

**Request for Proposal
for
Development, Deployment and Maintenance of a Web
Based Software for Entitlement and Pay Verification of
Employees of Universities of Bihar for Education
Department.**

NIT No: 15/M1 – 42/2020/ 2699 Dated 01.08.2025

**Education Department,
Vikash Bhawan, New Secretariat
Jawaharlal Nehru Marg, Patna**

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1. Notice Inviting Tender

NOTICE INVITING TENDER

1. Education Department, Government of Bihar, Patna grants-in-aid for payment of the teaching and Non-teaching staff of all University of Bihar. A Pay Verification cell has been established for checking and issuing of Pay Verification slip for each of the employee of college/University.
2. Hence, the department intends to have customized software (as per departmental needs) for above activities.
3. The contract floated through this tender will be signed by the successful agency/ bidder & Education Department.
4. The objective is to invite proposals for "development, installation and as per requirement of department/Pay Verification cell time to time updation/modification of software concomitant with training of department offers in use of the same subsequently carrying out Annual Maintenance Contract (AMC) for a period of five (5) years from the date of acceptance".
5. The department at its own costs shall provide the requisite space, Computer hardware and furniture, internet connectivity, printer(s), consumables etc. for the work.
6. To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal, i.e., <https://eproc2.bihar.gov.in/>, shall contact the helpdesk at the following address, "eProc 2.0 Help Desk Address: mjunction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar (*Timings: Every Day from 08:00 AM to 08:00 PM*) or may visit the link "Vendor Info" at <https://eproc2.bihar.gov.in/> and also inform this to Education Department, Bihar.

7. Schedule of Events:

Document Control Sheet		
S. No.	Particulars	Date & Time
1	Tender/RFP Number	15/M1 – 42/2020/ <u>2099</u> Dated 01.08.2025
2	Issuance of RFP	01.08.2025
3	Available for Download	01.08.2025
4	Pre-bid Conference	06.08.2025 at 3:30pm Location – Madan Mohan Jha Sabhagar, Education Department, Vikas Bhawan, Patna
5	Last Date of Submission of queries	06.08.2025 at 1:00pm
6	Clarification and Corrigendum of bid queries	08.08.2025 at 5:00pm
7	Last Date of Submission of Bid	21.08.2025 upto 3:00pm
8	Last Date of Submission of Hard Copy of Power of Attorney (POA) and EMD (if in the	21.08.2025 upto 4:00pm To be submitted to Deepak Kumar Singh

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	form of Bank Guarantee)	Deputy Director Directorate of Higher Education Education Department Vikas Bhawan, Patna
8	Date and time for opening of Technical bids	21.08.2025 at 5:00pm
10	Date and time for opening of Commercial Bids	Will be communicated separately
11	Office address, Venue for Pre-Bid Conference/ Bid Submission/ Manual documents	Education Department, Vikas Bhawan, Bailey Road, Patna
12	Tender Document Fees	INR 5,000 /- (Non-refundable)
13	Earnest Money Deposit	INR 2,00,000/-
14	Method of Selection	L1
15	Duration of Contract	4 months for Design, Development and Hosting 5 years of Operation & maintenance
16	Contact details	Deepak Kumar Singh Deputy Director Directorate of Higher Education Education Department Govt. of Bihar +91 9798202564 Deepak.kr564@gmail.com
<p>Note: Bidders are advised to visit www.eproc2.bihar.gov.in; on regular basis for any updates/corrigendum issued by Department related to this DOCUMENT. No separate communication will be sent to any bidder.</p> <p>: The Bidder shall submit his bid/tender on e-Procurement platform at www.eproc2.bihar.gov.in. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.</p>		

NB: Education department, Bihar, Patna reserves all the right to revise/change/cancel the Tender without assigning any reasons thereof.

8. Bidder may also download the tender documents (a complete set of documents is available on website) from e-Procurement Portal (<https://eproc2.bihar.gov.in/>) and submit its tender by using the downloaded document.
9. EMD exempted for MSME on submitting valid document.
10. Tenders without EMD shall be summarily rejected.
11. Tender Processing Fee (TPF) to be paid by the bidder as per decided by Beltron through e-Payment mode only, to the agency empanelled by Government of Bihar for centralized e-Procurement.
12. The technical and financial bids must be submitted through e-Procurement Portal (<https://eproc2.bihar.gov.in/>) before the date and time specified in the NIT. The Education Department, Bihar doesn't take any responsibility for the delay / Non

Submission of Tender / Non Reconciliation of online Payment caused due to Non availability of Internet Connection, Network Traffic/ Holidays or any other reason."

13. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement Portal (<https://eproc2.bihar.gov.in/>).
14. The bidders shall submit their eligibility and qualification details, Certificates as mentioned in the tender document, in the standard formats given in the RFP at the respective stage(s) only.

The Bidding documents shall be submitted in the mode as mentioned below:

Earnest Money Deposit (EMD)	Online mode Note: EMD should not have been issued on a date not later than the last date for submission
Technical Bid	Online mode
Financial Bid	Online mode

15. All prospective bidders may attend the Pre-bid meeting. The venue, date and time are indicated in Schedule of Events as in above.
16. In the event of any of the above-mentioned dates being declared as a holiday/closed day for the Education Department, Bihar, the BIDs/EMD will be received/opened on the next working day at the scheduled time.
17. The Education Department, Bihar reserves the right to accept or reject any or all tender or change the terms and condition of NIT or cancel the NIT without assigning any reasons at any stage and time.
18. All further notifications/Corrigendum/Addendum if any shall be posted on e-Procurement Portal (<https://eproc2.bihar.gov.in/>).

**Director (Higher Education),
Education Department,
Government of Bihar**

2. Instructions to Bidders (ITB)

2.1 General Instruction

The bidder should prepare and submit its offer as per instructions given in this section. Instructions/ Guidelines for tenders for electronic submission of bids online have been mentioned below for assisting the prospective bidders to participate in e-tendering.

Registration of Bidders: To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement Portal, i.e., <https://eproc2.bihar.gov.in/>, shall contact the helpdesk at the following address, "eProc 2.0 Help Desk Address: mjunction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar (Timings: Every Day from 08:00 AM to 08:00 PM) or may visit the link "Vendor Info" at <https://eproc2.bihar.gov.in> and also inform this to Education Department, Bihar.

