

# GOVERNMENT OF BIHAR

## RURAL WORKS DEPARTMENT

5<sup>th</sup> floor, Vishweshwaraiya Bhawan, Bailey Road, Patna-800001

### NOTICE INVITING TENDER- RWD/HQ/MIS/2025-26/01

(Through e-procurement mode only over <http://www.pmgsytendersbih.gov.in>)

Rural Works Department, Government of Bihar invites responses from eligible bidders for the Request For Proposal (RFP) – “Selection of solution provider for assessment and restrengthening of existing Management Information System (MIS) followed by its Operation and Maintenance for Rural Works Department, Bihar”.

Salient information is as follows:

1	Date and Time for Downloading/Purchasing Bidding Documents	From 29/07/2025, 11:00 Hrs to 19/08/2025, 15:00 Hrs RFP can be downloaded from <a href="http://www.pmgsytendersbih.gov.in">http://www.pmgsytendersbih.gov.in</a>
2	Pre-bid meeting Date, Time & Venue	01/08/2025 at 15:00 Hrs Venue: Conference Hall Rural Works Department, Government of Bihar. 5thFloor, Vishveshwaraiya Bhawan, Bailey
3	Mode of submission of Bid document	Bid document can be submitted only online mode. <a href="http://www.pmgsytendersbih.gov.in">http://www.pmgsytendersbih.gov.in</a>
4	Bid Submission Last date.	19/08/2025 till 15:00 Hrs
5	Bid Opening date.	19/08/2025 at 15:30 Hours
6	Time and place and date for opening of the Financial Bid.	To be informed later
7	Tender Document Fee & Earnest Money Deposit	Tender Document Fee of Rs. 10000/- (Rupees Ten Thousand only) (Non-Refundable) and Earnest Money Deposit of Rs. 500000/- (Rupees Five Lac Only) will be submitted online (PMGSY e-tender online Account-through PMGSY e-tender portal by Internet Banking only).

  
Engineer-in-Chief  
Rural Works Department

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**Govt. of Bihar**  
**Rural Works Department**  
**CORRIGENDUM NO- RFP/MIS/2025-26/01**

With reference to invitation for Request for Proposal (RFP) NIT Reference No- RWD/HQ/MIS/2025-26/01 originally titled "Selection Of Solution Provider For Assessment And Restrengthening of Existing Management Information System (MIS) followed by Its Operation And Maintenance for Rural Works Department, Bihar", is hereby informed to all interested bidders that the RFP title shall now be read as "Selection of Solution Provider for Design, Development, Implementation including Operation & Maintenance of Advanced New Management Information System (MIS) for Rural Works Department, Bihar" and modified to this extent. NIT Reference No- RWD/HQ/MIS/2025-26/01 will remains unchanged. This is for kind information for all the intersted bidders.

All other terms and conditions other than above mentioned subject shall remain same. For any queries, kindly contact: Office of Engineer-In-Chief, 5th floor, Vishwesaraiya Bhawan, Bailey Road, Patna.

Email Id- Engineerinchief2rwd@gmail.com and rwdnodalmis@gmail.com

PR N0- 009336 (RWD) 2025-26

  
Engineer-In-Chief  
Rural Works Department

Memo No- मु0अ0-(नि0 एवं गु0) -25-04/2025 3853

Date- 28/7/2025

Copy for kind information and necessary action to:

1. E- advertisement cum E- tendering Cell, 5th Floor, Vishweshwariya Bhawan, Bailey Road (Nehru Path), Patna.
2. IT Manager, Rural Works Department 5th Floor, Vishweshwariya Bhawan, Bailey Road (Nehru Path), Patna.

  
Engineer-In-Chief

**REQUEST FOR PROPOSAL  
(RFP)**

**SELECTION OF SOLUTION PROVIDER FOR  
DESIGN, DEVELOPMENT, IMPLEMENTATION  
INCLUDING OPERATION & MAINTENANCE OF  
ADVANCED NEW MANAGEMENT INFORMATION  
SYSTEM (MIS) FOR  
RURAL WORKS DEPARTMENT, BIHAR**

**RURAL WORKS DEPARTMENT GOVERNMENT OF BIHAR  
5th Floor, Vishveshwariya Bhawan,  
Bailey Road, Patna, Bihar-800015**

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## **DISCLAIMER**

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1. 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 Client or any of its 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.
2. This RFP document is neither an agreement nor an offer by the Rural Works Department (RWD) to the prospective Bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
3. RWD does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for RWD to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by RWD in relation to the consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. Each prospective Bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtains independent advice from appropriate sources.
4. RWD will not have any liability to any prospective Company/ Firm or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of RWD or their employees, any Bidders or otherwise arising in any way from the selection process for the Assignment. RWD will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon any statements contained in this RFP.
5. 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 Client 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 Client 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 or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.
6. RWD 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
7. RWD will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that RWD is bound to select a Bidder or to appoint the Successful Bidder, as the case may be, for the consultancy and RWD reserves the right to accept / reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. RWD also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application.
8. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. RWD accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

9. RWD reserves the right to change / modify / amend any or all provisions of this RFP document. Such revisions to the RFP amended will be made available on the website of RWD.
10. The product, property and assets created/ developed by the agency will belong to RWD only. Data sharing without permission from RWD will not be permitted to the agency.



## 1. IMPORTANT INFORMATION

1	<b>Name of the project</b>	<b>Selection of Solution Provider for Design, Development, Implementation including Operation &amp; Maintenance of Advanced New Management Information System (MIS) for Rural Works Department, Bihar</b>
2	<b>Name of the Client</b>	Rural Works Department, Government of Bihar.
3	<b>Date and Time for Downloading/Purchasing of Bidding Documents</b>	<b>From-----, 11:00 Hrs to -----15:00 Hrs</b> RFP can be downloaded from <a href="http://www.pmgsytendersbih.gov.in">http://www.pmgsytendersbih.gov.in</a>
4	<b>Pre-bid meeting Venue</b>	Venue: Conference Hall Rural Works Department, Government of Bihar. 5thFloor, Vishveshwariya Bhawan, Bailey Road, Patna, Bihar 800015
5	<b>Pre-bid meeting date and Time</b>	<b>----- at 15:00 Hrs</b>
6	<b>Mode of submission of Bid document</b>	Bid document can be submitted only online mode. <a href="http://www.pmgsytendersbih.gov.in">http://www.pmgsytendersbih.gov.in</a>
7	<b>Bid Submission Last date.</b>	<b>----- till 15:00 Hrs</b>
8	<b>Bid Opening date.</b>	<b>----- at 15:30 Hours</b>
9	<b>Time and place and date for opening of the Financial Bid.</b>	To be declared after Technical Evaluation. Only those bidders who qualify will be informed about the financial bid opening place and date.
10	<b>Validity of Bids</b>	180 days from proposal date
11	<b>Place of Technical Bid Opening</b>	<b>Conference Hall</b> , Rural Works Department, Government of Bihar, 5thFloor, Vishveshwariya Bhawan, Bailey Road, Patna, Bihar, 800015
12	<b>Tender Document Fee &amp; Earnest Money Deposit</b>	Tender Document Fee of Rs. 10000/- (Rupees Ten Thousand only) (Non-Refundable) and Earnest Money Deposit of Rs. 500000/- (Rupees Five Lac Only) will be submitted online (PMGSY e-tender online Account-through PMGSY e-tender portal by Internet Banking only).



## 2. DEFINITIONS

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- (1) **“Acceptance Test Document”** the document, which defines procedures for testing the Document deliverables against requirements as laid down in the Agreement.
- (2) **“Affiliate”** shall mean any holding company or subsidiary company of apart to the Agreement or any company, which is subsidiary of such a holding company. The expressions "holding company" and “subsidiary company” shall have the meaning specified in section 4 of the Indian Companies Act 1956 (as amended from time to time).
- (3) **“Agreement”** means the Agreement to be signed between the successful bidder and RWD Including all attachments, appendices, all documents incorporated by reference there to together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- (4) **“Authorized Representative”** shall mean any person authorized by either of the parties.
- (5) **“Bidder”** any company offering the solution(s), service(s) and/or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom RWD signs the agreement for rendering of services for the RFP.
- (6) **“Contract”** is used synonymously with Agreement.
- (7) **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
- (8) **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- (9) **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement processor the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the RWD of the benefits of free and open competition.
- (10) **“GoB”** means Government of Bihar.
- (11) **“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
- (12) **“Revenue”** means the rate payable to the Bidder under the Agreement for the performance of the Bidder’s Contractual obligations.
- (13) **“Implementation Period”** shall mean the period from the date of signing of the Agreement and upto the issuance of Final Acceptance Certificate issued by RWD.
- (14) **“Law”** shall mean any Act, notification, bylaw, rules and regulations, directive, ordinance, Order or instruction having the force of law enacted or issued by the Central Government and/ or Government of Bihar or the RWD or any other Government or regulatory authority or political subdivision of government agency.
- (15) **“LOI”** means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
- (16) **“Party”** means RWD or Bidder, individually and “Parties” mean RWD and Bidder, collectively.

- (17) **"Period of Agreement"** means the time period that will be defined in MSA from the date of final acceptance.
- (18) **"Proposal"** means Prequalification Proposal Technical Proposal and the Financial Proposal.
- (19) **"Request for Proposal (RFP)"**, means the detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
- (20) **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
- (21) **"Site"** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per agreement.
- (22) **"Service"** means provision of Contracted service viz., operation, maintenance and associated services for the NIT as per this RFP.
- (23) **"Termination Notice"** means the written notice of termination of the Agreement issued by One Party to the other in terms hereof.
- (24) **"SLA"** Service Level agreement between RWD and the Vendor of the project.
- (25) **"Applicable Laws"** includes all applicable statutes, enactments, acts of legislature or parliament, laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority.
- (26) **"Confidential Information"** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party (whether a Party to this MSA or to the SLA) in the course of or in connection with this MSA (including without limitation such information received during negotiations, location visits and meetings in connection with this MSA or to the SLA);
- (27) **"Control"** means possession, directly or indirectly, of the power to director cause the direction of the management or policies of any entity, whether through the ownership of voting securities, by contractor otherwise.
- (28) **"State Data Centre" or "SDC"** means the primary centre where data, software, computer systems and associated components, such as telecommunication and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices are housed and operated from.
- (29) **"Effective Date"** means the date on which the MSA is signed by both the Parties.
- (30) **"Implementing Agency Proprietary Information"** shall mean Proprietary Information of the Implementing Agency and shall include all modifications, enhancements and other derivative works of such Implementing Agency.
- (31) **"Intellectual Property Rights"** means and includes all rights in the Application Software, its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the

software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein.

- (32) **"ListedAssets"** means entire hardware and software, network or any other information Technology infrastructure components which are to be provided by the IA for and on behalf of Secretary, in the name of the Secretary.
- (33) **"Material Adverse Effect"** means material adverse effect on (a) the ability of the IA to perform/discharge any of its duties/obligations under and in accordance with the provisions of this MSA and/or SLA; and/or (b) the legal validity, binding nature or enforceability of this MSA and/or the SLA.
- (34) **"Operations and Maintenance" or "O&M"** means the services to be rendered, as per the SLA, during the period commencing from the "Go-Live date" till the expiry or termination of the Master Service Agreement.
- (35) **"Operations and Maintenance Phase"** means the phase in which O&M is to be carried out by the IA.
- (36) **"PBG" or "Performance Guarantee" or "Performance Bank Guarantee"** shall mean an unconditional and irrevocable bank guarantee provided by a Nationalized/Scheduled Bank to The Engineer-in-Chief on behalf of the Implementing Agency amounting to 5% of the Project Value calculated on annual basis. The Performance Guarantee shall be valid for three years from the date of work order/Agreement, unless extended pursuant to the Agreement.
- (37) **"Project Data"** means all proprietary or other data of the Project generated out of the Project operations and transactions, documents and related information including but not restricted to user data which the Implementing Agency obtains, possesses, or processes in the context of providing the Services to the users pursuant to this MSA and the SLA.
- (38) **"Project Implementation"** means the implementation of this Project as per the testing Standards and acceptance criteria prescribed in the Agreement.
- (39) **"ProjectImplementationPhase"** means the period between the Effective Date and the Go-Live date.
- (40) **"Proprietary Information"** means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned by party recreates or granted by third parties to a Party hereto prior to its being made available under this MSA, or the SLA.
- (41) **"RFP" or "Request for Proposal"** means the documents containing the Technical, Functional, Operational, Commercial and Legal specifications terms and conditions for the implementation of the Project and includes the clarifications, explanations and amendments issued by The Engineer-in-Chief from time to time.
- (42) **"Service Level"** means the level of service and other performance criteria which will apply to the Services.
- (43) **"Service Level Agreement" or "SLA"** means the Agreement on service levels between Implementing Agency and Rural Works Department, in terms of the Service Level requirements as per the model set out in MSA.
- (44) **"Stakeholders"** means the Key Important stakeholders and other stakeholders, as defined in RFP and the citizens of India.

