MDM provider should support broadcasting notifications to users.
19	MDM must allow enforcement of web URL restriction.
20	MDM solution should monitor login log out history.
21	MDM must support dynamic policy updates without re-enrolment.
22	MDM must allow restriction of USB file transfers.
23	MDM provider must allow monitoring of battery and data usage.
24	MDM solution should support SIM lock or network restriction.
25	MDM must allow remote reboot of devices.
26	MDM should support action-based triggers (e.g., out of geofence, etc).
27	MDM provider must support remote wallpaper and app pushing.
28	The bidder has to provide Mobile Device Management (MDM) App managed through cloud-based server services
29	MDM solution must provide secure file and content distribution.
30	MDM provider should support schedule-based app publication.
31	MDM must allow secure local backup and restore options.
32	MDM should offer detailed device-wise reports.
33	MDM should also provide a provision to generate custom reports
34	MDM solution must support configurable device location tracking intervals, including options for 1, 5, 15, 30 minutes, and 1 hour.
35	MDM can manage app store/ applications, blacklist, whitelist apps, publish custom app in real time, manage app versions.
36	MDM solution must display the top 3 or top 5 most used apps at the group level within the admin UI dashboard.
37	The end user shall not be permitted to download apps from the internet.
38	MDM should be 100% Made In India.
39	The MDM shall lift/remove the data fetch restriction on "non-resettable device identifiers" (i.e. IMEI no., Device ID, Serial no., Android ID etc.).

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40	The provided MDM should be Android Enterprise Recommended (AER) with Gold Partner and with remote troubleshooting solution. However, the device provided should be Google Mobile Service (GMS) Certified.
41	MDM should support exiting kiosk without de-enrolment of the device. This exit should happen only through an app for the admin that should scan a QR code from a specific device and perform the action.
42	Auto launch a selected app and always run a selected app
43	The solution should have in-built anti-virus scans.
44	Support Managed app configurations.
45	MDM needs to provide Chat with the following features-chat only between authorized personnel through IMEI numbers. No outsider should be allowed to join the chat. Chat facility between one on one and group to transfer data, calls (one to one calling, group calling both audio and video calls), files and audio/video material in all phones. Chat to be end-to-end encrypted.
46	Default boot or start in a kiosk mode wherein only applications which are enabled will be visible to the user.
47	Dual boot/login may be one of the option which will allow the user to log in organizational environment and user owns environment. (Optional)

2. Important Dates and Time/Bid Document

2.1	Issuance of bid document	: 12/09/2025
2.2	Last Date & Time for Submission of Proposal	: 23/09/2025 till 03.00 PM
2.3	Opening of Technical bids	: 23/09/2025 at 03.30 PM
2.4	Opening of Financial bids	: Will be informed later on.

Note: Interested bidder may attend the opening of technical bids.

Note: Any addendum /clarification if any, will be uploaded on BRLPS website.

3. Eligibility Criteria

Sl. No.	Eligibility Requirement	Required Document
1.	Bidder should be a Company/LLP/Proprietorship Firm.	Supporting document like Company Registration / Shops & Establishment or any supporting document issued by Government should be attached.
2.	The bidder should have Average Annual Turnover of one (01) crore in the last three	CA certificate should be submitted having UDIN Number.

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	financial years i.e., 2021-22, 2022-23 & 2023-24	
3.	The bidder should have positive net worth as well as profitability during the last three (3) financial years (2021-2022, 2022-2023 and 2023-2024).	CA certificate should be submitted having UDIN Number.
4.	The bidder should have done a minimum of 100,000 million mobiles/tablets enrolled especially in the Government offices/Govt. Universities/Government Educational Institutions/PSUs/Local bodies in the last 03 years.	Work orders/Completion Certificates/Certificate to be provided
5.	MDM should have conducted an online assessment through MDM in the government-sector.	Certificate to be provided
6.	MDM solution must be Android Enterprise Recommended (AER) and the vendor must hold minimum Gold Partner status.	Proof of Google EMM Directory to be submitted
7.	The MDM solution must be 100% developed, hosted, and maintained within India.	Undertaking should be submitted

4. **Bid Security-** Bidder has to submit bid security of **INR 6.0 Lakh (INR Six Lakh Only)** in the form of Demand Draft, in the favor of Bihar Rural Livelihoods Promotion Society payable at Patna.

Bidder seeking exemption from EMD as per Bihar Financial Rules shall have to furnish Valid MSME certificate registered under category 4741 with their technical bid. EMD of the unsuccessful bidders will be returned without any interest after the signing of the agreement with the successful bidder. The EMD will be forfeited if the bidder withdraws amends, impairs, or derogates from the tender in any respect within the validity period of the tender. Bids received without bid security will be treated as non-responsive and will not be evaluated.