- Digital Signature certificate (DSC): Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC).
- The bidder can search & download NIT & Tender Documents electronically from computer once he logs on to the e-Procurement Portal <https://eproc2.bihar.gov.in> using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- Submission of bids: Bids are to be submitted through online mode to the eProcurement Portal <https://eproc2.bihar.gov.in> / at a time for following activities – one while uploading documents for submission of technical bid & the other at the time of submission of Financial bid before the prescribed date & time as mentioned in Clause 4 in Notice Inviting Tender(NIT) using the Digital Signature Certificate (DSC). The documents will get encrypted (transformed into non-readable formats).
- Before preparing the tender and submitting the same to the Education Department, the bidder should read and examine all the terms & conditions, instructions, checklist etc. contained in the Tender Documents. Failure to provide required information or to comply with the instructions incorporated in these Tender Documents may result in rejection of tender(s) submitted by bidders.
- The tenders which are for only a portion of the components of the job /service shall not be accepted. (The tenders /bids should be for all components of the job /service.)
- The technical bid (technical and financial details of the bidder/agency) shall be submitted before the last date of submission in online mode only. Tenders submitted after the stipulated date & time (closing date and time for uploading the tender and

submission of hard copy (Physical) of EMD as mentioned in Clause 7, Notice Inviting Tender (NIT) shall not be considered and would summarily be rejected.

2.2 Tendering Expense

The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and subsequently processing the same. The Education Department, Bihar will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the tendering process.

2.3 Language of the tender

The tender submitted by the bidder and documents relating to the tender shall be written in the English language. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail. However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

2.4 Amendments to Tender Documents

- At any time prior to the deadline for submission of tenders, the Education Department for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.
- Such an amendment will be notified on e-Procurement Portal <https://eproc2.bihar.gov.in/> and the same shall be binding to all prospective Bidders.
- Any bidder who has downloaded the tender document should watch for amendment, if any, issued on the above e-Procurement Portal <https://eproc2.bihar.gov.in/>, and the Education Department, Bihar will not issue separate communication to them. The Education Department, Bihar shall not be responsible in any manner if prospective Bidders miss any notifications placed on mentioned e-Procurement Portal <https://eproc2.bihar.gov.in/>

2.5 Pre-Bid Meeting

- In order to provide response to any doubt regarding terms and conditions, scope of work and any other matter given in the tender document, a pre-bid meeting has been scheduled to be held in the office of Education Department as per details in Schedule of Events.

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- During the pre-bid meeting, the clarification sought by representative of prospective bidders shall be responded appropriately. However, they shall clarify and will be asked to submit their written request by close of office next day. The Education Department, Bihar shall upload written response on the e-Procurement Portal <https://eproc2.bihar.gov.in/> to such requests for clarifications, without identifying its source. In case required, amendments shall be issued, which shall be binding on all prospective bidders. Moreover, any tender submitted after outcome of pre-bid meeting or any clarification sought for with its response, the terms of the tender shall be deemed to have been accepted, and the bidder shall be bound by the terms/clauses of the NIT read with in its entirety.

2.6 Clarifications to Tender Documents

- A prospective bidder requiring any clarification regarding terms & conditions, technical specifications etc. given in the Tender Documents may submit written request for clarifications to Tender Authority within 1 (one) day of date of pre-bid meeting.
- In the event, of the above-mentioned day being declared as a holiday/closed day for the Education Department, Bihar, the prospective bidders can submit written request for clarifications, by 18:00 hrs. on the next working day.
- All the prospective bidders will be notified of response to clarifications only through e-Procurement Portal <https://eproc2.bihar.gov.in/>. Any bidder who has downloaded the tender document should watch for clarifications, if any, issued on the above-mentioned website and Education Department, Bihar will not issue separate communication to them.
- The Education Department, Bihar shall not be responsible in any manner if a prospective bidder fails to notice any notifications placed on the e-Procurement Portal <https://eproc2.bihar.gov.in/>.

2.7 Earnest Money Deposit (EMD)

The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Two Lakh Rupees only) deposited through online mode or through Bank Guarantee only. Tenders without EMD shall be summarily rejected except MSME bidders. EMD should not have been issued on a date later than the last date for submission of online bidding document.

- It may be noted that no bidder is exempted from deposit of EMD except MSE bidders. Tenders submitted without EMD shall be summarily rejected.
- Bidder/Vendors registered under 'Micro, Small Enterprises Act' (MSME) are exempted from submission of EMD. Exempted bidders should upload a valid certificate issued by any approved body of 'Ministry of Micro, Small & Medium Enterprises' (MSME) for EMD exemption.

- The EMD of unsuccessful bidder will be returned to them without any interest, after conclusion of the resultant contract. The EMD of the successful bidder will be returned without any interest, after receipt of performance security as per the terms of contract.
- Earnest money is required to protect the Education Department, Bihar against the risk of the Bidder's conduct, which would warrant the forfeiture of the EMD at an appropriate stage/situation, called upon.

The EMD/ Bid Security shall be forfeited by the Education Department, Bihar hereunder or otherwise, under the following conditions:

- If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice at any stage
- If a Bidder withdraws its Bid during the period of bid validity as specified in the NIT and/or extended by Education Department from time to time;
- In the case of Selected Bidder, if it fails within the specified time limit:
 - to sign the contract and/or
 - to furnish the Performance Bank Guarantee (PBG), before signing the contract agreement, within the period prescribed in the Letter of Intent (LoI)

2.8 Performance Bank Guarantee

- Within 21 days from the date of issuance of Letter of Intent (LOI) by the Purchaser, the successful Bidder shall furnish the Performance Bank Guarantee (PBG) of an amount equal to 5% of its Financial Proposal, by way of DD/ Performance Bank Guarantee issued by one of the Nationalized/ Scheduled Banks in India for the due performance of the Assignment. The Performance Bank Guarantee shall be for valid for a period of 66 months and has to be extended accordingly for extension of project, if any.
- The PBG submitted will be for 66 months. However, in case of extension of project, above performance guarantee will have to be renewed for the extended period of the project.
- Refund of PBG: The PBG shall be refunded within six months from the date of successful completion of the assignment.
- 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
- Format of Performance Bank Guarantee (PBG) and Agreement: These will be shared at the time of issuance of LOI.

2.9 Preparation of Bid

- The Bidding documents shall be submitted in the mode as mentioned below:-

1. Earnest Money Deposit (EMD)	Physical (In case of BG or DD) or Online (In case of online payment through eproc2)
2. Technical Bid	Online

3. Financial Bid	Online
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- Bidders are requested not to submit the hard copy of Technical/ Financial Bids. In case the hard copy of financial bid is submitted, the concerned bid shall be straight away rejected. Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the bid. Only online uploaded Technical/Financial bids on e-Procurement Portal shall be considered for evaluation.