- (45) "Third **Party** Systems" means systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which Implementing Agency has been granted a license to use and which are used in the provision of Services.
- (46) "**Third Party Agency**" means the agency appointed by the The Engineer-in-Chief for the purpose of certification of the hardware and software by conducting various types of tests.

### 3. LETTER OF INVITATION

Letter No. \_\_\_\_\_

Dated- 28.07.2025

Rural Works Department,  
Government of Bihar,  
5<sup>th</sup> Floor, Vishweshwaraiya Bhawan,  
Bailey Road, Patna

Dear Mr./Ms.:

Rural Works Department (hereinafter referred as RWD unless the context otherwise requires), Patna invites RFP from registered firms/agencies for “**Selection of Solution Provider for Design, Development, Implementation including Operation & Maintenance of Advanced New Management Information System (MIS) for Rural Works Department, Bihar**”. The detailed scope of work is as defined in the Terms of reference section of this RFP.

1. Interested firms/ Companies/LLPs may participate in the bidding process by submitting their Tender/Proposals at <http://www.pmgsytendersbih.gov.in>.
2. The Details and Conditions for qualification of bidders, for bid submission and selection of agency (i.es), and roles & responsibilities of the agency (i.es) are indicated in the Bidding Documents. The Bid Document can be downloaded free of cost and no tender fee is charged for this purpose from [www.rwdbihar.gov.in](http://www.rwdbihar.gov.in) and <http://www.pmgsytendersbih.gov.in> between **28/07/2025, 11:00 Hrs to 18/08/2025, 15:00 Hrs.**
3. Details of tender related information can be viewed/ downloaded from the website <http://pmgsytendersbih.gov.in>. Interested Bidders will have to register with their DSC (Digital Signature Certificate) in the web site <http://pmgsytendersbih.gov.in>.
4. The Proposal(s) must be submitted only online mode. No hard submission through Courier/Registered Post/Speed post/by Hand Delivery will be accepted.
5. Conditional tender/incomplete tender or tenders received after the due time and date shall not be entertained in any circumstances.
6. RWD reserves right to cancel or postpone or to modify any of term and condition of the tender at any stage without assigning any reason at its own discretion.
7. RWD will not be responsible for any delay in bid submission.
8. A Successful Bidder will be selected under Quality and Cost Based Selection (QCBS) selection, and procedures described in this RFP.
9. The RFP includes the following documents:
  - Section 1 - Letter of Invitation
  - Section 2 - Instructions to Bidder (including Data Sheet)
  - Section 3 - Technical Proposal - Standard Forms
  - Section 4 - Financial Proposal - Standard Forms
  - Section 5 - Terms of Reference
  - Section 6 - Standard Forms of Contract

**Yours sincerely,**  
Engineer-in-Chief  
Rural Works Department  
5<sup>th</sup> Floor, Vishweshwaraiya Bhawan  
Bailey Road, Patna.

#### 4. INSTRUCTIONS TO BIDDERS

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There are three parts of tender document namely:

- Pre-Qualification
  - General Bid cum Technical Bid
  - Financial Bid
- a) Tenders should be fully in accordance with the requirements of the Terms and Conditions as specified in this RFP.
  - b) Appropriate forms furnished with this specification shall be used in filling quotation.
  - c) Incomplete, illegible form will be rejected.
  - d) All offers should be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.
  - e) The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Quotations/Bids with validity of less than 180 days may be rejected.
  - f) Modification of specifications and extension of closing date of tender, if required, will be made by an Addendum. Copies of Addenda will be sent to those who have purchased the tender document. This shall be signed and shall form a part of the tender in full and/ or part thereof.
  - g) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. The terms of payments, delivery, and acceptance applicable in this case and indicated in the Terms and Conditions of this RFP.
  - h) In comparing tenders and in making awards, Department may consider such factors as compliance with the specifications, relative quantity of deployment, the time of delivery and such other conditions as it may consider relevant.
  - i) Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.
  - j) The bidder shall make its own arrangements, for deploy, installation and commissioning of software and hardware at destination.
  - k) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means RWD's personnel or representatives, on matters relating to the tenders under consideration. The RWD if necessary, will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for Department tenders in future for a period of three years.
- General conditions

##### 1. Late Bids

Any bid received by the Tenderer after the time and date for receipt of bids prescribed in the RFP document will be rejected.

## **2. Bid Forms**

- i. Wherever as specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.
- iii. Department shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

## **3. Amendment of Bid Documents**

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified to all prospective bidders through publish in the given website or via email.

## **4. Pre bid Conference (PBC)**

- a) Tenderer shall hold a pre bid conference (PBC) after the sale of the RFP document as per schedule mentioned in this RFP. In this PBC, Tenderer would address the clarifications sought by the bidders regarding the RFP document and the project. The bidders would be required to submit their queries to the The Engineer-in Chief, RWD in writing to be received at least 1 day prior to the PBC or E-Mail at [encrwdbihar@gmail.com](mailto:encrwdbihar@gmail.com). Queries not submitted within this deadline will not be taken up at the PBC.
- b) Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

## **5. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the Government of Bihar. The Government of Bihar will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

## **6. Cost of Tender Document Fee and Earnest Money Deposit:t**

Tender Document Fee of Rs. 10000/- (Non-Refundable) and Earnest Money Deposit of Rs. 500000/-will be submitted online (PMGSY e-tender online Account-through PMGSY e-tender portal by Internet Banking only). All concerned please note that the process will not move onward if the Tender Fee) and above fee/deposit are not paid through PMGSY e-tender portal by Internet Banking. No other form of Tender Document Fee and EMD will be accepted.

The EMD of unsuccessful bidders shall get automatically returned to them without any interest if they fail to qualify at any stage of the bidding process.

The EMD shall be forfeited by Rural Works Department, Bihar hereunder or otherwise, under the following conditions:



- If a bidder engages in a corrupt / fraudulent / coercive / undesirable or restrictive practice.
- If a bidder withdraws its bid during the period of bid validity as specified in this RFP and as extended by the Rural Works Department, Bihar 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 Security (PS), before signing the contract agreement, within the period prescribed in the Letter of Intent (LoI).

## **7. Performance Security Deposit:**

- a) In the case of bidders whose bids are accepted for undertaking the work assigned for this tender, the successful bidder will submit a **Performance Security deposit**, which will be equal to 5% (five percent) of the project Value on Annual Basis and renew every Year before expiry of Existing BG under this tender that the bidder has quoted in his Financial Bid. The same would have to be in the form of irrevocable valid Bank Guarantee and must be submitted within 15 days from the issuance of the LOI.
- b) The successful bidder will also submit an acceptance of the LOI within three days from the awarding of the Contract.
- c) Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Security Deposit from the bidder.

## **8. Local Conditions**

- a) Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- b) The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award as described in the bidding documents. The Tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- c) It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising there of shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws/conditions.
- d) The Bidder is expected to visit and examine the locations and obtain all information that may be necessary for preparing the bid at their own interest and cost.

## **9. Right to Terminate RFP Process**

- a) RWD reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for RWD's action. The RWD make no commitment, expressed or implied that this process will result in a business transaction with anyone.

- b) This RFP does not constitute an offer by the RWD. The bidder's participation in this process may result in RWD selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the RWD to execute a contractor to continue negotiations. The RWD may terminate negotiations at any time without assigning any reason.
- c) Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

## **10. Contacting the Tenderer**

- a) Any effort by Bidder influencing the Tenderer's bid evaluation, bid comparison or Contract award decisions may result in the rejection of the bid.
- b) Bidder shall not approach Bihar officers after office hours and/or outside Bihar office premises, from the time of the bid opening till the time the Contract is awarded.

## **11. Bid validity**

The bids shall remain valid for a period of 180 days from the last date of submission of tender.

## **12. Period of Project**

This Project shall come into effect on the Effective date of agreement. The project period shall comprise of development phase of 6 months (24 weeks) from the date of commencement of the services followed by 5 years of maintain and operate unless terminated earlier. **Extensions will be done based on the performance of the agency** and need of the project with the 20% rate of annual increment for the extended period. The request and the response there to shall be made in writing for extension term. The Performance Guarantee provided shall also be suitably extend.

## **13. Supplementary Information /Corrigendum / Amendment to the RFP**

- a) If RWD deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on website <http://www.rwdbihar.in>. and <http://www.pmgsytendersbih.gov.in> Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- b) At any time prior to the deadline (or as extended by the RWD) for submission of bids, RWD, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c) In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, RWD, at its discretion, may extend the deadline for the submission of bids.

## **14. Arbitration**

Rural works Department and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after ninety (90) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Patna, Bihar State, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## **15. Disqualification**

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- b) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- c) The bidder qualifies the proposal with his own conditions.
- d) Proposal is received in incomplete form.
- e) Proposal is received after due date and time at the designated venue.
- f) Proposal is not accompanied by all the requisite documents.
- g) If bidder provides quotation only for a part of the project.
- h) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- i) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- j) In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
- k) Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contractor within such extended period, as may be specified in the RFP.
- l) While evaluating the proposals, if it comes to Tender Committee's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period, as decided by the RWD, from participation in any of the tenders floated by the RWD.

## **16. Conflict of Interest**

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective sub contractor due to prior, current, or proposed contracts,

engagements, or affiliations with the RWD. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP. Please use form given in Annexure for making declaration to this effect.

## **17.Commercial Proposal**

- a) The Bidder is expected to price all the items and services proposed in the Technical Proposal. RWD may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- b) Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.
- c) The Commercial Proposal must be detailed and must cover each year of the contract term.

## **18.Correction of Error**

- a) Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by RWD. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- b) Proposals will be checked by the RWD for any arithmetic errors during the evaluation of the Financial Proposal.

## **19.Prices and Price Information**

- a) The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in this RFP. All the prices will be in Indian Rupees.
- b) No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- c) The price quoted in the Commercial Proposal shall be the only payment, payable by the RWD to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between the RWD and the Bidder after negotiations.
- d) The price would be inclusive of all taxes, duties, charges, and levies as applicable.
- e) The prices, once offered, must remain fixed, and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

- f) Bidder should provide all prices, quantities as per the prescribed format given in Format for Bid Response–Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- g) It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed /modified.
- h) It is mandatory to provide break-up of all taxes, duties, and levies wherever applicable and/or payable.
- i) The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

## **20.Language of Proposal**

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the RWD and will not be returned.

## **21.Limitation of Liability-**

Notwithstanding any thing to the contrary else where contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of bidder shall be, regardless of the form of claim, the consideration received by bidder for the statement of work under which the claim arises.

## **22. Confidentiality-**

Bidder is allowed to use the reference of this contract in other bid for meeting eligibility criteria, but Confidentiality will survive till one year from the date of expiration/ termination of contract.

## **23. Approval/ Clearances-**

Bidder will support in getting clearance with all the authorities but the prime responsibilities lies with Department.

## **24. Savings Clause-**

Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidders non-performance is caused by Department's

omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.

## **25. Deemed Acceptance-**

Any Deliverable(s) /Work Product(s) provided to the Department shall be deemed to have been accepted if the customer puts such Deliverable(s)/ Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s)/ Work Product(s) together with reasons for such disapproval within 10 days from the date of receipt of such Deliverable(s)/ Work Product(s).

## **26. Change Order Clause-**

Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Bidder. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of assigned Change Order, bidder shall not be bound to perform any additional services.

## **27. Taxes and Duties:**

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the taxes will be borne by Department and any decrease would be passed on to Department by the bidder.

## **28. Local Office Location**

The bidder should have office in Bihar. In case bidder has no presence in Bihar, bidder shall furnish an undertaking that an office shall be opened in Bihar, with sufficient personnel and inventory of spares within a month of selection as Successful Bidder.

## **29. Submission of Documents**

Bidders are required to submit all relevant documents for Pre-qualification and Technical Evaluation criteria. Bidders are responsible to submit model make and **other details** from OEM regarding the IT equipments, where applicable. Only online submission is allowed.

## **30. Appointment of the Committee**

1. The Committee of the RWD will evaluate the Bids.
2. RWD decision would be binding on the Bidder.

## **31. Insurance**

The equipment and services supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation.

The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to the RWD after the project period ends.



## 5. SCOPE OF WORK

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### 1. Introduction

#### 1.1 Background

The Rural Works Department, Government of Bihar is implementing flagship schemes for development and maintenance of rural road connectivity in Bihar namely centrally sponsored Pradhan Mantri Gram Sadak Yojana (PMGSY) and state sponsored schemes such as Mukhya Mantri Gram Sampark Yojana (MMGSY) , Gramin Tola Sampark Nischay Yojana (GTSNY), and other state schemes.