5. **Validity of Bid-** Bid shall remain valid for a period not less than 180 days after the deadline date specified for submission.
6. Bidder should keep technical proposal in one sealed envelope and financial proposal in second sealed envelope. Both technical and financial envelopes should then be kept in another big envelope duly sealed, otherwise Bid will be considered as non-responsive. All the envelopes should be superscribed having Technical Proposal and Financial Proposal with "**BID FOR**

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HIRING OF AGENCY TO PROVIDE MOBILE DEVICE MANAGEMENT (MDM) SOFTWARE FOR A PERIOD OF TWO YEARS. Similarly, if Financial Proposal submitted with Technical Proposal will lead to rejection of bid.

7. Evaluation of Bids

The Purchaser will evaluate and compare the bids determined to be substantially responsive i.e. which

- (a) Are properly signed; and
- (b) Conform to the terms and conditions, technical specifications and qualification criteria.
- (c) Offered price should be valid for two years for above software.
- (d) Evaluation will be made on total cost received for two years.

8. Award of work:

- Phase I – It is a two-envelope bidding process. Financial bids of only those bidders will be opened for financial evaluation who will qualify in eligibility criteria as defined above.
- Phase II- Lowest quote (L1) rate received for the entire services valid for two (02) years as per price format and same will be considered as L1 price for the concerned item in a lot.
- Negotiations may be held on L1 rate.

9. Notwithstanding the above, the Purchaser reserves the right to accept or reject any bids and to cancel the bidding process and reject part/all bids at any time.

10. Period of Assignment

The assignment period will be of 2 years with possibilities of being extended to next 1 year based on requirements and upon satisfactory performance and mutual agreement between agency and the organization.

11. The bidding agency shall be a single entity. Joint Venture/Consortium is not allowed. Subletting will not be allowed.
12. Bihar Financial Rule and its amendments issued time to time will be considered for evaluation of proposal.
13. Bidder whose GST number is suspended / cancelled as per GST website will not be considered for evaluation.
14. In case of any disputes arises out of the signed agreement, parties to agreement shall try to resolve the disputes amicably. However, in case the disputes are not settled amicably, the

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courts located in the territorial jurisdiction of Patna district, Bihar shall have the sole jurisdiction will settle the dispute/s.

15. Performance Security:

The successful bidder shall have to furnish a performance security in the shape of a Bank Guarantee issued by any Nationalized/Scheduled Indian Bank in favour of Bihar Rural Livelihoods Promotion Society (BRLPS) for an amount equivalent to 5% of the agreed total price. The Bank guarantee shall be valid for a period for 27 months. The performance security should be submitted before signing the agreement.

16. Payment will be made as per the following schedule and upon submission of invoice after satisfactory service. Statutory deductions, if any, shall be made at source. No Advance Payment will be made-

Sl. No.	Milestone	Timeline of completion	Payment	Penalty
1.	Delivery, customization and successful Installation & configuration of software as per need of BRLPS and its activation on 90% of devices.	T0+15 days	40% of the amount plus applicable GST	0.07 % per day will be deducted from the bill amount of bidder for delay
2.	Successful Installation of software on remaining 10% devices to be completed.	T0 + 30 days	10% of the amount plus applicable GST	0.07 % per day will be deducted from the bill amount of bidder for delay.
3.	Quarterly payment on successful performance of the software and support from the agency.		Remaining 50% of the amount on quarterly basis till the project period plus applicable GST	-
Note - The above third point will require a performance report from the agency mentioning the performance of the software, support provided etc.				

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17. We look forward to receiving your bid and thank you for your interest in this project.

Encl.:

Appendix I- Price Format.

Appendix- II- Terms of Reference.

(Handwritten signature)
12/09/15

(Dr Santosh)
Procurement Specialist



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PRICE FORMAT

Appendix-I

Sl. No.	Items	Offered Specification / Make and Model	Quantity	Unit rate including Excise, custom duty etc	Unit Transportation	GST	Quoted Unit price	Total Price	
								in figures	in words
1	HIRING OF AGENCY TO PROVIDE MOBILE DEVICE MANAGEMENT (MDM) SOFTWARE FOR A PERIOD OF TWO YEARS AS PER ATTACHED TERMS OF REFERENCE (ToR) FOR APPROXIMATELY 4000 TABS.		As per ToR						
1. Bidder should quote rate for the software considering the entire Terms of Reference (attached as Appendix-II) 2. In case of discrepancy between amount in figure and words, amount mentioned in words shall prevail.									

We agree to provide the software in accordance with the technical specifications for agreed price within the period specified in the Invitation for Bid.

Signature of Bidder.....