3. Evaluation of Tender

3.1. Scrutiny of Tenders

The tenders will be scrutinized by the selection committee appointed by the Education Department, Bihar to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the tender documents. The bids, which do not meet the aforesaid requirements are liable to be treated as non-responsive and may be ignored. The decision of the Education Department, Bihar as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical bid will be considered and opened.

3.2. Infirmitiy/Non-Conformity

The Education Department, Bihar may waive minor infirmitiy and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of the Education Department, Bihar as to whether the deviation is material or not, shall be final and binding on the bidders.

3.3. Discrepancies in Prices

- If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.
- As per decision of the Education Department, if there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the bidder. If the bidder does not agree to the observation of the Education Department, the tender is liable to be ignored.

3.4. Bidder's capability to perform the contract

The Education Department, Bihar through the above process of tender scrutiny and evaluation will determine to its satisfaction whether the bidder, whose tender has been determined as the lowest evaluated responsive bidder, is eligible, qualified and capable in all respects to perform the contract satisfactorily. In such conditions, decision of the Education Department, Bihar shall be final and binding on the bidders.

3.5. Contacting the Education Department, Bihar

- From the time of submission of tender to the time of awarding the contract, if a bidder needs to contact the Education Department, Bihar for any reason relating to its tender, it should do so only in writing.
- In case a bidder attempts to influence the Education Department, Bihar on the Education Department's decision on scrutiny, comparison & evaluation of tenders and awarding the

contract, the tender of the bidder shall be liable for rejection and it may also lead to forfeiture of EMD in addition to appropriate administrative and coercive actions being taken against that bidder, as deemed fit by the Education Department, Bihar.

3.6. Bid Clarification

- To facilitate evaluation of Proposals, the Education Department, Bihar may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal. Notwithstanding anything contained in the NIT, the Education Department, Bihar reserves the right not to take into consideration any such clarifications sought for evaluation of the Proposal.
- At any point in time during the bidding process, if required by the Education Department, it is the Bidders' responsibility to provide required evidence of their eligibility as per the terms of the NIT, to the satisfaction of the Education Department, Bihar. If no response is received by this date, the Education Department, Bihar shall evaluate the offer as per available information. The technical evaluation committee in the Education Department, Bihar can verify the facts and figures quoted in the proposal. The Education Department, Bihar reserves the right to conduct detailed due diligence of the information provided by the Bidders for qualification and financial evaluation.

3.7. Evaluation Methodology

- a. The Purchaser will constitute a committee to evaluate the responses of the Bidders (Proposal Evaluation Committee).
- b. 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.
- c. 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.
- d. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Proposal Evaluation Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- f. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.
- g. 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 75% in the technical qualification criteria). In case number of bidders qualifying technical bid is less than 3 then this cut off may be reduced up to 60% at the discretion of department.
 - **Phase IV:** Technically Qualified Bidder with the lowest financial quote will be declared as the selected bidder and process of award of work will be initiated.

3.8. Award of Contract

- a. The Education Department, Bihar reserves the right to accept in part or in full any tender or reject any tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).
- b. The Education Department, Bihar will notify the successful bidder(s) in writing by issuing a Letter of Intent (LoI), that its tender has been accepted, briefly indicating there in the essential details like description of item(s) and corresponding prices accepted, subject to the contract agreement to be signed between the parties "*floated from this NIT*" having the terms and conditions etc., therein.
- c. The bidder shall give his acceptance within 7 days of receiving the Letter of Intent (LoI).
- d. In case, the successful bidder denies or fails to honour the contract/Letter of Intent (LoI), the Education Department, the EMD of the concerned selected bidder will be forfeited.
- e. The successful bidder must furnish to the Education Department, Bihar the required Performance Security (PS), before executing the contract/signing of the contract document positively, failing which the EMD will be forfeited and the award will be cancelled, with punitive and legal action suitably at the cost, risk and responsibility of the agency.
- f. The contract agreement between Education Department, Bihar and the selected agency will be required to be signed within 21 days of the issue of the Letter of Intent (LoI). The stamp duty and registration charges, if any, payable on the Agreement will be borne by the selected agency. The stamp duty and registration charges, if any levied by the Central or State governments or any other statutory body, payable on the Agreement will be borne by the selected bidder(s).

4. Scope of Work

The Scope of work will include the following, but is not limited to:

4.1. Study of Existing Pay Verification Cell (PVC) Software:

A software application for the Pay Verification Cell (PVC) in the directorate has been functional for the past few years. The department will make its best effort to provide the source code of the application to the selected bidder. In such a case, the bidder will be responsible only for maintenance and enhancements of the PVC software. The bidder will not be eligible for payment related to the design, development, and deployment of the application.

In case, source code of the application is not made available by department, SI will have to do the complete system study for requirement gathering and develop the software from scratch as detailed in the below sections.

4.2. System Study and Requirement Gathering

The primary goal of requirement study will be to create detailed functional specifications defining the full set of module functionalities and the processes to be supported by the system. The functional specifications will evolve throughout this phase as detailed requirements are captured, and as supporting process and data models are created, ensuring that the eventual solution provides department with the functionality needed to meet stated objectives. The process will consist of the following activities:

A formal project kick-off meeting will take place between Education Department officials and SI project team members to meet, discuss and ensure that the project environment is set and SI team members are aware and adequately prepared to analyze and capture the system requirements.

- a) SI has to identify in and out-of-scope requirements, define and document workflow rules and discuss interfaces to and from the application.
- b) SI will diagram pictorial top-down representation of the major processes as well as any sub processes that will interact with the system and split them into manageable functions and sub-functions.
- c) SI will then logically model data that supports the processes and workflow rules, identify entities and their relationships to other entities, and define attributes with their definitions.
- d) When logical data models are defined, SI's team will ensure that the process and logical data models accommodate all requirements and workflow rules.
- e) SI will prepare functional specifications where interfaces, processes and data will be merged to describe systematically how the end user will use the application, and how data will flow, processed and stored.
- f) After completion of the system study, SI will prepare and submit the system requirement study (SRS) document. Software development process will start after the approval of SRS document by department.

4.3. Design, Development and Testing

This phase will encompass design and development of the modules of the application.