#### 1.2 Objective

As the quantum of work is growing towards providing road connectivity to all rural habitations, the task of project planning, implementation and monitoring physical and financial information system. Road development requires digital information system to effectively collect, manage and visualize road development works in the state.

BRRDA has envisaged a development & operationalization of an open-source information management system. The proposed Advanced Monitoring Information System (MIS) will support planning, monitoring and visualization of the departmental schemes implementation from end-to-end. The department has an existing MIS, However, it has been felt that a more advanced MIS is needed, in view of the current requirements. The advanced MIS once developed shall replace the existing MIS and the legacy data of the existing MIS shall be ported to the newly designed MIS to provide continuity.

## 2. Scope of Work

The Solution Provider shall be responsible for providing following scope of work:

1. Assessment of requirement of MIS including as-is-Assessment of the existing system.
2. Design and Development of Advanced version of MIS.
3. Operation And Maintenance for a period of 5 years from GO Live Stage ( 24 weeks from the date of commencement of the services)

The Solution Provider (SP) will be responsible for the comprehensive development and operational management of an open-source Advanced Monitoring Information System (MIS) for RWD. This will encompass initial requirement gathering, including the analysis of existing workflows and the establishment of standardized project structures with stage-wise KPIs for effective progress monitoring. The SP will design the Advanced MIS with cutting-edge User Interface (UI)/User Experience (UX) principles, ensuring that it is tailored to the specific needs of various stakeholders and includes a range of modules for project management, fund tracking, and reporting, among others. Post-development, the SP will conduct rigorous testing to ensure the solution's robustness before going live.

**Over the Five-year operations and maintenance phase, the SP will ensure system reliability, regular submission of back up data in hard discs, data safety and security, implement updates, manage and secure IT infrastructure, and provide continuous technical support.** This will also include the development of additional modules to enhance program management as and when the department requires, all while adhering to latest and stringent cyber security and data privacy standards. The SP's team of experts will be expected to possess the necessary qualifications and experience to deliver a high-quality, sustainable solution that meets RWD's monitoring and operational needs.

The SP shall be responsible for execution of the following scope of work:

## **2.1 Requirement Gathering**

- 2.1.1 Study of existing MIS including business workflows to effectively control the implementation of departmental schemes.
- 2.1.2 Input data, outcome reports, measurement, monitoring and visualization requirements.
- 2.1.3 Preparation of a standardized project structure, scheme wise, for progress monitoring comprising of stage-wise KPIs.
- 2.1.4 Assistance in updating & monitoring the progress of projects through consultative workshops.
- 2.1.4 Assistance in installation of hardware requirements in terms of servers, desktops and essential peripherals in implementing the MIS.
- 2.1.5 Stakeholder consultation on module prioritization for development & detailed breakdown of project workplan.

## **2.2 Design of Advanced version of Monitoring Information System (MIS)**

- 2.2.1 Based on the gathered requirements and stakeholder consultation, the new layout and theme of the solution shall be designed considering the latest UI/UX trends.
- 2.2.2 Design of the dashboard in terms of key modules, project information, KPIs, data fields, data visualizations etc. in consultation with the RWD core MIS team.
- 2.2.3 Design of various stakeholder specific pages as per user role and privilege.
- 2.2.4 Design of progress monitoring and update progress pages with data fields and parameters as per the scheme/project requirements.
- 2.2.5 Creation of wireframes, design cases with UX considerations.
- 2.2.6 Workshops for stakeholder consultation for discussion on solution design.

## **2.3 Development of Advanced version of Monitoring Information System (MIS)**

- 2.3.1 The Advanced MIS shall be developed as per the finalized functional requirements based on consultation with the RWD core MIS team.
- 2.3.2 Before the advanced version goes live, the legacy data in the existing MIS shall have to be ported to the new version, to provide continuity.

- 2.3.3 The solution shall have the modules for creation of project forms with custom KPIs, project monitoring, project – scheme indicator mapping (physical and financial), fund management, allotment, release and expenditure of funds , approval & utilization monitoring, role-based dashboard & profile, third-party inspection & Action Taken Report (ATR) recording, custom report generation, access management, meeting scheduler, action tracking system & document management and etc.
- 2.3.4 The solution shall support creation/monitoring of projects based on scheme, road type, length and location, project implementing agency etc.
- 2.3.5 The solution shall be utilized for planning & monitoring of projects & allow users to create & plan projects in the form of a set of activities, sub-tasks, tasks, and stages with defined timelines. The physical and financial progress shall be tracked on the activity level for each project against which the user shall be able to update progress, add remarks and upload supporting documents. Update history shall be recorded at activity level.
- 2.3.6 Development of customized dashboard with drill down functionality for different stakeholder level users. The dashboard shall be able to show information in the form of data points/infographics on various key metrics of the scheme/ projects. The parameters to be monitored shall be finalized in consultation with the client. The MIS should have dynamic, colorful, attractive and easy to use pages and modules.
- 2.3.7 The solution shall allow user to view/download predefined reports by selecting the type of report and filtering through the desired data to be generated.
- 2.3.8 The solution shall have capability for stakeholder collaboration, through meeting scheduler, action tracking, chat & file sharing functionalities where users shall be able to create discussion forums, add participants, and share files (documents, presentations, datasheets, audio & video files) on various topics. It should provide space for all the stakeholders to do online, real time collaborative work.
- 2.3.9 Functionality of task/work allocation through an action tracking system shall be developed. The tasks created for project monitoring related works shall be linked to individual/multiple task or activity level action items.
- 2.3.10 The solution shall have a rule based alert system based on pre-defined triggers/ user actions. The alerts shall be viewed in notifications tab where the user shall be able to go through various alerts and logs. The option of filtering/sorting notifications shall also be there.
- 2.3.11 Dedicated module for recording observations of inspection and action taken by implementation agency.
- 2.3.12 The solution shall have role-based access with detailed user profile and defined privileges.
- 2.3.13 Activity log should be maintained for all user actions.
- 2.3.14 Ensure compliance to the latest and high standards for cyber security, data storage, data safety and security, privacy guidelines etc.

## **2.4 Infrastructure for Hosting of the Application**

- 2.4.1 BRRDA will provide the server and related infrastructure necessary for hosting the application, including the test environment.
- 2.4.2 The Solution provider will be responsible for deploying and hosting the application on the server.

- 2.4.2 The solution provider will assist RWD core team in completing the Application Security Audit. The solution provider shall address and comply with any findings from the audit and provide full support to RWD in acquiring the Domain and SSL Certificate.

## **2.5 Application Testing & Go-Live**

- 2.5.1 All the modules and functionalities shall undergo testing during the course of development and prior to their launch.
- 2.5.2 Preparation of test cases and testing scenarios for various levels of testing.
- 2.5.3 Unit & functional testing shall be conducted for each developed module.
- 2.5.4 Integration & system testing shall be conducted prior to the launch of any module.
- 2.5.5 User acceptance testing shall be conducted once all the stipulated modules of the solution are developed.
- 2.5.6 As mentioned earlier in Para 2.3.2, the Go-Live shall be allowed only after the legacy data from the existing MIS shall be ported to the newly developed advanced version of MIS.

## **2.6 Capacity Building**

- 2.6.1 Development of training programs for all the stakeholders.
- 2.6.2 Organize training programs for RWD officials and staff and ensure that they are trained.

## **2.7 Operations & Maintenance for 5 years**

- 2.7.1 Post completion of development, the Operation and Maintenance phase shall commence wherein the system responsiveness always shall be ensured along with minimum load time, develop and update system patches, ensure platform security, timely provision of anti-virus upgrades etc.
- 2.7.2 Any performance upgrade/ bug fixing of the platform shall be seamlessly incorporated into the system.
- 2.7.3 Change request regarding data and functionality to ensure application & data integrity.
- 2.7.4 Technical support for managing IT infrastructure for the application.
- 2.7.5 Maintenance activities & system check shall be performed to ensure smooth operations.
- 2.7.6 Future modules providing ease in management of the program shall be advised to the client.

# **3 Advanced version of Management Information System Architecture and Requirements**

## **3.1 Offline Synchronization Solution and Business Continuity**

Considering the situation of the network, the proposed solution should allow for data access in connected or offline mode, using the solution hosted at the RWD-level offices. This would allow users to continue working even during network downtime.

## **3.2 Multilingual**

The solution should be Unicode-based and should support hosting of multi-lingual data/forms (English & Hindi) and should enable data entry in multi-lingual formats by users in webpages.

### 3.3 Usability

The Advanced MIS Portal/application should be designed in a user-friendly, citizen-centric manner and as per the standards laid down in ISO 9241 and the best practices described in <http://www.usability.gov>. The usability requirements for the RWD Management Information System solution include user and task analysis, data collection and analysis, information architecture design, and iterative usability testing.

The portal pages should be easy to navigate, requiring a minimal number of user actions for availing information or services. The RWD Information System solution provider should engage usability design experts to ensure a pleasant user experience in terms of navigational comfort, look & feel, and design of web pages.

- 3.3.1 **Enterprise Portal:** The Enterprise Portal will provide a secure, unified access point in the form of a web-based user interface and will be designed to aggregate and personalize information through application-specific portals/web parts.
- 3.3.2 **Application Modules:** The various application modules along with its Functional Requirement Specification requires to be identified and developed as per the requirement of RWD.
- 3.3.3 **Directory Services:** These services will be used to register, authenticate, and manage users and their security privileges. These services will authenticate the Government users and determine user-specific privileges. LDAP (Lightweight Directory Access Protocol) is an internet protocol that Government portal users will use to look up information from a server. User password validation will be done from LDAP. Authentication should be conducted using the standards-based LDAP meta-directory server. The user directory should provide a unified view of all user profiles. Directory services shall be able to define centralized authentication & authorization mechanisms for all network users.
- 3.3.4 **Web Application Services:** The Web Application Services will be a container to manage the presentation and application logic. It will provide transactional integrity, scalability, and availability services. In addition, it manages the session, requests, and responses to and from its clients and resources.
- 3.3.5 **Indexing & Search Services:** This tool would be used for indexing and searching all the repositories of the knowledge repository maintained across the portal infrastructure.
- 3.3.6 **Workflow:** Mailing & Messaging Infrastructure would provide workflow functionality and email services to Government employees.
- 3.3.7 **MIS Reporting:**

This reporting feature of the portal is to be designed to allow authorized users to have a customized view of the entire list of reports they use or wish to use. Required security will have to be applied to this module, providing restricted access based on different categories of users within the portal ecosystem. This module will be further linked to the personalized dashboard, where the same links to these reports can be displayed in smaller portals, so that users do not always have to search for their frequently used reports from the Reports module. They can add it to their own dashboard for ease of use. All reports made available need to be controlled through the 'Admin' module for variable access depending upon the nature and status of the user. The access control list of the reporting servers needs to be mapped and configured with the admin access control policies. The following are the kinds of reports proposed as part of the portal, but not limited to.

#### 3.3.7.1 **All/Fixed Reports:**

This subsection within the Reports module will have a list of all fixed reports as hyperlinks, which will display the reports based on predefined logic/queries on the screen. It will also provide options to export the report to different formats (PDF, HTML, Word, Excel, or CSV), print, and/or save the reports. These may be one-click fixed reports or may be dynamic, allowing changes to certain parameters (such as date or period range, location, etc.) through dropdown fields in the predefined query, and then executing the command to prepare the report. Users will also have the option to mark the selections as 'Default', so that every subsequent time the reports are generated, they will be produced with a single click based on the selected parameters, without having to change every time.

#### 3.3.7.2 **Custom Reports/Adhoc Reports**

A UI interface will be provided to specific users, offering them a view of the solution database and the ability to generate custom reports as and when required. Users will be able to select any field, table, or column (as per the database design) using a drag-and-drop feature. The UI will assist in creating simple queries and executing them by allowing users to select fields/tables from the display and enter certain basic parameters. Filter criteria and other user-friendly features will also be provided for ease of use. The report will be displayed on the screen, and users will have the option to export it to different formats, as mentioned above. The key features of this functionality will be as follows:

3.3.7.2.1 This functionality will be permission restricted. Based on the type of rights/permissions granted to each user, they will have the ability to view the tables of the solution database through the User interface.

3.3.7.2.2 The Report Builder tool may be used to implement this functionality, allowing users to easily create and execute queries by entering only the basic parameters. However, the decision of the Department in this matter will be final and binding on all parties concerned.

#### 3.3.7.3 **My Reports**

This subsection will have a list of reports as bookmarks that are frequently used by internal users, serving as a personalized section displaying only the preferred reports for any user. These frequently used reports will be a subset of the All/Fixed reports and will be bookmarked to appear on their personalized dashboard, customized by the individual users.

All the required reports, by each of the stakeholders/users, must be immediately generated. The solution architecture and the database design must enable fast retrieval of data, supported by an optimized solution interface.