Name

Mobile No.....

Email Id

Business Address:

Place:



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Appendix-II

ToR for procurement of Mobile Device Management Software

Background

Bihar Rural Livelihoods Project (BRLPS) is designed by Government of Bihar to address rural poverty in the state. 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, JEEViKA is implementing in 534 blocks with support from staff and cadres spread across the state.

BRLPS is operational in all the blocks of Bihar. More than 1.4 Crore rural poor families have been organized in more than 10.65 lacs SHGs, more than 70K Village Organizations (VOs) and more than 1600 Cluster Level Federations (CLFs) and the numbers are still increasing.

Currently, BRLPS has rolled out more than 50 Apps, ERPs, web portal etc. to monitor the interventions across themes in the entire State. These applications are used by staffs and cadres as per their roles and responsibilities. BRLPS has provided Tablets (Tabs) to its field functionaries Area Coordinators and Community Coordinators to ensure timely digitization of data and monitoring of the interventions. Therefore, there is need to have MDM on each of those devices to ensure effective utilization of devices.

Objective

The objective is to hire an agency to provide the MDM for Tabs/Mobile devices and its maintenance for the period defined.

Current status: -

BRLPS has provided Tabs to Its field functionaries staffs specifically ACs and CCs at the Block level in the State of Bihar. The devices are being used by these users on daily basis. The need of the organization is to have a centralized solution like MDM to manage the Tabs remotely with features which allows the organization to ensure effective utilization of these tabs. Around 4000 tabs are used by the staffs. All the tabs are android based. The brand of the tabs will vary so the MDM should be able work on multiple brands like Samsung, Lenovo, etc. with android operating system. The number of tabs will be around 4000 functioning across State of Bihar. The number may increase or decrease so the unit rate of MDM to be also quoted in the bid.



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The minimum requirement of Mobile Device Management software as mentioned below:-

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1	MDM provider must support remote and silent pushing and installation of organization-provided mobile apps.
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5	MDM must enable real-time device location tracking and view on map feature
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24	MDM solution should support SIM lock or network restriction.
25	MDM must allow remote reboot of devices.
26	MDM should support action-based triggers (e.g., out of geofence, etc).
27	MDM provider must support remote wallpaper and app pushing.



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28	The bidder has to provide Mobile Device Management (MDM) App managed through cloud-based server services
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36	MDM solution must display the top 3 or top 5 most used apps at the group level within the admin UI dashboard.
37	The end user shall not be permitted to download apps from the internet.
38	MDM should be 100% Made In India.
39	The MDM shall lift/remove the data fetch restriction on "non-resettable device identifiers" (i.e. IMEI no., Device ID, Serial no., Android ID etc.).
40	The provided MDM should be Android Enterprise Recommended (AER) with Gold Partner and with remote troubleshooting solution. However, the device provided should be Google Mobile Service (GMS) Certified.
41	MDM should support exiting kiosk without de-enrolment of the device. This exit should happen only through an app for the admin that should scan a QR code from a specific device and perform the action
42	Auto launch a selected app and always run a selected app
43	The solution should have in-built anti-virus scans.
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45	MDM needs to provide Chat with the following features-chat only between authorized personnel through IMEI numbers. No outsider should be allowed to join the chat. Chat facility between one on one and group to transfer data, calls (one to one calling, group calling both audio and video calls), files and audio/video material in all phones. Chat to be end-to-end encrypted.
46	Default boot or start in a kiosk mode wherein only applications which are enabled will be visible to the user.



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47	Dual boot/login may be one of the option which will allow the user to log in organizational environment and user owns environment. (Optional)
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Period of Assignment

The assignment period will be of 2 years with possibilities of being extended to next 1 years based on requirements and upon satisfactory performance and mutual agreement between agency and the organization.

Performance Review

BRLPS will be reviewing the performance of the assignment on a quarterly basis to assess the progress. The Chief Executive Officer, BRLPS will designate SPM-MIS to supervise the assignment and carry out necessary interaction and exchange of information about the status of the project between the agency and BRLPS.

Mode of Payment

Sl. No.	Milestone	Payment	Penalty
1.	Delivery, customization and successful Installation & configuration of software as per need of BRLPS and its activation on 90% of devices in T0+15 days.	40% of the amount	0.07 % per day will be deducted from the bill amount of bidder for delay
2.	Successful Installation of software on remaining 10% devices to be completed in T0 + 30 days.	10% of the amount	0.07 % per day will be deducted from the bill amount of bidder for delay
3.	Quarterly payment on successful performance of the software and support from the agency.	50% of the amount on quarterly basis till the project period.	-

- Note - The above third point will require a performance report from the agency mentioning the performance of the software, support provided etc.