Activities that shall be carried out during this phase are as follows:

- a) Conduct both high-level and low-level design to reflect both backend architecture and front-end interface of the application.
- b) SI will also document the underlying database structure, reflect the table definitions and overall database model of features which are to be developed based on the requirement of the department.
- c) Development of software modules as identified
- d) Development of new modules / functions during the contract period under change request.
- e) Development of MIS reports for monitoring and decision making.
- f) Application Integration with SMS/ Email Gateway.
- g) Testing of the application i.e. Unit and Integration Testing
- h) Conduct User Acceptance Test

4.4. Data Migration

Migration of the legacy data in the new system will be the responsibility of the SI. Department will facilitate the availability of necessary arrangements for the purpose of data migration. Department along with the SI will jointly decide on the quantity of the data to be migrated. SI will analyze quantity of data which will be migrated. Post analyzing, data migration template will be shared with the department for validation and approval. In case of any additional data tables or

models are required Department will facilitate and provide information related to the requirement.

4.5. Data Sanitization

- a) After approval of data migration template, department will facilitate sanitization the data and enter them in the template. Data sanitization will involve collection and storage of data in a central repository, elimination of redundant data and correction of data content (spellings/ figure/ data mismatch etc.)
- b) After data is entered in the template, SI will migrate sample data provided by the Department and create user rights for the staff of the department.
- c) Once department validate the sample data entered in the system then SI will migrate the complete data in the application after the department approval.
- d) Data Digitization will not be under the scope of System Integrator.

4.6. Development and Integration of an e-Service Book Module:

The proposed system must include a comprehensive **e-Service Book** module for maintaining the service records of university employees in a digital format. This module should capture all essential employee details, such as personal information, educational qualifications, job history, promotions, leaves, transfers, disciplinary actions, and retirement benefits. It should enable seamless updates and retrieval of service-related information, ensuring accuracy and transparency in employee management.

4.7. Integration with Payroll Portal, SAMARTH for HR and Financial Modules:

The software must be capable of integrating seamlessly with the Payroll Portal, **SAMARTH platform**, specifically for its **Human Resource (HR)** and **Financial** modules. This integration should ensure real-time data synchronization for payroll management, attendance tracking, leave management, and financial transactions, including salary disbursement and entitlement verification. The integration must adhere to predefined standards and protocols to maintain compatibility and security. The SI shall ensure seamless synchronization of application data with existing software systems used by the Education Department. This integration should enable automatic data sharing and prevent duplication of records, ensuring consistency across platforms.

4.8. Development of a Dynamic Dashboard:

The System Integrator (SI) shall develop a dynamic and user-friendly dashboard to display real-time reports. The dashboard should include key metrics such as:

- Total applications received.
- Total applications resolved.
- Total applications pending.

The data should be filterable and categorized by hierarchy levels such as University level, PVC (Pay Verification cell), Directorate, and other relevant departments.

4.9. Application Tracking and Status Updates:

The SI shall implement a "Know Your Application Status" feature, enabling applicants to track the status of their applications. By entering their unique application number, applicants should be able to view:

- Current status of their application.
- The department or official where the application is currently pending.
- Expected timelines for resolution.

4.10. Ticket Generation System:

The SI shall design and deploy a ticketing system for complaint management. Beneficiaries, including students, faculty, or stakeholders, should be able to raise tickets for grievances or issues. The system should:

- Assign a unique ticket number for each complaint or query.
- Enable tracking of ticket status and resolution progress.
- Provide notifications to beneficiaries at critical stages of ticket resolution.

This scope of work aims to streamline application management, improve transparency, and enhance beneficiary satisfaction through efficient technology solutions.

4.11. Capacity Building and Training to Users

The SI will organize capacity building training programs to create skilled personnel to handle and make use of the system. The capacity building program shall aim to create awareness among all the stakeholders for effective utilization of the system as per the project need. To organize the capacity building training following activities will be carried out:

- a) Department will identify and select the key officials who will be trained on the application.
- b) Once the list of trainees is finalized, then detailed training plan outlining the training activities, number of participants, curriculum, etc. will be drafted by SI and shared with department for approval.
- c) Once approved, training will be provided to users at the respective departments' head office at Patna. Required training infrastructure including space, projector, IT and non-IT infra, etc. will be arranged by the respective department(s).

4.12. Security Audit

System Integrator will facilitate one-time security audit by the CERT-IN empanelled auditor before application Go-live. SI will provide necessary support / compliance to auditor for security audit and get the safe to host certificate. During the Maintenance phase, SI shall carry out periodic security audit at least once every year. The cost of such activity will be pre-defined and will be borne by department.

4.13. Hosting of the Application

SI will be responsible to host the application for the entire period of the project (Development phase and Maintenance of 5 years on department approved servers. Department may decide to provide servers in the state data centre as per the requirement

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of the application as per information provided by the SI. This is subject to cost and benefit analysis of hosting it on cloud or State data centre. In case the SI is required to organize/arrange/deploy the application on servers approved by department, the fixed approved cost of the servers will be reimbursed on submission of the proforma invoice.

The App will be considered to have achieved the Go-live milestone after 15 days of deployment.

4.14. Annual Maintenance of the application

From the date of Go-Live, Maintenance services will be provided by the System Integrator (SI) for duration of 5 years. System integrator will deploy at least three resources at Education Department during operation and maintenance phase as mentioned below:

S No	Position	No of Persons	Minimum Qualification and Experience
1	Team Lead-cum- System Administrator-cum-Database Administrator	1	B.E./B.Tech/MCA or equivalent with minimum 5 years of experience in IT System Administration/ Database Administration
2	Software Developer-cum-MIS Executive	1	B.E./B.Tech/MCA or equivalent with minimum 3 years of experience in Software Development
3	Helpdesk Executive	1	Any Graduate with minimum 2 years of experience on Helpdesk Support for any IT Application

Following are the activities which shall be carried out during maintenance and support period:

- a) Fixing the bugs identified during the maintenance period.
- b) The defects which occur due to development error(s) of the subject of which appears in the requirements specification will have to be fixed.
- c) Minor changes to the business process with an estimated effort of 5 person days or less will be addressed except creation of new table, database, etc.
- d) Development of New software modules are not covered under this phase.
- e) Changes would not include change of software architecture and major changes of database.

4.15. Functional Requirements of the Application

Users at multiple levels in the Higher Education System will get access of the application through dedicated and secure Logins. Below Logins should be developed as per the flow of the applications

a. Employees Login

- i. Develop an Employee registration page through which they can register themselves and fill out the form with basic and employment details.