#### 3.3.7.4 **SQMS:**

Effective monitoring of the programme is critical. The advanced version of MIS to be developed will serve as the primary mechanism for monitoring the departmental schemes. Officials managing the various aspects of the programme will be required to submit all relevant data related to road details and transactions in the corresponding module of the Online Monitoring System.

### 4. **Development of Online State Quality Monitoring System Software:**

The SQMS shall consist of the following main modules:

#### 4.1 **Master Data Module:**

4.1.1 Master data Module: - Master data includes the following:

- i. Area master which contains data regarding the villages/Habitations and details of facilities available at habitation level (To be entered at PIU level).
  - ii. Roads master which includes details regarding the name of the road, surface type etc. (To be entered at PIU level).
- 4.1.2 MP/MLA Constituency (To be entered at PIU level).
- 4.1.3 Contractor master details (To be entered at PIU level).
- 4.1.4 Execution & Monitoring Module
- 4.1.5 Entry of progress against each work in physical and financial terms (to be entered at PIU level).
- 4.1.6 Completion of road works (to be entered at PIU level).

#### **4.2 Maintenance Module: -**

- 4.2.1 Physical and financial data regarding 5 years contract-based maintenance (to be entered by PIU level).
- 4.2.2 Quality Monitoring –
  - i. Data Regarding QC inspection carried out by different tiers is to be entered. The monthly schedule of inspection shall also be entered on website.

#### **4.3 Constituents of SQMS Module:-**

The SQMS (State Quality Management System) module shall be designed especially for all the road and bridge works being executed by the department as an online web-based system with centralized database and the principles underlying the operational management of the software shall be as follows:

- 4.3.1 Data entry will be done at the point where data will be generated i.e. at the PIU level for project data.
- 4.3.2 The data entry shall be near real-time to enable outputs to be useful for management as well as monitoring. This implies that the data entry shall be closely parallel to the actual work process and to ensure this, system checks will be in place to ensure that the data precedent is on-line before processing for the next step is done.
- 4.3.3 Since data entry may involve some extra effort, it must be seen to be substantially advantageous. This involves building in the ability to generate MIS outputs far better than existing manually generated outputs and dispensing with manually generated outputs and attendant labour.
- 4.3.4 The full power of the software is to be brought to bear to generate outputs useful at all levels – monitoring and management output at PIU levels, progress management and management-by-exception outputs at different tier levels and abstracted and analysed information policy and overall management information. Transparency will be inbuilt in the system enabling abstracted data to be drilled down to the basic data, generally ‘road’ or ‘Habitation’.

#### **4.4 Outputs / Reports :-**

Different kind of reports that are required to be generated are as follows:

- 4.4.1 Inspection report
- 4.4.2 Quality Control Test report
- 4.4.3 Customized Scheduled reports
- 4.4.4 Field log report
- 4.4.5 Physical Progress Monitoring
- 4.4.6 Financial Progress Monitoring



- 4.4.7 Special Assignments from the HQ
- 4.4.8 Site Visit by Field Functionaries.
- 4.4.9 Photos and videos of roads and Bridges.
- 4.4.10 And other requirements as per customized format
- 4.4.11 Completed works reports.
- 4.4.12 Contract Details including Work Plan
- 4.4.13 Analytical and visualization
- 4.4.14 Status Reports
- 4.4.15 Alert and Notification System
- 4.4.16 Dashboard for Visualization of Key information
  - i) Widget for Physical Progress
  - ii) Widgets for Users profile
  - iii) Widgets for Setting
  - iv) Widget for Quality Monitoring
  - v) Widget for Charts, graphs and other graphical key information

**4.5** The proposed Advanced version of new MIS will have to be designed to build a powerful relational and analytical system with in-built GIS and Reporting platforms. It will be a strong yet flexible location referencing system that will ensure that all historical data will be correctly referenced including all historical changes in the Road network. The Additional Core modules shall include following :

- 4.5.1 Road Information System- Creates GIS based road network comprising of details of road such as road name, jurisdiction, category, road length, direction and stores information about inventory, composition, roughness, pavement condition, structural strength, history of works carried out, etc.
- 4.5.2 Bridge Information System- Stores information about inventory and condition of the bridges along with digital artifacts for viewing and store overall rating of bridges with costs.
- 4.5.3 Road Safety Information System.
- 4.5.4 Pavement Management System.
- 4.5.5 Annual Maintenance Tool.
- 4.5.6 Workforce Management including service records.
- 4.5.7 Project Planning and Proposal Review.
- 4.5.8 Survey and Digital Asset Creation.
- 4.5.9 Any service-related system for contractor or end-users.

#### **4.6 Migrate Existing MIS into proposed advanced new version of MIS.**

Objective of the Proposed new version of advanced MIS system is to migrate the legacy data from the existing MIS system and ensure the following:

- 4.6.1 Add professional and dynamic dashboard with data visualization features,
- 4.6.2 Integrate it with other Online Applications.
- 4.6.3 Standardized security and process flow.
- 4.6.4 Meaningful and progressive reports.
- 4.6.5 Secure role-based user management and mobile device management.
- 4.6.6 Features of Proposed System as per existing System.
- 4.6.7 New Projects.
- 4.6.8 Core Network creation and updation.
- 4.6.9 Work detail and Programme.
- 4.6.10 Project Maintenance.

- 4.6.11 Road Proposals.
- 4.6.12 Contractor Entry.
- 4.6.13 Scheme Wise reports.
- 4.6.14 District wise reports.
- 4.6.15 Block wise reports.
- 4.6.16 Habitation wise reports.
- 4.6.17 Contractor list
- 4.6.18 MIS reports
- 4.6.19 Any other reports as and when required by RWD.

Only Departmental users can gain accesses to enter the data and monitoring the ongoing and completed activities.

#### **4.7 Anti-Virus and Anti-Spam Services:-**

Anti-Virus and Anti-Spam services would be provided to keep the other servers and applications secure from attacks by viruses, Trojans, and spam. This will also act as a centralized system for updating the virus definitions on the systems across offices.

#### **4.8 General Requirements of the Application**

- 4.8.1 The application should be developed on open standards.
- 4.8.2 The application modules should be a multi-tier, web-based solution (having a web-based front-end for users as well as for system administrative functions), with a centralized database, web, and application server.
- 4.8.3 Any policy-level changes in the tax rate, discounts, rebates, penalties, interest, etc., should be possible without any changes in the source code of the application.
- 4.8.4 The system should work on the latest version of the proposed RDBMS-based database systems.
- 4.8.5 The system shall be Unicode compliant and support English and Hindi character sets.
- 4.8.6 The system should provide browser-based access on a 24 x 7 basis.
- 4.8.7 The system should enforce secure login as per the login process, where the government official/staff will have to authenticate his/her username and password to access the home page.
- 4.8.8 The system, on successful login, should display the main page or the home page of the browser as customized by the user, with links to various services as per his/her customization.
- 4.8.9 The system should provide the ability to securely access the application(s) from a remote location.
- 4.8.10 The system should provide online help, general information, and instructions.
- 4.8.11 The system should use standard drop-down lists wherever possible for standard values to be selected by the user.
- 4.8.12 The system should have the capability to cut, paste, format, etc., at a field level on the input screens, output screens, etc.
- 4.8.13 The system's user interface should make use of horizontal and vertical scrollbar features wherever needed, depending on the layout of the window.
- 4.8.14 The system should have the ability to configure restricted and mandatory fields wherever relevant.
- 4.8.15 The system should, at the time of input, pre-fill the field with the next value in the restricted list that matches the characters already entered.
- 4.8.16 The system should include a calendar tool that can be used to graphically select a date when a date field is to be used.
- 4.8.17 The system should have the functionality to:
  - i. Define user groups.
  - ii. Define users.

- iii. Map users to groups.
  - iv. Assign the users a role and privileges in the application.
  - v. Assign the menus/forms/functionalities in the system to the users/groups.
  - vi. Grant/impose data-based access/restrictions to the users (e.g., specific citizens, etc.).
  - vii. Define menus and attach such menus to users/groups.
  - viii. Disable/re-enable users/groups from the system.
  - ix. Disable/re-enable modules within the application.
- 4.8.18 The system should store all authentication credentials of users in an encrypted format.
- 4.8.19 The system should suspend the user in case of a specified number of unsuccessful attempts to log into the system, and these suspended user IDs should only be reactivated by the system administrator.
- 4.8.20 The system should allow the administrator to forcibly log out users, in case needed.
- 4.8.21 The system should provide the facility for recording an audit trail. The system should maintain the following categories of logs:
- i. System access logs
  - ii. System health logs
  - iii. System error logs
- 4.8.22 The system should have an integrated audit log capable of recording, displaying, and reporting all transactions occurring in the system.
- 4.8.23 The system should time out after a stipulated period of idle time.

#### **4.9 Usability Requirements:-**

- 4.9.1 The system should be Unicode compliant and should provide complete support for the Hindi and English languages. It should be able to perform the necessary display, read, write, update, query, generate data, including all reports, etc., operations in Hindi and English for all modules/functions.
- 4.9.2 Screen layout and designs, menu options, and other system formats should be designed keeping in mind ease of use by the department staff, with a final sign-off from the nominated department staff to be taken before finalizing any of the above.
- 4.9.3 The user should be able to customize the browser homepage as per his/her interests with the options selected.
- 4.9.4 Information dissemination through the user interface of the application modules.
- 4.9.5 Should allow only authorized department officials/vendors to update information obtained from the departments.
- 4.9.6 Should be able to add new information components besides the above. The information should be accessible to citizens, department officials, and other government officials.
- 4.9.7 Should not allow any user to upload information beyond his/authorized sections.
- 4.9.8 Should have different presentation layers for each set of users, i.e., information seekers, updaters, approvers, etc.
- 4.9.9 Should update information over the portal only after the digital signature of the concerned person has been put on the information update.
- 4.9.10 Should ask for a digital signature of the concerned person in case of rejection.
- 4.9.11 Should ask for changes from the desired source in case of rejection by the department head.
- 4.9.12 Should request the department/vendor to put their digital signature after each update.
- 4.9.13 Should auto-generate grievances in case the concerned person or department/vendor is not performing against their set SLAs.

#### **4.10 Forms/Templates Availability**

- 4.10.1 The system should store all the forms/templates at a predefined location for the selected services.
- 4.10.2 The system should be able to retrieve the form/template from the predefined location.
- 4.10.3 The system should allow the form/template to be easily downloadable in HTML, PDF, and Word/OpenOffice formats.
- 4.10.4 The system should give a service/process/submodule/module-wise list of forms/templates required.
- 4.10.5 The system should provide a printable version of the form/template.
- 4.10.6 The system should give an error message in case it is not able to retrieve the form/template from the given location.
- 4.10.7 The system should have a provision for uploading a new version of the forms/templates as and when required to change the version.
- 4.10.8 The system should maintain version control for the form/template.
- 4.10.9 Forms/templates must carry a version identifier.
- 4.10.10 The system should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version.
- 4.10.11 The system should maintain a log for all version changes with the details of the process owner making the version change.
- 4.10.12 The system should not allow changing the fixed fields of the form and should be in read-only version.
- 4.10.13 The system should be able to make the available form/templates accessible through the online portal.
- 4.10.14 The system should allow easy searching of the form/template.
- 4.10.15 The system should have a life counter feature to keep track of the number of forms being downloaded from the portal.

#### **4.11 Status Check**

- 4.11.1 The system should have an integrated auto-status tracking feature embedded in the overall architecture of the system.
- 4.11.2 The system should keep track of all the service requests from the citizens along with the respective unique application reference ID generated at the time of the service request receipt.
- 4.11.3 The system should be available in both public and administrative views.
- 4.11.4 The system should be able to keep track of the status of all the service requests with the help of the respective unique reference ID (application ID) and map the current status with the pre-defined service level against each process.
- 4.11.5 The system should be able to detect any change in the status of a given unique application reference ID.
- 4.11.6 In case there is a change in the status of a unique application reference ID, the system should update the status information in the database.
- 4.11.7 The system should have provisions for intimating the applicant about the current status of his/her application through SMS and/or email, especially if there is a change in the status with respect to the final delivery of the service.
- 4.11.8 The system should provide details about the internal Service Level Agreement (SLA) (citizen's charter) to the applicant and only provide updates about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery.