- ii. User ID with password should be sent via SMS and email to the employees after registration.
- iii. There should be an option to change the password on login.
- iv. Employees can reapply with the correct details in case of rejected.

b. College Login

- i. The college login should have the option to view all the details filled out by respective employees.
- ii. There should be an option in the college login to verify and confirm the details of respective employees.
- iii. There should be an option in the college login to add comments/remarks on the verification of applications.
- iv. There should be an option to revert the application to the respective applicant if any discrepancies are found in the application.

c. University Login

- i. All applications should be forwarded to the respective university login after being verified by the colleges.
- ii. There should be an option in the university login to view all the details filled out by respective college employees.
- iii. There should be an option in the university login to fill out the required details of the pay structure of respective employees.
- iv. There should be an option in the university login to verify and confirm the details of respective college employees.
- v. There should be an option in the University login to add comments/remarks on the verification of applications.
- vi. There should be an option to revert the application to the respective College if any discrepancies are found in the application.
- vii. After verification and filling in the pay details all Applications should be forwarded to the admin login.

d. Pay Verification Cell (PVC)

- Admin Login
 - There should be an option to view all Application details in admin login.
 - There should be an option to assign the application to the auditor login.
- PVC Auditor Login
 - There should be an option to view the respective application details
 - There should be an option to auto-generate a Provisional report based on pay details for each application.
 - The auditor should verify the applicants' details with the report and approve or reject with comments.
- PVC Team Lead
 - There should be an option to view all application details forwarded through the Auditor's Login.
 - Should be verified the applicants details with the report and approved or rejected with comments.
- PVC Incharge

- There should be an option to view all application details forwarded through the Team Lead
- The In-charge should verify the applicants' details with the report and approve or reject with comments.
- Should have the option to print a red copy of Pay slip for Applicant, Principal and Vice-chancellor.

4.16. Development and Integration of an e-Service Book Module

The proposed system must include a comprehensive **e-Service Book** module for maintaining the service records of university employees in a digital format. This module should capture all essential employee details, such as personal information, educational qualifications, job history, promotions, leaves, transfers, disciplinary actions, and retirement benefits. It should enable seamless updates and retrieval of service-related information, ensuring accuracy and transparency in employee management.

4.17. Helpdesk Support

During Operation and maintenance phase of the project, selected bidder shall provide a dedicated person for helpdesk support with a contact number which will be shared with the concerned stakeholders to be used for contracting in case of any required technical support related to the application. There should be a ticketing system in place to track status of registered complaints.

4.18. Design Methodology

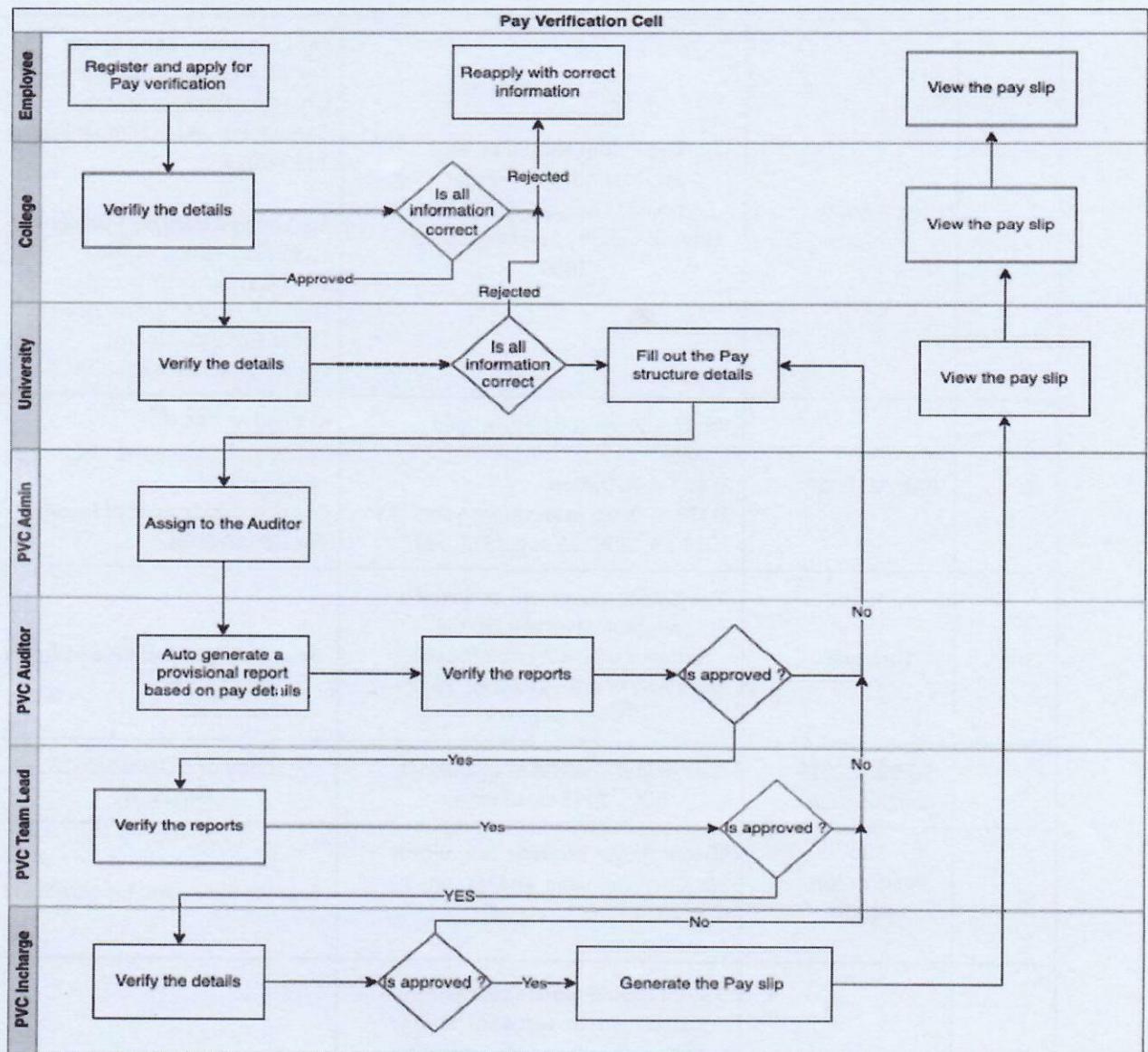
The Agency shall follow the following broad design philosophy while designing:-

- Open standards: Design shall be ensured to support all standard browsers
- Scalable: The Proposed system should be robust and scalable in terms of performance and functionality
- Enterprise search: Easy and powerful search enterprise content
- High operational reliability: The systems shall be designed for high operational reliability and redundancy in various components of the system
- Integrity and Stability: The integrity and stability of web applications should be ensured by using various tools. There should not be a problem of broken pages, causing 404 files not to be found.
- Response time and accessibility: The design shall ensure quick response time (not more than 5 to 15 seconds for a remote user on VSAT link for login and home pages).
- User friendly: Well-organized information with consistent look and feel with user-friendly navigation features
- Security: An appropriate security mechanism should be provided to ensure security at various levels like: Functional level, user group/class level and transaction type level like: Functional level, user group/class level and transaction type level. System should ensure that access being restricted via the use of usernames/identifications and associated password
- Single sign-on/off: System must have single sign on and single sign off for complete functionalities of software.