- 4.11.9 The system should display links for status check for each service, where the applicant can retrieve the status information by entering the unique application reference ID.
- 4.11.10 The system should also allow the applicant to retrieve his/her service request through the web portal by entering the reference ID in the link provided on the portal.
- 4.11.11 The system should display the number from where the applicant can retrieve the status information by sending SMS along with the unique application reference ID.
- 4.11.12 The system should also allow the applicant to retrieve updates about his/her service request by sending an SMS containing the unique application reference ID to the Application Module.
- 4.11.13 The system should display an appropriate message if the system is unable to retrieve the details due to any reason such as connectivity issues, maintenance issues, etc., and also provide contact details of the system administrator and an alternate link (if available).
- 4.11.14 The system should have a side menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving updates against a given reference ID.
- 4.11.15 The system should have adequate security features built into the architecture of the system to ensure that it cannot be hacked or manipulated.
- 4.11.16 The system should not allow the users to edit the details of the application upon retrieving the status update against a given reference ID.
- 4.11.17 The system should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email.
- 4.11.18 The system should have provisions for a calendar system, which displays the dates and times of scheduled events on a page formatted as a standard monthly calendar.
- 4.11.19 The system should have provisions such that the system administrator can add/remove/modify the hierarchy of the government officials with an adequate authentication mechanism.
- 4.11.20 If there is any modification in the hierarchy of the relevant authority against a given service (in the system), the system should automatically map the escalation levels with the new hierarchy of government officials.

## 4.12 Mobile Application

With the rapidly increasing levels of mobile penetration, continuous improvement in bandwidth, and the growing demand for accessibility and citizen convenience, it has been envisioned to offer more and more services over mobile devices. The System Integrator (SI) must build strong interfaces, technologies, applications, etc., for mobile devices. To maximize citizen convenience and bring about business process improvements, the SI must continuously innovate, upgrade, and incorporate emerging technologies. It is also assumed that vendors will attempt to include as many services over mobile devices as possible, beyond those explicitly mentioned in this document. Mobile Application Requirements shall be as follows:

- 4.12.1 **Technology:** The mobile application must be based on the latest technology. It should be structured as a multi-layered application, consisting of user experience, business, and data layers.
- 4.12.2 **Layers:** These layers are the same as described in previous sections. The mobile application should be designed in such a way that it addresses the following key issues:
  - 4.12.2.1 **Authentication and Authorization:** Handling occasional connection failures during authentication.
  - 4.12.2.2 **Caching:** Caching unnecessary data on a device with limited resources.
  - 4.12.2.3 **Communication:** Protecting sensitive data during transmission over various carriers.

- 4.12.2.4 **Data Access:** Implementing data access mechanisms that work with intermittent connectivity.
- 4.12.3 **Integration:** The proposed mobile applications should be integrated with the main application. There should be a facility to push and pull information using SMS services.
- 4.12.4 **Mobile Application Management:**
  - 4.12.4.1 **Enterprise App Store:** The system should provide an enterprise App Store hosting various apps, including the solution app, and supporting apps built using any mobile app technology.
  - 4.12.4.2 **App Development and Delivery:** The system should support app development and delivery for both smartphones and tablets, along with licensing and configuration.
  - 4.12.4.3 **Device Activation and Provisioning:** Features for device activation and provisioning should be supported.
  - 4.12.4.4 **Version Tracking and Updates:** The system should support version tracking and centralized updates across devices remotely. It should ensure secure app deployment and enforce regular updates.
  - 4.12.4.5 **App Security:** The system should provide app security features, allowing remote administrators to handle user management, data encryption, backup, and compliance.
  - 4.12.4.6 **Role-Based Access Control:** It should support role-based access control.
  - 4.12.4.7 **Event Tracking:** The system should capture and track all events at the device and console level, with the information visible from remote admin consoles.
  - 4.12.4.8 **Mobile Device Management:** Solutions with integrated Mobile Device Management (MDM) functionalities would be preferred.
  - 4.12.4.9 **Single Sign-On:** The system should support single sign-on.
  - 4.12.4.10 **Mobile Threat Prevention and Recovery:** The system should come with mobile threat prevention and recovery capabilities.
  - 4.12.4.11 **Digital Signature Authentication:** The system should support authentication using digital signatures.
  - 4.12.4.12 **Secure App Connectivity:** The system should provide facilities for secure app connectivity, ensuring encrypted connections for apps.
  - 4.12.4.13 **File Upload and Download:** The system should have the facility to download and upload files, including forms.

#### 4.13 Training Services

- 4.13.1 The vendor should be responsible for providing one-time training at a single location to all the staff who are associated with MIS.
- 4.13.2 Training must be conducted in batches, with each batch consisting of approximately 10 to 12 people.
- 4.13.3 Each batch will receive approximately 3 to 5 hours of training, covering all relevant and critical features of the software, the processes involved in IT infrastructure upgrades.
- 4.13.4 **Local Infrastructure for Training:** The required local infrastructure for training, including space, computers, internet connection, and projector, will be provided by the RWD (Responsible Agency/Department).
- 4.13.5 **Travel and Accommodation:** All traveling, boarding, and lodging costs for the faculty will be borne by the RWD as per the quoted price and must be included in the financial bid of this RFP.

- 4.13.6 Project Timelines: The project timelines are set for 6 months for completion, followed by 5 years of Operations & Maintenance (O&M). The solution provider shall provide a detailed and critical project components and their timelines.

## **5 Operation and Maintenance of RWD Data Center-**

The Service Provider would be responsible for operation and maintenance of existing RWD Data Centre which is available in Rural Works Department Head office at Patna. The following are the description of major servers and other items already installed are:

### **5.1 Application Server and Web Server**

Application server is used as middle tier for various web-based applications. It takes care of the necessary work flow the Web server is available for the interfacing with the end user. Both the web and application server are seamlessly integrated to provide high availability and performance. However, any improvement required based on the gap analysis conducted by the solution provider will have to be installed/included. The solution provider shall have to provide SAN at regular interval as specified in the contract.

### **5.2 Database Server**

The application is hosted on database, which contains all the data of the application. Since this data is centralized and is very critical, the backup data is physically stored on an External Storage (SAN). These will be Mid/High Range Enterprise servers. However, any improvement required based on the gap analysis conducted by the bidder will have to be installed/included.

### **5.4 Backup Storage**

ANAS (Network Area Network) is used for storage of data from database server. This acts as central backup repository for data, documents, and records. However, any improvement required based on the gap analysis conducted by the bidder will have to be installed/included.

### **5.5 Firewall & Intrusion Prevention System**

Firewall with Intrusion Prevention System is available to stop intrusion attempts before it enters the network. Firewall integrated with Gateway Antivirus/Intrusion Prevention Service. However, any improvement required based on the gap analysis conducted by the bidder will have to be installed/included.

- 5.6 Any other changes or development required in data centre will have to be taken up by the SP.

### **5.6 Requirement for Adherence to Standards**

The following Technology and standards should be used while developing and implementing the overall solution for RWD Information System. Use of Newer and proven technologies is encouraged and will be given due consideration in evaluation of implementation provider.



Application	Standard
Portal Development	W3C Specification, Client-side web technologies, responsive UI
Information access / transfer Protocols	HTTP/HTTPS, RDBMS Web API / REST
Interoperability	Open Web Standard/ protocols.
Photograph	JPEG(minimum resolution 640 X 480 Pixels
Scanned Documents	TIFF ( Resolution of 600 X 600 dpi)
Information Security	ISO 27001 certified System
Operation	ISO 9001 Certified
Data Standards	All-important data entities would be in line with standards published by DIT ( <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a> )
Localization Standards	All Applications would comply with standards published on <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a> to ensure common look and feel.

- 6 Project Management Support :** The Bidder would need to ensure that adequate & sufficiently trained resources are deployed to manage the Centralized Infrastructure components to meet the SI and functional requirements of the project. Mentioned below is the **Indicative Team Composition** which is expected to be onboarded by the SP at Project Location.

**NOTE:** The roles and responsibilities of the team as indicated below must be defined by the bidder during their Technical Presentation

Sl. No.	Position	Educational and Professional Experience
1.	Team Leader cum Solution Architect	<p><b>Education :</b> B Tech (IT/ CS)</p> <p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>• PMP/PRINCE-2 Certification</li> <li>• Excellent IT Project Management Skills</li> <li>• Good communications and interpersonal skills and fluency in written and spoken Hindi and English</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Atleast 7 years of experience on end-to-end digital integration of e-Governance/ large IT projects.</li> <li>• Should have hands of experience for the initiation, Planning, execution, transition, implementation , commissioning while managing scope, time, risk etc. service delivery projects in IT sector.</li> <li>• Experience of handling projects in Govt. department/ PSU would be added advantage.</li> <li>• Should have implemented and executed at least 1 project for end-to-end digital integration.</li> </ul>
2.	Software Maintenance Expert	<p><b>Education:</b> B.Tech (IT/ CS)</p> <p><b>Mandatory :</b></p> <ul style="list-style-type: none"> <li>• Microsoft Dot.net/Java certification etc.</li> <li>• Excellent Database designing, configuration, data migration, data cleaning and management skills.</li> </ul>

		<b>Experience:</b> At least 3 years of experience on large IT development SDLC (Software development life cycle) projects involving maintenance of software developed.
3.	Web Developer	<b>Education:</b> B.Tech (IT/ CS) <b>Desirable :</b> Excellent Database designing, configuration, data migration, data cleaning and management skills. <b>Experience:</b> Certified Database Administrator with at least 3 Years in IT domain. Should have experience as a Database Administrator in large IT development SDLC (Software development life cycle) projects which includes activities like instance tuning, scheme management, space management, backup and recovery, disaster recovery data, replication, database refresh etc.
4.	App Developers	<b>Education:</b> B.Tech (IT/ CS) <b>Mandatory</b> - Microsoft Dot.net/Java certification etc. <b>Experience:</b> At least 2 years of experience on large IT development SDLC (Software development life cycle) projects involving Android and IOS based mobile App development.
5.	Data Analyst	<b>Education:</b> BCA/ B.Tech (IT/CS) <b>Experience:</b> At least 1 year of relevant experience in dashboard on Development, with hands on-expertise in dashboard- related tools. The candidate should also possess experience in providing user support and training, along with strong skills in report preparation and presentation development.
6.	Software Tester	<b>Education:</b> BCA/ B.Sc (IT/CS) <b>Desirable-</b> Microsoft Dot.net/Java certification etc. <b>Experience :</b> At least 2 years of experience in software Maintenance and Hand Holding Support.

## 6. INDICATIVE IMPLEMENTATION SCHEDULE:

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The Solution provided is expected to elaborate on the workable implementation schedule during the technical presentation.

S.No	Milestone	Completion Time
1	Requirement Study, Business Process Re-engineering for best-fit solution	T+ 4 weeks
2	Design and finalization of Advanced MIS	T+8 weeks
3	Development and Testing- UAT Completion	T+22 Weeks
4	Go Live (Successful Deployment of Application)	T+24 weeks
5	Operation and Maintenance including staff deployment	5 years from Go Live
6	Training of the Staff on Application	Throughout the Project Cycle.

## 7. ELIGIBILITY CRITERIA

### 1. PRE-QUALIFICATION CRITERIA-

**The Bidders shall satisfy all the criteria below:**

For each category of prequalification criteria, the documentary evidence is to be produced with prequalification/technical bids. If the documentary proof is not enclosed for any or all criteria, the submission of the Tender is liable for rejection. The bidder or Lead Bidder shall meet all the following criteria for eligibility:

Sl.. No.	Criteria	Pre-qualification Criteria description	Required Documents
1	Incorporation of the Firm, Legal Entity	The bidder should be a single Business Entity/ Private Limited Company/ a Partnership Firm/ Limited Liability Partnership (LLP). <b>All the above entities should be</b> registered under relevant statutory arrangements in India. The Bidder in case of a single Business Entity/Private Limited Company/ a Partnership Firm/Limited Liability Partnership should be in existence and operating for at least 05 years as on date of submission of tender. Consortium shall not be allowed.	Self-attested copy of Incorporation / Registration Certificate of the company/ a Firm/ Limited Liability Partnership.
2	Financial Turnover	The Bidder in case of a single Business Entity/Private Limited Company/ a Partnership Firm/Limited Liability Partnership should have a minimum annual turnover of INR 50.00 Crore (Rupees Ten Crore only) in the business of Digital solution services / IT / ITES in each of the last three financial years ending 31/03/2024. Note: Turnover of any parent, subsidiary, associate, or other related entity will not be considered.	Audited Financial Statements (Balance Sheet and P&L Audited by a Certified Chartered Accountant) clearly stating the average annual turnover over last three financial years  Certificate from a registered Chartered Accountant (CA) certifying the turnover of the bidder
3	Net worth	The Bidder in case of Single Business Entity/ Private Limited Company/a Partnership Firm/ Limited Liability Partnership should have positive net as on 31/03/2024.  Note: Net worth of any parent, subsidiary, associate, or other related entity / LLP will not be considered.	Certificate from certified Chartered Account mentioning positive net worth.
4	Past Experience	1. The bidder should have the experience in Design, Development and roll-out of e-Governance/IT Solution with scope of work containing Hosting and maintenance of MIS, (ongoing/implemented/completed) for any Central/ State Government Department / PSU's in India in the last Five (5) Years to be calculated with reference to the date of submission of tender. 2. The agency should have experience in a single MIS project used by atleast 1000 registered users concurrently for any Central/ State Government	Copy of Work Orders / Purchase Orders / Contracts along with Completion Certificates / Go-Live certificates/ Self-Certificate signed by Authorized Signatory for On-going projects.  Details of the projects

		Department / PSU's in India in the last Five (5) Years to be calculated with reference to the date of submission of tender.	to be submitted in the format.
5	Certification	The bidder must be certified by CMMI level 3 or above and ISO 27001 certification as on the date of submission of the bid.	Copy of Certificate
6	Technical Manpower	The bidder must have strength of more than 100 IT professionals related to web development/software development/Implementation/application development/database administration having BE.B Tech/MCA/M tech/MSc-IT, MBA-IT in its payroll as on the date of submission of tender	Certificate from bidder's HR department supported by copy of EPF Challan.
7	Local Presence	The Bidder in case of Single Business Entity/ Private Limited Company/a Partnership Firm/ Limited Liability Partnership should have presence in Bihar in the form of a registered office / branch/ project office in the State of Bihar before signing of contract or the bidder will have to submit an undertaking that office will be set up once the work is awarded.	Self-Attested copy of Documentary evidence of Local Presence.  OR  Self-certificate declaring the local presence duly signed by Authorized Signatory.
8	Blacklisting	The Bidder in case of Single Business Entity/ Private Limited Company/a Partnership Firm/ Limited Liability Partnership should not be blacklisted by any State/ Central Government Departments/ Organizations/ PSUs in India or by any agencies globally for corrupt, fraudulent or any other unethical business practices or for any other reason as on date of submission of tender.	Self-certified Undertaking on the company's letter head by its authorized signatory as per the format enclosed.  This should be duly notarized by a notary public.
9	GST Registration and PAN card	The Bidder in case of Single Business Entity/ Private Limited Company/a Partnership Firm/ Limited Liability Partnership shall be registered for GST and shall have valid PAN number.	Self-attested copies of GST registration certificate and PAN card.
10	Power of Attorney	Power of attorney to authorized signatory for signing of proposal.	Power of attorney duly executed and notarized/ Board Resolution issued in the name of Authorized signatory to be uploaded in PMGSY e tenders along with prequalification proposal
11	EMD	EMD as per the details given in ITB	Earnest Money Deposit of Rs. 500000.00 ( Rupees Five Lacs Only) to be submitted in online mode only (PMGSY e-tender online account through PMGSY E-tender

			portal using Internet banking in the form of NEFT/RTGS only)
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**NOTE: Joint Venture, Sub-Contracting, and Consortium are not allowed.**

**Evaluation of Pre-qualification Bid** - The documentation furnished by the Bidder will be examined to check if all the eligibility requirements stated in the Pre-qualification Section are furnished in accordance with the RFP. Proposals not meeting the pre-qualification criteria will not be processed further beyond this stage.

**TECHNICAL EVALUATION CRITERIA:**

S.No.	Criteria	Marks System	Max Marks
1.	The Bidder should have experience in Development, Customization, Implementation, Integration, and Post-Implementation of ICT/e-Governance projects along with the Application Technical Support (ongoing / implemented / completed project) with any Central / Public Limited / State Government Departments / Organizations, PSUs in India in the last Five (5) Years to be calculated with reference to the date of submission of tender.	For each project – 2.50 marks (Maximum – 10 Marks)	10
2.	The bidder should have experience in a single MIS project used by at least 1000 registered users concurrently for any Central/ State Government Department / PSU's in India in the last Five (5) Years to be calculated with reference to the date of submission of tender.	For each project – 2.50 marks (Maximum – 10 Marks)	10
3.	Certification	<ul style="list-style-type: none"> <li>• ISO 9001 &amp; ISO 27001 – 5 Marks</li> <li>• CMMi Level 3 or above – 5 Marks</li> </ul> (Maximum of 10 Marks)	10
4.	The bidder must have strength of more than 100 IT professionals related to web development / software development / Implementation / application development / database administration having BE.B Tech / MCA / M tech / MSc-IT, MBA-IT in its payroll as on the date of submission of tender	<ul style="list-style-type: none"> <li>• 100-199 Employees: 5 Marks</li> <li>• 200-299 Employees : 7 Marks</li> <li>• 300 plus Employees: 10 Marks</li> </ul> (Maximum of 10 Marks)	10
5.	Financial Turnover of the bidder in the business of Digital solution services / IT / ITES	<ul style="list-style-type: none"> <li>• &gt; INR 50 Crore and up to 100 Crore – 2.5 marks</li> <li>• &gt; INR 100 Crore and up to 200 Crore – 5 marks</li> <li>• &gt;INR 200 Crore and – 10 marks</li> </ul> (Maximum of 10 Marks)	10
6.	Technical presentation and Demonstration.	<ul style="list-style-type: none"> <li>• Understanding the scope of work – 5 marks.</li> </ul>	20

		<ul style="list-style-type: none"> <li>• Demo of similar developed product/PoC - 10</li> <li>• Approach &amp; Methodology, Implementation and Work Plan- 5 (Maximum of 20 Marks)</li> </ul>											
7.	Team Composition*	<table> <tr> <th>Position Details</th> <th>Total Marks</th> </tr> <tr> <td>TL cum Solution Architect ( 1 No.)</td> <td>8</td> </tr> <tr> <td>Software Maintenance Expert (2 Nos.)</td> <td>10</td> </tr> <tr> <td>Web Developer ( 1 No.)</td> <td>6</td> </tr> <tr> <td>App Developer (1 No.)</td> <td>6</td> </tr> </table>	Position Details	Total Marks	TL cum Solution Architect ( 1 No.)	8	Software Maintenance Expert (2 Nos.)	10	Web Developer ( 1 No.)	6	App Developer (1 No.)	6	30
Position Details	Total Marks												
TL cum Solution Architect ( 1 No.)	8												
Software Maintenance Expert (2 Nos.)	10												
Web Developer ( 1 No.)	6												
App Developer (1 No.)	6												
TOTAL MARKS			100										

\* The number of points to be assigned to each of the positions as indicated above shall be determined considering the following sub-criteria and relevant percentage weights:

Sl. No.	Position	Total Marks	Scoring Criteria
1.	Team Leader cum Solution Architect (1 No.)	8	<ul style="list-style-type: none"> <li>▪ <b>Educational Qualification</b> (Weightage @ 40%): <b>3.20 Marks</b> <ul style="list-style-type: none"> <li>a) Meeting the requirements as defined in the RFP – 2 Marks.</li> <li>b) Higher Qualification than required – 1.20 Marks.</li> </ul> </li> <li>▪ <b>Adequacy for the assignment</b> (length of experience on similar sector as per terms of reference, positions held, (Weightage @ 60%) : <b>4.80 Marks</b> <ul style="list-style-type: none"> <li><b>1. Relevant Experience-</b> <ul style="list-style-type: none"> <li>a) = 7 years of experience – 1 mark</li> <li>b) &gt;7 years ≤ 10 years – 1.50 marks</li> <li>c) &gt; 10 years – 2.40 marks</li> </ul> </li> <li><b>2. Similar Projects executed-</b> <ul style="list-style-type: none"> <li>a) = 1 project – 1 mark</li> <li>b) &gt; 2 ≤ 4 projects – 1.50 marks</li> <li>c) &gt; 4 projects – 2.40 marks</li> </ul> </li> </ul> </li> </ul>
2.	Software Maintenance Expert (2 Nos.)	10 (5 Marks each)	<p><b>For Each Expert -</b></p> <ul style="list-style-type: none"> <li>▪ <b>Educational Qualification</b> (Weightage @ 40%): <b>2.00 Marks</b> <ul style="list-style-type: none"> <li>a) Meeting the requirements as defined in the RFP – 1.50 Marks.</li> <li>b) Higher Qualification than required – 0.50 Marks.</li> </ul> </li> <li>▪ <b>Adequacy for the assignment</b> (length of experience on similar sector as per terms of reference, positions held, (Weightage @ 60%) : <b>3.00 Marks</b> <ul style="list-style-type: none"> <li><b>1. Relevant Experience-</b> <ul style="list-style-type: none"> <li>a) = 3 years of experience – 0.50 mark</li> </ul> </li> </ul> </li> </ul>

			b) >3 years ≤ 5 years – 1.00 marks c) > 5 years – 1.50 marks <b>2. Similar Projects executed-</b> a) = 1 project – 0.50 mark b) > 2 ≤ 3 projects – 1.00 marks c) > 3 projects – 1.50 marks
3.	Web Developer (1 No.)	6	<b>▪ Educational Qualification (Weightage @ 40%): 2.40 Marks</b> a) Meeting the requirements as defined in the RFP – 1 Mark. b) Higher Qualification than required – 2.40 Marks. <b>▪ Adequacy for the assignment (length of experience on similar sector as per terms of reference, positions held, (Weightage @ 60%) : 3.60 Marks</b> <b>1. Relevant Experience-</b> a) = 3 years of experience – 1 mark b) >3 years – 1.80 marks <b>2. Similar Projects executed-</b> a) = 1 project – 1 mark b) 2 projects – 1.80 marks
4.	App Developers (1 No)	6	<b>▪ Educational Qualification (Weightage @ 40%): 2.40 Marks</b> a) Meeting the requirements as defined in the RFP – 1 Mark. b) Higher Qualification than required – 2.40 Marks. <b>▪ Adequacy for the assignment (length of experience on similar sector as per terms of reference, positions held, (Weightage @ 60%) : 3.60 Marks</b> <b>1. Relevant Experience-</b> a) = 2 years of experience – 1 mark b) >2 years – 1.80 marks <b>2. Similar Projects executed-</b> a) = 1 project – 1 mark b) > 2 projects – 1.80 marks

**Note :**

- 1) If the work is awarded, then the bidder must mandatorily onboard the same professional as proposed in their proposal.
- 2) The professional will be screened through a personal interview by a committee headed by ACS/PS/Secretary.
- 3) Any change in the proposed team in case proposed by the successful bidder later will have to be substantiated by valid reasons and proper justification and can only take place with the consent of RWD. However, the new replacement resource will also be subjected to screening as proposed above.

**Only the bidders who score a total technical score of 60 (Sixty) or more will qualify for the evaluation of their financial bids.**



## **8. BID OPENING AND EVALUATION PROCESS**

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- 1) RWD reserves the rights at all times to postpone or cancel a scheduled bid opening.
- 2) The bids will be opened in two parts: one for pre-qualification & Technical and one for the Commercial bid of those bidders whose technical bid qualifies, in the presence of bidders' representatives who choose to attend the bid opening sessions on the specified date, time, and address.
- 3) The bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the same time and location on the next working day. However, if there is no representative of the bidder, RWD shall go ahead and open the bids.
- 4) During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

### **Overall Evaluation Process**

- 1) A three-stage evaluation procedure will be adopted for the evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared.
- 2) RWD will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified. RWD may seek inputs from their professional external experts in the technical and commercial evaluation process.
- 3) RWD shall assign technical scores to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the commercial evaluation stage.
- 4) The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

## 9. EVALUATION OF BIDS

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- 1) For the evaluation of Pre-qualification Bid, the documentation furnished by the Bidder will be examined to check if all the eligibility requirements stated in the Pre-qualification Section are furnished in accordance with the RFP. RWD may ask the Bidder for additional information whenever the Supplier feels that such information would be required. This may also include reference checks to verify credentials submitted by the Bidder.
- 2) Proposals not meeting the pre-qualification criteria will not be processed further beyond this stage.

### 9.1 Evaluation of Technical Proposals

The evaluation of the technical bids will be carried out in the following manner:

- 1) The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g., detailed project citations and completion certificates, client contact information for verification, profiles of project resources, and all others) as required for technical evaluation.
- 2) The committee may seek clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

### 9.2 Technical Evaluation Methodology

- 1) Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
- 2) Only the bidders who score a total technical score of 60 (Sixty) or more will qualify for the evaluation of their commercial bids.
- 3) The commercial bids of bidders who do not qualify technically shall be returned unopened to the bidder's representatives after the completion of the evaluation process.
- 4) The technical scores of the bidders will be announced prior to the opening of the financial bids.
- 5) The technically shortlisted bidders will be informed of the date and venue of the opening of the commercial bids through oral/written (email) communication.

### 9.3 Evaluation of Bids

- 1) The evaluation of the Technical bids will be carried out as follows for that Bidder who meets the Pre-Qualification requirements.
- 2) For each Technical Proposal, the total points that can be awarded for each Bidder are 100, and the minimum technical score (T) that a Bidder requires to qualify for opening of the Financial Proposal is **60**.

**Method of Selection:** Quality and Cost-Based Selection (QCBS)

Technical Score:80%

Financial Score:20%

The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

- The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.

$Sf = 100 \times Fm / F$ , in which “Sf” is the financial score,

“Fm” is the lowest price, and

“F” the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are:

$T = 0.8$  (80%), and  $P = 0.2$  (20%)

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

$S = St \times T\% + Sf \times P\%$ .