- Aesthetics: The aesthetics of applications are of prime importance and should be as per the requirements of PVC.

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4.19. Process Flow Diagram of Pay Verification Cell



5. Eligibility Criteria

5.1. Pre-qualification Criteria

S. No.	Requirement	Criteria	Documents Required
1.	Legal Entity	The Bidder should be an established entity under Companies Act, 1956/2013, or Limited Liability Partnership Act 2008	For Company - Copy of the Certificate of Incorporation issued by the Registrar of Companies under companies act 1956/2013 For Limited Liability Partnership (LLP) Firm - Copy of the Certificate of Incorporation issued by the Registrar of Firms under Limited Liability Partnership Act 2008.
2.	PAN, GST, ITR	The bidder should have a valid 1) PAN 2) GST registration 3) ITR of three assessment years (AY 2022-23, 2023-24 and 2024- 25)	1) Copy of PAN, 2) Copy of GST Registration certificate 3) Acknowledgment of Income Tax Return (ITR).
3.	Turnover	The bidder must have achieved a minimum average annual turnover of INR 2 crore for the last three years – 2021-22, 2022-23 and 2023-24	Balance Sheet and CA certificate
4.	ISO 9001:2015 Certification	The bidder shall have a valid ISO 9001:2015 certificate	Copy of ISO 9001:2015 Certificate
5.	Positive Net worth	Should have positive net worth for financial year ending on 31 Mar 2024.	Balance Sheet and CA certificate
6.	Experience	Should have 3 work experience of development of software and/or supply of IT-based technical manpower to any State/ Central Government or Public Sector Undertaking (PSU) with value of not less than 50 lakh.	Work order/Completion Certificate
7.	Not Blacklisted	The bidder should not be blacklisted by any Central/ State Government institutions.	Self-declaration

5.2. Technical Evaluation Criteria

Bids meeting all the pre-qualification criteria will be taken further for Technical Evaluation as per the evaluation criteria defined in the table below. Minimum 75% marks needs to be obtained to technically qualify the bid. Financial bid of only technically qualified bidders will be opened for evaluation.

Sr. No.	Criteria	Proof to be submitted	Maximum Marks
1.	Company should have been operating for minimum last 5 years: <ul style="list-style-type: none"> • 5 to 7 Years: 5 marks • 8 to 10 Years: 8 marks • More than 10 years: 10 marks 	Certificate of Incorporation	10
2.	Average Annual Turnover in the last three (3) financial years 2021-22, 2022-23 and 2023-24 should be minimum Rs. 2 Cr: <ul style="list-style-type: none"> • Rs.2 Cr to 3 Cr: 5 marks • >Rs.3 Cr to 5 Cr: 8 marks • Above Rs.5 Cr: 10 marks 	Balance Sheet and CA certificate having UDIN	10
3.	Experience in web-based software solutions in Government departments/ Semi-Government/ PSU having minimum project value Rs. 50 Lakhs: <ul style="list-style-type: none"> • 5 projects: 10 Marks • Every additional project: 2 marks each 	Relevant work orders issued by the authority	20
4.	Experience of working with the Department of Education of any state/ central government	Relevant work orders issued by the authority	10
5.	Experience of Pay slip generation with any Government Department/ Semi-Government/ PSU. <ul style="list-style-type: none"> • 1 project: 5 Marks • Every additional project: 3 marks each 	Relevant work orders issued by the authority	20
6.	Presentation: <ul style="list-style-type: none"> • Approach and methodology: 15 Marks • Implementation Plan: 10 Marks • Technical Resource: 5 Marks 		30
Total Marks			100

6. General Terms and Conditions

6.1. Use of contract documents and information

- a. The agency shall not, without prior written consent of the Education Department, disclose the contract or any provision thereof or any information furnished by or on behalf of the Education Department in connection therewith, to any person other than the person(s) employed by the agency in the performance of the contract emanating from this Tender Document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- b. Further, the agency shall not, without the prior written consent of the Education Department, make use of any document or information mentioned in sub-clause 1.1 above except for the sole purpose of performing this contract. Any action contrary to the above clauses, shall lead to be proceeded suitably under the required law.
- c. Except the contract issued to the agency, each and every other document mentioned in sub-clause 1.1 above shall remain the property of the Education Department, Bihar and if advised by the Education Department, all copies of all such documents shall be returned to the Education Department, Bihar on completion of the agency's performance and obligations under this contract.

6.2. Intellectual Property Rights

The bidder/agency shall, at all times, indemnify and keep indemnified the Education Department, Bihar department offices, free of cost, against all claims which may arise in respect of goods & services to be provided by the bidder/agency under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the Education Department and its department offices shall notify the bidder/agency of the same and the bidder/agency shall, at his own expenses take care of the same for settlement without any liability to the Education Department and department offices.

6.3. Insurance

- a. The agency shall be responsible for insuring its raw- materials, finished goods, printing machinery and transportation staff and vehicles etc. for accident, theft, damage, burglary etc.
- b. The Education Department shall not be responsible for damages of any kind or for any mishap/injury/accident caused to any personnel/property of the bidder while performing duty. All liabilities, legal or monetary, arising in that eventuality shall be borne by firm/ agency.
- c. Transit Insurance, till delivery/acceptance of various IEC Materials at facility premises, shall be arranged by the successful bidder at its own cost. Successful bidder shall be responsible till the ordered quantity of all material arrive in safe and sound condition at destination as specified in this tender document, complying with all statutory requirements.