The bidders securing the highest combined evaluated scores will be ranked H1 and thereafter others will be ranked in the order of H2, H3 and so on

**Note:**

- In case where a bid is determined to be abnormally low in comparison to other bids received, indicating a potential risk to the performance of the contract, the procuring entity reserves the right to seek clarification from the bidder to ensure that bid is genuine and viable. If the bidder fails to provide a satisfactory explanation, the procuring entity may reject the bid.
- Additionally, for abnormally low bids that are accepted, the procuring entity reserves the right to require the bidders to furnish an additional bank guarantee, up to 10% of the contract value, to safeguard the interest of the purchaser. The additional security shall be in a form acceptable to the procuring entity and shall remain valid for period extending beyond the completion of all contractual obligations including warranty obligations.

## 10. PROPOSAL COVERING LETTER

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**[On the Letter head of the Bidder]**

Date:

To

**The Engineer-in-Chief**

Rural Works Department, Bihar

Government of Bihar

**Re: “Selection of Solution Provider for Design, Development, Implementation including Operation & Maintenance of Advanced New Management Information System (MIS) for Rural Works Department, Bihar”**

Dear Sir / Madam,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert date] and our Proposal. We are hereby submitting our Proposal for the same.

We are submitting our Proposal in our own individual capacity without entering into any association or as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true, and we 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 contracts and contract negotiations.

We understand that you 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 RWD to reject our application without assigning any reason or otherwise, and hereby waive our right to challenge the same on any account whatsoever.

We shall make available to RWD any additional information it may find necessary or require to supplement or authenticate the Proposal.

We certify that in the last three 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 RFP documents, including any addendum issued by RWD;
- 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 agreement entered into with any other public sector enterprise or any government, central or state;
- 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 any other company applying for selection.
- e) We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a court of law or indicted or had adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the services for the project, or which relates to a grave offence that outrages the moral sense of the community.
- f) We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a court of law for any offence committed by us or by any of our members.
- g) We further certify that no investigation by a regulatory authority is pending against us or against our any of our directors/managers/employees.
- h) We hereby irrevocably waive any right which we may have at any stage at law or otherwise arising to challenge or question any decision taken by RWD 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 above-mentioned project.
- i) We agree and understand that the proposal is subject to the provisions of the RFP 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.
- j) We agree to keep this offer valid for 180 days from the proposal due date specified in the RFP.
- k) A Power of Attorney in favor of the authorized signatory to sign and submit this proposal and documents is also attached herewith.
- l) In the event of my/our being selected, I/we agree to enter into an agreement for the project awarded to us by the RWD.
- m) We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, I/we submit this proposal under and in accordance with the terms of the RFP document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

## 11. BIDDER PROFILE

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### 11.1 General Information :

Sr. No	Details	Description
1	Name of the company	
2	Registered office address Telephone number Fax number E-mail	
3	Correspondence/contact address	
4	Details of contact person (name, designation, address, etc.) Telephone number Fax number E-mail	
5	Is the firm registered with the Commercial Taxes Department in Bihar? If yes, submit valid sales tax registration certificate.	
6	Is the firm registered for service tax with the Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
7	Is the firm registered under Labour Laws (Contract Act)? If yes, submit valid registration certificate.	
8	How many years has your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
9	What type best describes your firm? (Documentary proof to be submitted) Manufacturer Supplier System Integrator IT Education Company Consultant Service Provider (please specify details) Total solution provider (Design, Deployment, Integration, O&M) IT Company	
10	Number of offices/project locations	
11	Do you have a local representation/office in Bihar? If so, please give the address and the details of staff, infrastructure, etc., in the office. Number of years of operation of the local office	
12	List the major clients with whom your organization has been/is currently associated.	

## 11.2 Turnover Documents

Audited annual financial results certified by the Chartered Accountant, balance sheet, and profit & loss statement of the bidder for the last three financial years.

Financial Year	Turnover	Net worth	Profit/Loss
2021-22			
2022-23			
2023-24			
<b>Average</b>			

### **Mandatory Supporting Documents:**

Auditor-Certified financial statements for the last three financial years (Please include only the sections on P&L, revenue, and assets, not the entire balance sheet).

## 12. RELEVANT PROJECT EXPERIENCE

<b>Relevant Experience</b>	
<b>General Information</b>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
<b>Project Details</b>	
Description of the project	
Scope of services	
Service levels being offered/Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Detailsof TrainingProvided	
<b>Other Details</b>	
Total cost of the project (incrores)	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, currentstatus)	
<b>Other Relevant Information</b>	
<b>Project Capability Demonstration</b>	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which are part of minimum qualification criteria)	



13. CMMi Certification & ISO Details

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Date of Assessment	
Validity of the Assessment	
Name of the Assessing companyand them contact coordinates	
Units /Locations Assessed	
<b>Mandatory Supporting Documents</b>	
Proof of Certification	

## 14. FINANCIAL BID COVERING LETTER

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RFP Reference No. and

Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone / Mobile No:

E-mail:

Telephone No(s):

Fax No.:

**Subject: “Selection of Solution Provider for Design, Development, Implementation including Operation & Maintenance of Advanced New Management Information System (MIS) for Rural Works Department, Bihar”**

Sir,

We, the undersigned bidders, having read and examined in detail the specifications and all the bidding documents in respect of services for the above-mentioned subject, do hereby propose to provide the services as specified in the bidding documents, for which the cost will be as under:

- 1. PRICE AND VALIDITY – Cost of all works/services mentioned in the "Scope of Work" and as per the Bill of Material, including the operate & maintenance of 5 years – Rs.\_\_\_\_\_ (as per Detailed Financial Bid).**

All the prices mentioned in our proposal are in accordance with the terms as specified in the bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the bids. We are an Indian firm and do hereby confirm that our bid prices include all taxes, duties, and levies.

We hereby declare that all taxes which are leviable under the law prevailing at that time will be paid by us.

Note: The bidder should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids. “FINANCIAL BID,” will be submitted on online mode only.

### 2. EMD

We have already deposited Earnest Money Deposit of Rs. 500000/- (Rupees Five Lac Only) in online mode at PMGSY e-tender online Account-through PMGSY e-tender portal by Internet Banking only. This EMD is liable to be forfeited in accordance with the provisions of the bid documents.

We declare that all the services/works shall be performed strictly in accordance with the Scope of Work and as per the Bill of Materials.

## **1. Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in the bidding documents.

## **2. Bid Price**

We declare that our bid prices are for the entire scope of the work as specified in the technical specifications and bid documents. These prices are indicated and attached with our proposal as part of the Financial Bid.

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

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

**Business Address:**

## 15. FORMAT FOR FINANCIAL BID

### 1. Design and Development Phase-

S. No	Services	Unit	Quantity	Total Cost (Unit X Quantity)
1	Design, Development and Finalization of Advanced MIS structure followed by testing-UAT Completion and GO Live ( Successful Deployment of Application)	Lump Sum Basis	01	
<b>Total without Taxes (1)</b>				

### (2) Operation and Maintenance Phase

S.No.	Description of Services	Qty	Rate/Month	Total Cost (Rate X Quantity X 60*)
1	TL Cum Solution Architect	1		
2	Software Maintenance Experts	2		
3	Web Developer	1		
4	App Developer	1		
5	Data Analyst	2		
6	Software Testers	2		
7	Communication expense for head office (300 Mbps internet LL1:1) on Lumpsum Basis	1		
8	Printing cost (10,000 pages/month per month for head office) on Lumpsum Basis	1	60	
9	Weekly backup of application software and data in external storage like tape drive / NAS on Lumpsum Basis	1		
<b>Total without Taxes (2)</b>				

**TOTAL COST OF FINANCIAL BID : (1) + (2) =**

Note :

- Payment due shall be made after deducting applicable taxes.
- GST/ any other applicable taxes shall be paid at actuals/ as per prevailing rates at the time of invoicing.
- All the payments will be made to the Bank Account of the SP

## 15.1 INDICATIVE CAPEX ITEMS:

Any hardware requirement related to server during project will be provided by RWD based on requisition raised by the bidder and its upkeep shall be the responsibility of the bidder. However, mentioned below are the indicative capex items which may be required for the project however will be dependent on as assessed by the bidder.

### 1. HARDWARE ITEMS:

S.No.	Description of Items as per Technical Specification	Qty
1	Laptop computers for head office	5
2	Desktop computers all-in-one for head office	4
3	Laser printer all in one	2
4	UTM (Unified Threat Management) with hardware appliance includes firewall, VPN + BM + load balancing & failover with 100+ user licenses as per DIT GOI guidelines, firewall & IPS (UTM)	1
5	UPS 5KVA IGBT-based with 2-hour backup	1
6	Managed switch 24-port	1
7	Rack 42U with 8-port KVM, keyboard, power supply 12-port 15" monitor support	1

### 2. SYSTEM AND APPLICATION SOFTWARE:

1	Windows Server 64-bit with 5 CALs each	8
2	Windows External Connector 61	2
3	Antivirus (latest) with 3-year support	8
4	Server antivirus (latest) with 3-year support	1
5	Portal & web server	1
6	Application server	1
7	Enterprise database server software (latest)	1
8	Document/Content management system	1
9	Reporting engine software	8 Users
10	Workflow engine software	8 Users
11	Backup software	2
12	Messaging solution software	1
13	SMS gateway software with 5 lakhs SMS/year	3 Years
14	Enterprise email software with 3-year support	1000 users

15	MS Office Standard	8
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## 15.2 PAYMENT TERMS:

S.No.	SERVICES	Payment Terms
1	Application Development Cost	20% Against Submission of SRS Document 40% Against UAT 30% Against Go Live 10% After Completion of One Year
2	Operate and Maintenance Phase	The selected service provider shall be paid monthly at the end of each month, based on the monthly invoices raised by the service provider, at the rates specified in the contract.

Notes:

- d) The Invoice for the Operational Resources shall be raised as per the actual deployment during the calendar month.
- e) If the number of resources increased / decreased beyond those specified in the contract, during the contract period, then such payment will be calculated on the basis of contract rates of such resource position and period for which they are deployed.
- f) Payment due shall be made after deducting applicable taxes.
- g) GST/ any other applicable taxes shall be paid at actuals/ as per prevailing rates at the time of invoicing.
- h) All the payments will be made to the Bank Account of the S.P.

## 15.3 Currency of Payment:

Payments to the SP shall be made in INR.

## 15.4 Mode of Billing and Payment

Billing and payments in respect of the Services shall be made as follows:

- (a) As soon as practicable and not later than Fifteen (15) days after the end of each calendar month during the period of Services, or after the end of each milestone otherwise indicated, the SI shall submit to the client, in duplicate, itemized statements if any, accompanied by copies of invoices of the amounts payable.
- (b) The Client shall pay the SI statements within fifteen (15) days after the receipt by the Client of such statements with supporting documents. Only such portion of a statement that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the SI, the Client may add or subtract the difference from any subsequent payments. Interest at the annual rate specified in the SC shall become payable as from the above due date on any amount due by, but not paid on, such due date.
- (c) All payments under this Contract shall be made to the accounts of the SI.

**15.5 Taxes and Duties:**

The rates quoted shall be exclusive of all taxes, duties, and levies (as applicable, as per prevailing government tax policies)

16.     **FORMAT FOR AFFIDAVIT**

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**Affidavit**

I, M/s ..... (the names and addresses of the registered office), hereby certify and confirm that we or any of our promoter(s)/director(s) are not barred by the Rural Works Department, Government of Bihar, or any other entity of the Government of Bihar, or blacklisted by any state government or central government/department/organization in India, World Bank, DFID, ADB or other external funding agencies from participating in projects, either individually or as a member of a consortium as of the date of signing of this application.

We further confirm that we are aware that our application for the captioned project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the bidding process or thereafter during the agreement period, and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of.....,2025

Name of the Applicant  
Signature of the Authorized Person



## 17.UNDER TAKING ON SERVICE LEVEL AGREEMENT

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(Company letter head)

[Date]

To

**The Engineer-in-Chief  
Rural Works Department,  
Bihar Government of Bihar**

**Re: “Selection of Solution Provider for Design, Development, Implementation including Operation & Maintenance of Advanced New Management Information System (MIS) for Rural Works Department, Bihar”**

Sir,

We do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to the Rural Works Department, Bihar.

However, if the proposed resources are found to be insufficient in meeting the service level requirements given by the Rural Works Department, Bihar, then we will augment the resources without any additional cost to the Board.