6.4. Delivery Timelines and Payment Schedule

Sl. No.	Milestone	Timeline (in months, T=0)	Payment Terms
1.	Initial Study & Submission of SRS	T + 1	20% of Development Cost
2.	Upon Installation, Commissioning & Acceptance of Software	T + 4	70% of Development Cost
3.	Upon successful operation of	T + 7	10% of Development Cost

Sl. No.	Milestone	Timeline (in months, T=0)	Payment Terms
	the software for 3 months		
4.	Project Operation and Maintenance	T + 5 onwards (First Payment on successful completion of T+7)	Payment of Maintenance Cost shall be made quarterly after receipt of invoice from agency.

The service provider will raise its invoices (*as prescribed under GST Act*) on completion of a milestone in development phase and at the end of every quarter during operation & maintenance phase. The invoices should be submitted to Education Department, Bihar till 7th of the next quarter duly accompanied by evidences of services provided. The payment will be subject to TDS as per Income Tax Rules/GST (if applicable) and other statutory deductions as per applicable laws.

6.5. Penalty

- For each week of delay in completion of individual milestone due to delay caused by selected bidder, a penalty of 0.25 % of the respective milestone cost shall be imposed subject to the maximum of 10% of the total design & development cost of the software.
- During Operations and maintenance phase, selected bidder should resolve >95% of the reported issues during the quarterly period under payment within 5 working days of reporting (except new suggestions or enhancements). Failure to do so will attract a penalty of 0.5% of the quarterly payment for every 1% drop in achievement subject to maximum 10% of total quarterly payment. Means, if only 90% of reported issues are resolved within 5 working days of reporting, a penalty of 2.5% of the quarterly payment.
- Attendance of required resources required to be deployed at Education Department during the operation & maintenance phase will also be considered during payment and deduction against absences will be made on pro-rata basis.
- The agency will indemnify the Education Department for any direct loss or damage that accrues due to deficiency in services.

6.6.Signing of the contract

The contract agreement between Education Department, Bihar and the selected agency/bidder should be executed within 21 days of the issue of the Letter of Intent (LoI). The selected agency/bidder will have to submit the Performance Security (PS), as applicable before signing of the agreement. Non-fulfilment of this condition will result in cancellation of the award and forfeiture of the EMD with consequential action if so desired.

6.7.Subcontracts

Sub-letting/Sub-contracting of the contract would not be allowed under any circumstances and contract may be terminated in case the agency sublets or sub-contracts its liabilities/responsibilities/obligation to other. Penal action shall also be taken against the agency.

6.8.Modification to Contract

The contract when executed by the parties shall constitute the entire contract between the parties in connection with the jobs / services and shall be binding upon the parties. Modification, if any, to the contract shall be in writing and with the consent of the parties.

6.9. Performance Security

- a. The agency will furnish within 15 days of the issue of letter of Acceptance (LOA) an unconditional Bank Guarantee from the Bank (Generally by SBI or its subsidiaries or any Indian nationalized bank) for amount equivalent to 5% of the total contract value for minimum valid for a period of two years. The performance security should be submitted before signing the agreement.
- b. If the firm / contractor violates any of the terms and conditions of contract, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the Education Department and the contract shall also be cancelled.
- c. The Education Department, Bihar will release the Performance Security without any interest to the firm / contractor on successful completion of contractual obligations.

6.10. Tax Deduction at Source

Tax deduction at source shall be made at the prescribed rates from the bidder's bills under the prevailing law.

6.11. Termination of Contract

- a. Any bidder found to be involved in fraudulent practices (misrepresentation or omission of facts or suppression/hiding of facts or disclosure of incomplete facts), in order to secure eligibility to the bidding process during the submission of bid or after release of Letter of Intent(LoI) or agreement formalization, shall be liable for punitive action amounting to blacklisting of the bidder, including the forfeiture of concerned EMD (Bid Security) and/or Performance Security also.
- b. The Education Department, without prejudice to any other contractual rights and remedies available to it, shall by written notice of default sent to the agency, terminate the contract in whole or in part, if the agency fails to perform services as specified in the present contract read with the terms of the contract agreement or any other contractual obligations or for any breach of contract within the time period specified in the contract and the firm shall be blacklisted, consequently the performance security shall be forfeited.
- c. In the event the Education Department, Bihar terminates the contract in whole or in part, the Education Department may carry out risk purchase of services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the agency shall be liable to the Education Department for the extra expenditure, if any, incurred by the Education Department for arranging such services.
- d. Unless otherwise instructed by the Education Department, the Service Provider shall continue to perform the contract to the extent not terminated.

6.12. Termination for Insolvency

If the agency becomes bankrupt or otherwise insolvent, it will inform to the Education Department, Bihar with the 30 days written notice to terminate the contract. The Education Department reserves the right to terminate, without any compensation, whatsoever, to the agency, and Education Department may forfeit the performance security.

6.13. Termination by Mutual Consent

In the event the Education Department, Bihar & agency mutually agrees reasonably to terminate the contract, either party shall give 30 days written notice to the other party and after the consent of

both parties agreement may be terminated without any Legal or Financial Obligation on any Party to the contract.

6.14. Force Majeure

- a. Notwithstanding the provisions contained in clauses 13 and 14 the agency shall not be liable for imposition of any such sanction so long the delay and/or failure of the agency in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- b. For purposes of this clause, Force Majeure means an event beyond the control of the agency and not involving the agency's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include and will not be limited to wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.
- c. If a Force Majeure situation arises, the agency shall promptly notify the Education Department in writing of such conditions and the cause thereof within 7 days of occurrence of such event. Unless otherwise directed by the Education Department in writing, the Agency shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding thirty days, either party may at its option terminate the contract without any financial repercussion on either side.
- e. In case due to a Force Majeure event the Education Department is unable to fulfil its contractual commitment and responsibility, the Education Department will notify the agency accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

6.15. Notices

Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by e-mail or facsimile or post. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.

6.16. Resolution of disputes

- a. Any dispute or difference or claim arising out of or in relation to this Agreement, will be settled by reaching a mutual understanding between the parties.
- b. If any further dispute arises between the parties thereupon, the same will be settled as per the extant law of land through the competent court of law under the territorial jurisdiction of district of Patna only.

6.17. Bid Validity

- a. The submitted bids shall remain valid for a period of 180 days after the due date of submission of bids. Any tender valid for a shorter period shall be treated as nonresponsive and rejected.
- b. In exceptional situations, the bidders may be requested by the Tender Inviting Authority (TIA) to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by e-mail/ e-procurement portal. The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender are also required to extend the validity period of the EMD accordingly. A bidder, however, may not agree to extend its tender validity without forfeiting its EMD.

6.18. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

6.19. Third Party Assessment

The Education Department, Bihar at its own cost may conduct third party assessment of services rendered and conduct of Agency during project period. The Agency will be informed about such assessment. The Education Department may take action on the basis of findings of third-party assessment. Third party assessment may be done on yearly basis or as & when felt necessary by Education Department.

6.20. Fraud and Corrupt Practices

- a. The bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained herein, the Education Department, Bihar may reject a bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Selection Process.
- b. Without prejudice to the rights of the Education Department, Bihar hereinabove, if an bidder is found by the Education Department, Bihar to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, such Applicant shall not be eligible to participate in any tender or RFP issued by the Education Department, Bihar during a period of 3 (Three) years from the date such bidder is found by the Education Department, Bihar to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- c. For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:
 - (i) "**Corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the Education Department, Bihar who is or has been associated in any manner, directly or indirectly, with the Selection Process).
 - (ii) "**Fraudulent practice**" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Selection Process.
 - (iii) "**Coercive practice**" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process.
 - (iv) "**Undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by the Education Department, Bihar with the objective

of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest, and

- (v) "**Restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Annexures

7.1. Annexure I: Forwarding Letter for Technical Bid

FORWARDING LETTER FOR TECHNICAL BID

[On the Letter head of the Bidder]

Date:

To
The Director,
Directorate of Higher Education,
Education Department
Government of Bihar

Re: Tender Notice for selection of agency for Development, Installation, Maintenance and Management of a Web Based Software for Entitlement and Pay Verification of Employees of Universities of Bihar for Education Department.

Dear Sir / Madam,

We, the undersigned, offer to provide the services for Development, Installation, Maintenance and Management of a Web Based Software for Entitlement and Pay Verification of Employees of Universities of Bihar for Education Department and aided facilities working under Education Department in the state of Bihar, in accordance with your Request for Proposal vide Ref Nodated We are hereby submitting our Proposal for the same.

We are submitting our proposal in our own individual capacity without entering into any association / as a Joint Venture. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our proposal is binding upon us and subject to the modifications resulting from project specific contract and contract negotiations.

We understand that the Education Department, Bihar may cancel the selection process at any time and that you are neither bound to accept any proposal you receive nor to select the agency, without incurring any liability to the bidders. We acknowledge the right of Education Department to reject our bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

We shall make available to Education Department, Bihar any additional information it may find necessary or require to supplement or authenticate the proposal.

We certify that in the last eight years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

We declare that:

- a. We have examined and have no reservations to the tender Documents, including any Addendum issued by Education Department, Bihar;

(705)

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- b. We have not directly or indirectly or through an executive engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal issued by or any contract entered into with Education Department or any other public-sector enterprise or any government, Central or State; and
- c. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.
- d. We declare that We/any member of the company, are/is not a Member of a/any other company applying for selection.
- e. We certify that in regard that we have not been convicted by a court of law.
- f. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Education Department, Bihar and / or the Government of Bihar in connection with the selection of agency or in connection with the selection process itself in respect of the abovementioned project.
- g. We agree and understand that the proposal is subject to the provisions of the tender document. In no case, I/We shall have any claim or right of whatsoever nature if the assignment is not awarded to me/us or our proposal is not opened.
- h. We agree to keep this offer valid for 120 days from the proposal due date specified in tender.
- i. A Power of Attorney (PoA) in favour of the authorized signatory to sign and submit this Proposal and documents is also attached herewith.
- j. In the event of my/our being selected, I/We agree to enter into a contract for the project awarded to us by the Education Department.
- k. We agree and undertake to abide by all the terms and conditions of the tender Document. In witness thereof, I/we submit this proposal under and in accordance with the terms of the tender document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

7.2. Annexure II: Authorization Letter for Signing of Proposal

AUTHORIZATION LETTER FOR SIGNING OF PROPOSAL

(On Non – judicial stamp paper of Rs.1000/- attested by notary public)
POWER OF ATTORNEY

Know all men by these present, we _____ (name and address of the registered office of the Single Entity) do hereby constitute, appoint and authorize Mr. / Ms. _____ R/o _____ (name and address of residence) who is presently employed with us and holding the position of _____ as our authorized representative, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to the bid of the firm/organization, _____ for "Development, Installation, Maintenance and Management of a Web Based Software for Entitlement and Pay Verification of Employees of Universities of Bihar for Education Department." (the "Project"), including signing and submission of all documents and providing information / responses to Education Department Bihar, representing us in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us. Dated this the day of 2024.

For

(Name, Designation and address)

Accepted

..... (Signature)

(Name, title, and address of the Attorney)

Date:

Note:

- (i) The mode of execution of the Power of Attorney (PoA) should be in accordance with the procedure , if any, laid down, by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- (ii) In case, an authorized director of the bidder/agency signs the bid, a certified copy of the appropriate resolution/document conveying such authority may be enclosed in lieu of the Power of Attorney (PoA).

7.3. Annexure III: Particulars of the Bidding Organization

Name and full address of the Company	
Details of Registered Office	
Address	
Telephone No(s)	
Fax No(s)	
E-mail address	
Company website	
Turn Over of the Company (in Lakhs)	
2019-20	
2020-21	
2021-22	
2022-23	
Net worth of the Company (in Lakhs)	
Income Tax Registration number (PAN)	
GSTIN Registration No.	
Whether Public limited company or private limited company (give details)	
Name and addresses and designation of the persons who will represent the Bidder while dealing with Directorate. (Attach letter of authority)	
Has the organization blacklisted by any state or central government entity	

(Authorized Signatory)

Name: _____ Designation & Authority: _____ Place: _____
 _____ Date: _____ Stamp: _____ Company
 Name: _____ Business Address: _____

7.4. Annexure IV: Financial Proposal

Sl. No.	Description	Amount (Rs.) without GST
1.	Design, Development and Deployment cost of Application	
2.	Operation & Maintenance Cost for 1 st Year	
3.	Operation & Maintenance Cost for 2 nd Year	
4.	Operation & Maintenance Cost for 3 rd Year	
5.	Operation & Maintenance Cost for 4 th Year	
6.	Operation & Maintenance Cost for 5 th Year	
	Total Cost	

Please Note:-

- ✓ Bids will be evaluated based on the total cost given by the vendor.
- ✓ Bidders need to quote the prices including all other charges/taxes (if applicable) and excluding GST.
- ✓ No escalation in price will be considered during the whole service period.