Yours faithfully,

Signature of Authorized Signatory:

Seal with Designation:

## 18. POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

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Know all men by these presents, we..... (Name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./MS.....son/daughter/wife 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 “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection as the bidder for..... including but not limited to signing and submission of all applications, Proposals and other documents and writings, participating in pre-proposal and other conferences and providing information/ responses to the, Bihar representing us in all matters before the RWD, Govt. of Bihar (GoB), signing and execution of all contracts and undertakings consequent to acceptance of our Proposal and generally dealing with the RWD, GoB in all matters in connection with or relating to or arising out of our Proposal for the said work and/or upon award thereof to us till the entering into of the Contract with RWD, GoB.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative 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 Authorised Representative 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 ..... 2020.

For .....

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarized Accepted

(Signature, name, designation and address of the Attorney)

***Notes to Power of Attorney:***

- I. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- II. The Power of Attorney should be executed on a non-judicial stamp paper of Rs. 1000 (one thousand) and duly notarized by a notary public.
- III. Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant. In case the Application is signed by an authorized Director of the Applicant, a certified copy of the Appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.

## 19. TEAM PROFILES

Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <input type="checkbox"/> Degree <input type="checkbox"/> Academic institution graduated from <input type="checkbox"/> Year of graduation <input type="checkbox"/> Specialization (if any) <input type="checkbox"/> Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
Names of customers	
Past assignment details (For each assignment Provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <input type="checkbox"/> Organizations worked for in the past <ul style="list-style-type: none"> <li>○ Organization name</li> <li>○ Duration and dates of entry and exit</li> <li>○ Designation</li> <li>○ Location(s)</li> <li>○ Key responsibilities</li> </ul> <input type="checkbox"/> Prior project experience <ul style="list-style-type: none"> <li>○ Project name</li> <li>○ Client</li> <li>○ Key project features in brief</li> <li>○ Location of the project</li> <li>○ Designation</li> <li>○ Role</li> <li>○ Responsibilities and activities</li> <li>○ Duration of the project</li> </ul> Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if read/write/Both)	

Each profile must be accompanied by the following undertaking from the staff member:  
(Alternatively, a separate undertaking with the same format as below with all the names of the proposed profiles should be provided)

**Certification**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my qualifications, my experience, and me. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature:

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:

## 20. NON-DISCLOSURE AGREEMENT (NDA)

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[Company Letter ead]

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between the Rural Works Department (RWD), Government of Bihar, on the one hand (hereinafter called the "RWD"), and [Name of the Bidder], on the other hand (hereinafter called the "Bidder"), having its registered office at [Address].

### WHEREAS

The "RWD" has issued a public notice inviting various organizations to submit proposals for hiring the services of an organization for the provision of services under the RWD Project in Bihar (hereinafter called the "Project") of the RWD. The Bidder, having represented to the "RWD" that it is interested to bid for the proposed Project,

The RWD and the Bidder agree as follows:

1. In connection with the "Project", the RWD agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal contained in three volumes. The Request for Proposal contains details and information of the RWD operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
  - a) Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
  - b) Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
  - c) Use the Information only as needed for the purpose of bidding for the Project;
  - d) Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow any one else to copy or otherwise duplicate such Information; and
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
  - a) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
  - b) Is or becomes publicly known through no wrongful act of the Bidder; or
  - c) Independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any director in direct access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the RWD to the Bidder under this Agreement.

5. The RWD will have the right to obtain an immediate injunction to enjoin any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.
6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise to the Bidder in any of the Information. Notwithstanding the disclosure of any Information by the RWD to the Bidder, the RWD shall retain title and all intellectual property and proprietary rights in the Information. No license under any trademark, patent, copyright, or application for the same that is now or hereafter may be obtained by such party is either granted or implied by the conveyance of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice, or any other notice of proprietary rights of the RWD on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.
7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
8. Upon written demand of the RWD, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes, or extracts thereof to the RWD forthwith after receipt of notice, and (iii) upon request of the RWD, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
10. Confidential Information is provided "as is" with all faults. In no event shall the RWD be liable for the accuracy or completeness of the Confidential Information.
11. This Agreement shall benefit and be binding upon the RWD and the Bidder and their respective subsidiaries, affiliates, successors, and assigns.
12. This Agreement shall be governed by and construed in accordance with Indian laws.

For and on behalf of the Bidder,

(Signature)\_\_\_\_\_

(Name of the Authorized Signatory)

Date

Address

Location:

Seal/Stamp of Company

## 21. UNDERTAKING ON CONFLICT OF INTEREST

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

### **Sub: Undertaking on Conflict of Interest**

Sir,

I/We as do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the SP or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with RWD.

I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SP to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold RWD harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees & fees of professionals, reasonably) by RWD and/or its representatives, if any such conflict arises later.

Yours faithfully,  
Authorized Signatory  
Designation

Seal/Stamp of Company



## 22. NON-MALICIOUS CODE CERTIFICATE

---

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub: Non-Malicious Code Certificate**

Sir,

1. I/We hereby certify that the software being offered/developed as part of the contract does not and will not contain any kind of malicious code that would activate procedures to:
  - a) Inhibit the desired and the designed function of the equipment /solution.
  - b) Cause damage to the user or his equipment/solution during the operational exploitation of the equipment/solution.
  - c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.
2. There are/will be no Trojans, Viruses, Worms, Spywares or any malicious software on the system and in the software offered or software that will be developed.
3. Without prejudice to any other rights and remedies available to RWD we are liable under Information Technology Act, 2000 and Bharatiya Nyaya Sanhita (BNS) in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in offered/developed software.

Yours faithfully,  
Authorized Signatory

Designation

Seal/Stamp of Company

## **23. UNDERTAKING ON PRICING OF ITEMS OF TECHNICAL RESPONSE**

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub: Undertaking on Pricing of Items of Technical Response.**

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours  
faithfully,

Authorized Signatory

Designation

Seal/Stamp of Company

## 24. UNDERTAKING ON OFFLINE FUNCTIONALITY

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub:Undertaking on Offline Functionality**

Sir,

1. I/We as do hereby undertake to design and develop all the offline functionality required by RWD for the RWD Project in Bihar.
2. We acknowledge that the offline functionality requirement stated in RFP is indicative and that the complete range of required offline functionality will be identified and clarified during the systems study phase of the RWD Project in Bihar project. We further confirm that we undertake to design and develop the offline functionality identified during the systems study phase as required by RWD to be part of RWD Project in Bihar Project.

Yours faithfully,

Authorized Signatory

Designation

Seal/Stamp of Company

## **25. UNDERTAKING ON PROVISION OF SUPPORT FOR SOFTWARE**

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub: Undertaking on Provision of Support for Software**

Sir,

1. I/We as do hereby undertake the provision for ATS/Warranty support (Services as defined in Scope of Works and Technical Specification of RFP) by OEM/OSV/IV for all the primary components (Web Server, Application Server, Database and Operating System) of the Core Application Software during the duration of the contract period.
2. We also undertake to provide the support needed for any 3<sup>rd</sup> party products proposed as part of application Software during the duration of the contract period.

Yours faithfully,  
Authorized Signatory

Designation

Seal/Stamp of Compan2

## 26. UNDERTAKING ON SERVICE LEVEL COMPLIANCE

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub: Undertaking on Service Level Compliance**

Sir,

1. I/We as do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to RWD.
2. However, if the proposed number of resources is found to be not sufficient in meeting the Tender and/or the Service Level requirements given by RWD then we will augment the team without any additional cost to RWD.

Yours faithfully,  
Authorized Signatory

Designation

Seal/Stamp of Company

## 27. UNDERTAKING ON DELIVERABLES

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub: Undertaking on Deliverables**

Sir,

1. I/We as do hereby undertake the adherence of STQC Certification or above standards to the processes, deliverables/artifact to be submitted to RWD proposed as part of the RWD Project Software.
2. We also recognize and undertake that the Deliverables/artifacts shall be presented and Explained to RWD, Govt. of Bihar and other key stakeholders (identified by RWD), and also take the responsibility to provided clarifications as requested by RWD.
3. We also understand that the acceptance, approval and sign-off of the deliverables by RWD will be done on the advice of RWD/Concerned Official. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by RWD.

Yours faithfully,  
Authorized Signatory  
Designation

Seal/Stamp of Company

## 28. UNDERTAKING ON TRAINING THE USERS

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(Company letter head)

[Date]

**To,  
The Engineer-in-Chief  
Rural Works Department, Bihar  
Government of Bihar**

**Sub: Undertaking on Training the Users**

Sir,

I/We hereby undertake to train users (to be identified by RWD) as per RWD's requirements stated in the Request for Proposal (RFP). We further undertake that:

- a) We shall carry out a comprehensive training needs analysis and accordingly design the training program.
- b) Our training program would include, at the minimum, classroom training followed by supervised work sessions.
- c) We shall prepare all necessary training materials and deliver the training. Yours faithfully,

Authorized Signatory

Designation

Seal/Stamp of Company

## 29. UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION

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(Company letter head)

[Date]

To,

**The Engineer-in-Chief**

**Rural Works Department, Bihar**

**Government of Bihar**

**Sub: Undertaking on Exit Management and Transition**

Sir,

1. I/We hereby undertake that at the time of completion of the engagement, we shall successfully carry out the exit management and transition (to RWD or to an agency identified by RWD) to RWD's satisfaction.
2. I/We further undertake to complete the following as part of the Exit Management and Transition:
  - i. Capacity Building at RWD
    - a) We undertake to design team/organization structure at RWD to manage the system
    - b) We undertake to carry out an analysis of the skill set requirement at RWD to manage system and carry out the training & knowledge transfer required at RWD to manage system.
  - ii. Transition of project artefacts and assets
    - a) We undertake to complete the updating of all project documents and other artifacts and handover the same to RWD before transition.
    - b) We undertake to design Standard Operating Procedures to manage system (including application and IT systems), document the same and train RWD personnel on the same.
3. I/We also understand that the Exit Management and Transition will be considered complete On the basis of approval from RWD.

Yours faithfully,

Authorized Signatory

Designation

Seal/Stamp of Company



### 30. UNDERTAKING ON CONTINUOUS IMPROVEMENT

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(Company letter head)

[Date]

**To,**

**The Engineer-in-Chief**

**Rural Works Department, Bihar**

**Government of Bihar**

**Sub: Undertaking on Continuous Improvement**

Sir,

1. I/We understand that Continuous improvement of application is highly critical for RWD and that the System Integrator is expected to be the prime driver of continuous improvement during the application management phase.
2. I/We also understand that the improvements proposed as part of this Continuous Improvement initiative will not be the usual run-of-the-mill enhancements, but will be significant changes that result in a quantum leap in meeting user needs and improving outcomes in policing.
3. I/We further understand that whether a proposed change forms part of Continuous Improvement or is a minor change that will have to be incorporated in to the application as part of the Application Management Services will be determined by the RWD or their representatives.

Yours faithfully,

Authorized Signatory

Designation

Seal/Stamp of Company

### 31. UNDERTAKING ON PERSONNEL

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(Company letter head)

[Date]

To,

**The Engineer-in-Chief**

**Rural Works Department, Bihar**

**Government of Bihar**

**Sub: Undertaking on Personnel**

Sir,

1. I/We as SP or do hereby undertake that those persons whose profiles were part of the basis for evaluation of the bids and have been identified as “Key Personnel” of the proposed team. For the design and development of software for the RWD Project in Bihar project, shall be deployed during the Project as per our bids submitted in response to the RFP.
2. We undertake that any of the identified “Key Personnel” shall not be removed or replace without the prior written consent of RWD.
3. Under exceptional circumstances, if the Key Personnel are to be replaced or removed, we shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by RWD. RWD will have the right to accept or reject these substitute profiles.
4. We also undertake to staff the Project with competent team members incase any of the proposed team members leave the Project either due to voluntary severance or disciplinary actions against them.
5. We acknowledge that RWD has the right to seek the replacement of any member of the Project team being deployed by us, based on the assessment of RWD that the person in question is incompetent to carry out the tasks expected of him/her or found that person does not really possess the skills/experience/qualifications as projected in his/her profile or on the ground of security concerns or breach of ethics.
6. Incase we assign or reassign any of the team members, we shall be responsible, at our expense, for transferring all appropriate knowledge from personnel being replaced to their replacements within a reasonable time.

Yours faithfully,

Authorized Signatory

Designation

Seal/Stamp of Company

## 32. FORMAT FOR SELF DECLARATION

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(Company Letter head) [Date]

**To,**  
**The Engineer-in-Chief**  
**Rural Works Department, Bihar**  
**Government of Bihar**

In response to the RFP No. \_\_\_\_\_ dated

for quoting against the RFP as an Authorized Signatory of  
M/s, I /We hereby declare that our Company /Firm is having unblemished past record and was not  
declared blacklisted or ineligible to participate for bidding during last Three financial years by any  
State/Central Govt. Department or Agencies or Authority or PSU due to unsatisfactory performance,  
breach of general or specific instructions, corrupt /fraudulent or any other unethical business practices.

Yours faithfully,  
Authorized Signatory

Designation

Seal/Stamp of Company